

Sub-Regional Report



**Regional
Transportation
Authority**

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Prepared by the Division of Planning
& Market Development

PERFORMANCE MEASURES

RTA staff has undertaken the development of a performance measurement and reporting program to evaluate the impact and effectiveness of public transit in Northeastern Illinois. Overall regional performance is a function of five major areas:

- **Service Coverage** monitors both how much service is available to people in the region (in terms of population and square miles) and how much of that service capacity is used.
- **Service Efficiency and Effectiveness** evaluates the level of resources spent on delivering service in relation to the level of service provided and the extent to which passengers are using that service.
- **Service Delivery** reflects the quality of the service delivered.
- **Service Maintenance and Capital Investment** indicates the allocation of capital funds and the replacement and maintenance of infrastructure components on a schedule consistent with their life expectancy.
- **Service Level Solvency** assesses financial condition to ensure that there are sufficient resources to meet current and ongoing budgetary needs (both operating and capital).

Service Coverage	Service Efficiency & Effectiveness	Service Delivery	Service Maintenance & Capital Investment	Service Level Solvency
<ul style="list-style-type: none"> • Vehicle Revenue Hours • Vehicle Revenue Miles • Passenger Trips • Passenger Miles • Passenger Trips per Vehicle Revenue Hour • Passenger Miles per Vehicle Revenue Mile • ADA-Accessible Stations • ADA-Accessible Vehicles 	<ul style="list-style-type: none"> • Operating Cost • Operating Cost Components • Operating Cost per Vehicle Revenue Hour • Operating Cost per Vehicle Revenue Mile • Operating Cost per Passenger Trip • Operating Cost per Passenger Mile 	<ul style="list-style-type: none"> • Average Speed • Average Trip Length • On-Time Performance • Reportable Incidents per Million Passenger Trips • Complaints per 100,000 Passenger Trips 	<ul style="list-style-type: none"> • Capital Expenditures vs. Need • Ten-Year Capital Funding Needs • Five-Year Capital Expenditure Allocations • Percent of Vehicles Beyond Useful Life • Number of Vehicles Added into Service vs. Need • Miles Between Major Mechanical Failures 	<ul style="list-style-type: none"> • Fare Revenue • Fare Revenue per Passenger Trip • Fare Shortfall per Passenger Trip • Fare Recovery Ratio

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EXECUTIVE SUMMARY

The Sub-Regional Report is designed to complement the Regional Report Card and provide more in-depth review and analysis of the performance of each of the RTA Service Boards: CTA, Metra, and Pace. As with the Regional Report Card, the Sub-Regional Report uses data submitted to the Federal Transit Administration's National Transit Database (NTD) as well as some directly-reported indicators for each of five service areas: coverage, efficiency and effectiveness, delivery, maintenance and capital investment, and solvency. This report covers the period 2013-2017, the most recent data available, which was finalized in August 2018.

Key points of 2017 performance include:

- The RTA system continues to offer increased service to its riders: CTA rail, Metra, Pace bus, and ADA Paratransit have all recorded gains to vehicle hours and miles over the past five years.
- System ridership was down for the fifth consecutive year; ridership of 585.5 million passenger trips was over 73 million passenger trips lower compared to the ridership highs seen in 2012 and was the lowest ridership recorded since 2004.
- Capital investment continues to be significantly and negatively impacted by the lack of state funding and growing capital needs of the region; 2017 capital expenditure of \$725.6 million was less than one-fifth what is needed annually to bring the system to a state of good repair within the next ten years.

CTA Bus The 2013-2017 period was marked by a 0.3% decrease in vehicle revenue hours while vehicle revenue miles decreased 2.2%. Bus ridership, which hit a peak in 2012, has experienced five consecutive years of declines for a net loss of 17.0% compared to 2013. Similar downturns have been noted nationally among other bus agencies, likely the result of a combination of low gasoline prices, increased car ownership, newly-emerging alternative modes such as bike and ride-sharing services, and changing preferences that favor rail use. Although operating costs were held to a 6.1% increase over the five-year period, each measure of efficiency and effectiveness for CTA bus was unfavorable as higher costs were spread over fewer vehicle revenue miles, passenger trips, and passenger miles. Five consecutive years of ridership decreases resulted in a 9.5% drop in CTA bus total fare revenue since 2013, negatively impacting the fare recovery ratio. Over the five-year time period, the CTA bus fare revenue recovery ratio decreased by 5.8 percentage points to 33.3%.

CTA Rail offered more service, as shown by the one- and five-year increases in vehicle revenue hours and vehicle revenue miles. Ridership and passenger miles traveled declined in 2017, although there was a five-year ridership gain of 0.5%. Operating cost increases of 17.6% compared to 2013 were spread over increased service hours, miles, and passenger trips, yet each measure of service efficiency and effectiveness remained unfavorable for the five-year comparison, with mixed results for the year-over-year change. In the area of service delivery,

CTA rail continued to see reductions in average speed and average trip length. After making significant gains in its effort to modernize its rail fleet, the 33.1% of vehicles beyond useful life was the lowest level seen since 2007. Fare revenues were 5.9% higher in 2017 compared to 2013, with a 5.4% improvement in the average fare paid. The 2017 fare revenue recovery ratio of 48.7% was 5.4 percentage points lower compared to 2013 levels as fare revenue increases were outpaced by rising operating costs.

As a whole, CTA saw a 1.2% reduction in capital expenditures in 2017, with bus capital expenditures decreasing 48.7% and rail expenditures increasing 21.9%. CTA's average annual capital expenditures of \$472 million were less than one-third the \$1.5 billion needed annually to fund backlog, rehabilitation, and normal replacement of capital assets throughout its system.

Metra Commuter Rail service coverage indicators ticked upward over the five-year time period; vehicle revenue miles and hours were up 1.1% and 2.0%, respectively. Ridership was 4.1% lower compared to 2013, yet remained above 70 million for the twelfth consecutive year. Service effectiveness measures for the one and five-year time period were unfavorable due to the ridership declines and increases in vehicle revenue hours and miles. Service efficiency was reduced as operating cost increases of 11.8% exceeded the five-year inflation rate, resulting primarily from rising labor and materials and supplies costs, while service levels saw modest increases. For the sixth consecutive year, Metra surpassed its on-time performance target of 95%, with a system-wide annual performance of 95.8%. Metra continued to consistently achieve average speeds of approximately 30 miles per hour and its riders have maintained average trip lengths in excess of 22 miles. Capital investment continues to present considerable challenges for Metra; 2017 capital expenditures decreased nearly 9.3% and at \$221 million, was less than one-third what is needed on an annual basis to fund the backlog, rehabilitation, and normal replacement of capital assets throughout its system. Metra did not add any new vehicles into its active fleet in 2017; by year-end, 39.4% of Metra's fleet remained in service beyond useful life (equal to 2016) but the addition of 130 new vehicles from 2013-2016 resulted in a nearly 19 percentage point drop in the percent of vehicles in service beyond their minimum useful life compared to 2013. In the solvency area, Metra experienced its seventh consecutive year of increased fare revenue, ending 14.8% higher compared to 2013. Fare revenue gains improved the average fare paid by \$0.83 per trip, an increase of 19.7% since 2013, and the fare revenue recovery ratio improved by 1.2 percentage points over the five-year period as fare revenue increased at a steeper rate than operating cost.

Pace Suburban Bus saw its fifth consecutive year of increased vehicle hours, up 8.7% in 2017 and 18.8% higher compared to 2013, largely due to I-90 express service. Vehicle revenue hours also increased throughout the period, ending 17.5% higher compared to 2013. Ridership, which had experienced three years of declines, improved 1.4% in 2017 yet remained about 12% below 2013 levels. The combination of decreased ridership and increased service resulted in unfavorable results for service effectiveness measures of passengers per vehicle revenue hour and passenger miles per vehicle revenue mile, which were unfavorable by 25.8% and 23.5%, respectively, for the five-year time period. Cost efficiencies improved as operating costs were spread over more vehicle hours and miles; bus five-year operating cost per vehicle revenue

hour improved 3.8% while the operating cost per vehicle revenue mile improved 2.7%. The average passenger trip length remained at 6.4 miles, a 2.0% increase from 2013. In the solvency area, Pace bus saw a 5.7% increase in fare revenue collected over the five-year period, resulting in a 20% improvement in average fare paid as this increase was distributed over fewer passenger trips. Capital expenditures significantly and steadily improved from 2013-2017, a net increase of 131%; the receipt of 114 new buses in 2017 led to a 19 percentage point decrease in the number of buses in service beyond their useful life and a 47% improvement in the miles between major mechanical failures. Despite significant gains in this area over the past five years, a substantial gap still exists between reinvestment needs and actual expenditures.

Pace Dial-a-Ride and Vanpool have both seen steady declines in the amount of service offered and used; Dial-a-Ride and vanpool vehicle revenue hours experienced five-year decreases of 6.8% and 16.9%, respectively, while vehicle revenue miles declining at steeper rates. Both modes experienced four consecutive years of ridership declines. Since vanpool operations are easier to expand or contract in response to rider demand, that mode saw corresponding declines in operating cost which dial-a-ride service was not able to realize, producing unfavorable results for its service efficiency and effectiveness measures. Vanpool program ridership has declined over 24% since 2013, resulting in steep decreases to fare revenue, average fare, and fare recovery ratio. Dial-a-Ride, conversely, had improved fare revenue despite lower ridership, resulting in more favorable average fare and recovery ratio performance.

Pace ADA Paratransit, which had seen declines in service supply and consumption in 2016, had some rebound in 2017. Vehicle revenue hours and passenger miles saw increases of 2.2% and 1.0%, respectively, while passenger trips remained equal to 2016 and vehicle revenue miles dropped by 1.6%. Over the five-year time period, each indicator showed significant gains; however, the service effectiveness measure of passenger trips per hour was down on both the one- and five-year bases as increases to service outpaced ridership increases. Although ADA Paratransit ridership remained roughly equal to 2016, Pace incurred higher costs for providing that service via its Chicago carriers. Accordingly, the mode performed unfavorably for the one- and five-year time periods for operating cost per mile and per passenger trip, measures of service efficiency and effectiveness. When considered on a per vehicle hour and per passenger mile basis, service efficiency and effectiveness saw positive performance over the five-year time period, as more service was implemented and passengers took trips that were 7.6% longer compared to 2013. Service maintenance and capital investment measures show mixed results, as miles between major mechanical failures saw a nearly 50% increase compared to 2013 although the number of ADA Paratransit vehicles beyond their minimum useful life increased over the same time period. Solvency measures were favorable; without any adjustments to fares, total fare revenue increased 8.9% compared to 2013 and was 3.1% favorable on a per-trip basis, a gain of \$0.07. The fare recovery ratio, or ratio of fare revenue to operating cost, remained roughly equal to 2013 levels as fare revenue and operating cost increased at similar rates.

NOTES/METHODOLOGY

1. This analysis is based on 2017 data submitted to the National Transit Database (NTD) by each Service Board. Annual data submission by transit agencies is a requirement of receiving federal funding and thus follows guidelines and procedures established by the Federal Transit Administration (FTA).
2. Inflation adjustments have been made for operating cost measures utilizing the annual Consumer Price Index (Series ID CUURA207SA0, Chicago-Gary-Kenosha) provided by the Bureau of Labor Statistics.
3. Ten-year capital funding need by asset type data are taken from the Capital Asset Condition 2016: Year 5 Assessment, the most recent report available. The data contained within that report reflects the reinvestment needs of the region's transit assets as of December 31, 2015.
4. Reportable incidents are now being reported separately between the two categories of safety and security, and are stated per million passenger trips. For the 2017 report year, NTD expanded its reportable events threshold for the rail mode to include four additional circumstances that qualify as major events (noted within Definitions section), which applies to CTA heavy rail. Commuter rail (Metra) reportable incident data are submitted to the Federal Railroad Association (FRA) and have been restated for prior years to conform to a definition which will allow comparisons to peer data reported in the annual Sub-Regional Peer Review.
5. Pace Bus is now reported separately from Dial-a-Ride and Vanpool, to allow for easier interpretation of chart data and trends.

DEFINITIONS

ADA-Accessible Stations: Public transportation passenger facilities which, in compliance with ADA requirements, provide ready access and do not have physical barriers that prohibit and/or restrict access by individuals with disabilities, including individuals who use wheelchairs.

ADA-Accessible Vehicles: Public transportation revenue vehicles which, in compliance with ADA requirements, do not restrict access, are usable, and provide allocated space and/or priority seating for individuals who use wheelchairs, and which are accessible using lifts or ramps.

Average Speed: The miles that vehicles travel while in revenue service divided by the hours that vehicles travel while in revenue service.

Average Trip Length: The total passenger miles traveled divided by the total number of annual unlinked passenger trips.

Capital Expenditures: Expenses related to the purchase of equipment. Equipment means an article of non-expendable tangible personal property having a useful life of more than one year and an acquisition cost which equals the lesser of the capitalization level established by the government unit for financial statement purposes, or \$5,000. Capital expenses do not include operating expenses that are eligible to use capital funds.

Complaints per 100,000 Passenger Trips: The percentage of service complaints reported as compared to total passenger trips.

Fare Revenue: All income received directly from passengers, paid either in cash or through pre-paid tickets, passes, etc. Any gap between paid fares and the cost of operation must be covered by tax revenues, public transportation funds, and system-generated revenues other than fares.

Fare Revenue per Passenger Trip (Average Fare): All income received from passengers divided by the total number of unlinked passenger trips provided.

Fare Recovery Ratio: The recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenue paid by passengers. The NTD recovery ratio differs from the RTA recovery ratio, which takes into account other system-generated revenue and adjustments as enumerated in the RTA Act.

