November 2018 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 November 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. Targets missed by more than 10% are indicated by a red colored box.

In November, the CTA met, exceeded or came within 10% of the agency’s monthly internal targets in nearly all categories for bus and rail, including:

- Rail Ridership;
- Bus Ridership;
- Total Ridership;
- Percentage of Bunched Intervals in Bus;
- Mean Miles between Reported Rail and Bus Vehicle Defects;
- Average Daily Percent of Rail Fleet Availability;
- Average Interior Rail and Bus Clean Inspection scores; and others.

Various water main projects throughout the city requiring street closures and/or lane reductions was a major factor behind the increased Percentage of Big Gap Intervals for Bus in November. Additionally, the closure of the north terminal at the Jefferson Park Transit Center for improvements being made under the Your New Blue program, as well as several days of inclement weather contributed to more frequent big gap intervals.

Rail Delays of 10 Minutes or More was higher in November due to a combination of weather and aging equipment, resulting in delays due to debris on the tracks, rail car door and brake defects, and some signal delays.

The Average Daily Percent of Bus Fleet Unavailable for Service missed its target in November due to ongoing bus fleet maintenance and overhaul work.
|---------------------------------------------|--------------|--------------|-----------|-----------|---------|----------|----------|-------------|----------------|--------------|--------------|
| Total Ridership (in millions)               | 41.4         | 36.6         | 35.1      | 39.9      | 38.9    | 41.1      | 39.4      | 39.2        | 40.6           | 40.4         | 44.1         | 38.0
| Rail Ridership (in millions)                | 21.7         | 17.4         | 16.6      | 19.0      | 18.5    | 19.6      | 19.5      | 19.4        | 20.3           | 19.8         | 21.6         | 18.3
| Bus Ridership (in millions)                 | 19.7         | 19.2         | 18.5      | 21.0      | 20.4    | 21.5      | 19.9      | 19.8        | 20.2           | 20.7         | 22.7         | 19.7
| Total (Year to Date, in millions)           | 287.8        | 268.6        | 271.1     | 315.4     | 320.4   | 335.5     | 330.7     | 331.7        | 335.1          | 336.5        | 333.8        | 333.4
| % Change Over Prior Year (Year to Date)     | -7.0%        | -2.5%        | -4.0%     | -4.2%     | -3.2%   | -2.7%     | -3.2%     | -2.7%       | -2.3%          | -2.4%        | -2.4%        | -2.4%
| Rail Delays of 10 Minutes or More           | 78           | 95           | 106       | 83        | 83      | 87        | 100       | 105         | 110            | 103          | 86           | 96
| % of Slow Zone Mileage                      | N/A          | 8.5%         | 7.9%      | 8.0%      | 7.6%    | 9.8%      | 9.5%      | 8.2%        | 9.9%           | 10.8%        | 11.7%        | 11.8%
| % of Big Gap Intervals, Bus                 | 4.0%         | 1.9%         | 2.8%      | 2.3%      | 2.4%    | 3.3%      | 3.5%      | 3.0%        | 3.1%           | 3.3%         | 4.2%         | 5.2%
| % of Bunched Intervals, Bus                 | 3.0%         | 2.2%         | 3.0%      | 2.6%      | 2.9%    | 3.3%      | 3.5%      | 3.2%        | 3.3%           | 4.3%         | 1.5%         | 1.3%
| Mean Miles Between Reported Rail Vehicle    | 8,000        | 6,963        | 6,946     | 8,355     | 8,078   | 7,637     | 7,210     | 6,169       | 5,217          | 5,022        | 4,977        | 4,977
| Defects                                    | N/A          | 0.09         | 0.15      | 0.09      | 0.12    | 0.09      | 0.16      | 0.39        | 0.18           | 0.27         | 0.14         | 0.14
| Miles Between Reported Bus Service          | 5,000        | 5,531        | 5,541     | 6,305     | 6,651   | 5,339     | 5,522     | 5,735        | 5,682          | 5,755        | 5,300        | 5,995
| Incidents Due to Equipment                  | 12.6%        | 14.3%        | 13.5%     | 13.3%     | 13.9%   | 14.1%     | 14.4%     | 11.3%       | 14.7%          | 14.3%        | 14.0%        | 14.0%
| Average Daily Percent of Rail Fleet Unavailable for Service | 11.0%         | 12.6%        | 12.7%     | 10.4%     | 9.9%    | 9.9%      | 9.4%      | 10.3%        | 11.3%          | 11.8%        | 10.8%        | 10.7%
| Average Daily Percent of Rail Fleet Unavailable for Service | N/A          | 0.09         | 0.15      | 0.09      | 0.12    | 0.09      | 0.16      | 0.39        | 0.18           | 0.27         | 0.14         | 0.14
| BUS NTD Security-Related Incidents per 100,000 Miles | 2.0%         | 0.5%         | 0.4%      | 0.4%      | 0.3%    | 0.2%      | 0.3%      | 0.3%        | 0.5%           | 0.4%         | 0.9%         | 0.9%
| Rail NTD Security-Related Incidents per 100,000 Miles | 0.1%         | 0.00         | 0.19      | 0.12      | 0.05    | 0.17      | 0.10      | 0.14        | 0.15           | 0.15         | 0.15         | 0.15
| BUS NTD Security-Related Incidents per 100,000 Miles | 0.4%         | 0.35         | 0.40      | 0.47      | 0.45    | 0.30      | 0.31      | 0.21        | 0.32           | 0.28         | 0.58         | 0.08
| Rail NTD Security-Related Incidents per 100,000 Miles | N/A          | 0.05         | 0.09      | 0.05      | 0.05    | 0.10      | 0.05      | 0.07        | 0.06           | 0.07         | 0.06         | 0.08
| Average Interior Rail Clean Inspection Score | 96.0%        | 92.3%        | 92.0%     | 93.1%     | 93.3%   | 94.5%     | 94.2%     | 94.5%       | 93.4%          | 93.5%        | 94.3%        | 94.4%
| Average Interior Bus Clean Inspection Score | 85.0%        | 86.7%        | 86.5%     | 87.4%     | 87.0%   | 86.0%     | 87.0%     | 85.0%       | 86.0%          | 86.8%        | 87.5%        | 87.9%
| % of Customer Complaints Not Closed Out Within 14 Days | 3%           | 0.0%         | 0.0%      | 0.0%      | 0.0%    | 0.0%      | 0.0%      | 0.0%        | 0.0%           | 0.0%         | 0.0%         | 0.0%
| CTA Customer Service Home Time Average Wait Time (**) | 0:02:00      | 0:00:15      | 0:00:16   | 0:00:10   | 0:00:22 | 0:00:28   | 0:00:54   | 0:00:59      | 0:01:01         | 0:01:00      | 0:00:51      | 0:00:64
| Reported Ramp Defects (Service Disruptions) | N/A          | 74           | 126       | 70        | 70      | 75        | 121       | 88          | 92             | 72           | 45           | 46
| % Buses with Defective AVAS                | 2.0%         | 0.5%         | 0.4%      | 0.3%      | 0.2%    | 0.3%      | 0.5%      | 0.4%        | 0.5%           | 0.5%         | 0.5%         | 0.5%
| Reported ADA Complaints                    | N/A          | 55           | 64        | 69        | 63      | 64        | 75        | 99          | 93             | 94           | 81           | 59

**Footnotes**

(*) Monthly figures are subject to change.

(†) 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.

**Legend**

Legend

- Yellow - below target
- Green - at or above target
- Red - failed 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.