CTA Monthly Performance		2008 Monthly Target	Jan 2008	Feb 2008	Mar 2008	Apr 2008	Definition
RIDERSHIP	Total Ridership (in millions)	42.6	39.4	39.4	41.7	45.0	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
	Rail Ridership (in millions)	16.0	14.9	14.8	15.3	16.5	Number of rides registered on the rail system including rail-to-rail transfers.
	Bus Ridership (in millions)	26.6	24.5	24.6	26.4	28.5	Number of rides registered on the bus system.
	Total (Year to Date, in millions)	162.1	39.4	78.8	120.5	165.6	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)	2.0%	-0.8%	4.5%	1.8%	4.2%	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 *(1)*	78	132	86	83	94	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	16.8%	17.5%	16.9%	16.1%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
	% of Bunched Intervals	2%	2.9%	3.5%	2.8%	3.3%	Number of weekday 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	3500	2659	2552	3221	3737	Miles traveled during the month divided by the number of reported defects for the month.
	Miles Between Reported Bus Road Calls *(1)*	5000	4069	3966	4475	4259	Miles traveled during the month divided by number of reported road calls (not including farebox road calls) for the month.
	Average Daily Percent of Bus Fleet Unavailable for Service	13%	15%	15%	13%	13%	Daily average number of buses unavailable for service for any reason divided by the total number of buses in the fleet.
	% of Facilities Work Orders Completed On-time	90%	87%	88%	88%	96%	Percent of total Facilities work orders that were completed on-time.
SAFE	Bus NTD Security-Related Incidents per 100,000 miles	N/A	0.39	0.42	0.57	0.58	Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the bus system divided by traveled miles divided by 100,000.
	Rail NTD Security-Related Incidents per 100,000 miles	N/A	1.7	1.4	1.7	2.4	Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the rail system divided by traveled miles divided by 100,000.
	Bus NTD Safety-Related Incidents Per 100,000 miles	N/A	0.39	0.35	0.37	0.36	Any event where one or more of the following occurs on the system: an individual dies either at the time of the event 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 Safety-Related Incidents Per 100,000 miles	N/A	0.02	0.00	0.00	0.10	Any event where one or more of the following occurs on the system: an individual dies either at the time of the event 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.
CLEAN	Average Days Between Completed Rail Detail Cleans	14	23	16	11	20	Two month rolling average number of days between detail cleans on rail cars for those rail cars that were cleaned at least twice during the two month period. For example the Jan-08 data consists of the average days between deep cleans for rail cars detail cleaned between 12/1/07 and 1/31/08.
	Average Days Between Completed Bus Detail Cleans	14	30	29	25	26	Two month rolling average number of days between detail cleans on buses for those buses that were cleaned at least twice during the two month period. For example the Jan-08 data consists of the average days between deep cleans for buses detail cleaned between 12/1/07 and 1/31/08.
	% of Up-time for Rail Car Washers	95%	100%	100%	100%	93%	Percent of total hours vehicle washers were operational during the month.
	% of Up-time for Bus Washers	90%	97%	98%	92%	95%	Percent of total hours vehicle washers were operational during the month.
	% of Graffitti Work Orders Completed Within 7 Days	95%	98.4%	98.5%	97.6%	97.5%	Percent of total graffitti work orders completed on-time during the month.
COURTEOUS	% of Elevator Up-time	98%	96.9%	98.5%	99.1%	98.8%	Percent of total hours elevators were operational during the month.
	% of Escalator Up-time	97%	97.7%	98.4%	97.5%	97.5%	Percent of total hours escalators were operational during the month.
	% of Customer Complaints Not Closed Out Within 14 Days	N/A	To Begin in April			10%	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 (2)	0:02:00	0:07:39	0:05:55	0:02:41	0:01:50	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.

Legend
Meeting or exceeding target:
Within 10% of target:
Missing target by more than 10%:
Measure does not have a target:

Footnotes
(1) Does not include farebox related road calls.
(2) 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.