Fare Shortfall per Passenger Trip: The amount of revenue from all sources other than fare revenue that is required to cover the total cost of operations, expressed in relation to total ridership. Non-fare revenue can be system-generated, e.g., concessions, advertising, etc., or can come from local, state, or federal funds.

Miles between Major Mechanical Failures: The average number of miles that vehicles travel while in revenue service between failures of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.

Number of Vehicles Added into Service vs. Need: The number of vehicles added into service reflects the count of new vehicles added into a transit agency's active fleet within the calendar year reported. The number of vehicles needed is based on the year-end count of vehicles in the active fleet that are beyond their FTA-determined minimum useful life.

On-Time Performance: The percentage of time a transit vehicle departs from and/or arrives at a location within a certain number of minutes after and/or before the scheduled time. CTA rail on-time performance is measured as arriving within one minute of the scheduled headway. CTA and Pace bus on-time performance is measured as leaving the terminal no more than one minute early and no more than five minutes later than scheduled. Metra follows the commuter rail industry standard by measuring on-time performance as arriving at the last station within six minutes of schedule. Pace ADA Paratransit on-time performance is defined as arriving within 20 minutes (city) or 15 minutes (suburban) of schedule.

Operating Cost: The expenses associated with the operation of the transit agency, and classified by function or activity, and the goods and services purchased. The basic functions and object classes are defined in Section 5.2 and 6.2 of the Uniform System of Accounts (USOA). These are consumable items with a useful life of less than one year or an acquisition cost which equals the lesser of the capitalization level established by the government unit for financial statement purposes, or \$5,000.

Operating Cost Components: The allocation of costs among specific categories of expenses:

- General administration: all costs associated with the general administration of the transit agency
- Vehicle maintenance: all costs associated with revenue and non-revenue service vehicle maintenance
- Non-vehicle maintenance: all costs associated with facility maintenance
- Vehicle operations: all costs associated with vehicle operations

Operating Cost per Passenger Mile: Total operating cost divided by the total number of miles traveled by passengers.

Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips taken on public transportation vehicles.

Operating Cost per Vehicle Revenue Hour: Total operating cost divided by the hours that vehicles travel while in revenue service.

Operating Cost per Vehicle Revenue Mile: Total operating cost divided by the miles that vehicles travel while in revenue service.

Passenger Miles per Vehicle Revenue Mile: Total number of passenger miles traveled divided by the miles that vehicles travel while in revenue service.

Passenger Miles Traveled: The cumulative sum of the distances ridden by each passenger.

Passenger Trips: Unlinked passenger trips reported as the number of passengers who board public transportation vehicles, counted each time they board a vehicle used to travel from their origin to their destination.

Passenger Trips per Vehicle Revenue Hour: Total number of unlinked passenger trips divided by the total number of hours of transit service provided.

Percent of Vehicles Beyond Useful Life: The percentage of revenue vehicles in the total active fleet beyond their minimum useful life as defined by the Federal Transit Administration. The FTA defines useful life as 4 years for automobiles or vans, 12 years for buses, and 25 years for rail cars. These data reflect the age of revenue service vehicles and do not consider life-extending rehabilitations. The actual age at which vehicles are retired from service generally exceeds the minimum useful life due to limited capital funding.

Population: The population of the area served by the region's transit agencies, as reported by the US Census Bureau (*Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2017*).

Reportable Incidents per Million Passenger Trips: The rate of reportable safety and security events per million passenger trips. A safety or security event occurs on transit property or otherwise affects revenue service and results in one or more of the following conditions:

- Fatalities
- Injuries requiring transport away from the scene for medical attention
- Total property damage greater than \$25,000
- Towaways of any vehicle involved in a collision with a transit revenue roadway vehicle
- Evacuations due to potentially hazardous situations or to the rail right-of-way
- Derailments
- Collisions (at grade crossings, with an individual, or with another rail vehicle)

For the 2017 report year, NTD introduced several revised thresholds that affect rail mode reporting. These include:

- Serious injury
- Substantial damage (replaces property damage of \$25,000 or greater)

- Evacuations, including self-evacuations
- Runaway trains

Commuter rail reportable events are reported to the Federal Railroad Administration (FRA) and are defined within this report as including the following:

- Total accidents/incidents (e.g., collisions and derailments)
- Grade crossing incidents (impact at a crossing site, regardless of severity)
- Total passengers injured
- Total passenger deaths

Reportable Safety and Security Incidents: To be reported as a major reportable safety or security event, the event must meet the Major Event Threshold as defined by the NTD Safety and Security Policy Manual (December 2016).

- Safety event types: Collisions, fires, derailments, hazardous materials spills, Acts of God, and system security events such as bomb threat/bombing, chemical/biological/radiological/nuclear release, arson, sabotage, burglary, vandalism, hijacking, cyber security events, and other system security events (such as projectiles thrown at vehicles).
- Security event types: Assault, homicide, motor vehicle theft, robbery, rape, larceny/theft, and other personal security events (such as non-collision attempted suicide and suicide).

Ten-Year Capital Funding Needs: The capital funding that would be required to bring the condition of Service Board assets into a State of Good Repair, as projected for a ten-year time frame. The *backlog* value represents the replacement of assets that are already beyond their useful life. *Replacement* costs are the costs to replace assets that will reach the end of their useful life during the ten-year period. *Capital maintenance* refers to the costs of rehabilitation and other capital expenses associated with keeping an asset in a State of Good Repair.

Vehicle Revenue Hours: Hours that vehicles travel while in revenue service, including layover/recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and school bus and charter service time.

Vehicle Revenue Miles: Miles that vehicles travel while in revenue service, including layover/recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and school bus and charter service time.

Vehicles Operated in Maximum Service: The revenue vehicle count during the peak season of the year, on the week and day that maximum service is provided; excludes atypical days or one-time special events.

CTA

Bus Performance Snapshot

Service Area	Performance Measure	2017 Value	1-Year Result	5-Year Result
Coverage	Vehicle Revenue Hours	5.8 million	↔	↔
	Vehicle Revenue Miles	52.3 million	↔	↓
	Passenger Trips	249.2 million	↓	↓
	Passenger Miles	613.0 million	↓	↓
	Passenger Trips per Vehicle Revenue Hour	43.2	↓	↓
	Passenger Miles per Vehicle Revenue Mile	11.7	↓	↓
	ADA-Accessible Vehicles	100%	↔	↔
Efficiency & Effectiveness	Operating Cost	\$810.7 million	↔	↑
	Operating Cost per Vehicle Revenue Hour	\$140.45	↔	↑
	Operating Cost per Vehicle Revenue Mile	\$15.50	↔	↑
	Operating Cost per Passenger Trip	\$3.25	↑	↑
	Operating Cost per Passenger Mile	\$1.32	↑	↑
Delivery	Average Speed (miles per hour)	9.1	↔	↓
	Average Trip Length (miles)	2.5	↔	↑
	On-Time Performance	86.6%	↑	↓
	Reportable Incidents per Million Passenger Trips	1.36	↔	↑
	Complaints per 100,000 Passenger Trips	4.9	↓	↑
Maintenance & Capital Investment	Capital Expenditures	\$66.0 million	↓	↓
	Ten-Year Capital Funding Needs	\$4.1 billion	↔	↔
	Percent of Vehicles Beyond Useful Life	5.5%	↔	↑
	Miles between Major Mechanical Failures	6,088	↓	↓
Solvency	Fare Revenue	\$270.3 million	↓	↓
	Fare Revenue per Passenger Trip	\$1.08	↔	↑
	Fare Revenue Shortfall per Passenger Trip	\$2.17	↑	↑
	Fare Recovery Ratio	33.3%	↓	↓

NOTE: Direction of arrows indicates 2017 value in comparison to 2016 (1-year) and 2013 (5-year) results. Arrow color indicates whether the change is favorable (green), unfavorable (red), or is equal (black) to comparison figure; measures with a variance of plus or minus 1% are considered to be equal to the comparison data and are given a black arrow. Operating cost data are adjusted for inflation for the one- and five-year comparison results.

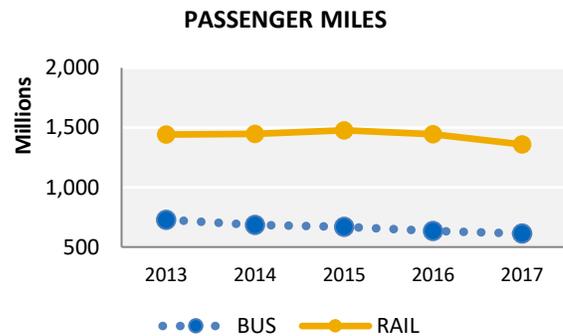
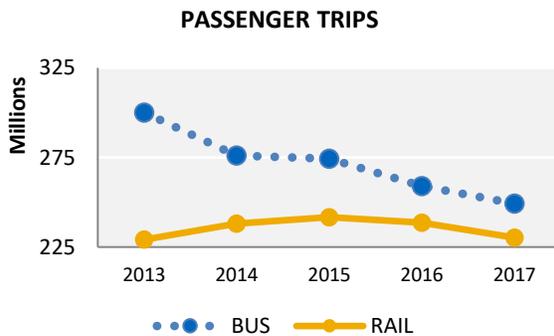
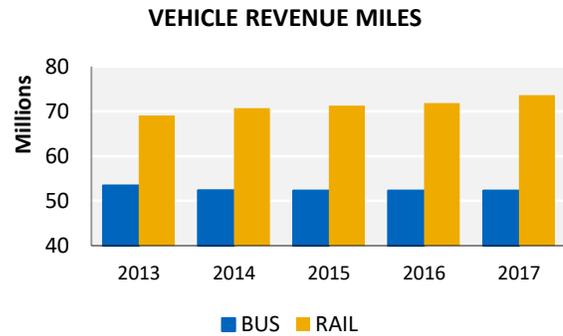
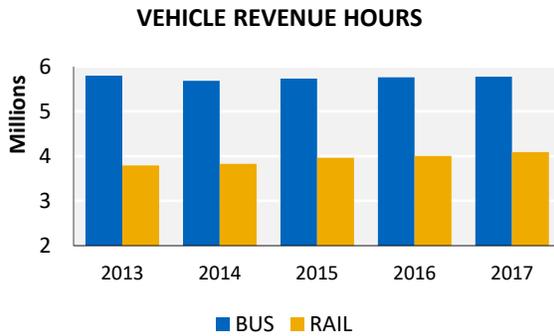
CTA

Heavy Rail Performance Snapshot

Service Area	Performance Measure	2017 Value	1-Year Result	5-Year Result
Coverage	Vehicle Revenue Hours	4.1 million	↑	↑
	Vehicle Revenue Miles	73.6 million	↑	↑
	Passenger Trips	230.2 million	↓	↔
	Passenger Miles	1.4 billion	↓	↓
	Passenger Trips per Vehicle Revenue Hour	56.3	↓	↓
	Passenger Miles per Vehicle Revenue Mile	18.5	↓	↓
	ADA-Accessible Stations	70%	↑	↑
	ADA-Accessible Vehicles	100%	↔	↔
Efficiency & Effectiveness	Operating Cost	\$604.1 million	↔	↑
	Operating Cost per Vehicle Revenue Hour	\$147.72	↓	↑
	Operating Cost per Vehicle Revenue Mile	\$8.21	↓	↑
	Operating Cost per Passenger Trip	\$2.62	↑	↑
	Operating Cost per Passenger Mile	\$0.44	↑	↑
Delivery	Average Speed (miles per hour)	18.0	↔	↓
	Average Trip Length (miles)	5.9	↓	↓
	On-Time Performance	83.4%	↔	↔
	Reportable Incidents per Million Passenger Trips	0.49	↔	↑
	Complaints per 100,000 Passenger Trips	1.8	↑	↑
Maintenance & Capital Investment	Capital Expenditures	\$323.6 million	↑	↓
	Ten-Year Capital Funding Needs	\$18.9 billion	↔	↔
	Percent of Vehicles Beyond Useful Life	33.1%	↔	↓
	Miles between Major Mechanical Failures	252,686	↓	↑
Solvency	Fare Revenue	\$294.5 million	↓	↑
	Fare Revenue per Passenger Trip	\$1.28	↑	↑
	Fare Revenue Shortfall per Passenger Trip	\$1.34	↑	↑
	Fare Recovery Ratio	48.7%	↓	↓

