



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 ▼

Last ▼ 13 Months (Calendar) ▼

📅 6/1/2022 - 6/30/2023

Right click on any graph to view data as table.

Data Available from January 2022.

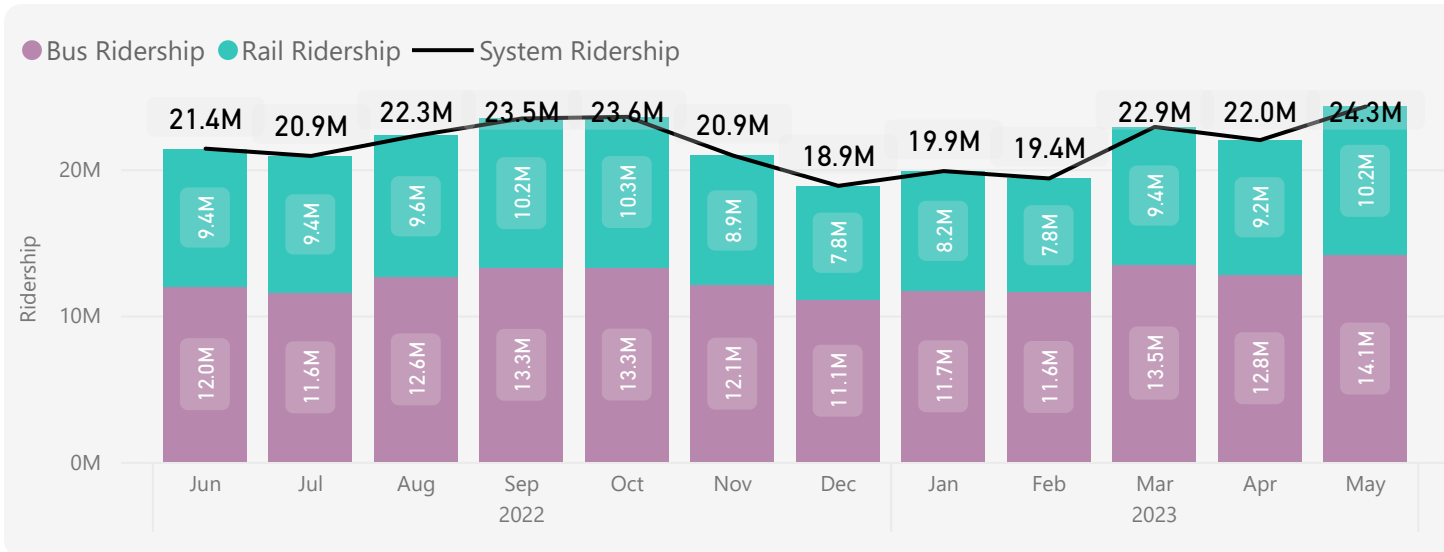
Data is updated through the prior month unless otherwise noted.

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



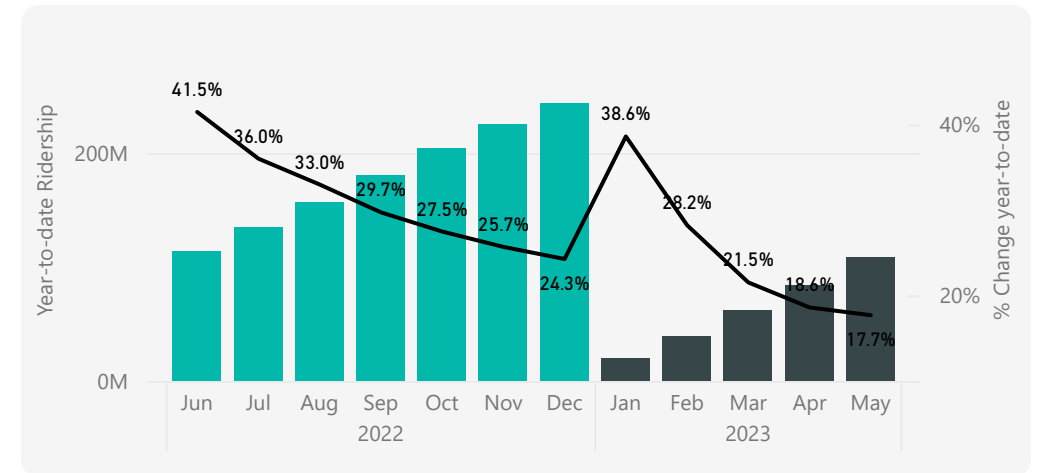
Total Monthly Ridership

Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.



Year-to-date Ridership and % Change Over Prior Year

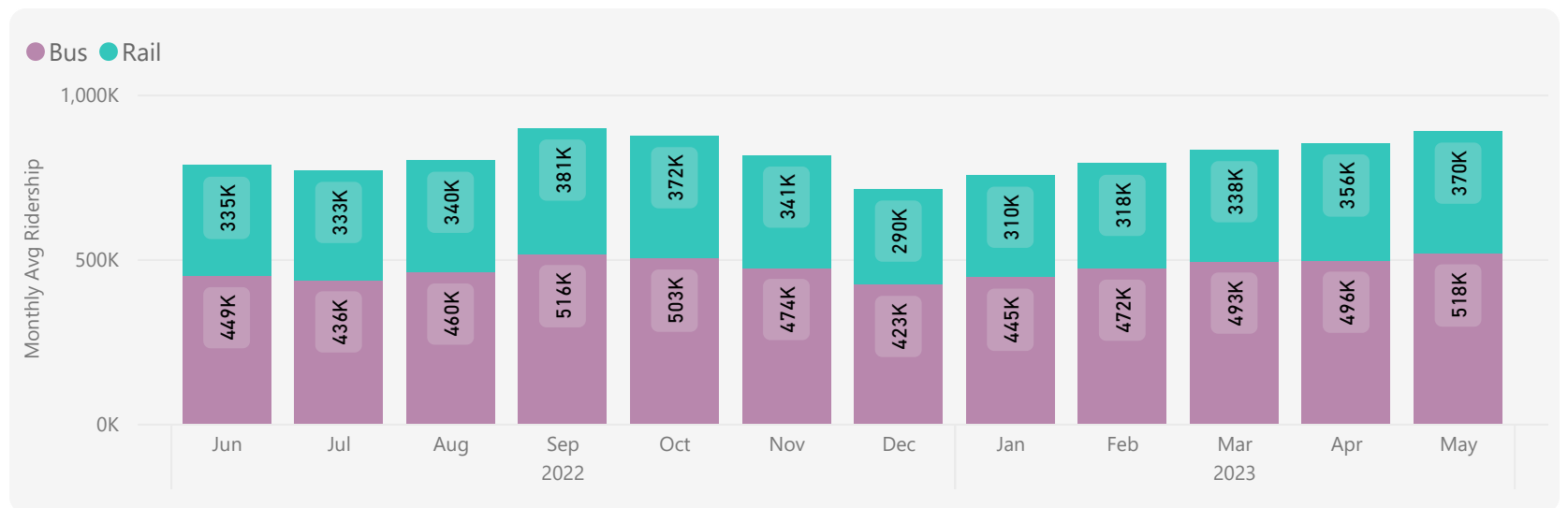
Number of rides registered on the bus and rail systems year-to-date. Year-to-date ridership divided by the year-to-date ridership in the previous year. Rail ridership includes rail-to-rail transfers.



Weekday Average Rides by Month

Average number of rides registered on the bus and rail systems per day each month. Rail ridership includes rail-to-rail transfers.

For detailed performance by route and station, see monthly ridership reports [here](#).

