December 2012 Performance Metrics

Ridership

CTA ridership is at its highest levels in 22 years, including the highest rail ridership in 50 years and the third-highest bus ridership in nearly two decades. Eleven of the past 12 months exceeded their ridership projections; July 2012 was the only month last year that missed its target and was mostly likely caused by that month's extreme heat.

On-time

This past year presented challenges in terms of rail delays. Rail delays are often a result of external influences (such as sick passengers or fires near CTA property that affect service) or unavoidable equipment failures. However, CTA takes these delays seriously and has implemented a number of measures to help improve its performance.

December's figure of 95 delays of 10 minutes or more showed a continued decrease from the previous two months but still above our target of 78 delays per month. Steps we've taken include:

- Changing the times and durations for which maintenance crews access the tracks.
- Spreading (i.e., widening the intervals between trains) to ensure customers receive even intervals between trains and fewer gaps in service.
- Adding 5000 series rail cars to the Green and Red Lines as they are delivered, which will help reduce the number of defects resulting in fewer equipment failures.

Efficient

Slow Zones. As a result of years of neglect, rail slow zones have been widespread and growing. To reverse this deterioration and improve our customers' travel experience, CTA has identified funding and designed more than $1 billion in projects to eliminate 70 percent of current slow zones, providing relief to 85 percent of affected rail riders by the end of 2015. Later this year, CTA will completely remove its longest stretch of slow zones—nearly 7 miles on the southern Red Line.

Rail/Bus Fleets. To ensure that the CTA has enough cars available for service by retiring the oldest, least reliable cars, the CTA has doubled its orders for new rail cars. One new rail car is now arriving each weekday, and will result in the retirement of numerous 40 year old rail cars throughout 2013. At the same time, the CTA's maintenance staffs have continued to perform excellent work, with the miles between defects for both fleets coming in at well above their performance targets for the year.

Big Gaps/Bus Bunching. In 2012, CTA met its goal for big gaps between buses and surpassed its goal for bus bunching by 12 percent. This came despite an unprecedented level of street and water main/sewer construction (doubled from 2011) on Chicago's streets, including such massive projects as Wacker Drive (which resulted in phased closures of arterial Loop streets) and the Halsted Street bridges.
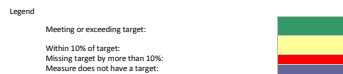
Cleanliness

As reflected in December's CTA monthly performance report, CTA's score of 74.1 percent is below the agency's target of 85.0 percent but shows improvement from the 65.6 percent score from November. An important note is that in July, CTA set a new, much stricter standard for bus cleanliness. In October, the process was changed from a 2 ½-hour interior detail to a 4-hour general clean, alongside the tougher grading. The process will be monitored for improvement as the service employees continue to learn the intricacies of the new process.

Courteous

CTA continues to outperform its targets for handling customer complaints on a timely basis and ensuring that call wait times are kept short. At the same time, CTA's customer service efforts extend beyond the department of the same name. CTA has continued to perform well on reported ramp defects and defective equipment (such as not calling out stops correctly) —two issues of concern to riders with disabilities—and will continue to improve in these areas as the CTA bus fleet is kept new through rehabilitation or replacement over the next three years.

CTA Monthly Performance

Category	Metric	2012 Monthly Target	2011 Monthly Average	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	July 2012	Aug 2012	Sep 2012	Oct 2012	Nov 2012	Dec 2012	Definition
RIDERSHIP	Total Ridership (in millions)	43.7	44.3	42.4	43.8	47.6	44.5	46.9	45.9	44.4	47.5	46.3	50.6	45.1	40.5	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
	Rail Ridership (in millions)	18.3	18.5	17.8	17.9	19.7	18.8	19.7	20.0	19.2	20.6	19.8	21.7	19.1	16.8	Number of rides registered on the rail system including rail-to-rail transfers.
	Bus Ridership (in millions)	25.4	25.9	24.7	25.9	27.9	25.7	27.2	25.9	25.1	26.9	26.5	28.9	26.0	23.7	Number of rides registered on the bus system.
	Total (Year to Date, in millions)	491.7	489.8	42.4	86.2	133.9	178.3	225.2	271.1	315.5	363.0	409.3	459.9	505.0	545.6	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)		1.4%	4.4%	8.7%	6.7%	5.5%	5.3%	4.5%	3.9%	3.6%	3.0%	3.2%	3.1%	2.6%	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	92	98	92	96	77	125	125	121	119	100	104	102	95	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	10.9%	11.0%	11.3%	11.4%	11.6%	12.1%	12.6%	12.8%	14.1%	15.8%	15.6%	15.4%	13.8%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
	% of Big Gap Intervals, Bus	4%	3.8%	3.6%	3.1%	3.5%	3.4%	4.4%	4.9%	4.3%	4.3%	4.7%	4.6%	4.1%	3.6%	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%	2.3%	1.9%	2.1%	2.4%	2.1%	3.0%	2.9%	2.4%	2.8%	3.3%	3.5%	3.1%	2.3%	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	4250	3732	3990	3821	4250	4464	3761	3623	3253	3807	3990	4299	4192	4682	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	4893	4292	5305	4679	5146	4391	5138	6868	5173	5032	5252	7084	6743	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%	13%	12%	13%	13%	13%	14%	14%	14%	12%	12%	12%	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%	11%	13%	14%	14%	14%	13%	12%	13%	12%	13%	13%	12%	10%	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	0.11	0.09	0.15	0.13	0.13	0.11	0.19	0.09	0.11	0.12	0.16	0.11	0.20	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	0.08	0.04	0.20	0.07	0.15	0.09	0.17	0.17	0.23	0.12	0.15	0.19	0.12	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	0.44	0.49	0.38	0.47	0.52	0.36	0.49	0.43	0.40	0.48	0.36	0.42	0.41	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	0.04	0.04	0.06	0.17	0.06	0.00	0.00	0.07	0.07	0.05	0.03	0.09	0.03	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%	98.0%	98.5%	99.1%	97.9%	99.5%	99.9%	98.8%	99.6%	98.4%	96.4%	97.3%	97.8%	96.0%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
	Average Interior Bus Clean Inspection Score	85%	89.2%	84.0%	84.5%	85.9%	84.8%	86.2%	89.2%	65.74%*	41.0%	69.2%	N/A**	65.6%	74.1%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.
COURTEOUS	% of Customer Complaints Not Closed Out Within 14 Days	3%	1%	1%	1%	1%	2%	2%	0%	0%	2%	0%	0%	1%	1%	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 (†)	0:03:30	0:02:05	0:02:39	0:01:40	0:00:55	0:00:58	0:00:47	0:01:03	0:01:23	0:01:18	0:01:50	0:01:07	0:01:10	0:01:16	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
	Reported Ramp Defects (Service Disruptions)	N/A	69	99	67	74	82	63	54	35	61	30	36	38	49	Number of reported lift and ramp defects that resulted in a disruption of service.
	% Buses with Defective AVAS	2%	0.9%	1.1%	0.6%	0.6%	0.7%	0.7%	0.6%	0.6%	0.6%	0.7%	0.6%	0.6%	0.7%	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	37	53	53	61	76	80	67	60	58	63	37	46	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.
(*) Reflects New Grading System
(**) Reflects beginning of new General Clean process