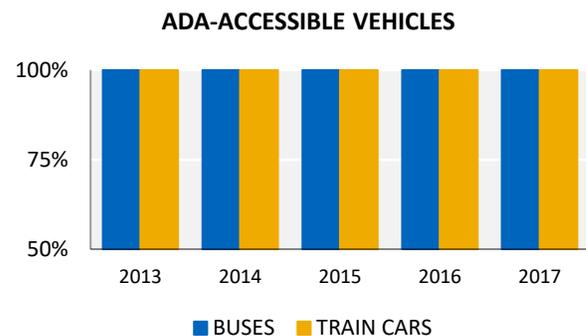
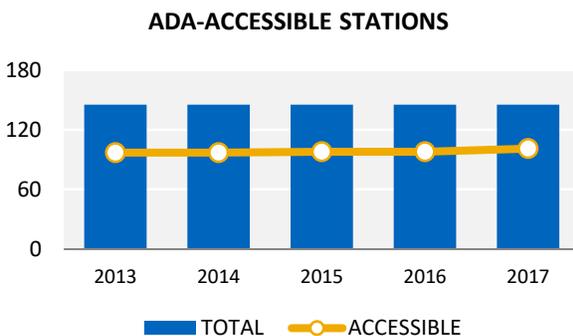
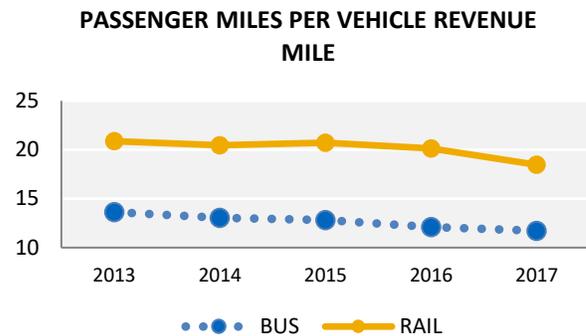
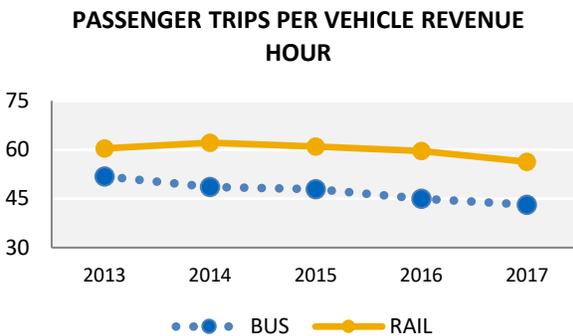
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CTA Service Coverage



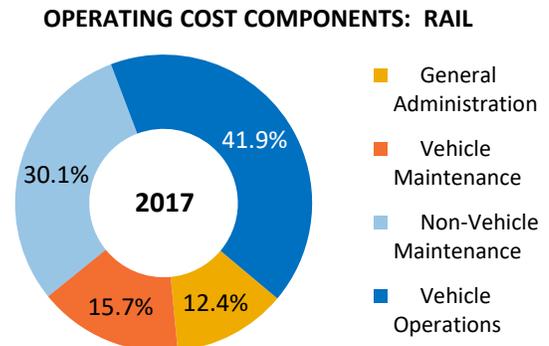
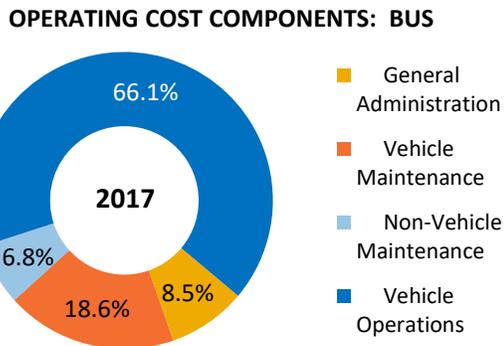
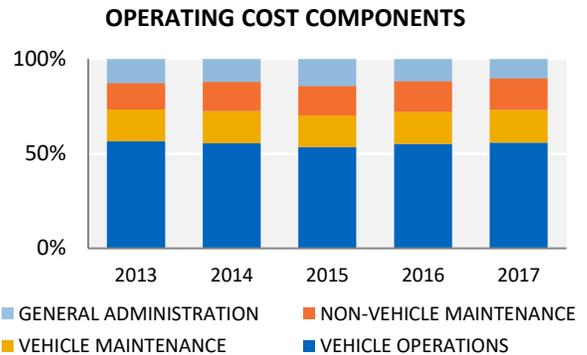
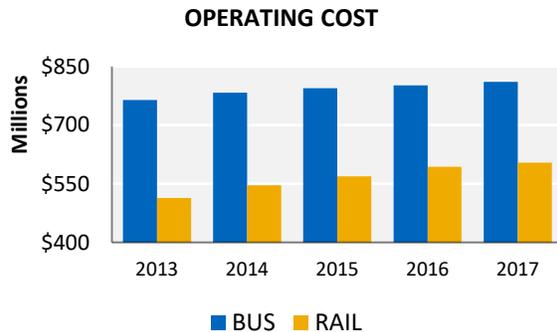
- CTA has shifted the service it offers; bus vehicle revenue hours have remained fairly flat, with a 0.3% decrease since 2013 while rail vehicle revenue hours have increased 7.8%. Likewise, bus vehicle revenue miles declined 2.2% compared to 2013, while rail miles increased 6.6%.
- Ridership, as shown by unlinked passenger trips, continues to shift. In 2013, bus trips comprised 57% of all CTA ridership; following five consecutive year of decreasing ridership, bus trips constituted 52% of 2017 ridership. CTA rail ridership reached an historic peak in 2015 then saw two years of rail ridership declines; its mode share has increased over the five-year period from 43% in 2013 to 48% in 2017.
- Passenger miles follow the same trend as passenger trips, to a lesser degree. Bus passenger miles were 15.9% lower compared to 2013 versus the 17.0% drop in passenger trips, indicating longer average trip lengths compared to 2013. Rail passenger miles decreased 5.7% over the five-year period compared to a 0.5% increase in passenger trips, indicating that rail passengers are taking more frequent, shorter trips.

CTA Service Coverage



- Significant downward ridership trends for CTA bus, paired with relatively stable vehicle revenue hours and miles, negatively impacted two measures of bus service effectiveness: passenger trips per vehicle revenue hour and passenger miles per vehicle revenue mile, which decreased 16.7% and 14.0%, respectively, compared to 2013. Five-year trends for rail are also trending downward, but are the result of ridership increases being outpaced by increases in service levels. CTA rail had a 6.8% decrease in passenger trips per vehicle revenue hour and an 11.6% decrease for passenger miles per vehicle revenue mile compared to 2013.
- CTA added three ADA-accessible rail stations in 2017, increasing the percentage of accessible stations from 68% to 70%. In July 2018, CTA announced its commitment to make all stations fully accessible within twenty years via the All Stations Accessibility Program (ASAP), a blueprint detailing a comprehensive plan and implementation schedule.
- All CTA buses and train cars were ADA-accessible as of the 2013 report year.

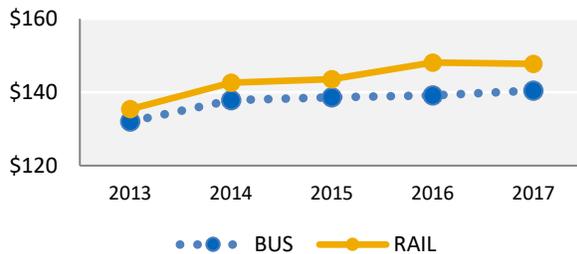
CTA Service Efficiency and Effectiveness



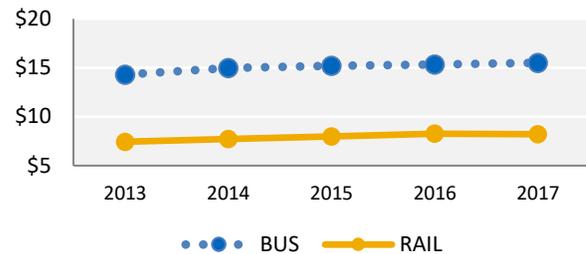
- CTA’s operating cost increased 1.5% in 2017 (1.2% for bus and 1.9% for rail), primarily driven by a \$35.4 million increase in labor expense due to an increase in pension contributions. The 2017 operating cost was 10.7% higher compared to 2013; after adjusting for inflation, the five-year increase is 6.4%.
- The key driver of CTA operating cost increases over the five-year period is labor (+14.5%). Labor expense increases resulted from negotiated wage increases and an adjustment in actuarial estimates for fringe benefit costs including workers compensation and pension. Fuel expenses, favorable since 2014, continued to be favorable throughout 2017 and ended the five-year trend 50.6% lower. The other materials and supplies category, which had seen a 40.1% increase in 2014 due to polar vortex weather events, was held to increases of 0.5% and 0.6% in 2016 and 2017, respectively.
- CTA spends most of its operating budget on vehicle operations; this amounted to 56% of the 2017 budget, roughly equal proportionally over the five-year period. General administration comprised 10.2% of the budget in 2017, 2.6 percentage points or \$20 million lower compared to 2013. Vehicle and non-vehicle maintenance comprised 17.4% and 16.7%, respectively, of the 2017 operating expenditures, both higher compared to 2013.
- The bottom two charts show the 2017 operating cost components for bus and rail separately. CTA bus requires more expenditure on vehicle operations, as more operators are required. Rail expenditures for non-vehicle maintenance (guideway and stations) constitute a larger share of its operating budget.

CTA Service Efficiency and Effectiveness

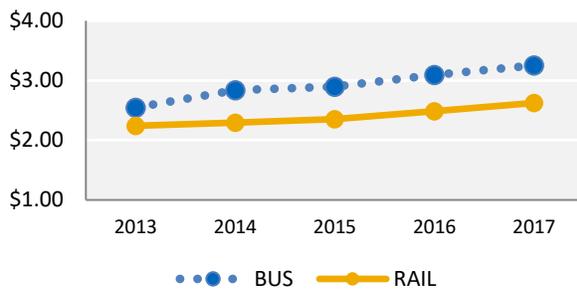
OPERATING COST PER VEHICLE REVENUE HOUR



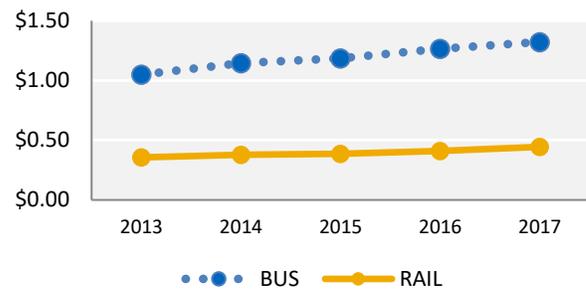
OPERATING COST PER VEHICLE REVENUE MILE



OPERATING COST PER PASSENGER TRIP

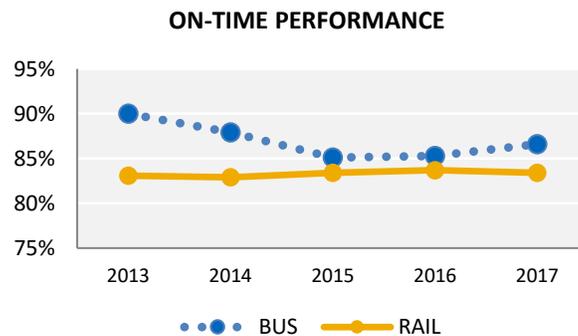
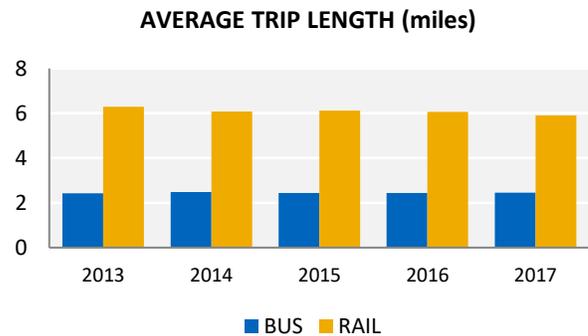
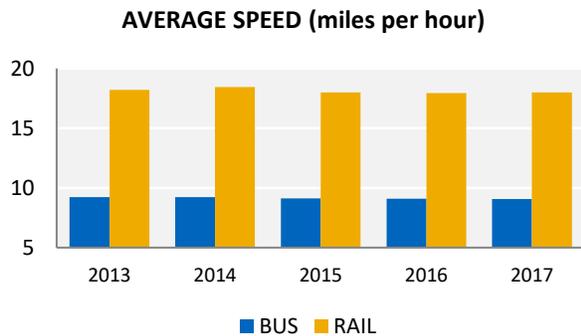


OPERATING COST PER PASSENGER MILE



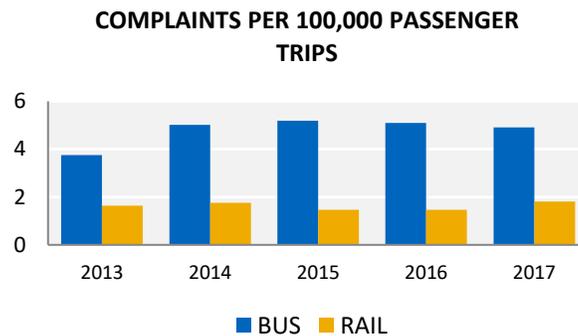
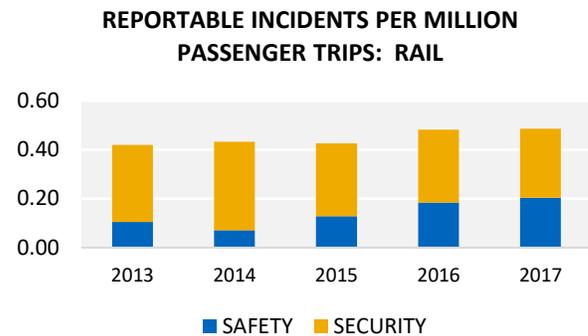
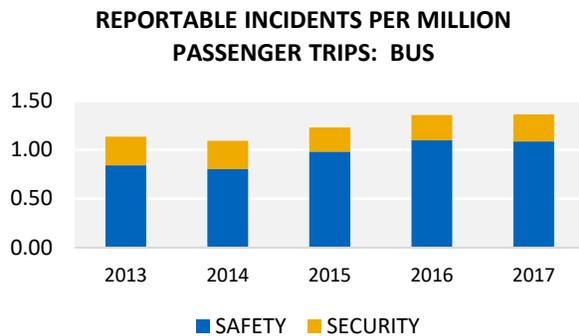
- Operating cost per vehicle revenue hour increased for bus by 0.9% and decreased 0.3% for rail, as increases to rail service hours outpaced cost increases. Five-year inflation-adjusted operating cost per vehicle hour increases were at 2.3% for bus and 4.9% for rail.
- Operating cost per vehicle revenue mile also increased for bus and decreased for rail as bus miles remained level to 2016 and rail service increased by 2.5%. Over the five-year period, the inflation-adjusted bus operating cost per vehicle revenue mile increased 4.2% while rail increased 6.0%.
- Ridership decreases for both bus and rail service negatively impacted the measure operating cost per passenger trip; the inflation-adjusted operating cost per bus passenger trip was 3.2% higher in 2017 and was 28% higher compared to 2013. The inflation-adjusted operating cost per rail passenger trip rose 3.6% in 2017 and was 13.2% higher compared to 2013.
- Operating cost per passenger mile is also trending upward for both bus and rail, over the one and five-year time periods. The inflation-adjusted bus cost per passenger mile increased 2.6% in 2017 and ended the five-year time period 21.2% higher. Rail cost per passenger mile was 6.3% higher compared to 2016 and 19.9% higher compared to 2013.