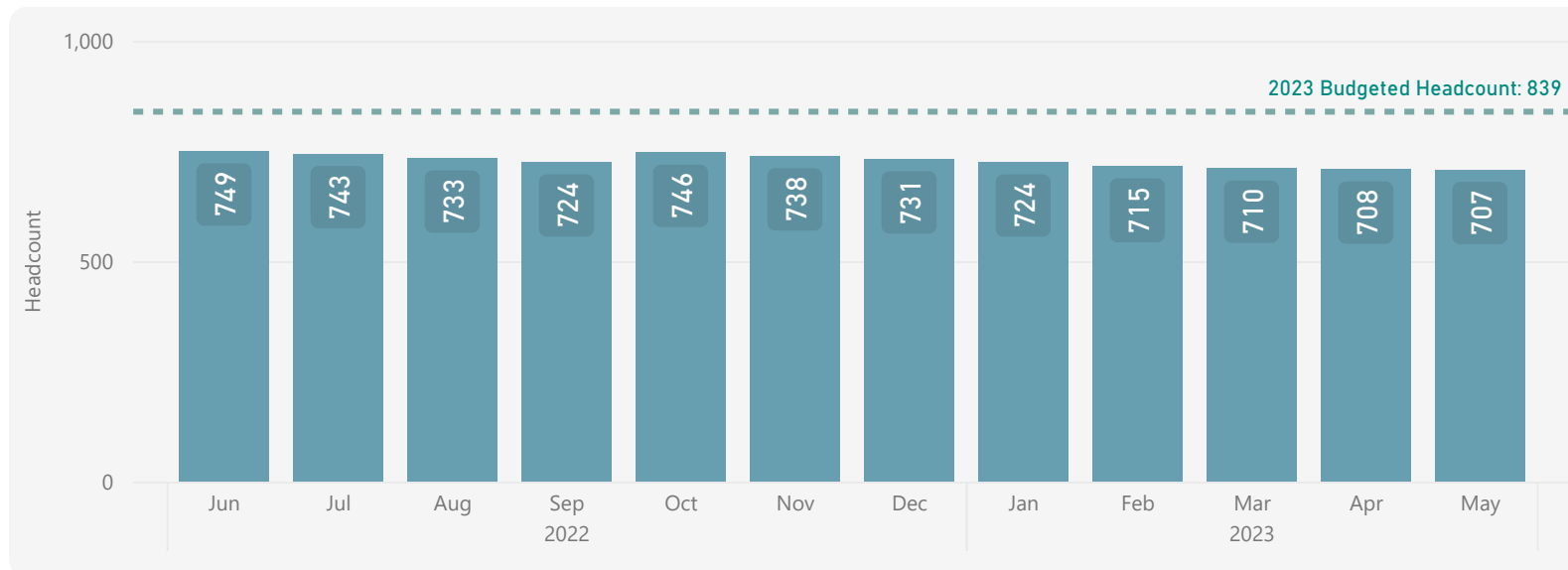
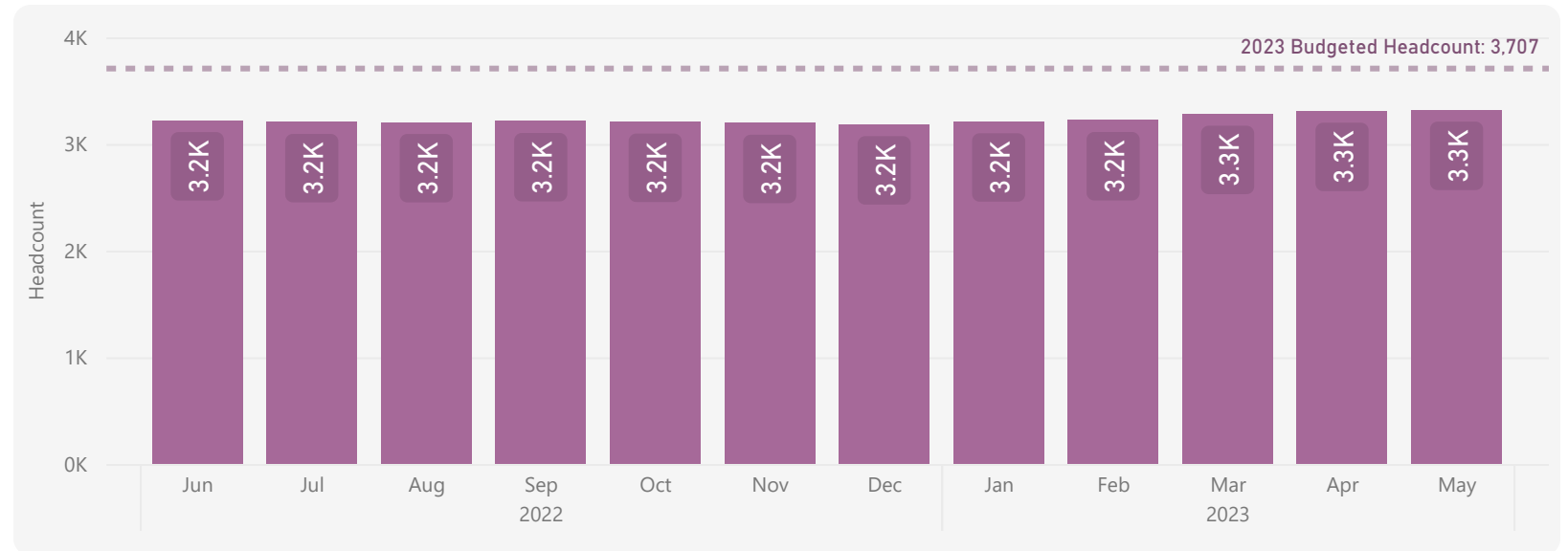




Bus Operator Headcount

The number of bus operators.
Since March 2022, CTA directly recruits full time bus operators instead of entry-level part-time positions.

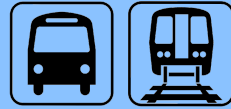
Part time operators are shown as full-time equivalent.



Rail Operator Headcount

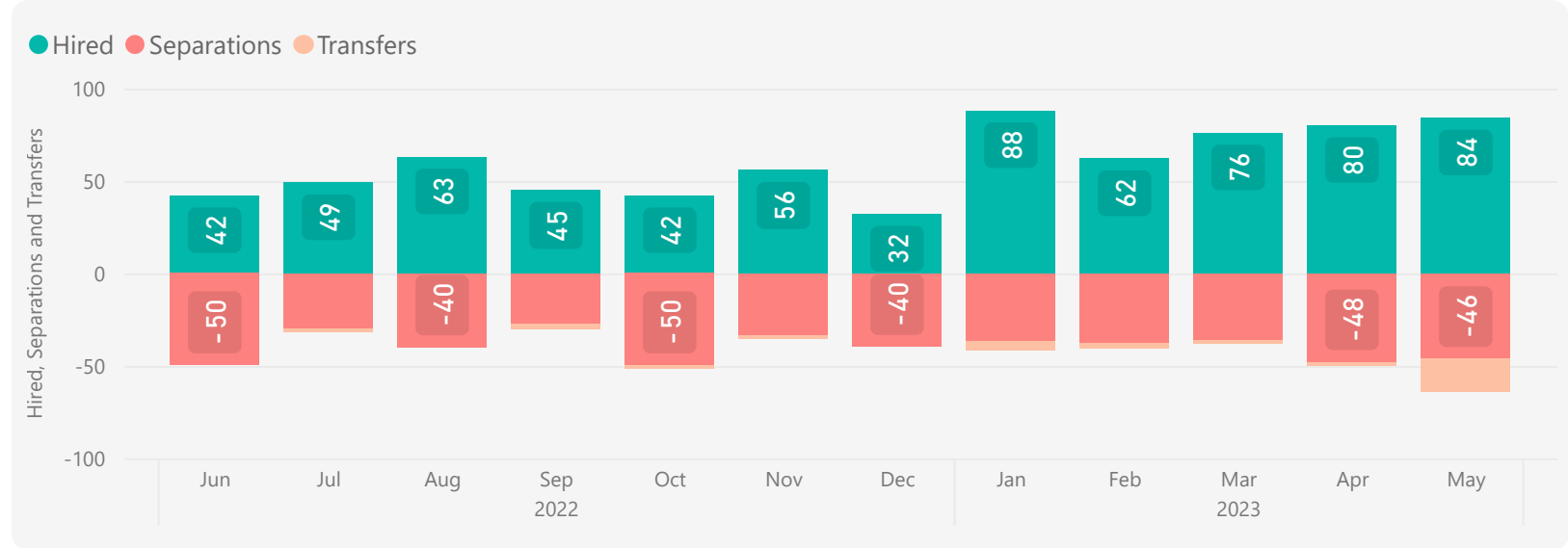
The number of rail operating employees.

Includes Combined Rail Operators, Rapid Transit Operators, Extra Board, Switch Workers, and Tower Workers.

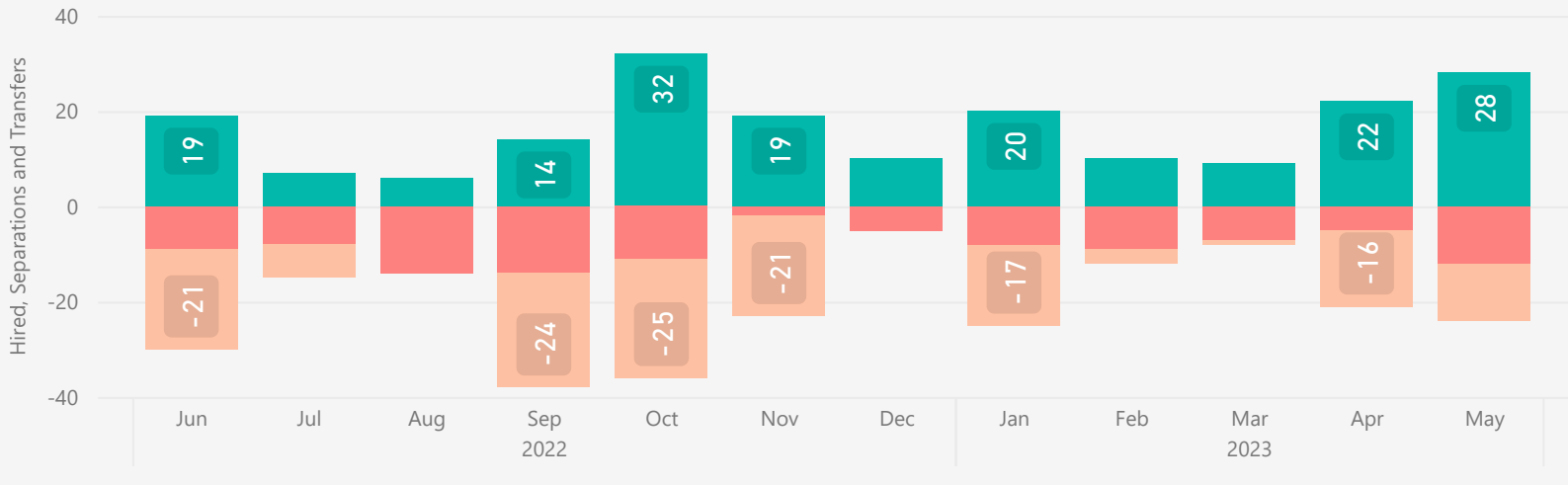


Bus Operator Hiring

Monthly number of hired employees, separations and employee transfers for bus operators.



Hired Separations Transfers

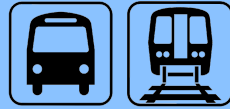


Rail Operations Hiring

Monthly number of hired employees, separations and employee transfers for rail operations.

