

# September 2022 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. An explanation for the targets missed by more than 10%, indicated by a red colored box, is provided below.

Areas of operation where the CTA met, exceeded, or came within 10% of its monthly internal targets in September included the following categories for bus and rail:

- Rail Ridership;
- Bus Ridership;
- Percentage of Bunched Intervals (Bus);
- Mean Miles between Reported Rail and Bus Vehicle Defects;
- Average Daily Percent of Rail Fleet Unavailable for Service;
- Average Interior Rail and Bus Clean Inspection Scores; and others.

***IMPORTANT NOTE:*** Similar to many industries, public transit was upended by the COVID-19 pandemic as ridership plummeted in March 2020 and commuting patterns changed for the long-term. CTA kept trains and buses running throughout the pandemic, delivering as much service as possible to the essential workers and transit dependent riders of the region. As vaccines rolled out and people began to return to a “new normal”, the transit industry began facing new challenges with a hiring deficit and growing bus and rail operator attrition impacting service delivery. The COVID-19 pandemic is not over, and those challenges remain. CTA, along with myriad industries, is feeling the continued impacts of this new normal on its workforce and service. To learn more on how CTA is working to improve the customer experience and also aggressively recruit and hire to strengthen its workforce – which in turn will help deliver reliable and consistent service – please visit: <https://www.transitchicago.com/meetingthemoment/>.