CTA Service Delivery



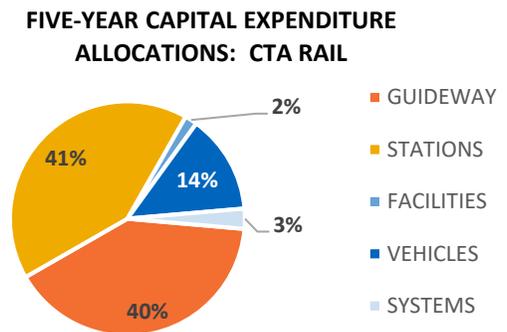
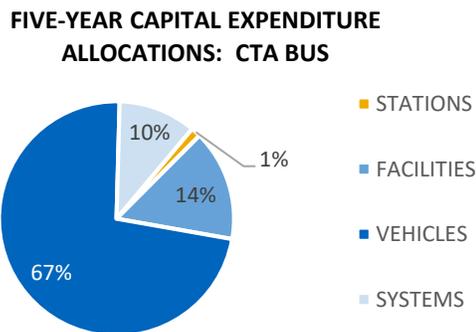
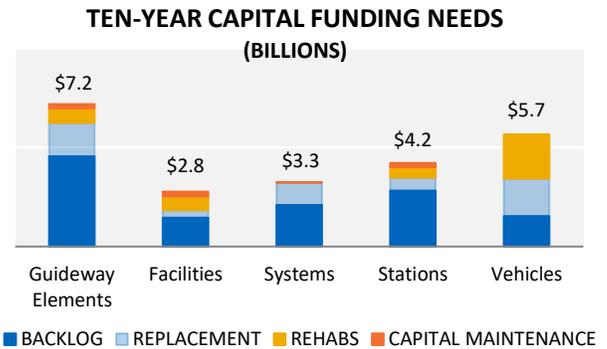
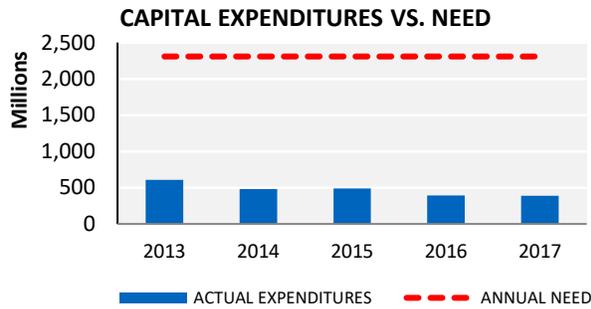
- Average bus speed has decreased slightly each year since 2008 to an average of 9.06 miles per hour in 2017, reflecting increased congestion on city streets; the five-year trend is down 1.9%. Rail average speeds peaked in 2014 at 18.5 miles per hour, decreased in 2015 and 2016, and had an uptick in 2017 to 18.0 miles per hour; the five-year trend is down 1.1%.
- The average bus passenger trip length is 2.46 miles, a 0.6% increase from 2016 and 1.3% longer compared to 2013. The average rail trip length is 5.9 miles, a 2.5% decrease from 2016 and 6.2% shorter compared to 2013.
- CTA bus realized a second consecutive year of improved reliability; on-time performance for 2017 was at 86.6%, an increase of 1.3 percentage points over 2016. Comparisons to earlier years is somewhat impacted by receipt of newer buses and upgraded systems that have enabled CTA to capture on-time performance data more reliably. Rail service saw a 0.3 percentage point decrease in on-time performance in 2017, to 83.4%, but has consistently averaged over 83% as CTA has worked to improve service by eliminating slow zones.

CTA Service Delivery



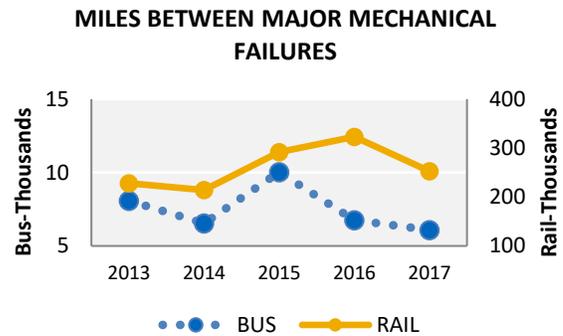
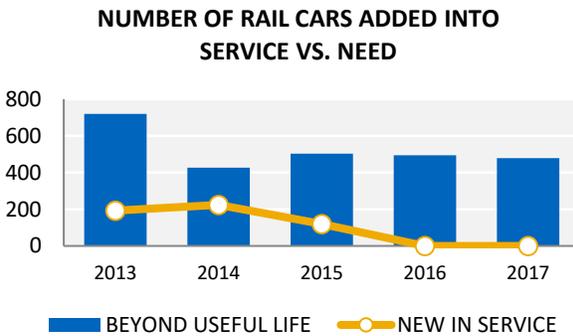
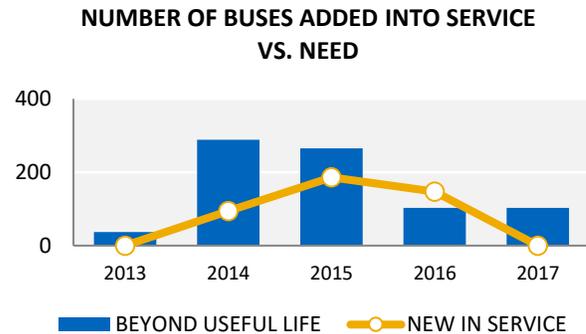
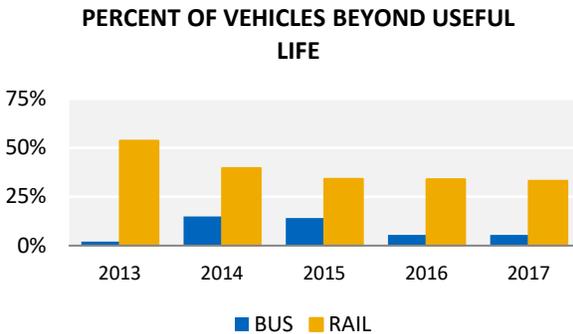
- CTA bus saw a 3.4% decrease in the number of reportable incidents in 2017, and had a five-year net change of -0.3% (a difference of one incident). Safety incidents constitute the majority of reportable incidents for the bus mode, increasing from 74% of the total number of incidents in 2013 to 80% in 2017. Security incidents saw a steady decline over the five-year period, from 88 incidents in 2013, or 26%, to 69 incidents, or 20%, in 2017. Although the total number of incidents has remained roughly equal over the five-year period, the 17% ridership decline negatively affects this metric as reportable incidents are spread over 50.9 million fewer trips.
- CTA rail saw a 2.6% decrease in the total number of reportable incidents in 2017 (a decline of three incidents), but 16 more incidents compared to 2013, for a five-year net change of 16.7%. For the rail mode, security incidents constitute the majority of reportable incidents, although the share decreased from 75% of the total number of incidents in 2013 to 58% in 2017. The share of safety incidents steadily increased over the five-year period, from 24 incidents in 2013, (or 25%) to 47 incidents (42%) in 2017. The increasing number of reportable incidents was spread over a ridership base that increased by just over one million trips.
- The number of bus complaints dropped by 7.3% in 2017; spread over fewer passenger trips, the complaint rate was down 3.6% for the year. Over the five-year period, more complaints and significantly fewer trips resulted in a 31% higher complaint rate for bus. Rail saw an uptick in complaints in 2017, ending the five-year period with a 10.6% higher complaint rate.

CTA Service Maintenance and Capital Investment



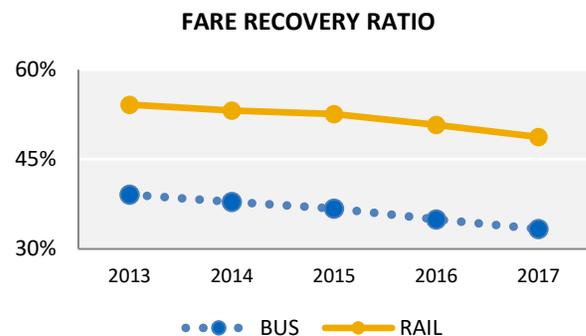
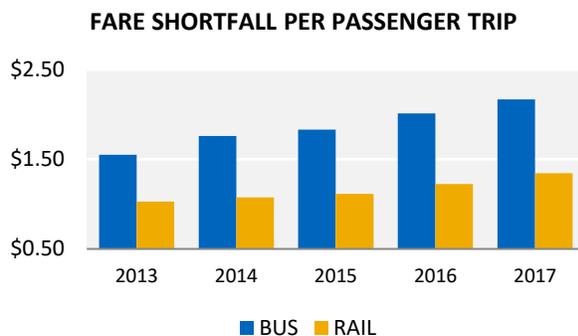
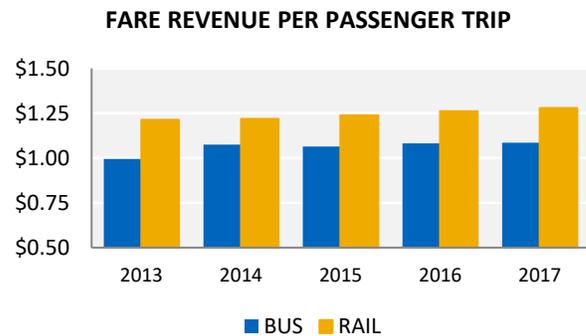
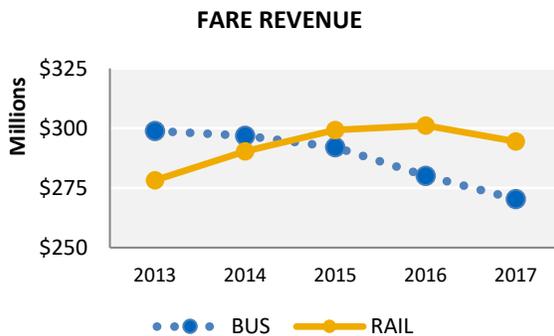
- In the chart on the top left, the red dashed line shows the annual average capital investment needed to achieve and maintain a state of good repair within ten years; the blue bars show actual annual capital expenditures. While ten-year needs total roughly \$23.1 billion, CTA has expended an average of \$472 million over the past five years – about 21% of the yearly spending required to meet 10-year reinvestment needs. This chart illustrates the gap that exists between CTA’s capital needs and actual expenditures, which are lower due to needed funding that is not available or realized.
- According to the *Capital Asset Condition 2016: Year 5 Assessment*, \$23.1 billion is needed for capital projects over the next ten years, with \$12.5 billion for already-overdue projects (backlog) and \$10.6 billion for replacement and regular maintenance. The largest portion of capital funding needs, \$7.2 billion, is needed for guideway elements such as track, rail, bridges, and ties. \$5.7 billion is needed for vehicles, and \$4.2 billion is needed for stations. Systems (e.g., signals, fare collection equipment, radios, phones, and interlockings) and facilities (e.g., maintenance garages and yards) need \$3.3 and \$2.8 billion, respectively, in capital funds over the next ten years.
- The pie charts show how CTA bus and rail capital expenditures were allocated among the asset categories. Over half of CTA bus expenditures went toward the purchase of new vehicles, while the biggest rail capital allocations were for stations and guideway elements.

CTA Service Maintenance and Capital Investment



- The percent of CTA buses beyond useful life remained at 5.5% in 2017, an increase of 3.5 percentage points from 2013. In anticipation of a large number of CTA buses reaching their minimum useful life, CTA began a fleet modernization program in 2012 and had placed 525 new buses into active service by year-end 2016. No new buses were added into the CTA fleet in 2017; as of the end of the year, 103 CTA buses were in service beyond their minimum useful life.
- The percent of CTA rail cars beyond useful life was 33.1% in 2017, the lowest percentage reported since 2007. As recently as 2012, 54% of the CTA rail car fleet was beyond useful life. CTA has been modernizing its rail fleet with the addition of 656 new rail cars since 2012, representing 46% of its current active fleet. At year-end 2017, 478 CTA rail cars were still in service beyond their minimum useful life.
- On average, CTA buses travel about 6,100 miles between major mechanical failures; this number fell by 10% in 2017, and was 25% lower compared to 2013. Declining bus speeds have been noted nationally with the expanding use of transportation network companies.
- CTA rail cars travel an average 253,000 miles between major mechanical failures; this number decreased 22% in 2017 but remained 11% higher compared to 2013. The rail car fleet has been undergoing a transition as the last of the new 5000-series cars were received and put into service in 2015; these newest-generation rail cars comprise about half of CTA’s rail car fleet and make this the youngest rail fleet in decades.