Employees include operator positions (Combined Rail Operators, Rapid Transit Operators, Extra Board, Switch Workers, and Tower Workers) and Flaggers

Flaggers are entry level positions that offer the option to become rail operators in the future



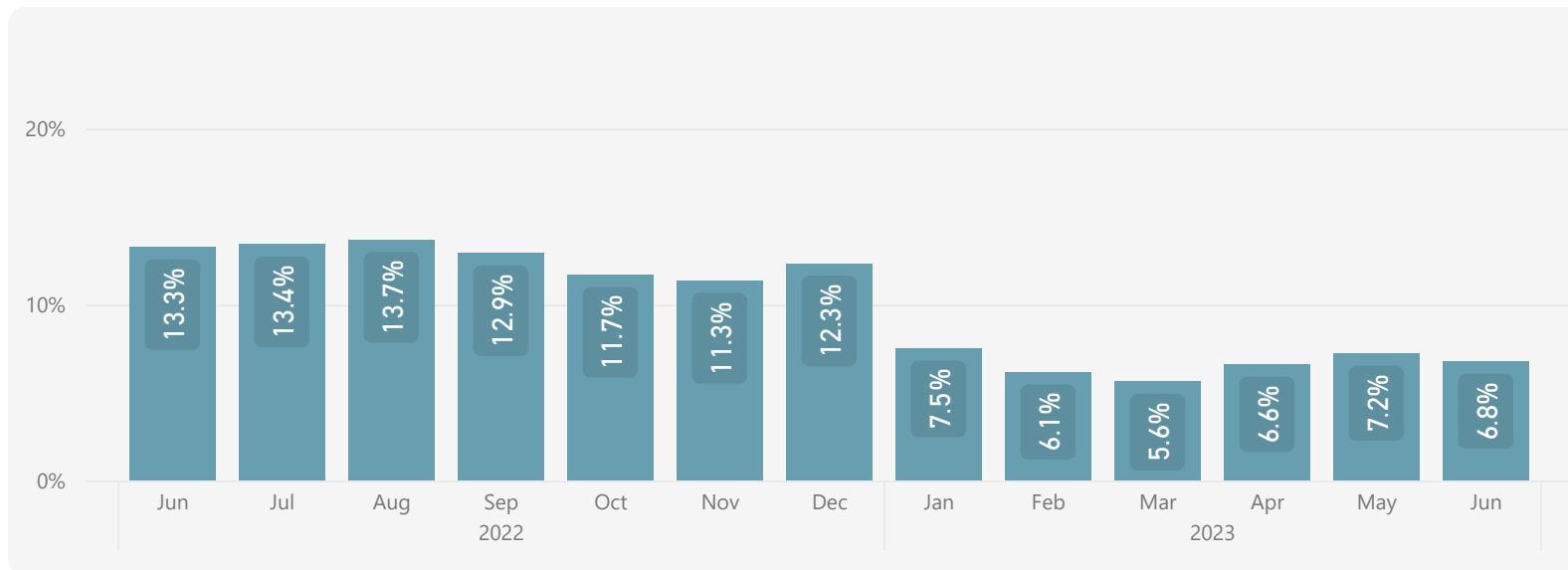
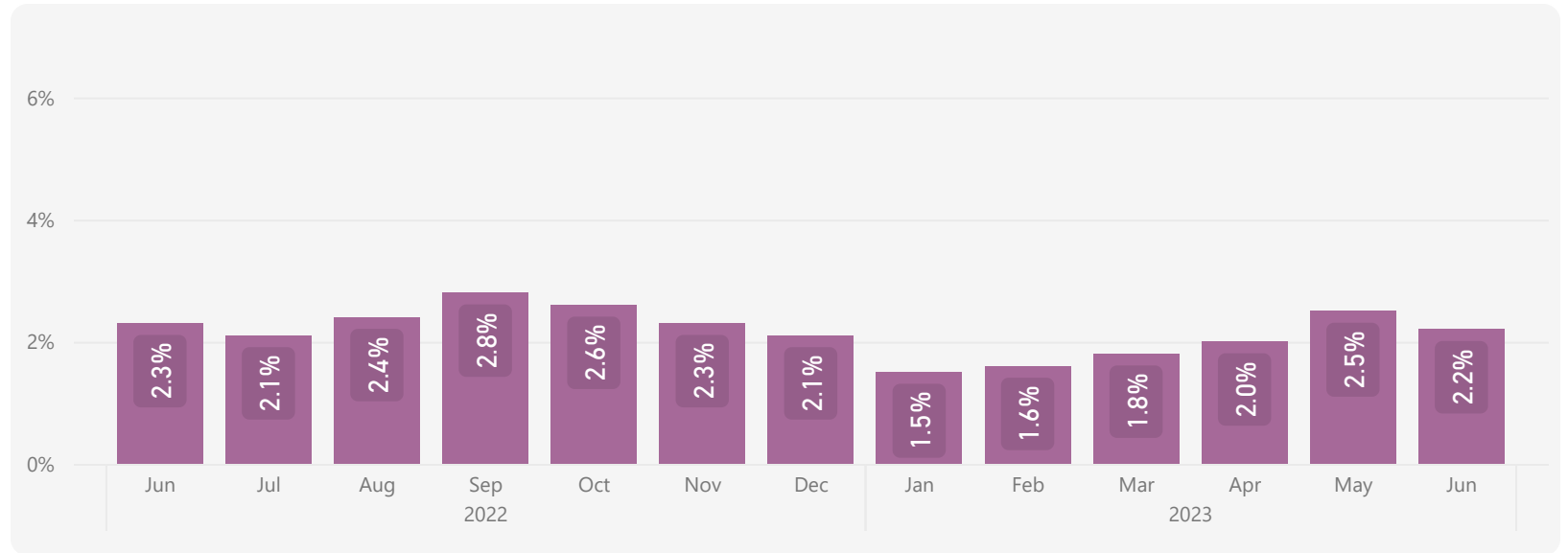
System

- 1
- 2
- 3
- 4
- X4
- 6
- 7
- 8
- 8A
- 9
- X9
- 11
- 12
- J14
- 15
- 18
- 20

% of Bunched Intervals: System

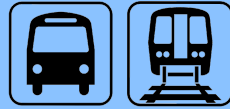
% of times when the interval between two buses is 60 seconds or less.

Scheduled bunching to meet passenger demand is included.



% of Big Gaps Intervals: System

% of times when the interval between two buses is double the scheduled interval and greater than 15 minutes.



System

Red

Blue

Brown

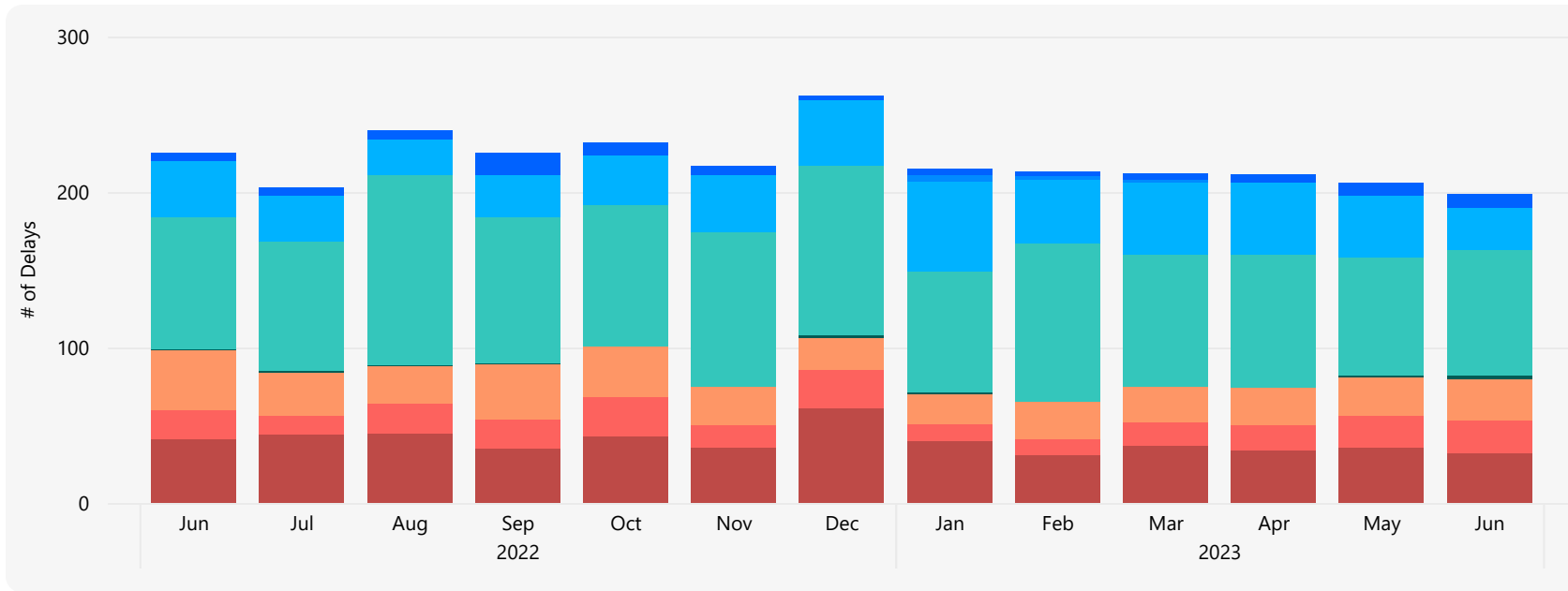
Green

Orange

Purple

Pink

Yellow



Total Rail Delays of 10 Minutes or More

Total Rail Delays of 10 minutes or more reported to the Control Center.
Note: Scale changes by line

- Maintenance
- Operations
- Track/Signal
- Construction
- Disturbance
- Passenger
- Weather
- Other

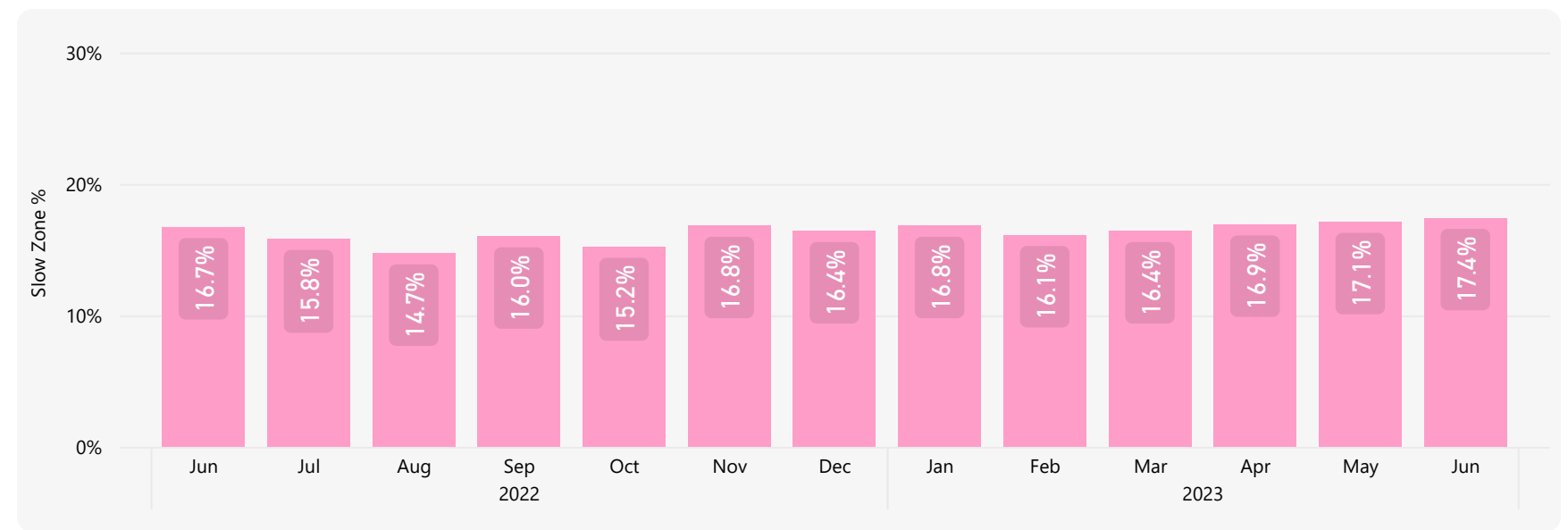
Click for description

% of Slow Zone Mileage

Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.

