March 2014 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 March, including progress that has been made in several metrics and an explanation to targets missed by more than 10% that are indicated by the red colored box is as follows:

For the month, several metrics met or exceeded targets, or showed improvement from previous months. Metrics that met or exceeded targets included rail ridership, rail delays of 10 minutes or more, metrics measuring rail and bus defects, the average daily percent of the rail fleet available for service and rail car cleaning inspections.

Ridership was stronger in March 2014 than the first two months of 2014, with total ridership closer the overall ridership target of month. Rail ridership exceeded rail ridership target for the month. Cumulative year-to-date ridership is down modestly from a year ago, primarily due to the historically severe winter weather in January and February.

The Bus Percent of Big Gap Intervals target improved in March, though it still missed the target for the month. This was largely due to several planned reroutes for bridge closures, bridge lifts and other special events. The related Bunched Intervals metric also saw improvement in March, as the extreme weather conditions experienced in January and February dissipated in March.

The Average Interior Bus Clean Inspection score missed its target for the month of March. The CTA continues to provide ongoing training employees to ensure they follow CTA comprehensive bus cleanliness procedures.

CTA Monthly Performance	Owner	Data Source	2014 Monthly Target	2013 Monthly Average	Jan 2014	Feb 2014	Mar 2014	Definition
RIDERSHIP								
Total Ridership (in millions)	Planning	AFC Data	45.2	44.1	38.0	39.6	44.7	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
Rail Ridership (in millions)	Planning	AFC Data	19.3	19.0	17.5	17.8	20.1	Number of rides registered on the rail system including rail-to-rail transfers.
Bus Ridership (in millions)	Planning	AFC Data	25.9	25.0	20.5	21.8	24.6	Number of rides registered on the bus system.
Total (Year to Date, in millions)	Planning	AFC Data	128.4	44.1	38.0	77.6	122.3	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)	Planning	AFC Data	0.2%	-2.5%	-10.7%	-6.9%	-4.1%	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	Rail	Control Center	78	82	81	70	67	Rail Delays of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.
% of Slow Zone Mileage	P&W	P&W	N/A	13.5%	11.2%	11.4%	11.8%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
% of Big Gap Intervals, Bus	Bus	AVAS	4.0%	4.6%	4.8%	5.5%	5.0%	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	Bus	AVAS	3.0%	3.1%	3.2%	3.9%	3.2%	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	Rail	MMIS	3,950	4,960	3,159	4,601	5,785	Miles traveled during the month divided by the number of reported defects for the month.
Miles Between Reported Bus Service Disruptions Due to Equipment	Bus	MMIS	5,000	5,564	6,675	6,357	6,410	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	Bus	MMIS	12.6%	12.2%	14.3%	13.9%	12.6%	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	Rail	MMIS	11.0%	9.1%	13.1%	12.7%	10.6%	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	Safety & Security	Security	N/A	0.15	0.21	0.10	0.23	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	Safety & Security	Security	N/A	0.09	0.07	0.13	0.15	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	Bus	Safety	N/A	0.48	0.43	0.45	0.44	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	Rail	Safety	N/A	0.04	0.10	0.07	0.05	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	Rail	MMIS	90.0%	98.1%	97.8%	95.0%	94.0%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
Average Interior Bus Clean Inspection Score			85.0%	81.8%	80.4%	81.2%	75.5%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
COURTEOUS								
% of Customer Complaints Not Closed Out Within 14 Days	All	Customer Service	3%	0.4%	0.0%	0.0%	0.0%	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 (†)	Customer Service	Customer Service	0:02:00	0:01:53	0:00:13	0:00:09	0:00:09	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
Reported Ramp Defects (Service Disruptions)	All	Customer Service	N/A	73	231	220	156	Number of reported lift and ramp defects that resulted in a disruption of service.
% Buses with Defective AVAS	Customer Service	Customer Service	2.0%	1.2%	1.7%	1.3%	1.2%	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	46	27	35	55	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.