CTA Service Level Solvency



- CTA fare revenues were down 2.8% in 2017 and were 2.1% lower compared to 2013. Bus fare revenue has declined each year for the past four, while in 2017 rail fare revenue experienced its first drop in ten years. CTA implemented a fare increase in January 2018 to partly address the issue of declining fare revenue.
- Both bus and rail had positive performance for fare revenue per passenger trip, or average fare, for the one- and five-year comparisons. The average bus fare paid was \$1.08 in 2017, an increase of \$0.08 per passenger trip compared to 2013. The average rail fare paid was \$1.28 in 2017, an increase of \$0.07 compared to 2013.
- CTA’s overall fare revenue shortfall (gap between fare revenue and operating cost) has grown 21.3% since 2013. The bus fare revenue shortfall per passenger trip increased 7.8% in 2017 and was 39.8% higher compared to 2013, due to higher operating cost, decreasing ridership, and decreasing fare revenue. For rail, which has experienced significant increases to vehicle hours and miles that incurred greater operating cost, the fare revenue shortfall per passenger trip increased 9.9% in 2017 and was 30.9% higher compared to 2013.
- The National Transit Database (NTD) fare revenue recovery ratio as shown illustrates the ratio of fare revenue to operating cost, without the credits or exclusions allowed when calculating the RTA recovery ratio. Both bus and rail recovery ratios have trended steadily downward after peaking in 2013, ending 2017 at 33.3% and 48.7%, respectively.

METRA

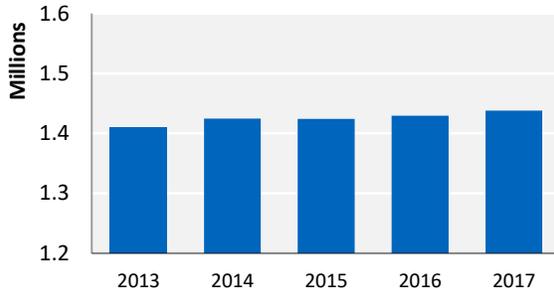
Performance Snapshot

Service Area	Performance Measure	2017 Value	1-Year Result	5-Year Result
Coverage	Vehicle Revenue Hours	1.4 million	↔	↑
	Vehicle Revenue Miles	43.7 million	↔	↑
	Passenger Trips	70.6 million	↓	↓
	Passenger Miles	1.6 billion	↓	↓
	Passenger Trips per Vehicle Revenue Hour	49.1	↓	↓
	Passenger Miles per Vehicle Revenue Mile	36.1	↓	↓
	ADA-Accessible Stations	76%	↔	↑
	ADA-Accessible Vehicles	56%	↔	↑
Efficiency & Effectiveness	Operating Cost	\$742.7 million	↔	↑
	Operating Cost per Vehicle Revenue Hour	\$516.57	↔	↑
	Operating Cost per Vehicle Revenue Mile	\$17.00	↔	↑
	Operating Cost per Passenger Trip	\$10.52	↑	↑
	Operating Cost per Passenger Mile	\$0.47	↑	↑
Delivery	Average Speed (miles per hour)	30.4	↔	↔
	Average Trip Length (miles)	22.3	↔	↓
	On-Time Performance	95.8%	↔	↔
	Reportable Incidents per Million Passenger Trips	0.48	↑	↓
	Complaints per 100,000 Passenger Trips	10.7	↑	↑
Maintenance & Capital Investment	Capital Expenditures	\$221.5 million	↓	↓
	Ten-Year Capital Funding Needs	\$12.0 billion	↔	↔
	Percent of Vehicles beyond Useful Life	39.4%	↔	↓
	Miles between Major Mechanical Failures	466,773	↑	↓
Solvency	Fare Revenue	\$355.3 million	↑	↑
	Fare Revenue per Passenger Trip	\$5.03	↑	↑
	Fare Revenue Shortfall per Passenger Trip	\$5.49	↑	↑
	Fare Recovery Ratio	47.8%	↑	↑

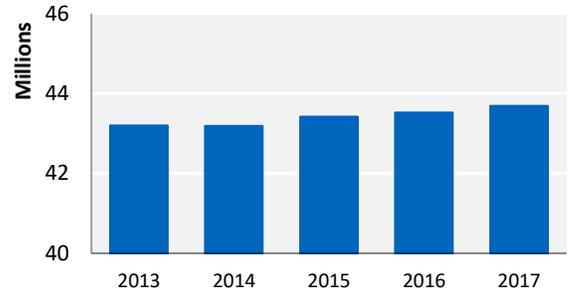
NOTE: Direction of arrows indicates 2017 value in comparison to 2016 (1-year) and 2013 (5-year) results. Arrow color indicates whether the change is favorable (green), unfavorable (red), or is equal (black) to comparison figure; measures with a variance of plus or minus 1% are considered to be equal to the comparison data and are given a black arrow. Operating cost data are adjusted for inflation for the one- and five-year comparison results.

METRA Service Coverage

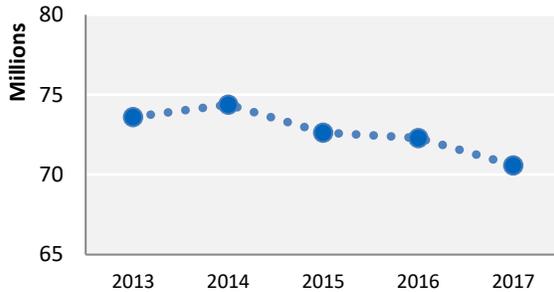
VEHICLE REVENUE HOURS



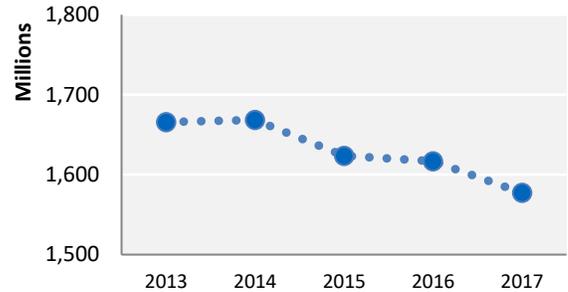
VEHICLE REVENUE MILES



PASSENGER TRIPS

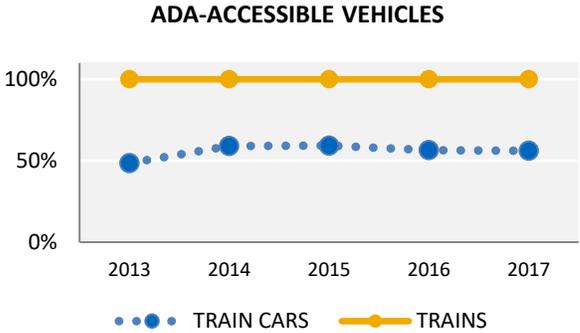
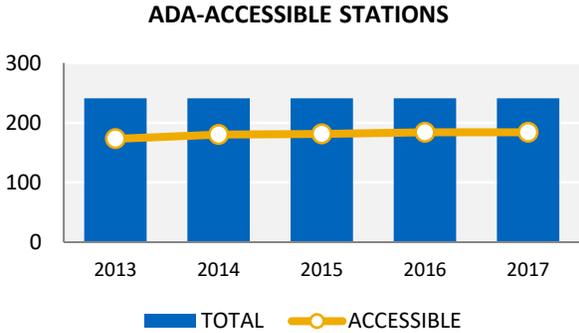
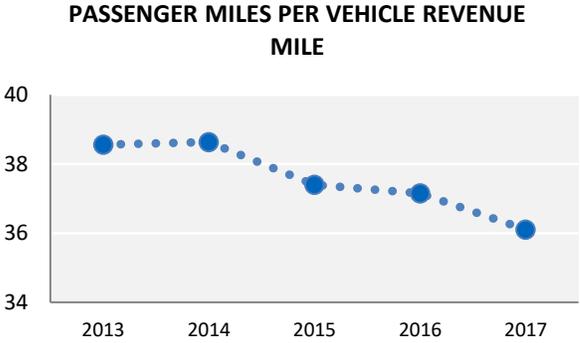
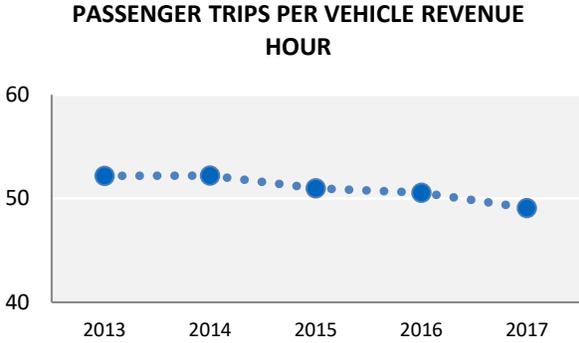


PASSENGER MILES



- Metra’s service provision, as measured by vehicle revenue hours and vehicle revenue miles, has trended upward throughout the five-year period. Since 2013, these measures of service have increased 2.0% and 1.1%, respectively.
- Ridership decreased 2.3% in 2017, a year with a fare increase that averaged 5.8%. Metra ridership has trended downward over the five-year period, with a net loss of 4.1% compared to 2013.
- Passenger miles traveled decreased in conjunction with ridership losses. Passenger miles traveled decreased 2.4% in 2017 and were 5.3% lower compared to 2013.

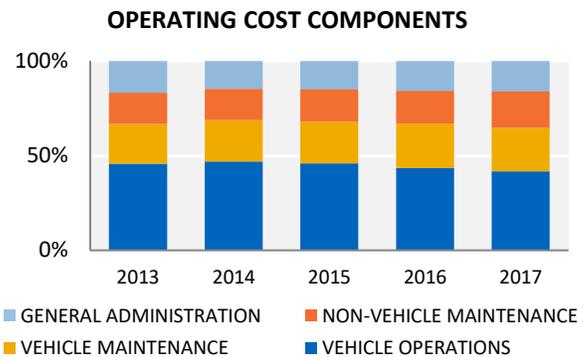
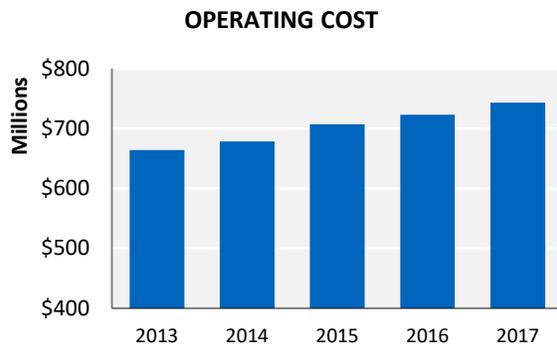
METRA
Service Coverage



- Passenger trips per vehicle revenue hour decreased by 5.9% over the five-year time period, as service increased by 2.0% while the ridership loss was 4.1%.
- Passenger miles per vehicle revenue mile decreased by 6.4% from 2013-2017, with a 2.8% drop in 2017. This metric is negatively impacted by both the 5.3% reduction in passenger miles traveled and the 1.1% increase in vehicle revenue miles.
- 184 of Metra’s 241 stations are ADA-accessible, unchanged from 2016 but 11 more compared to 2013.
- All Metra train sets are ADA-accessible, with at least one accessible car per train. Metra did not add any new train cars into its fleet in 2017, so the number of accessible vehicles remains unchanged from 2016 at 56%.

METRA

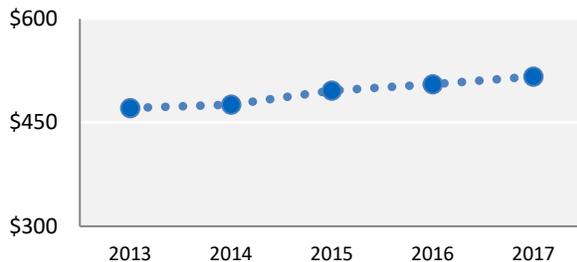
Service Efficiency and Effectiveness



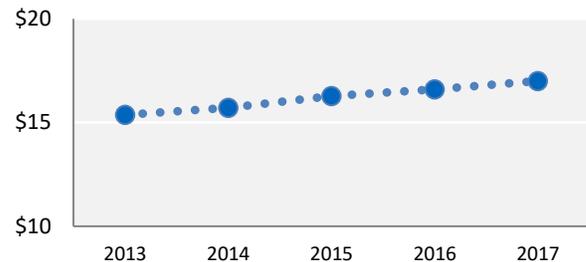
- Metra’s inflation-adjusted operating cost increased 0.9% in 2017; the five-year trend is up 7.5%.
- Key drivers of Metra’s operating cost increases over the five-year period are: rising labor costs (+17.4%), increased expenses for casualty and liability costs (+59.5%), and materials and supplies (+30.9%), resulting from the federal mandate to equip rolling stock with Positive Train Control systems. Other contributing factors to the increased expenses for labor and materials and supplies resulted from rehabilitating vehicles in-house as opposed to sending them out for extensive re-builds; while this requires additional staff, performing this work in-house ultimately reduces expenses associated with capital maintenance work. Continued favorable diesel fuel pricing throughout 2017 led to a 9.2% reduction in fuel expenses compared to 2016, which contributed to a five-year decrease of 40.2% for this expense.
- The largest component of Metra’s operating cost is allocated to vehicle operations, which constituted 41.7% of the 2017 operating expenses, a decrease of 4.0 percentage points from 2013. Vehicle maintenance is the second-largest component of Metra’s operating cost, comprising 23.0% of 2017 expenses, a five-year increase of 1.9 percentage points. Non-vehicle maintenance costs relate to the cost of maintaining an extensive right-of-way and passenger station network; these costs represented 19.1% of the 2017 operating expenses, 2.7 percentage points higher compared to 2013 expenses. General administration expenses have decreased 0.7 percentage points over the past five years.

