**September 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 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 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 missed its target due to ongoing bus maintenance and repairs, and the replacement of vehicle cameras. Both targets for Bus Big Gaps and Bunched Intervals were missed due to a large number of reroutes in September, several of which were long-term and complex, which further complicated normal service restoration techniques. Additionally, there was a significant increase in rainfall during the month that contributed towards these missed targets.

Rail Delays of Ten Minutes or More missed its target due signal system and vehicle defects. The majority of vehicle defects are associated with the 2600-Series rail cars, which are the oldest in the fleet and will be replaced by the new 7000-Series rail cars that are on order.
### CTA Preliminary Monthly Performance  (*)

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<tbody>
<tr>
<td>Vehicle Defects</td>
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<td>Rail Delays of 10 Minutes or More</td>
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<td>Percent of Bunched Intervals, Rail</td>
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<td>10.2%</td>
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<td>11.4%</td>
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<tr>
<td>Average Daily Percent of Rail Fleet Inservice for Service</td>
<td>94.1%</td>
<td>94.2%</td>
<td>94.3%</td>
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<td>94.5%</td>
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<td>Mileage of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.</td>
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<td>Rail NTD Security-Related Incidents per 100,000 Miles</td>
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<td>Average Interior Rail Clean Inspection Score</td>
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<td>Average Interior Bus Clean Inspection Score</td>
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<td>% Buses with Defective A/C</td>
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### Footnotes

1. Missing or recording negative values indicate the line has no reports or reports missing values over 10%. Observations do not have a target.
2. N/A indicates no data in the current or prior year.
3. Defaulting to 100,000 is used when a specific amount is not available but is calculated for a total value.

### Definitions

- **CTA Preliminary Monthly Performance**: Percentages are calculated using data from the month and the prior year (or same month last year, if applicable). The data is used to calculate the year-to-date percentage change compared to the prior year.
- **Rail NTD Safety-Related Incidents**: Any event where one or more of the following occurs on the system: individual dies at the time or within 30 days of the event; one or more persons suffer bodily damage as a result of the event requiring immediate medical attention away from the scene; property damage in excess of $25,000.
- **Rail NTD Security-Related Incidents**: Any event where one or more of the following occurs on the system: individual dies at the time or within 30 days of the event; property damage in excess of $25,000; one or more persons suffer bodily damage as a result of the event requiring immediate medical attention away from the scene; property damage in excess of $25,000.
- **Vehicle Defects**: Any event where one or more of the following occurs on the system: individual dies at the time or within 30 days of the event; property damage in excess of $25,000; one or more persons suffer bodily damage as a result of the event requiring immediate medical attention away from the scene; property damage in excess of $25,000.
- **On-time transfers**: Number of transfers to other rail or bus services where transfer processes are uninterrupted and the look-back time for transfers is 100%.
- **Wait-time**: Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
- **Monitoring of reported complaints to Customer Service identified as ADA-related**: Includes rail and bus transfers.