December 2016 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 December 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.

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

- Rail Ridership;
- Bus Ridership;
- Total Ridership;
- Rail Delays of 10 Minutes or More;
- Percentage of Big Gap Intervals in Bus;
- Percentage of Bunched Intervals in Bus;
- Mean Miles between Reported Rail and Bus Vehicle Defects
- Average Daily Percent of Bus and Rail Fleet Availability
- Average Interior Rail and Bus Clean Inspection scores; and others
### CTA Preliminary Monthly Performance (*)

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</thead>
<tbody>
<tr>
<td>Total Ridership (in millions)</td>
<td>39.1</td>
<td>38.9</td>
<td>40.0</td>
<td>43.7</td>
<td>41.3</td>
<td>42.5</td>
<td>42.6</td>
<td>40.9</td>
<td>42.0</td>
<td>43.5</td>
<td>44.7</td>
<td>42.0</td>
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<tr>
<td>Rail Ridership (in millions)</td>
<td>18.3</td>
<td>18.2</td>
<td>18.6</td>
<td>20.4</td>
<td>19.8</td>
<td>20.3</td>
<td>20.9</td>
<td>20.5</td>
<td>20.6</td>
<td>20.8</td>
<td>21.8</td>
<td>19.9</td>
</tr>
<tr>
<td>Bus Ridership (in millions)</td>
<td>20.8</td>
<td>20.8</td>
<td>21.5</td>
<td>23.3</td>
<td>21.7</td>
<td>22.1</td>
<td>22.7</td>
<td>21.0</td>
<td>21.2</td>
<td>21.7</td>
<td>23.0</td>
<td>21.1</td>
</tr>
<tr>
<td>Total (Year to Date, in millions)</td>
<td>518.9</td>
<td>38.9</td>
<td>79.9</td>
<td>122.7</td>
<td>164.2</td>
<td>207.6</td>
<td>240.3</td>
<td>290.2</td>
<td>352.2</td>
<td>375.7</td>
<td>420.4</td>
<td>461.4</td>
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<tr>
<td>% Change Over Prior Year (Year to Date)</td>
<td>0.6%</td>
<td>-1.3%</td>
<td>1.8%</td>
<td>0.4%</td>
<td>-1.0%</td>
<td>-1.4%</td>
<td>-3.9%</td>
<td>-2.9%</td>
<td>-2.8%</td>
<td>-3.0%</td>
<td>-3.4%</td>
<td>-3.1%</td>
</tr>
</tbody>
</table>

### Rail Delays of 10 Minutes or More

- 78 delays in 2016 Feb
- 66 delays in 2016 May
- 47 delays in 2016 Aug

### Delays of 10 Minutes or More

- 2016 Feb: 78 delays
- 2016 May: 66 delays
- 2016 Aug: 47 delays

### Ridership

- Preliminary rides registered includes rail to rail transfers.
- Rail system.
- Ridership rides registered to rail transfers.
- Total to Date: Number of rides registered on the bus and rail system prior year, year-to-date.

### Time Safe Efficiency

- Gap Intervals, Rail
- Change Prior Year: 2.9%
- Change Prior Year: 3.1%

### Rail Delays

- Rail Delays of 10 minutes or more reported to the CTA Service Center by an operator, a cartographer, or a supervisor.

### Service Delays

- Rail Delays of 10 minutes or more reported to the CTA Service Center by an operator, a cartographer, or a supervisor.

### Revenue-Related Defects

- Miles traveled during the month by the number of revenue-related defects for the month.

### NTD Security

- NTD Security: Number of larceny, trespassing, or other bodily harm related to an event; medical excess; or property damage in excess of $25,000.

### ADA Complaints

- Number of reported ADA complaints filed with the CTA TTY Line, excluding non-ADA related complaints.

### Footnotes

- (*) Monthly figures are subject to change.
- (†) Shading for Customer Service Average that is given if meeting or exceeding target, yellow if within 60 seconds of target and red if not meeting target by 60 seconds.