

April 2020 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, including progress that has been made in several metrics. All boxes in green demonstrate that CTA met or exceeded its monthly target and yellow boxes mean that the CTA came within 10% of the monthly performance target. Targets missed by more than 10% are indicated by a red colored box.

IMPORTANT NOTE: *On March 20, 2020, a stay-at-home order was issued for the entire state of Illinois in response to the COVID-19 pandemic, which applied to everyone except for workers deemed essential. The CTA was deemed essential and as such, it continued operating on a normal schedule. And to help ensure the CTA continued providing a safe and healthy travel environment for customers and employees, a number of adjustments were made to day-to-day operations and services, which in turn impacted several performance metrics.*

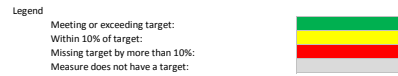
Areas of operation where the CTA met, exceeded or came within 10% of its monthly internal targets in April included the following categories for bus and rail:

- Rail Delays of 10 Minutes or More;
- Percentage of Bunched Intervals (Bus);
- Mean Miles between Reported Rail and Bus Vehicle Defects;
- Average Daily Percent of Rail Fleet Unavailable for Service;
- Average Interior Rail and Bus Clean Inspection Scores; and others.

All **Ridership** metrics fell short of their targets as a result of bus and rail ridership plummeting 80 – 90% following the implementation of the COVID-19 stay-at-home order on March 20.

The statewide stay-at-home order also impacted the availability of CTA's workforce to perform repairs, inspections or operate vehicles, which was a key factor behind the missed targets for the **Average Daily Percent of Bus Fleet Unavailable for Service** and the **Percentage of Big Gap Intervals on Bus**, as well as a "NA" listing for **Rail Clean Inspection Scores**.

CTA Preliminary Monthly Performance (*)		2019 Monthly Target	Apr 2019	May 2019	June 2019	July 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	Definition	
RIDERSHIP	Total Ridership (in millions)	monthly	38.3	40.4	38.6	39.0	39.3	40.0	42.4	36.8	34.5	36.7	35.3	23.1	8.1	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.	
	Rail Ridership (in millions)	monthly	18.4	21.1	18.8	19.1	19.4	19.2	20.6	17.4	15.9	17.2	16.3	9.8	2.3	Number of rides registered on the rail system including rail-to-rail transfers.	
	Bus Ridership (in millions)	monthly	19.9	19.2	19.8	19.9	19.9	20.9	21.8	19.3	18.6	19.5	19.0	13.3	5.9	Number of rides registered on the bus system.	
	Total (Year to Date, in millions)	monthly	144.8	185.1	223.7	262.7	302.1	342.1	384.5	421.2	455.7	36.7	72.0	95.1	103.2	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)	monthly	-3.8%	-3.4%	-3.1%	-2.7%	-2.8%	-2.6%	-2.8%	-2.8%	-2.6%	9.4%	5.6%	-10.6%	-28.7%	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	75	99	108	109	99	107	83	92	74	94	89	52	69	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	12.1%	12.3%	12.1%	14.2%	13.0%	12.6%	12.9%	13.0%	13.1%	13.1%	13.3%	12.9%	12.6%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.	
	% of Big Gap Intervals, Bus	4.0%	NA	3.9%	4.3%	4.1%	4.3%	4.5%	4.2%	4.1%	4.2%	NA	NA	5.3%	10.2%	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.	
EFFICIENT	% of Bunched Intervals, Bus	3.0%	NA	3.9%	3.5%	3.2%	3.1%	4.3%	3.6%	3.4%	3.0%	2.7%	2.8%	2.0%	1.4%	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.	
	Mean Miles Between Reported Rail Vehicle Defects	8,000	10,409	7,817	8,534	7,869	8,387	8,841	7,885	8,786	10,272	8,956	9,468	12,680	12,231	Miles traveled during the month divided by the number of reported defects for the month.	
	Miles Between Reported Bus Service Disruptions Due to Equipment	5,000	6,432	5,319	5,808	5,266	5,529	4,981	5,470	5,134	5,341	4,869	4,900	5,599	6,189	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	12.6%	14.7%	15.2%	14.1%	14.9%	14.5%	14.6%	14.6%	14.1%	14.7%	14.3%	13.8%	14.6%	14.3%	Daily average number of buses unavailable for service for any reason divided by the total number of buses in the fleet.	
SAFE	Average Daily Percent of Rail Fleet Unavailable for Service	11.0%	8.5%	9.3%	9.0%	7.9%	7.9%	9.9%	10.3%	11.6%	9.1%	8.4%	9.1%	8.8%	7.4%	Daily average number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet.	
	Bus NTD Security-Related Incidents per 100,000 miles	N/A	0.09	0.16	0.16	0.16	0.18	0.07	0.29	0.28	0.07	0.22	0.14	0.27	0.10	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	0.35	0.17	0.40	0.16	0.14	0.06	0.10	0.21	0.08	0.07	0.10	0.10	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	0.41	0.74	0.42	0.54	0.49	0.59	0.35	0.51	0.34	0.54	0.50	0.67	0.31	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.	
CLEAN	Rail NTD Safety-Related Incidents per 100,000 Miles	N/A	0.08	0.10	0.14	0.03	0.05	0.17	0.09	0.10	0.03	0.05	0.14	0.06	0.10	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.	
	Average Interior Rail Clean Inspection Score	90.0%	95.3%	94.8%	94.9%	95.2%	94.8%	94.9%	95.0%	95.3%	93.6%	94.8%	93.9%	95.6%	NA	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.	
COURTEOUS	Average Interior Bus Clean Inspection Score	85.0%	89.1%	89.7%	89.4%	90.1%	87.4%	88.7%	88.1%	88.7%	88.4%	88.1%	88.3%	87.9%	88.1%	Monthly average Quality Inspection audit scores for the execution of Interior Cleans.	
	% of Customer Complaints Not Closed Out Within 14 Days	3%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%	0.0%	0.1%	0.7%	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	0:00:23	0:00:31	0:00:34	0:00:40	0:00:35	0:00:39	0:00:29	0:00:29	0:00:29	0:00:27	0:00:26	0:00:15	0:00:14	0:00:17	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.
	Reported Ramp Defects (Service Disruptions)	N/A	66	77	95	103	68	56	55	87	70	65	75	58	48	Number of reported lift and ramp defects that resulted in a disruption of service.	
COURTEOUS	% Buses with Defective AVAS	2.0%	NA	0.7%	0.6%	0.7%	0.5%	0.5%	0.5%	0.7%	1.2%	0.8%	1.0%	0.9%	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	65	77	74	97	105	94	82	71	52	81	63	50	112	Number of reported complaints to Customer Service identified as ADA-related.	



Footnotes
(2) Shading for Percent of Buses with Defective Automated Voice Announcement Systems is green if meeting or exceeding target, yellow if within 1% of target and red if exceeding target by 1%.
(*) Monthly figures are subject to change.
(†) 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.