METRA Service Efficiency and Effectiveness

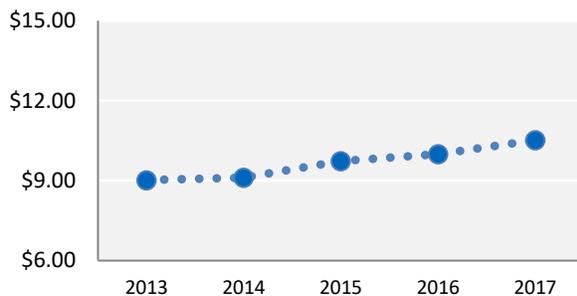
OPERATING COST PER VEHICLE REVENUE HOUR



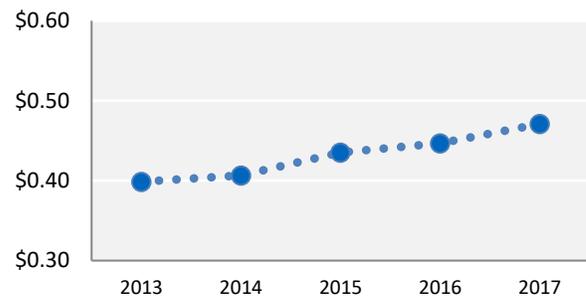
OPERATING COST PER VEHICLE REVENUE MILE



OPERATING COST PER PASSENGER TRIP

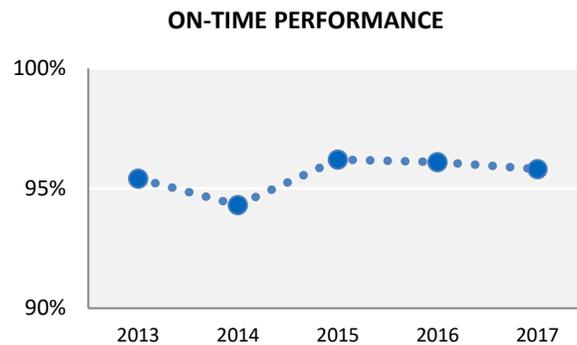
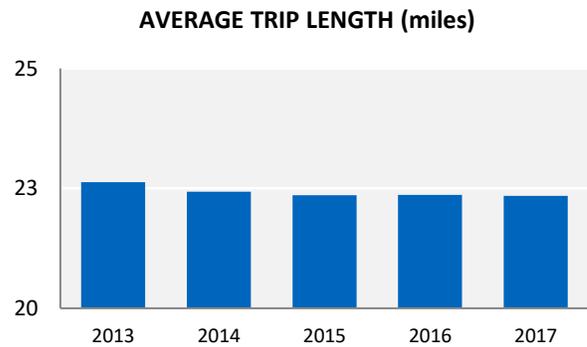
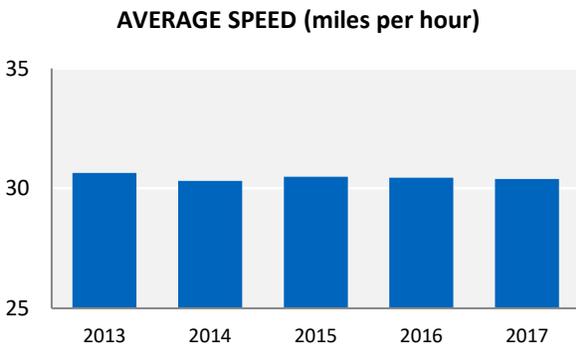


OPERATING COST PER PASSENGER MILE



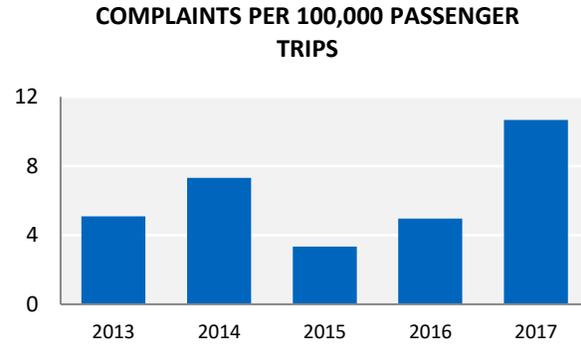
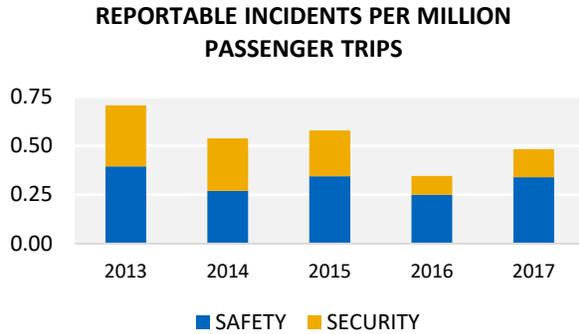
- Metra’s 2017 operating cost increase was 2.8%, outpacing the increases noted for the two service level indicators (vehicle revenue hours and miles).
- Operating cost per vehicle revenue hour increased 2.2% in 2017, with a 0.6% increase in vehicle revenue hours for the year. With a 0.4% increase to vehicle revenue miles in 2017, the 2.4% increase in operating cost per vehicle revenue mile is mostly due to increased operating cost. Compared to 2013, the inflation-adjusted operating cost per vehicle revenue hour increased 5.4% and the operating cost per vehicle revenue mile increased 6.3%.
- The cost to provide an individual passenger trip increased from \$10.00 to \$10.52 in 2017, a difference of 5.3%, with operating cost increases spread over fewer passenger trips. Five-year operating cost per passenger trip increases total \$1.50, an inflation-adjusted growth of 19.6%.
- Metra expended \$0.47 to provide each passenger mile of service, an increase of 5.4% in 2017. This cost has trended upward from 2013, when Metra expended \$0.40 per passenger mile, an inflation-adjusted growth of 13.5%.

METRA Service Delivery



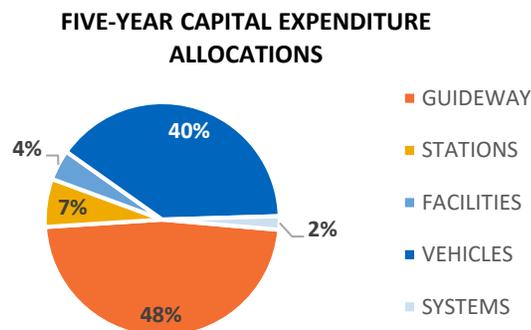
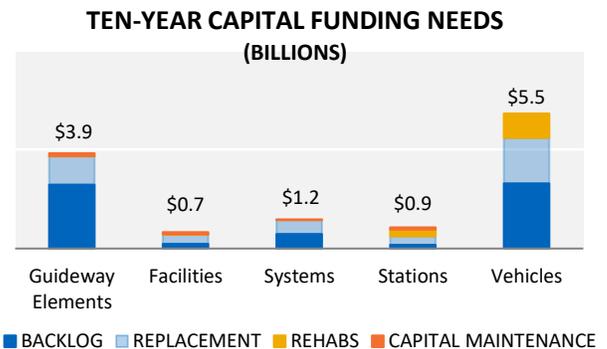
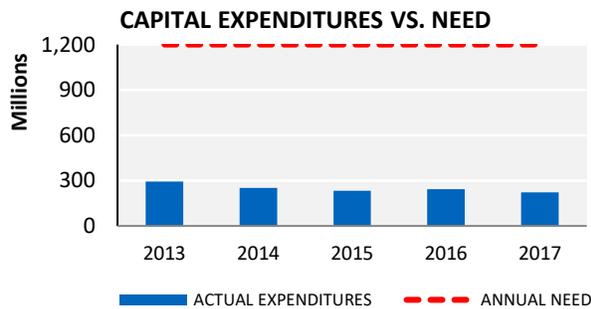
- Metra consistently achieved average speeds of over 30 miles per hour. An average speed of 30.4 miles per hour in 2017 was roughly equal to 2016 and 0.8% slower compared to 2013, a difference of 0.2 miles per hour.
- Metra’s passengers traveled an average distance of 22.3 miles in 2017, equal to 2016 and 1.3% shorter compared to 2013.
- Metra’s on-time performance is consistently above 95%. Weather delays significantly impacted annual on-time performance for 2014; there was a spike of 138% more weather-related delays in 2014 compared to the annual average of the four prior years. Reliability rebounded in 2015 and continued throughout 2016 and 2017. The overall on-time performance for 2017 was 95.8%.

METRA Service Delivery



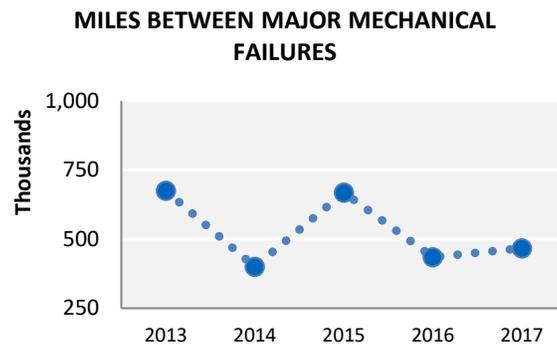
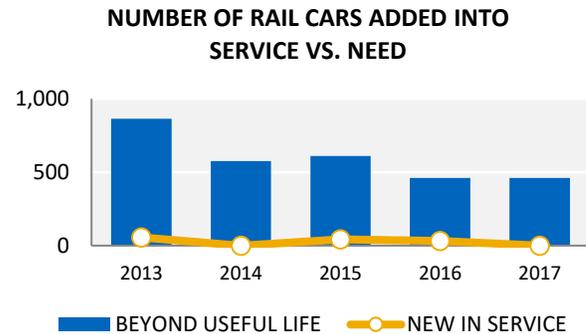
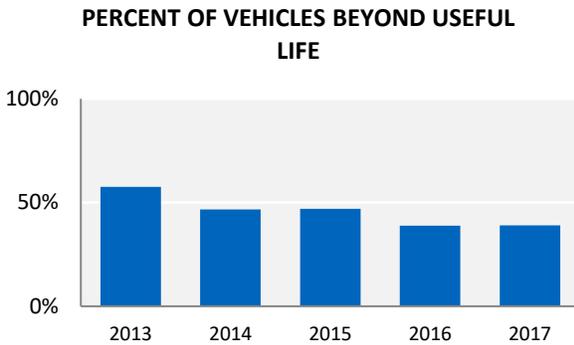
- The total number of reportable safety and security incidents increased by nine in 2017 to 34, for an incident rate of 0.48 per million passenger trips. Metra has taken a variety of approaches to improve safety: a new police unit was launched in 2016 which placed more police in the field and on trains. Additionally, Metra expanded its Confidential Close Call Reporting System, an effort to promote a more positive safety culture. Longer-term safety initiatives include the safety blitz program, which targeted 51 stations in 2017, and the annual Safety Poster and Essay Contest, held for the 11th consecutive year, which engages schoolchildren to participate in train safety events.
- The apparent spike in the complaint rate in 2017 is due to full implementation of Metra’s IssueTrak response/tracking system across all departments. Additionally in 2017, complaints reported through Twitter requiring follow-up from the Mechanical Department began to be entered into IssueTrak for the first time.

METRA Service Maintenance and Capital Investment



- In the chart on the top left, the red dashed line shows the annual average capital investment needed to achieve and maintain a state of good repair within ten years; the blue bars show actual annual capital expenditures. While ten-year needs total roughly \$12 billion, Metra has expended an average of \$249 million over the past five years – about 21% of the yearly spending required to meet 10-year reinvestment needs. This chart illustrates the gap that exists between Metra’s capital needs and actual expenditures, which are lower due to needed funding that is not available or realized.
- According to the *Capital Asset Condition 2016: Year 5 Assessment*, \$12 billion is needed for capital projects over the next ten years, with \$6.1 billion for already-overdue (backlog) projects. The largest portion of capital needs, nearly \$5.5 billion, is needed for vehicles, followed by a need of \$3.9 billion for guideway elements (e.g., track, rail, bridges, and ties). Another \$853 million is needed for stations, \$796 million for systems (e.g., signals, fare collection equipment, radios, phones, and interlockings), and \$664 million for facilities (e.g., maintenance garages and yards).
- The pie chart shows how Metra capital expenditures were allocated among five asset categories over the past five years. Nearly half of Metra expenditures went toward guideway elements, followed by the purchase of new vehicles.

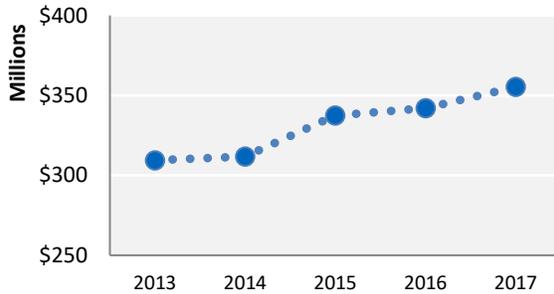
METRA Service Maintenance and Capital Investment



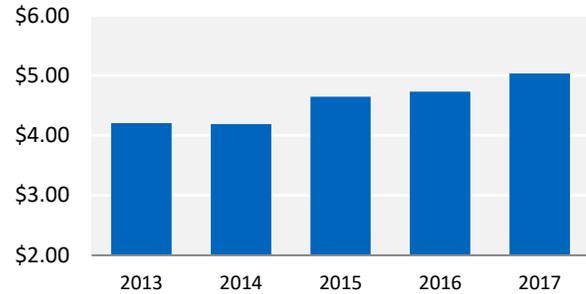
- There has been a steady improvement in Metra’s percent of vehicles beyond useful life as Metra replaced its entire Electric District fleet, which was completed in February 2016. The percentage of vehicles beyond useful life has decreased from 57.6% in 2013 to 39.4% in 2017. As of year-end 2017, Metra had 467 rail cars in service beyond their minimum useful life.
- Metra did not add any new rail cars into its fleet in 2017. The gap between need versus the number of new vehicles added to the active fleet is indicative of capital funding levels that are not large enough to meet service demands. To ensure safe and reliable operations, Metra must allocate more of its funds to maintain the older vehicles in its fleet.
- The reliability metric miles between major mechanical failures can experience great swings for the commuter rail mode since the number of incidents is quite low and is significantly and negatively impacted by weather events. For example, a 40.7% dip occurred in 2014 as historic polar vortex weather events that occurred in the first two months of the year could not be made up over the course of the year. There was a 7.5% improvement in 2017 as the number of major mechanical failures dropped by seven to 98 total incidents.