System slow zone includes slow zones for the loop which is 0% for all months shown.

Detailed slow zone maps can be found [here](#).





Rail Headways

Double Headways

The number of trains, counted at measured locations, where the headway (or interval between trains) is greater than or equal to twice the scheduled headway but less than 3 times the scheduled headway.

e.g. the train is scheduled every 5 minutes but the next train arrives 10 minutes after the prior train.

Triple Headways

The number of trains, counted at measured locations, where the headway (or interval between trains) is greater than or equal to 3 times the scheduled headway

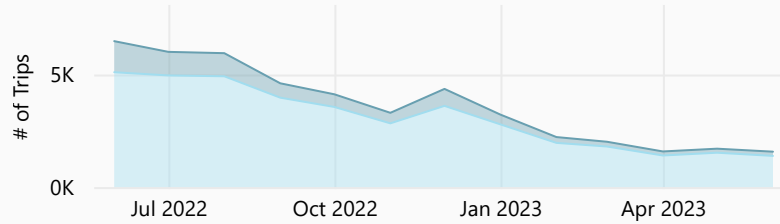
e.g. the train is scheduled every 5 minutes but the next train arrives 15 minutes after the prior train.

Please note scale differs by line.

Hover here for measured locations.

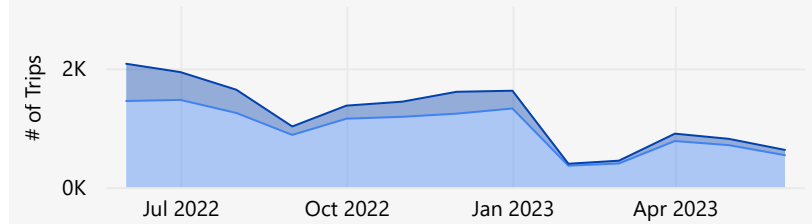
System-wide

● Double Headways ● Triple Headways



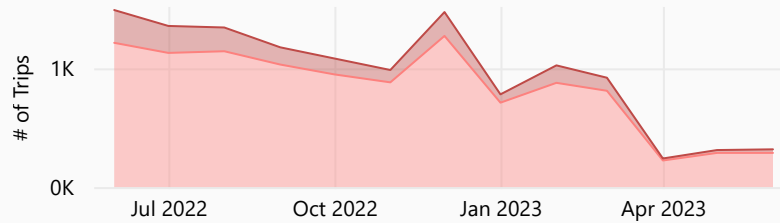
Blue

● Double Headways ● Triple Headways



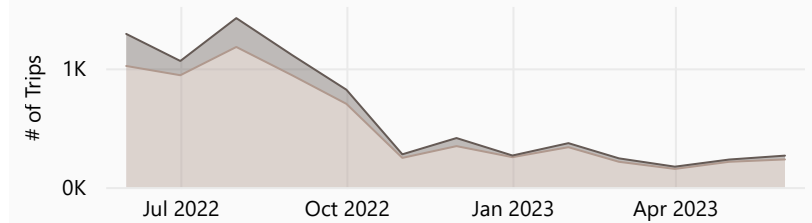
Red

● Double Headways ● Triple Headways



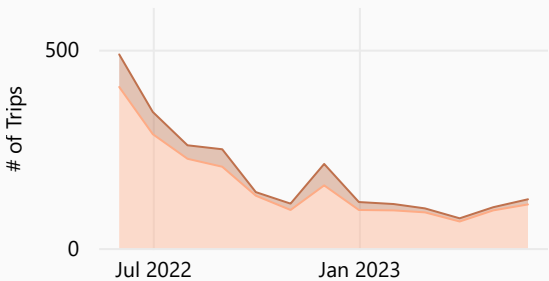
Brown

● Double Headways ● Triple Headways



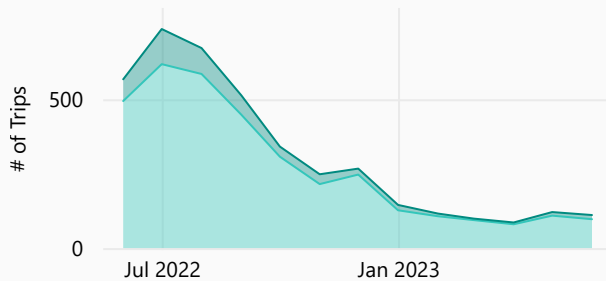
Orange

● Double Headways ● Triple Headways



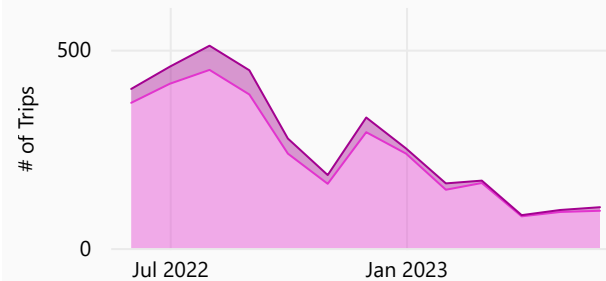
Green

● Double Headways ● Triple Headways



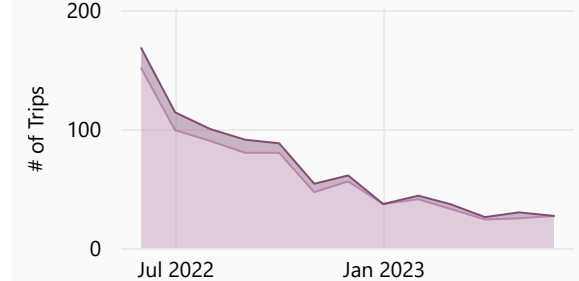
Pink

● Double Headways ● Triple Headways



Purple

● Double Headways ● Triple Headways



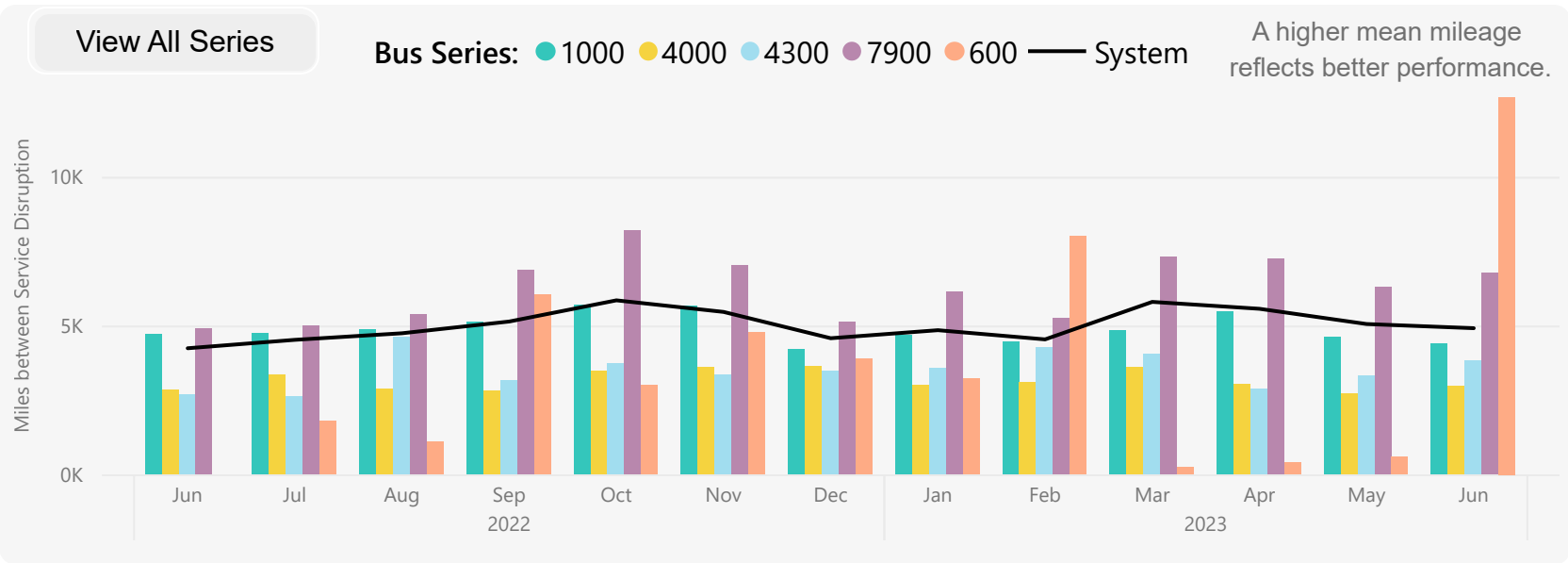


Miles Between Reported Bus Service Disruptions Due to Equipment

Miles traveled during the month divided by number of reported service disruptions due to equipment for the month.

