

CITIZEN'S ADVISORY BOARD

**Public Performance Measures
Overview**

October 18, 2024



BACKGROUND

- **2006: First published public performance reports focused on ridership, security complaints, vehicle cleans, vehicle performance**
- **2007: Performance Management unit formally created, focused on day-to-day performance**
- **2008: Standardized public measures and monthly reporting format**
- **2016: Interactive dashboard adopted for internal analysis**
- **2018: Transit Asset Management (TAM) reporting finalized as required by Federal Transit Administration**
- **2022: Meeting the Moment introduced additional public measures**
- **2023: Public dashboard upgraded with interactive format and additional measures**



PUBLIC ACT 103-0281 (HB1342)

For fiscal years 2024 and 2025, the Service Boards must publish a monthly comprehensive set of data regarding transit service and safety. The data included shall include information to track operations including:

- (1) staffing levels, including numbers of budgeted positions, current positions employed, hired staff, attrition, staff in training, and absenteeism rates;
- (2) scheduled service and delivered service, including percentage of scheduled service delivered by day, service by mode of transportation, service by route and rail line, total number of revenue miles driven, excess wait times by day, by mode of transportation, by bus route, and by stop; and
- (3) safety on the system, including the number of incidents of crime and code of conduct violations on system, any performance measures used to evaluate the effectiveness of investments in private security, safety equipment, and other security investments in the system. If no performance measures exist to evaluate the effectiveness of these safety investments, the Service Boards and Authority shall develop and publish these performance measures.

The Authority and Service Boards shall solicit input and ideas on publishing data on the service reliability, operations, and safety of the system from the public and groups representing transit riders, workers, and businesses.



OVERVIEW

- 21 pages of reports for 6 performance categories

Performance dashboard

Chicago Transit Authority

Monthly figures are subject to change.

CTA Public Performance Metrics

Performance metrics are designed to measure the Chicago Transit Authority's success in meeting its goal of providing on-time, efficient, courteous, safe and clean service.

The purpose of CTA's monthly performance metrics is to set internal goals for agency performance to encourage improvement and establish accountability.

Report Details

Select Months Shown

9/1/2023 9/30/2024

Data Available from January 2022.
Data is updated through the prior month unless otherwise noted.
Right click on any graph to view data as table.

<u>System</u>	Ridership	Headcount	Hiring	Absenteeism
<u>On-time</u>	Bus On-time	Rail Delays	Rail Headways	Rail Excess Wait Time
	Bus Excess Wait Time			
<u>Efficient</u>	Mileage & Slow Zones	Bus Fleet	Rail Fleet	Rail Service % Delivered
	Rail Scheduled & Delivered	Bus Service % Delivered	Bus Scheduled & Delivered	

<u>Courteous</u>
Customer Service
Facilities Uptime
<u>Safe</u>
Safety
<u>Clean</u>
Cleans

4

DEMONSTRATION



TRENDS

- **Workforce levels have increased significantly**
- **On-time performance and reliability have improved**
 - Major delays for rail increased across multiple categories
- **Service delivery has improved even as the amount of overall service has increased**
 - 94.8% rail service delivered in September 2024
 - 98.7% bus service filled in September 2024
- **Customer complaints have decreased, primarily due to decreases in service complaints**
- **Vehicle deep cleans have increased with increased resources**
- **Elevator uptime improved and escalators remained stable**



SOLICITING PUBLIC INPUT

share them with us!'. A green arrow points from this link to a form on the right side of the image."/>

Chicago Transit Authority

CTA Public Performance Metrics

Performance metrics are designed to measure the Chicago Transit Authority's success in meeting its goal of providing on-time, efficient, courteous, safe and clean service.

The purpose of CTA's monthly performance metrics is to set internal goals for agency performance to encourage improvement and establish accountability.

Report Details

Select Months Shown
12/1/2022 12/1/2023

	On-time	Efficient	Courteous	Safe
Ridership	Bus On-time	Bus Fleet	Customer Service	NTD
Headcount	Rail On-time	Rail Fleet		Clean
Hiring	Rail Headways	Service Delivered		Cleans
		Facilities Uptime		

Microsoft Power BI 1 of 15

Do you have ideas about how to make this dashboard better? Please [share them with us!](#)

Link was live from 11/17/23 – 1/31/24.

Name

Email address

Can we contact you regarding this submission?

Yes

No

I'm requesting

Changes to a current page on the Performance Metrics Dashboard

The addition of new information

What category best describes your suggestion?

Service Delivery/Reliability

Passenger Safety

Cleanliness

Maintenance

Workforce

None of the above

Describe the information you want the CTA to provide:

300 characters left

In general terms, how would this be measured?

500 characters left

Any additional comments:

