July 2019 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 July, 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 July, 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;
- Mean Miles between Reported Rail Vehicle Defects;
- 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.

The Average Daily Percent of Bus Fleet Unavailable for Service again missed its target due to ongoing repairs and preventative maintenance work. Rail Delays of Ten Minutes or More also missed its target due to vehicle maintenance and signal system defects.

Due to one of the on-board bus systems not functioning properly, supporting data for the three following metrics are not available this month: Percentage of Big Gap Intervals, Percentage of Bunched Intervals and Percentage of Buses with Defective AVAS.
Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.

Number of rides registered on the rail system including rail-to-rail transfers divided by the number of rides registered on the bus and rail systems year-to-date. Includes rail-to-rail transfers.

Miles of revenue track that have slow zones. Slow zones range from 6 mph to 15 mph.

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.

Number of bus intervals (time between two buses at a bus stop that are 60 seconds or less divided by the total number of weekday bus intervals traveled during the month).

Miles traveled during the month divided by the number of reported defects for the month.

Daily average number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet.

Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the bus system by traveled miles divided by 100,000.

Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the rail system by traveled miles divided by 100,000.

Monthly average Quality Inspection audit scores for the execution of Interior Cleans.

Monthly average Quality Inspection audit scores for the execution of Exterior Cleans.

Number of open and overdue complaints (complaints not closed out within 14 days) as of the last day of the month divided by the total number of complaints received during that month.

Monthly average number of minutes a customer waits on the CTA hotline before his/her call is answered.

Number of reported defects or other issues (not calling out stops for at least part of the day), disruption of service.