April 2013 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 April.

During the month of April, the CTA had 60 Rail Delays of 10 Minutes or More, below the agency's target of 78. Note that in April 2013, the CTA changed the way it scores the Rail Delay category to more transparently track the number of incidents that are more directly under the control of the CTA. Of the delays, historically about half prompted by events beyond the CTA's control, such as sick passengers, bridge lifts and police investigations. By measuring incidents that are under the control of the CTA, the Rail Delays metric now allows the agency to better track and create accountability for resolving issues.

	CTA Monthly Performance	2013 Monthly Target	2012 Monthly Average	Jan 2013	Feb 2013	Mar 2013	Apr 2013	Definition
RIDERSHIP	Total Ridership (in millions)	42.7	45.5	42.4	40.7	44.2	45.1	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
	Rail Ridership (in millions)	17.6	19.3	17.8	17.1	18.5	19.3	Number of rides registered on the rail system including rail-to-rail transfers.
	Bus Ridership (in millions)	25.1	26.2	24.7	23.7	25.6	25.8	Number of rides registered on the bus system.
	Total (Year to Date, in millions)	42.7	545.6	42.4	83.3	127.5	172.6	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)	4.4%	4.5%	-0.1%	-3.4%	-4.8%	1.5%	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	105	120	103	113	60	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	13.1%	14.6%	16.7%	15.5%	15.5%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
	% of Big Gap Intervals, Bus	4%	4.0%	3.3%	3.8%	4.0%	4.4%	Number of bus intervals (time between two buses at a bus stop) that are double the scheduled interval or greater than 15 minutes, divided by the total number of weekday bus intervals traveled during the month.
	% of Bunched Intervals, Bus	3%	2.7%	2.2%	2.9%	2.7%	3.0%	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	3950	4011	4013	4522	4854	5282	Miles traveled during the month divided by the number of reported defects for the month.
	Miles Between Reported Bus Service Disruptions Due to Equipment	5000	5425	4847	4601	5271	4872	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	13%	13%	11%	11%	11%	11%	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%	13%	13%	9%	8%	8%	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	0.13	0.20	0.07	0.17	0.25	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	0.14	0.07	0.11	0.09	0.07	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	0.43	0.34	0.42	0.29	0.51	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 Safety-Related Incidents per 100,000 Miles	N/A	0.06	0.07	0.02	0.07	0.04	Any event where one or more of the following occurs on the system: individual dies either 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.
CLEAN	Average Interior Rail Clean Inspection Score	90%	98.3%	97.7%	97.6%	98.1%	97.0%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
	Average Interior Bus Clean Inspection Score	85%	76.4%	79.1%	79.0%	73.5%	77.8%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
COURTEOUS	% of Customer Complaints Not Closed Out Within 14 Days	3%	1%	0.4%	1.0%	0.2%	0.5%	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	0:01:20	0:01:41	0:02:04	0:01:54	0:54:00	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
	Reported Ramp Defects (Service Disruptions)	N/A	57	94	77	86	74	Number of reported lift and ramp defects that resulted in a disruption of service.
	% Buses with Defective AVAS	2%	0.7%	0.7%	0.5%	0.8%	0.9%	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	58	41	41	31	53	Number of reported complaints to Customer Service identified as ADA-related.

Legend

Meeting or exceeding target:

Within 10% of target:
Missing target by more than 10%:
Measure does not have a target:

Footnotes
(†) 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.