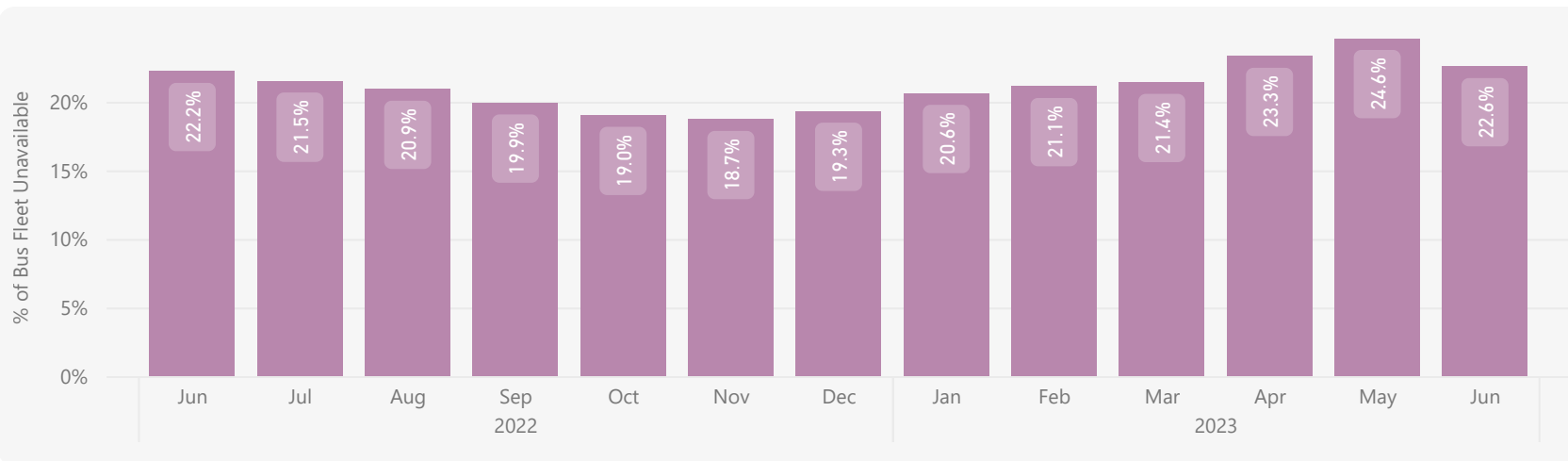


System performance compared to CTA's 1000-, 4000-, 4300-, 600- and 7900-series buses.



Average Percent of Bus Fleet Unavailable for Service

Daily average number of buses unavailable for service for any reason divided by the total number of buses in the fleet.



Bus Total Fleet Size by Series

Average Bus Age: 11.9 years

	1000	4000	4300	7900	600
Count	1030	208	100	639	23
Service Yr.	2006	2008	2012	2015	2020
Bus Type	40 FT	60 FT	60 FT	40 FT	E-Bus

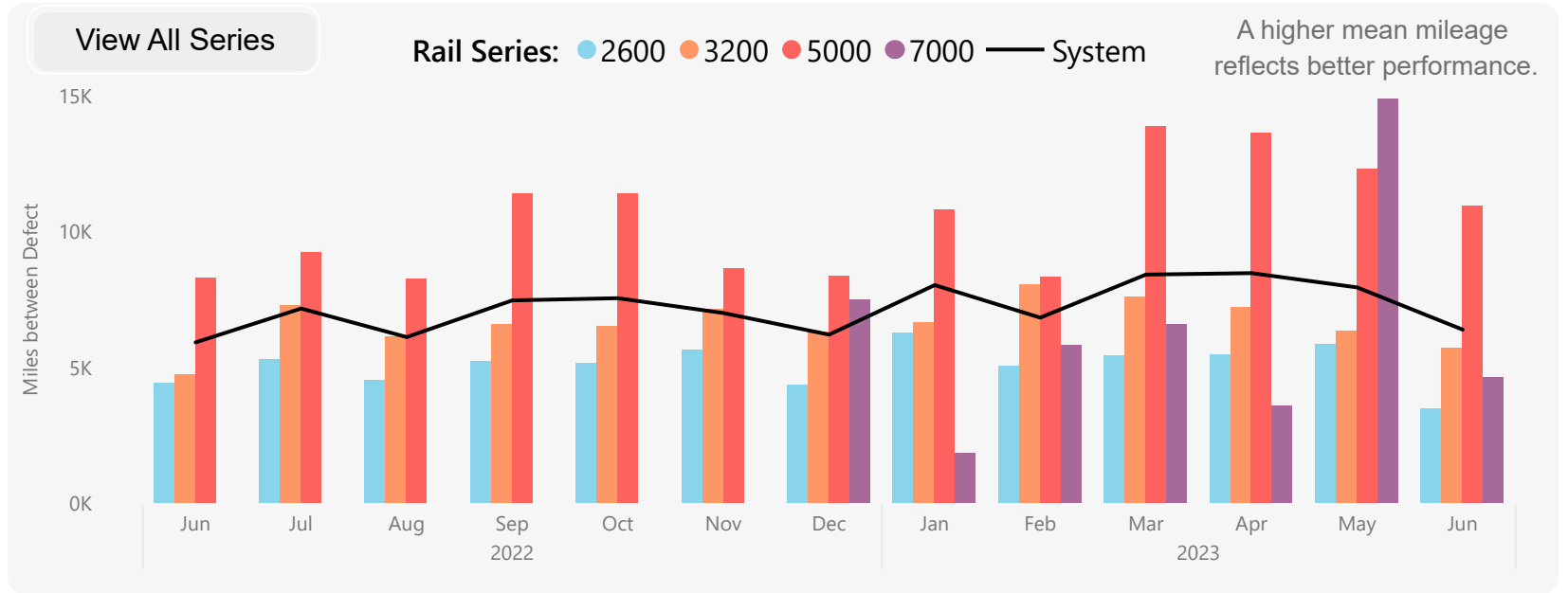


Mean Miles Between Reported Rail Vehicle Defects

Miles traveled during the month divided by the number of reported defects for the month.

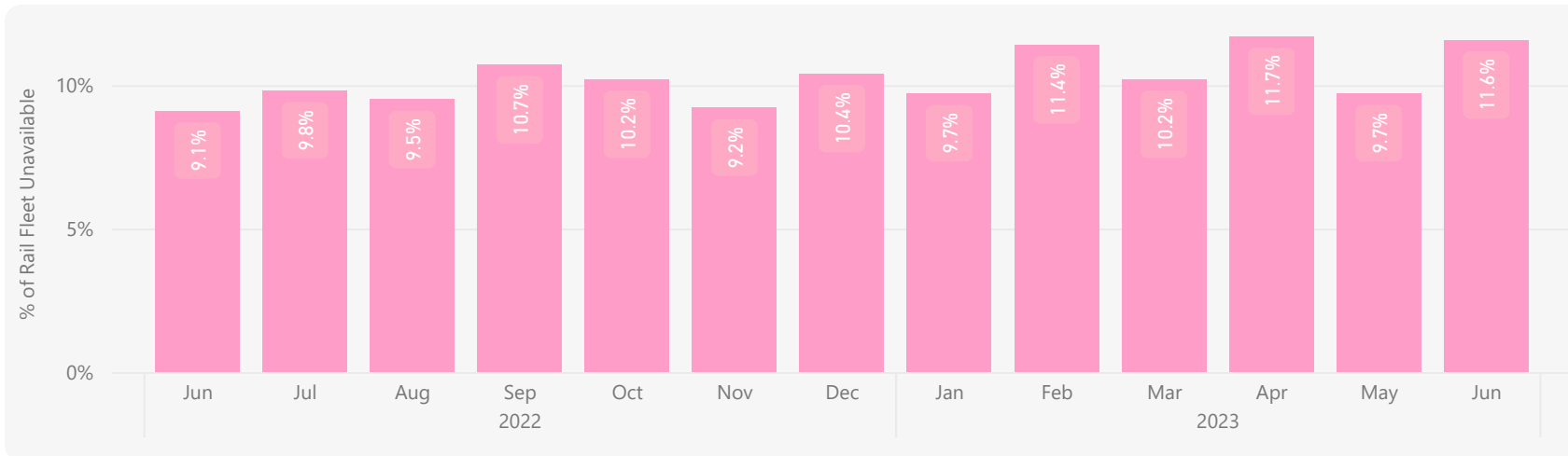


System performance compared to CTA's 2600-, 3200-, 5000- and 7000- series railcars.



Average Percent of Rail Fleet Unavailable for Service

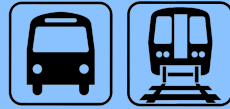
Daily average number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet.