METRA Service Level Solvency

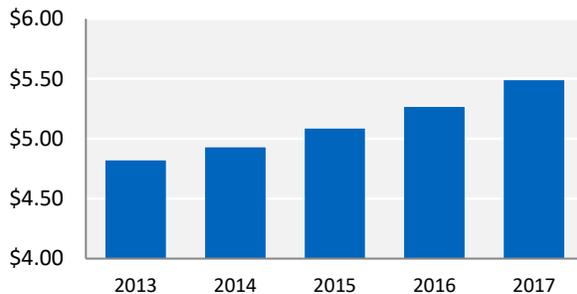
FARE REVENUE



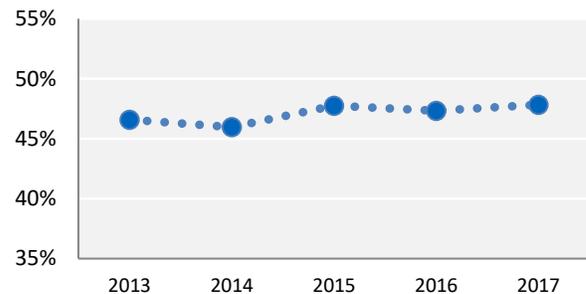
FARE REVENUE PER PASSENGER TRIP



FARE SHORTFALL PER PASSENGER TRIP



FARE RECOVERY RATIO



- Metra has experienced seven consecutive years of increasing fare revenue, ending with a 3.9% increase in 2017. Fare increases were implemented each year in February 2015, 2016, and 2017 to support the fleet modernization plan.
- The average fare paid, or fare revenue per passenger trip, was \$5.03 in 2017, an increase of \$0.30 compared to 2016. Fare revenue per passenger trip has increased 19.7% since 2013, an increase of \$0.83.
- The fare shortfall (gap between fare revenue and operating cost) increased 1.8% in 2017. When considered on a passenger trip basis, the fare revenue shortfall increased \$0.22 in 2017 and was 13.9% higher compared to 2013.
- The fare revenue recovery ratio, or ratio of fare revenue to operating cost, was 47.8% in 2017, a 0.5 percentage point increase from 2016. The overall trend is improving, with a 1.2 percentage point decrease compared to 2013.

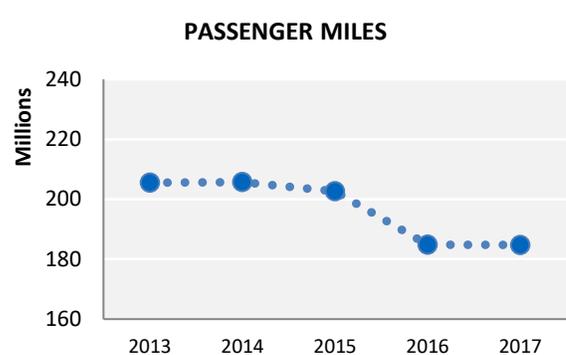
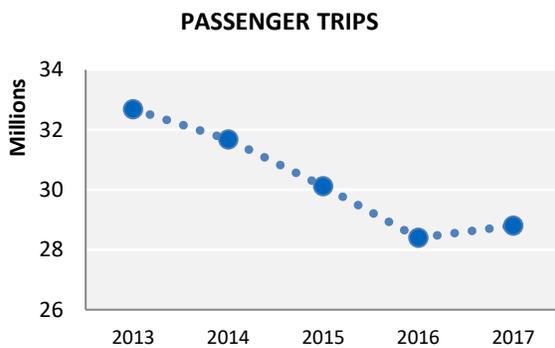
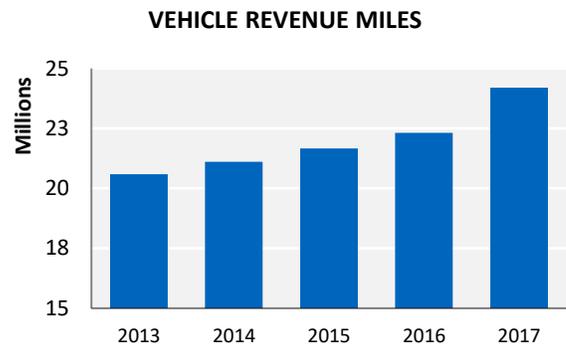
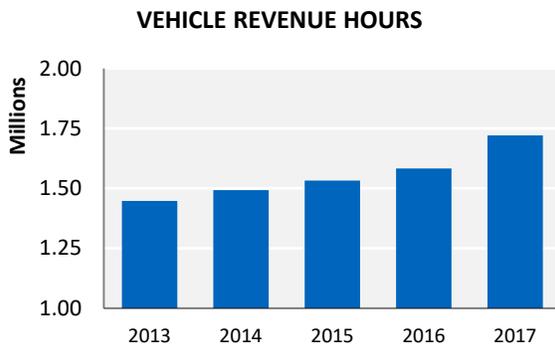
PACE BUS

Bus Performance Snapshot

Service Area	Performance Measure	2017 Value	1-Year Result	5-Year Result
Coverage	Vehicle Revenue Hours	1.7 million	↑	↑
	Vehicle Revenue Miles	24.2 million	↑	↑
	Passenger Trips	28.8 million	↑	↓
	Passenger Miles	184.8 million	↔	↓
	Passenger Trips per Vehicle Revenue Hour	16.7	↓	↓
	Passenger Miles per Vehicle Revenue Mile	7.6	↓	↓
	ADA-Accessible Vehicles	100%	↔	↔
Efficiency & Effectiveness	Operating Cost	\$196.9 million	↑	↑
	Operating Cost per Vehicle Revenue Hour	\$114.46	↓	↓
	Operating Cost per Vehicle Revenue Mile	\$8.14	↓	↓
	Operating Cost per Passenger Trip	\$6.84	↔	↑
	Operating Cost per Passenger Mile	\$1.07	↑	↑
Delivery	Average Speed (miles per hour)	14.1	↔	↓
	Average Trip Length (miles)	6.4	↓	↑
	On-Time Performance	84.4%	↑	↔
	Reportable Incidents per Million Passenger Trips	2.5	↓	↑
	Complaints per 100,000 Passenger Trips	24.1	↑	↑
Maintenance & Capital Investment	Capital Expenditures	\$104.5 million	↑	↑
	Ten-Year Capital Funding Needs	\$1.7 billion	↔	↔
	Percent of Vehicles beyond Useful Life	9.9%	↓	↓
	Miles between Major Mechanical Failures	18,802	↑	↓
Solvency	Fare Revenue	\$32.0 million	↓	↑
	Fare Revenue per Passenger Trip	\$1.11	↓	↑
	Fare Revenue Shortfall per Passenger Trip	\$5.72	↑	↑
	Fare Recovery Ratio	16.3%	↓	↓

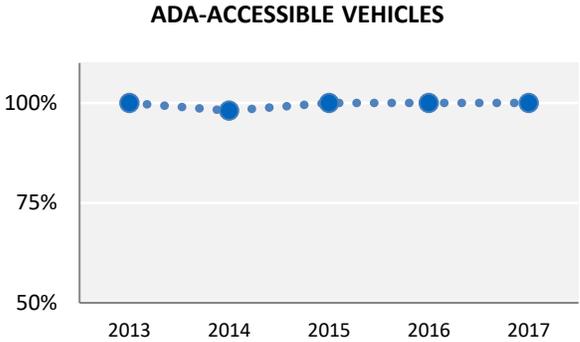
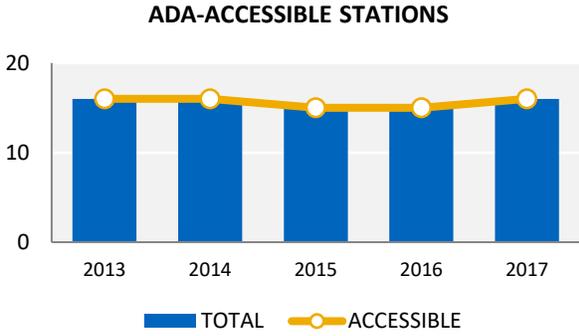
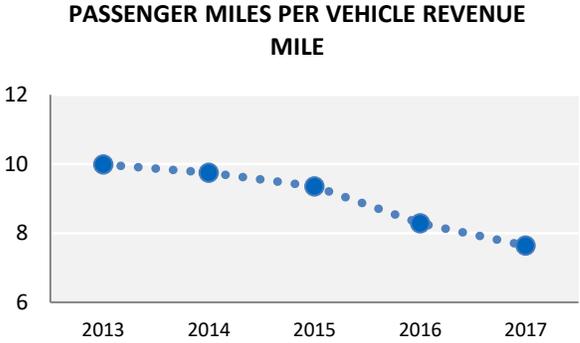
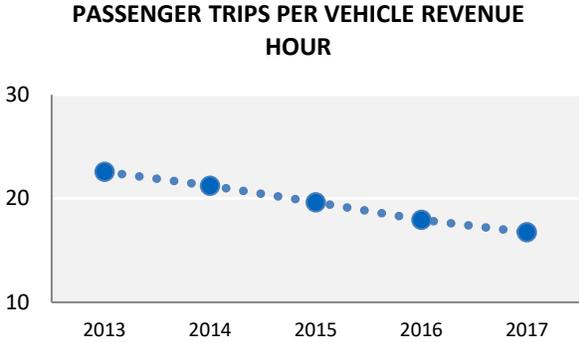
NOTE: Direction of arrows indicates 2017 value in comparison to 2016 (1-year) and 2013 (5-year) results. Arrow color indicates whether the change is favorable (green), unfavorable (red), or is equal (black) to comparison figure; measures with a variance of plus or minus 1% are considered to be equal to the comparison data and are given a black arrow. Operating cost data are adjusted for inflation for the one- and five-year comparison results.

PACE BUS Service Coverage



- Pace bus saw its fifth consecutive year of increased vehicle revenue hours, up 8.7% in 2017, and 18.8% higher compared to 2013. New I-90 express service led to a significant increase for this indicator.
- As with vehicle revenue hours, Pace fixed-route bus service saw increases in vehicle revenue miles, up 8.4% in 2017 and up 17.5% compared to 2013.
- Following three years of declining ridership, bus ridership improved 1.4% in 2017, largely the result of new I-90 services. Compared to 2013, bus ridership is down 11.9%. Pace's efforts to streamline services and reduce the number of transfer points have contributed to a decline in the number of bus passenger trips recorded.
- Passenger miles traveled in 2017 was roughly equal to 2016 and was 10.1% below 2013.

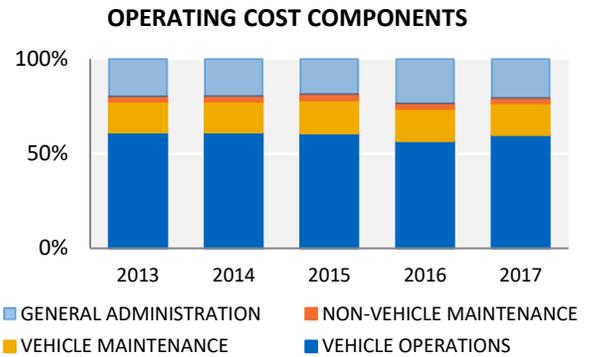
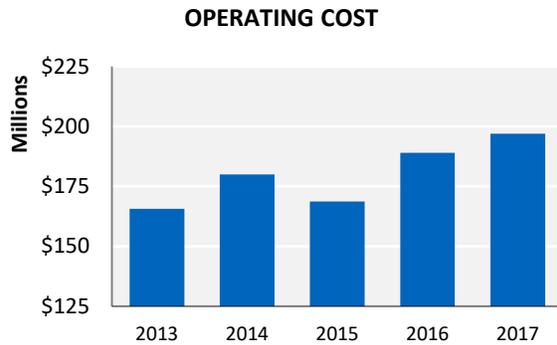
PACE BUS
Service Coverage



- Pace bus passenger trips per vehicle revenue hour saw a 6.7% drop in 2017 although ridership saw a 1.4% increase, due to the 8.7% increase in vehicle revenue hours.
- For each vehicle revenue mile of service, Pace bus passengers traveled an average of 7.6 miles, a 7.8% decrease from 2016 and 23.5% lower compared to 2013. The significant drop for this metric in 2017 resulted from the significant increase in vehicle revenue miles supplied while passenger miles traveled remained unchanged from 2016.
- Pace opened one new Park-n-Ride station in 2017 at I-90/IL-25 to serve riders using the new I-90 express service. 100% of Pace’s stations (Park-n-Ride facilities and transportation centers) are ADA-accessible.
- 100% of Pace buses are ADA-accessible.