CTA Preliminary Monthly Performance (Monthly Target)		July 2021	Aug 2021	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	July 2022	Aug 2022	Sep 2022	Definition		
RIDERSHIP	Total Ridership (in millions)	monthly	18.6	19.0	21.0	20.9	18.9	17.2	14.3	16.3	20.5	19.8	21.2	21.4	20.9	22.3	23.5	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.	
	Rail Ridership (in millions)	monthly	8.0	8.1	9.0	9.0	8.0	7.0	5.7	6.6	8.4	8.3	8.9	9.4	9.4	9.6	10.2	Number of rides registered on the rail system including rail-to-rail transfers.	
	Bus Ridership (in millions)	monthly	10.6	10.9	12.1	11.9	10.9	10.2	8.6	9.7	12.1	11.5	12.3	12.0	11.6	12.6	13.3	Number of rides registered on the bus system.	
	Total (Year to Date, in millions)	monthly	98.8	117.8	138.9	159.8	178.8	196.0	14.3	30.6	51.1	70.9	92.1	113.5	134.4	156.7	180.2	Number of rides registered on the bus and rail systems year-to-date. Includes rail-to-rail transfers.	
% Change Over Prior Year (Year to Date)	monthly	-27.0%	-20.5%	-14.0%	-8.7%	-4.1%	-0.8%	32.9%	44.0%	46.7%	45.6%	44.7%	41.5%	36.0%	33.0%	29.7%	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.		
ON-TIME	Rail Delays of 10 Minutes or More	78	87	83	80	99	64	85	114	84	89	87	112	98	84	88	89	Rail Delays of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.	
	% of Slow Zone Mileage	N/A	14.9%	15.5%	15.6%	15.8%	16.4%	16.4%	15.6%	15.6%	15.6%	16.2%	16.3%	16.7%	15.8%	14.7%	16.0%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.	
	% of Big Gap Intervals, Bus	4.0%	10.0%	9.7%	10.7%	11.4%	10.6%	12.2%	13.4%	12.2%	11.0%	11.4%	14.2%	13.3%	13.4%	13.7%	12.9%	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.	
	% of Bunched Intervals, Bus	3.0%	2.1%	2.2%	2.8%	2.7%	2.2%	1.9%	1.6%	2.0%	2.0%	1.9%	2.2%	2.3%	2.1%	2.4%	2.8%	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.	
EFFICIENT	Mean Miles Between Reported Rail Vehicle Defects	8,000	7,703	7,073	9,028	8,049	9,495	9,496	6,269	8,394	8,242	7,744	6,634	5,915	7,161	6,110	7,462	Miles traveled during the month divided by the number of reported defects for the month.	
	Miles Between Reported Bus Service Disruptions Due to Equipment	5,000	5,403	5,421	6,299	4,993	5,516	6,822	5,464	5,459	6,161	5,231	4,552	4,237	4,520	4,741	5,135	Miles traveled during the month divided by number of reported service disruptions due to equipment for the month.	
	Average Daily Percent of Bus Fleet Unavailable for Service	12.6%	17.9%	16.8%	16.2%	16.3%	16.5%	15.9%	16.7%	17.8%	17.1%	17.6%	20.3%	22.2%	21.5%	20.9%	19.9%	Daily average number of buses unavailable for service for any reason divided by the total number of buses in the fleet.	
	Average Daily Percent of Rail Fleet Unavailable for Service	11.0%	9.8%	10.8%	10.1%	9.8%	9.1%	9.5%	10.1%	9.1%	8.7%	8.2%	9.1%	9.1%	9.8%	9.5%	10.7%	Daily average number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet.	
SAFE	Bus NTD Security-Related Incidents per 100,000 miles	N/A	0.20	0.25	0.35	0.18	0.27	0.19	0.17	0.15	0.13	0.17	0.28	0.31	0.34	0.16	0.28	Security-related events on the Bus are events that meet the National Transit Database S&S-40 reporting thresholds, divided by bus vehicle revenue miles divided by 100,000. Reportable security events include both system security events and personal security events. Numbers are dynamic and subject to change.	
	Rail NTD Security-Related Incidents per 100,000 miles	N/A	0.18	0.16	0.17	0.23	0.32	0.28	0.19	0.46	0.25	0.37	0.37	0.05	0.45	0.33	0.20	Security-related events on the Rail are events that meet the National Transit Database S&S-40 reporting thresholds, divided by rail vehicle revenue miles divided by 100,000. Reportable security events include both system security events and personal security events. Numbers are dynamic and subject to change.	
	Bus NTD Safety-Related Incidents per 100,000 Miles	N/A	0.56	0.48	0.35	0.45	0.32	0.58	0.39	0.44	0.23	0.42	0.59	0.46	0.72	0.43	0.53	Safety-related events on the Bus System are events that meet the National Transit Database S&S-40 reporting thresholds and criteria, divided by bus vehicle revenue miles divided by 100,000. Numbers are dynamic and subject to change.	
	Rail NTD Safety-Related Incidents per 100,000 Miles	N/A	0.05	0.05	0.10	0.07	0.05	0.00	0.02	0.11	0.05	0.02	0.02	0.04	0.10	0.04	0.08	Safety-related events on the Rail System are events that meet the National Transit Database S&S-40 reporting thresholds and criteria, divided by rail vehicle revenue miles divided by 100,000. Numbers are dynamic and subject to change.	
CLEAN	Average Interior Rail Clean Inspection Score	90.0%	94.5%	94.9%	95.3%	94.3%	94.4%	94.2%	95.1%	94.0%	94.0%	94.2%	94.3%	95.0%	94.6%	94.9%	94.2%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.	
	Average Interior Bus Clean Inspection Score	85.0%	82.4%	82.7%	83.1%	84.1%	84.4%	84.9%	84.1%	85.4%	86.6%	85.4%	85.0%	85.7%	86.4%	87.3%	86.4%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.	
COURTEOUS	% of Customer Complaints Not Closed Out Within 14 Days	3%	0.1%	0.0%	0.5%	0.4%	0.2%	1.9%	0.0%	0.1%	0.1%	0.1%	0.5%	0.1%	0.1%	0.1%	0.2%	Number of open and overdue complaints (complaints not closed out by a department within 14 days) as of the last day of the month divided by the total number of complaints received during that month.	
	CTA Customer Service Hotline Average Wait-time (*)	0:02:00	0:00:16	0:00:16	0:00:23	0:00:21	0:00:18	0:00:17	0:00:17	0:00:17	0:00:11	0:00:16	0:00:18	0:00:23	0:00:22	0:00:22	0:00:25	0:00:24	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
	Reported Ramp Defects (Service Disruptions)	N/A	59	78	72	48	60	63	79	76	51	64	93	89	74	65	91	Number of reported lift and ramp defects that resulted in a disruption of service.	
	% Buses with Defective AVAS	2.0%	0.7%	1.0%	0.7%	0.7%	0.6%	0.9%	1.0%	1.2%	0.8%	0.9%	1.4%	0.9%	1.0%	1.6%	2.2%	The percent of buses that are experiencing navigation issues (not calling out stops for at least part of the day), broken operator log on screens, odometers reporting zero distance and Bus Link issues, meaning no data will be received from the bus. This does not measure defective destination signs.	
Reported ADA Complaints	N/A	41	62	67	53	57	42	28	32	40	38	58	53	66	83	64	Number of reported complaints to Customer Service identified as ADA-related.		



Footnotes  
 (2) Shading for Percent of Buses with Defective Automated Voice Announcement Systems is green if meeting or exceeding target, yellow if within 1% of target and red if exceeding target by 1%.  
 (\*) 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.