Rail Total Fleet Size by Series

Average Railcar Age: 24.5 years

	2600	3200	5000	7000
Count	499	257	714	48
Service Yr.	1981	1992	2009	2022



System

Red

Blue

Brown

Green

Orange

Purple

Pink

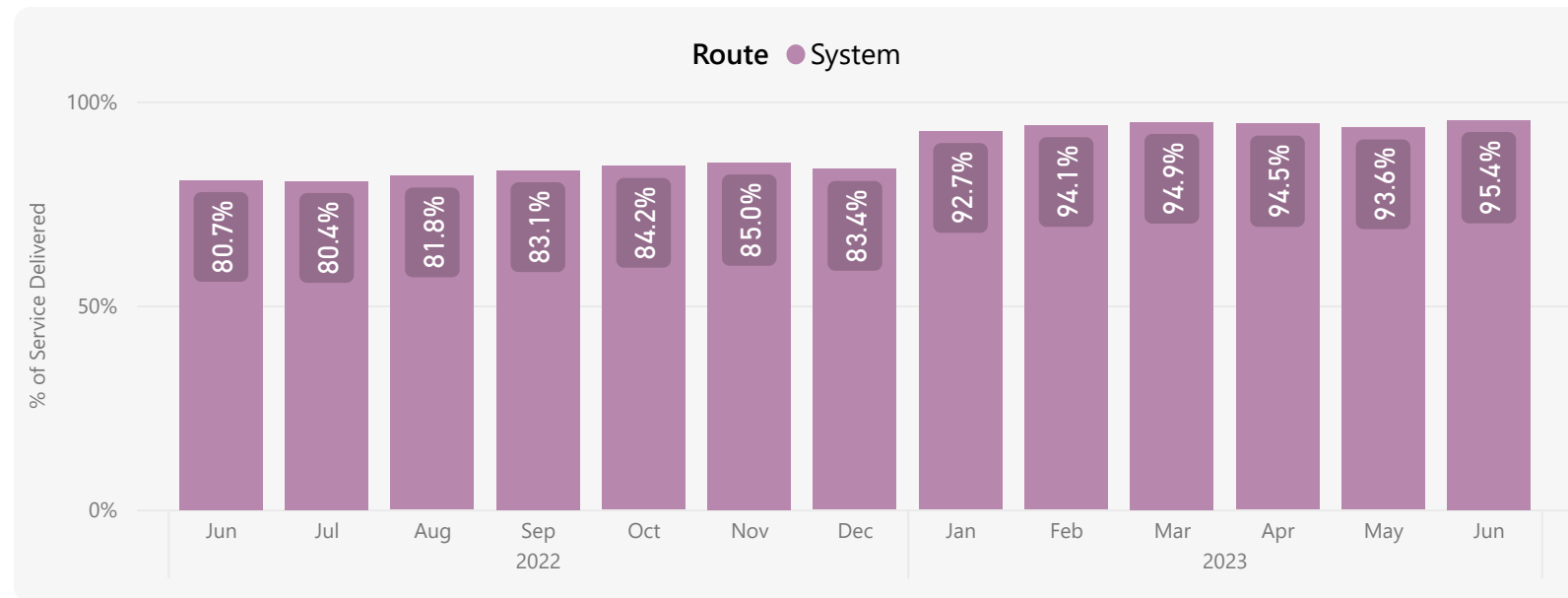
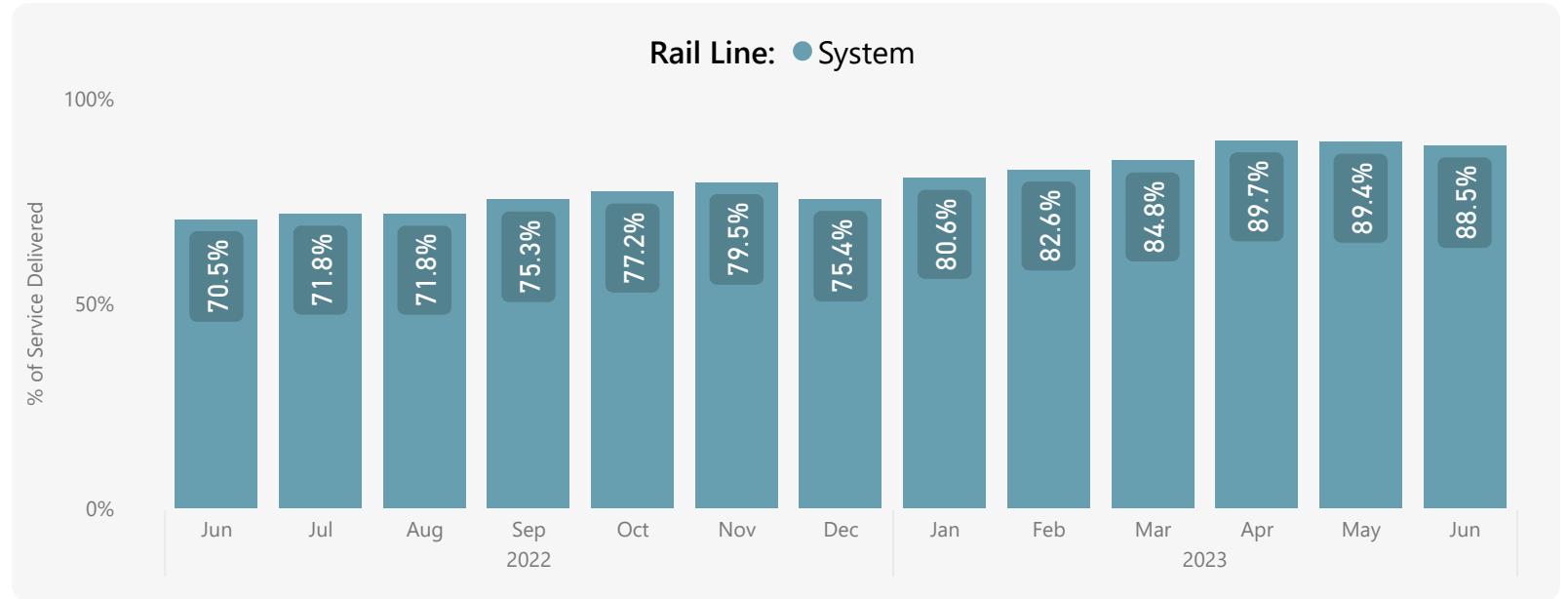


Rail Service Delivered:
System

The percent of scheduled rail trips delivered.

Hover here for measured locations.

- All
- Weekday
- Saturday
- Sunday



Bus Service Delivered:
System

The percent of scheduled bus hours delivered.

- All
- Weekday
- Saturday
- Sunday

System

- 1
- 2
- 3
- 4
- X4
- 6
- 7
- 8
- 8A

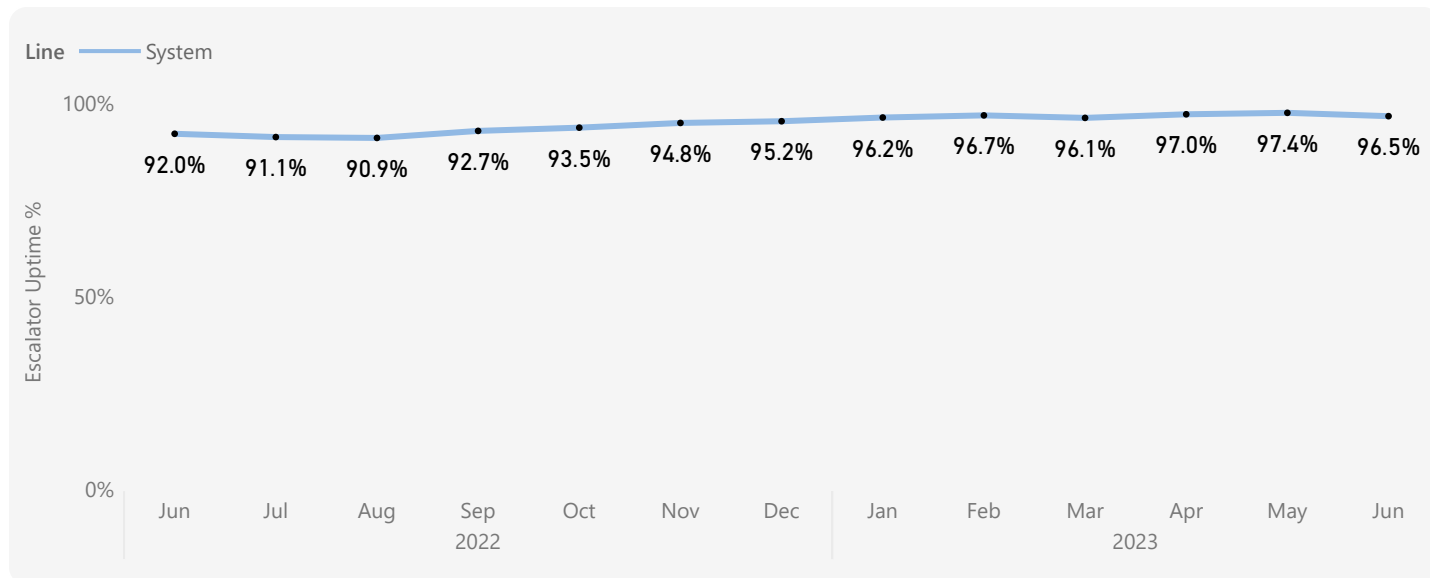
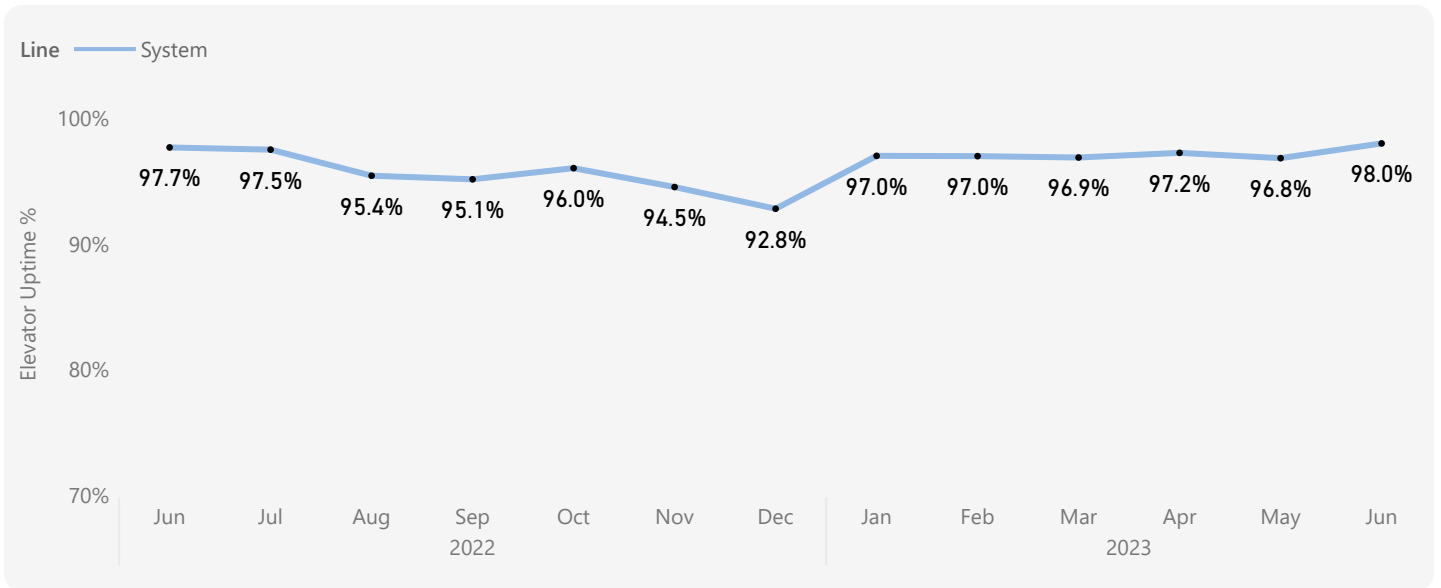


Elevator Uptime: System

Includes % of time elevator is running out of total service hours.

Total Number of Elevators: **173** (System)

Current outages can be found at [CTA Accessibility Alerts](#).



Escalator Uptime: System

Includes % of time escalator is running out of total service hours.

Scheduled downtime due to events is not included.

