September 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 September 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 September, 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;
- Percentage of Big Gap 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.

The missed target of Rail Delays of 10 minutes or more was caused by vehicle maintenance issues and signal delays. The Percentage of Bunched Intervals in Bus missed its target due to reroutes and construction, particularly the Lake Shore Drive repaving project. The Average Daily Percent of Bus Fleet Unavailable for Service missed its target due to ongoing bus fleet maintenance and overhaul work.
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</thead>
<tbody>
<tr>
<td>Total Ridership (in millions)</td>
<td>41.4</td>
<td>36.6</td>
<td>35.1</td>
<td>39.9</td>
<td>38.9</td>
<td>41.1</td>
<td>39.4</td>
<td>39.2</td>
<td>40.6</td>
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<tr>
<td>Rail Ridership (in millions)</td>
<td>21.7</td>
<td>17.4</td>
<td>16.6</td>
<td>19.0</td>
<td>18.5</td>
<td>19.6</td>
<td>19.5</td>
<td>19.4</td>
<td>20.3</td>
</tr>
<tr>
<td>Bus Ridership (in millions)</td>
<td>19.7</td>
<td>19.2</td>
<td>18.5</td>
<td>21.0</td>
<td>20.4</td>
<td>21.5</td>
<td>19.9</td>
<td>19.8</td>
<td>20.2</td>
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<tr>
<td>Total (Year to Date, in millions)</td>
<td>287.8</td>
<td>266.6</td>
<td>276.1</td>
<td>319.0</td>
<td>310.4</td>
<td>351.1</td>
<td>310.7</td>
<td>310.7</td>
<td>351.1</td>
</tr>
<tr>
<td>% Change Over Prior Year (Year to Date)</td>
<td>-7.0%</td>
<td>-2.5%</td>
<td>-4.0%</td>
<td>-4.2%</td>
<td>-3.0%</td>
<td>-2.7%</td>
<td>-3.2%</td>
<td>-3.7%</td>
<td>-3.8%</td>
</tr>
<tr>
<td>Rail Delays of 10 Minutes or More</td>
<td>78</td>
<td>95</td>
<td>106</td>
<td>83</td>
<td>83</td>
<td>87</td>
<td>100</td>
<td>105</td>
<td>110</td>
</tr>
<tr>
<td>% of Slow Zone Mileage</td>
<td>N/A</td>
<td>8.5%</td>
<td>7.9%</td>
<td>8.0%</td>
<td>7.6%</td>
<td>9.8%</td>
<td>9.5%</td>
<td>8.8%</td>
<td>9.9%</td>
</tr>
<tr>
<td>% of Big Gap Intervals, Bus</td>
<td>4.0%</td>
<td>1.9%</td>
<td>2.8%</td>
<td>2.3%</td>
<td>2.4%</td>
<td>3.3%</td>
<td>3.5%</td>
<td>3.0%</td>
<td>3.1%</td>
</tr>
<tr>
<td>% of Bunched Intervals, Bus</td>
<td>3.0%</td>
<td>2.3%</td>
<td>3.0%</td>
<td>2.6%</td>
<td>2.9%</td>
<td>3.1%</td>
<td>3.5%</td>
<td>3.2%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Mean Miles Between Reported Rail Vehicle Defects</td>
<td>8,000</td>
<td>6,963</td>
<td>6,946</td>
<td>8,806</td>
<td>8,978</td>
<td>7,437</td>
<td>8,170</td>
<td>9,169</td>
<td>8,197</td>
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<tr>
<td>Miles Between Reported Bus Service Disruptions Due to Equipment</td>
<td>5,000</td>
<td>5,651</td>
<td>5,414</td>
<td>6,305</td>
<td>6,651</td>
<td>5,339</td>
<td>5,522</td>
<td>5,373</td>
<td>5,862</td>
</tr>
</tbody>
</table>

**Legend**

- **COURTEOUS**
- **CLEAN**
- **ON-TIME**

**Footnotes**

1. Target is set at 100%.
2. Measures designed to measure customer satisfaction.
3. Report反映 zero distance and Bus Link issues, meaning no data will be received from the bus. This does not measure defective destination signs.
4. The percent of buses that are experiencing navigation issues (not calling out stops for at least part of the day),彼此操縱器,ly, also encompasses reporting area distance and Bus Link issues, meaning no data will be received from the bus. This does not measure defective destination signs.
5. The number of reported complaints to Customer Service identified by AHA-related.

**Definition**

- Number of rides registered on the bus and rail systems. Rail ridership includes cta rail transfers.
- Number of rides registered on the rail system excluding rail to rail transfers.
- Number of rides registered on the bus system.
- Number of rides registered on the bus and rail systems year to date. Includes cta rail transfers.
- Number of rides registered on the bus and rail systems year to date (including rail to rail transfers) divided by the number of rides registered on the bus and rail systems previous year, year to date.
- Rail Delays of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.
- Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
- Rail Delays of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.
- Number of reported rail and ramp defects that resulted in a disruption of service.
- Number of rides registered on the bus system.
- Mean Miles Between Reported Rail Vehicle Defects
- Miles Between Reported Bus Service Disruptions Due to Equipment
- Average Daily Percent of Bus Fleet Unavailable for Service
- Average Percentage of Big Gap Intervals
- Average Percentage of Bunched Intervals
- Rail Ridership (in millions)
- Miles of rail traveled divided by the number of reported defects for the month
- Miles of rail traveled during the month divided by the number of reported service disruptions due to equipment for the month
- Average Daily Percent of Rail Fleet Unavailable for Service
- Average Number of Buses unavailable for service for any reason divided by the total number of buses in the fleet.
- Average number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet
- Rail Nitro-Related Incidents per 100,000 Miles
- Rail NTD Security-Related Incidents per 100,000 Miles
- Average Time Per Reported Rail NTD Security-Related Incident
- Number of reported rail and ramp defects that resulted in a disruption of service.
- Average Number of Minutes a customer waits on the CTA hotline before his/her call is answered.
- Average Number of Minutes a customer waits on the CTA hotline before his/her call is answered.