

CTA Performance Goals and Indicators

Summary

1. Set and update performance goals each year for each line in the system.
2. Publish its performance indicators broken down for every train and bus line in the system, including an overall line score that allows the public to see how all train lines compare to one another and all bus lines compare to one another.
3. Expand its system of public indicators to include car crowding, breakdown rates, quality of announcements and availability.

1. Basic service performance goals

- i. Scope
 1. By each train line and by bus line
 2. Aggregate for CTA
 3. By type of transit (bus, train)
 4. Referenced only to itself
 5. Updated every year based on performance
- ii. Context
 1. Side-by-side comparisons with past performance
 2. Indication of whether goals are being met
 3. Rank performance of the lines (train and bus separate) based on whether meeting performance goals
- iii. Timing
 1. Quarterly
 2. Annual summary
- iv. Published
 1. On Web site
 2. Easy to understand format

2. Basic performance indicators

- i. Scope
 1. By each train line and by bus line
 2. Aggregate for CTA
 3. By type of transit (bus, train)
 4. Referenced only to itself
- ii. Content
 1. Expanded to include car crowding, breakdown rates, quality of announcements, and availability.
- iii. Context
 1. Side-by-side comparisons with past performance
 2. Indication of whether it is a positive, neutral or negative trend.
 3. Rank performance of the lines (train and bus separate) based on a standard formula
- iv. Timing
 1. Quarterly
 2. Annual summary
- v. Published
 1. On Web site
 2. Easy to understand format