Total Number of Escalators: **176** (System)

- System
- Red
- Blue
- Brown
- Green
- Orange
- Purple
- Pink

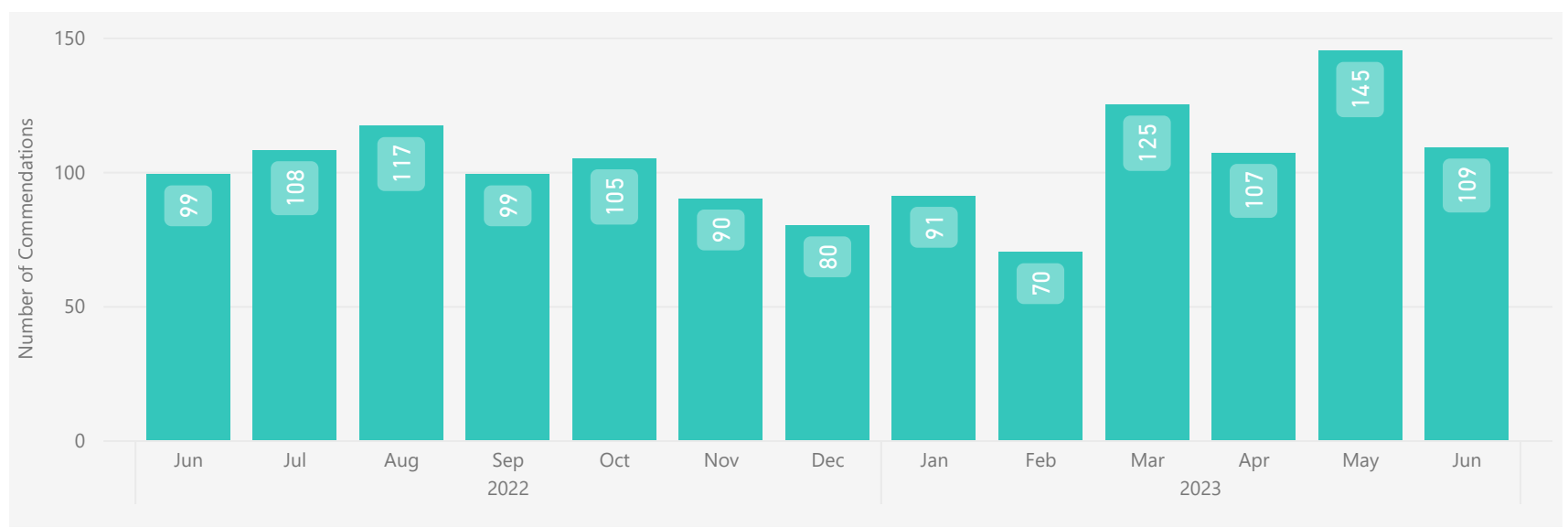
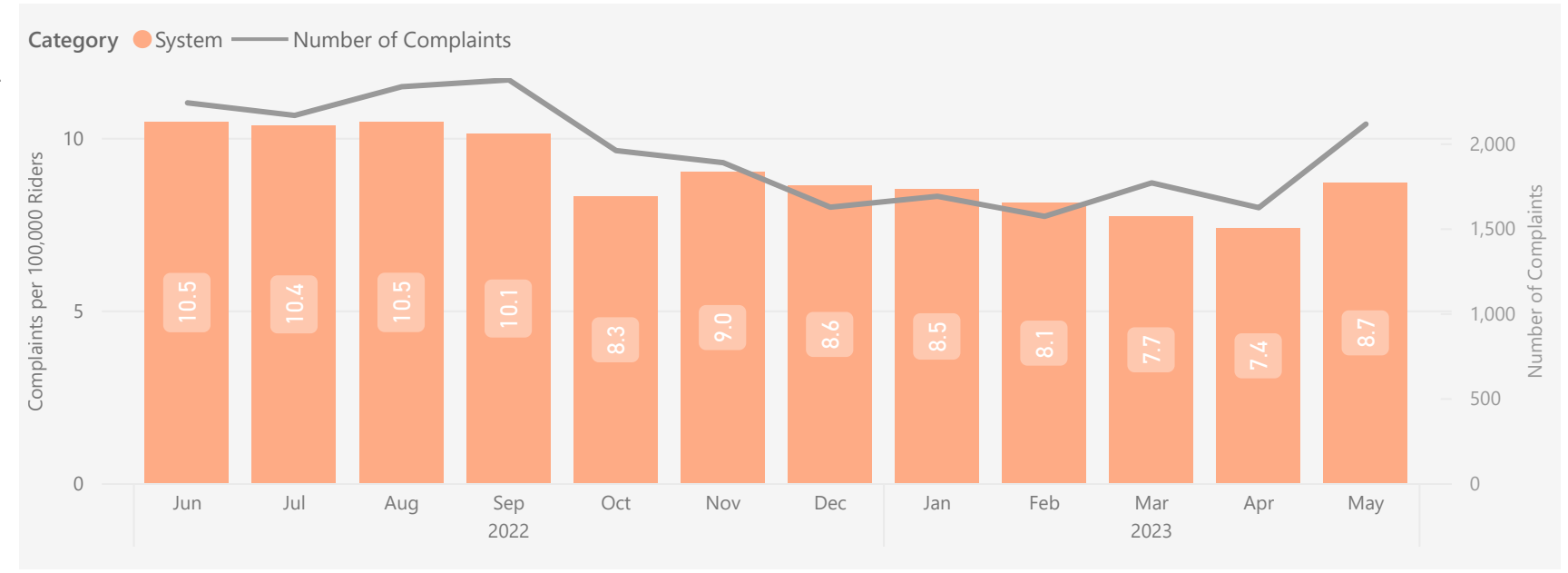


Reported Complaints

Complaints normalized by 100,000 riders and number of reported complaints.

Complaints to CTA Customer Service.

- System
- Schedule
- Personnel
- Security
- Facilities
- Operations
- Vehicles
- ADA



Reported Commendations

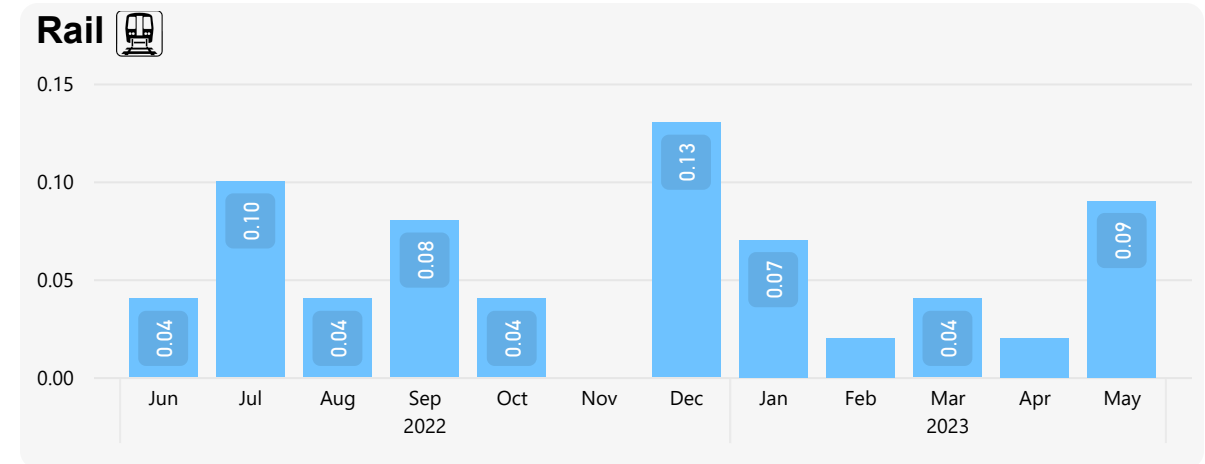
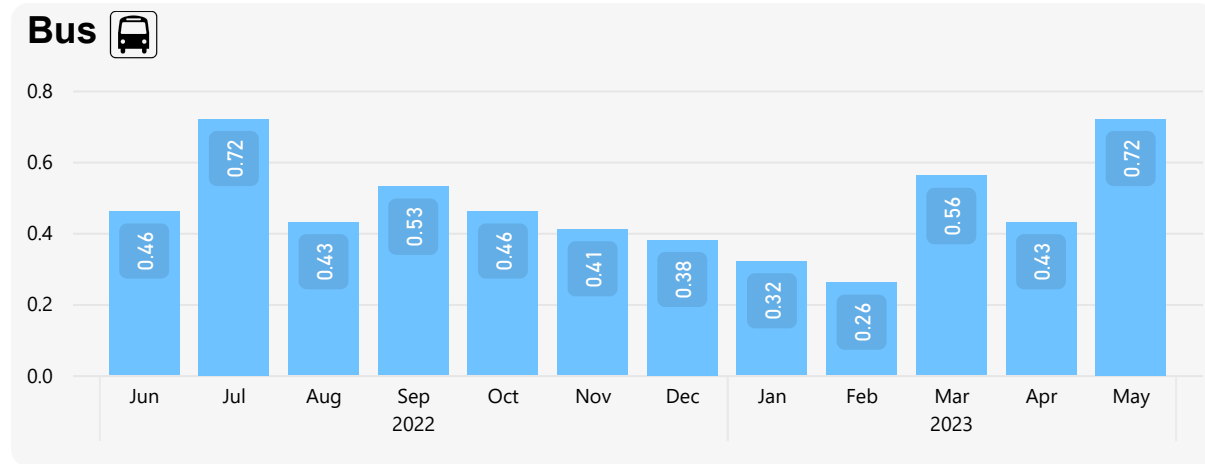
Number of reported commendations.

Commendations includes customer calls for recognition of exceptional service and employees going above and beyond.



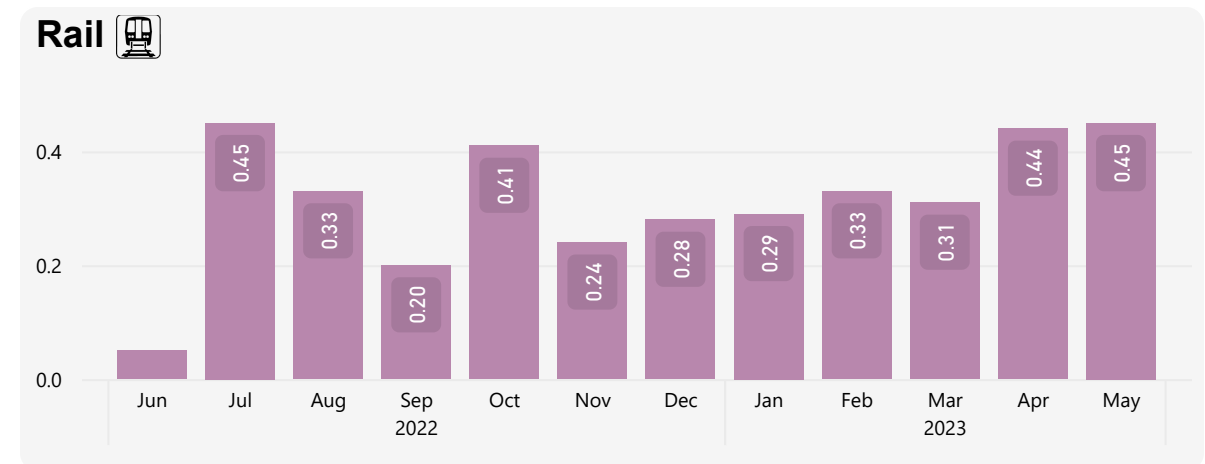
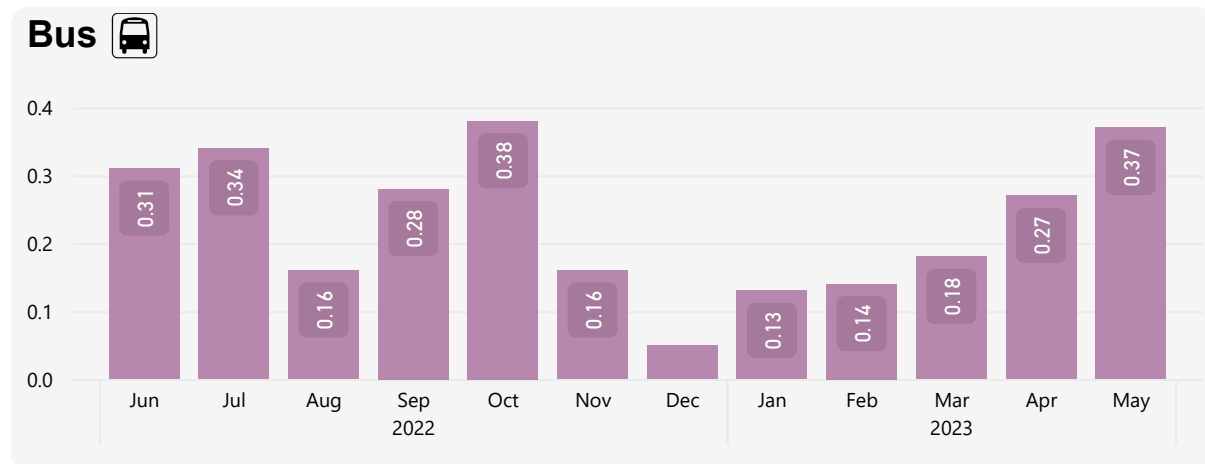
NTD Safety-Related Incidents per 100,000 Miles

Includes events that meet the National Transit Database S&S-40 reporting thresholds and criteria, divided by bus or rail vehicle revenue miles divided by 100,000.



NTD Security-Related Incidents per 100,000 Miles

Includes events that meet the National Transit Database S&S-40 reporting thresholds, divided by bus or rail vehicle revenue miles divided by 100,000. Includes both system security events and personal security events.



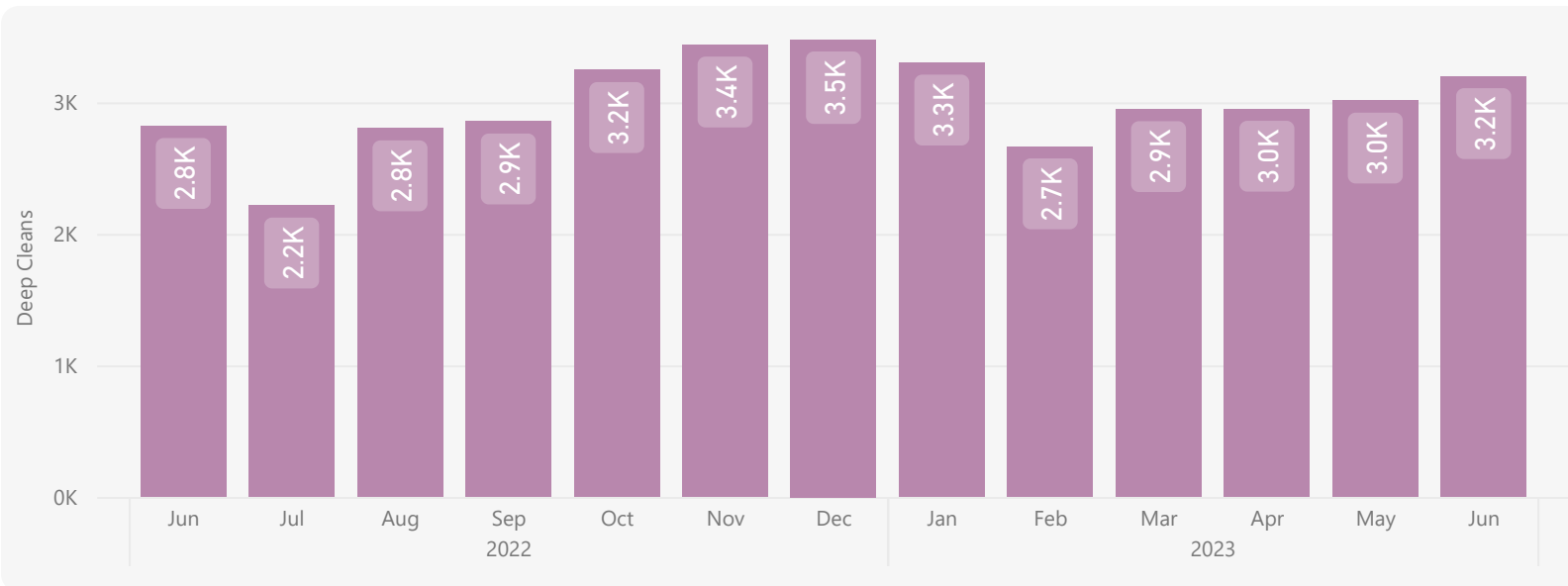
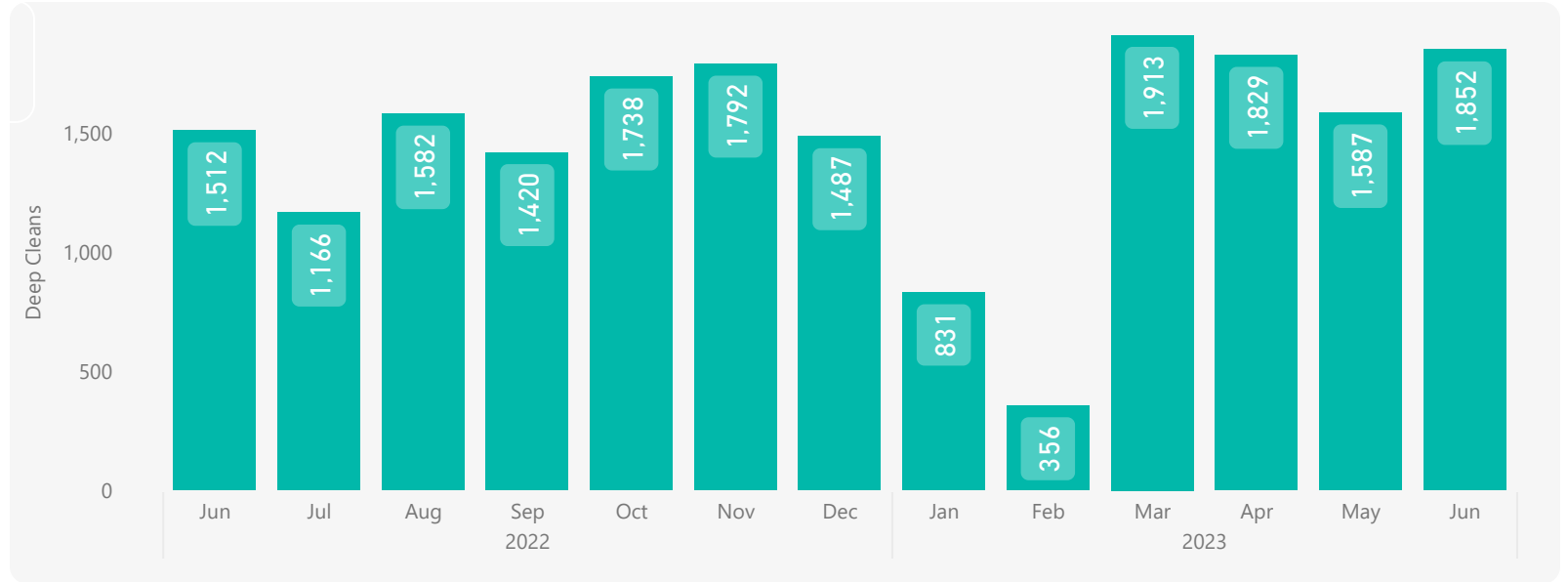


Rail Deep Cleans

Total number of rail deep cleans completed per month.

All vehicles undergo a routine "deep clean", which entails intensive cleanings of the interior surfaces from the top of windows to the floor.

This is completed in addition to daily cleanings.



Bus Deep Cleans

Total number of bus deep cleans completed per month.

All vehicles undergo a routine "deep clean", which entails intensive cleanings of the interior surfaces from the top of windows to the floor.

This is completed in addition to daily cleanings.



Operator Headcount

Additional details can be found on Headcount page.

Year	2023		
	Mar	Apr	May
Bus Operator	3,279	3,307	3,317
Rail STO*	710	708	707

*Rail STO includes Combined Rail Operators, Rapid Transit Operators, Extra Board, Switch Workers, and Tower Workers.

Average Monthly Double Headways

Additional details can be found on Rail Headways page.

Pre-optimization includes Jan 2022-Oct 2022.



Average Monthly Triple Headways



Security

Year-to-date security metrics

Security	YTD
Citywide CTA Security Checks by CPD	80,068
CTA Code of Conduct Violations Issued by CPD PT Unit	5,588
CTA Security Checks by Cook County Sheriff's Police	1,839

2023 Meeting the Moment Goals

Goals and targets for 2023 Meeting the Moment initiative