PACE BUS

Service Efficiency and Effectiveness

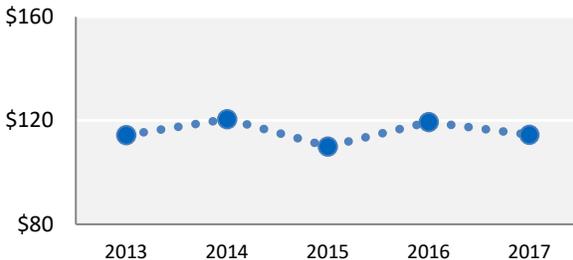


- Pace fixed-route bus operating cost increased 4.2% in 2017, largely due to increases in service hours (+8.7%) and miles (+8.4%). On an inflation-adjusted basis, Pace bus operating cost was up 14.3% compared to 2013.
- The five-year operating cost increase of over \$31 million was led by a 27.2% increase in total labor cost in accordance with service expansion. Eighty percent of the cost of bus vehicle operations, the primary bus operating expense for Pace, is due to the cost of labor.
- The primary operating cost component for Pace bus, at 60% or \$118 million in 2017, is vehicle operations resulting from the labor-intensive characteristics of bus operations. Roughly 17% of operating expense is devoted to vehicle maintenance, and 3% is consistently allotted to non-vehicle maintenance. About \$41 million was expended on general administration, a decrease of nearly \$4 million from 2016, comprising 21% of the Pace bus operating cost.

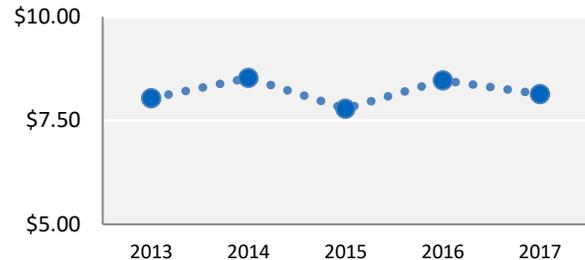
PACE BUS

Service Efficiency and Effectiveness

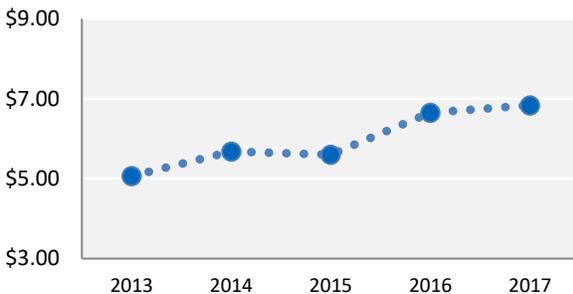
OPERATING COST PER VEHICLE REVENUE HOUR



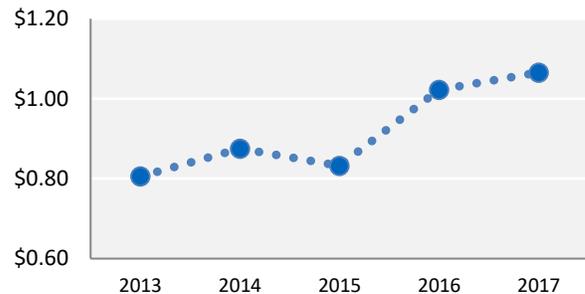
OPERATING COST PER VEHICLE REVENUE MILE



OPERATING COST PER PASSENGER TRIP

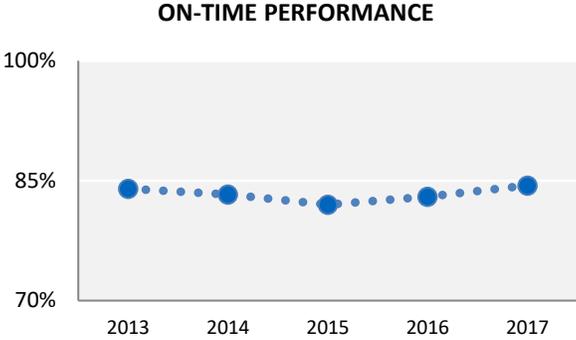
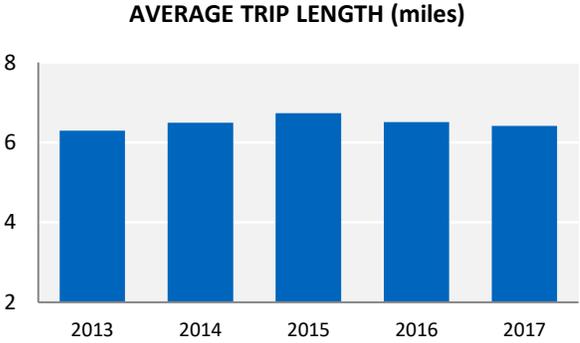
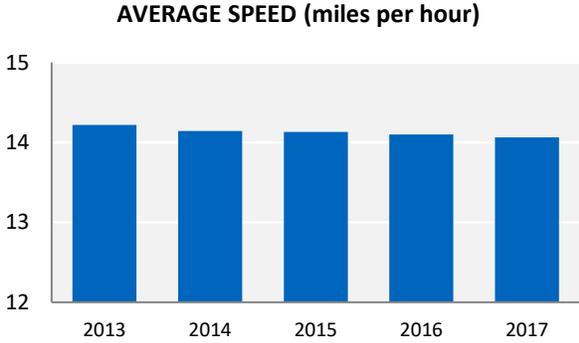


OPERATING COST PER PASSENGER MILE



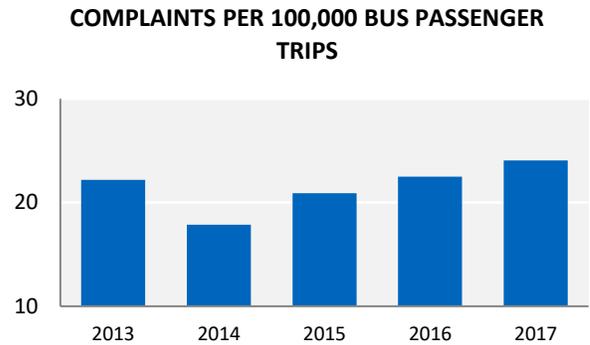
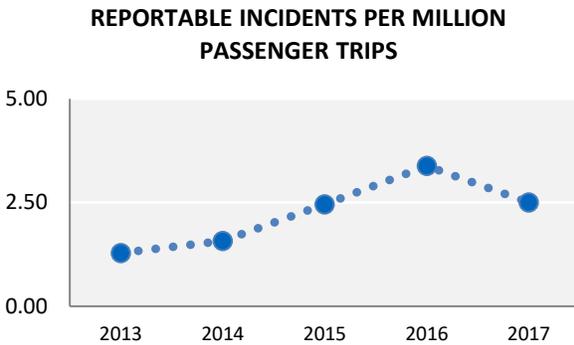
- Bus operating cost per vehicle revenue hour decreased by \$4.93 in 2017, a decrease of 4.1%, as operating cost increases of 4.2% was spread over an 8.7% increase in vehicle revenue hours. However, nearly identical percentage increases in vehicle hours and operating cost result in a roughly equal cost per vehicle hour over the five-year time period.
- Operating cost per vehicle revenue mile also declined in 2017, down \$0.33 or 3.9%. Over the past five years, cost per vehicle mile is up \$0.10, or 1.2%, as operating cost increases closely tracked increases in vehicle revenue miles.
- Following two years of ridership declines, 2017 saw a 1.4% increase in passenger trips, which held the increase for operating cost per passenger trip to 2.8% for the year. Over the five-year period, this metric has increased 34.9% due to double-digit increases to operating cost and ridership losses.
- Passenger miles traveled has not declined to the same degree as ridership; 2017 passenger miles were equal to 2016 and down 10.1% compared to 2013. There was a 32.3% five-year increase for operating cost per passenger mile, more favorable than the prior measure as passengers took longer average trips compared to 2013.

PACE BUS Service Delivery



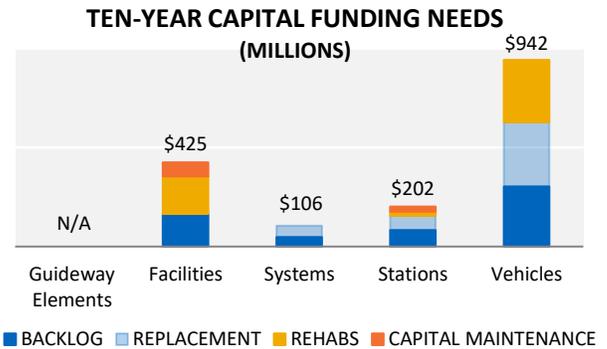
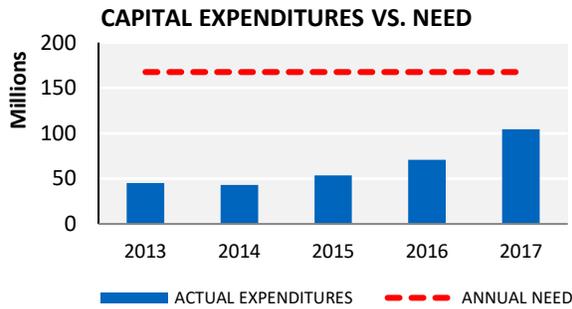
- Bus speeds held at 14.1 miles for the fourth consecutive year, roughly equal to 2013.
- Average trip lengths peaked in 2015 at 6.7 miles, then decreased in 2016 and 2017 to 6.4 miles.
- Pace bus had its second consecutive year of improvement in on-time performance as it realized a 1.4 percentage point increase in 2017. Over the five-year time period, bus on-time performance has stayed mostly stable, with a 0.4 percentage point increase compared to 2013.

PACE BUS Service Delivery

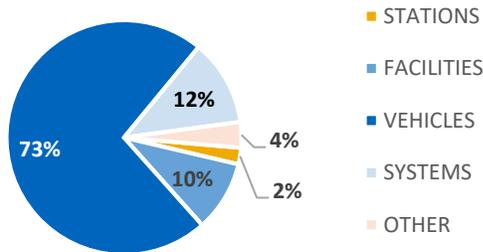


- In 2017, Pace bus saw a 25% decrease in reportable incidents, yet reported thirty more events compared to 2013. The low number of total incidents (72 total), spread over 28.8 million trips, results in a low incident rate of 2.5 per million passenger trips. All of the reportable events were related to collisions, with zero reported major security events.
- The number of fixed-route bus complaints increased 8.5% in 2017. An increase in complaints combined with an increase in ridership resulted in a 7.0% higher complaint rate per 100,000 passenger trips for 2017, which was 8.5% higher compared to 2013.

PACE BUS Service Maintenance and Capital Investment

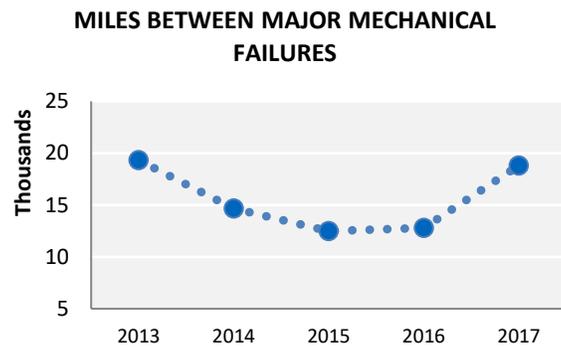
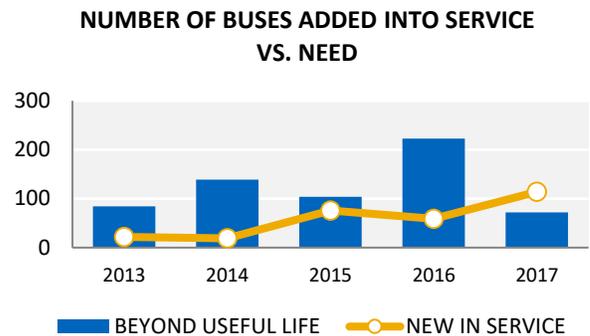
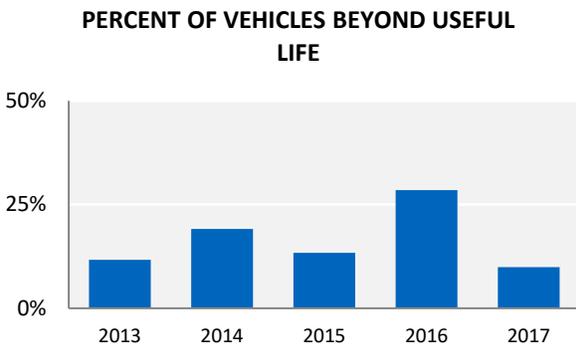


FIVE-YEAR CAPITAL EXPENDITURE ALLOCATIONS



- In the top chart on the left, the red dashed line shows the annual average capital investment needed to achieve and maintain a state of good repair within ten years; the blue bars show actual annual capital expenditures. While ten-year needs total roughly \$1.675 billion, Pace has expended an average of \$63.4 million over the past five years – about 38% of the yearly spending required to meet 10-year reinvestment needs. This chart illustrates the gap that exists between Pace’s capital needs and actual expenditures, which are lower due to needed funding that is not realized.
- According to the *Capital Asset Condition 2016: Year 5 Assessment*, the ten-year capital funding need for Pace bus nears \$1.7 billion, with \$596 million in already-overdue (backlog) projects. The largest portion of capital needs, \$942 million, is needed for vehicles, followed by a need of \$425 million for facilities (e.g., maintenance garages), \$202 million for stations, and \$106 million for systems (e.g., fare collection equipment, radios, and phones).
- The pie chart shows the allocation of Pace’s 2017 capital expenditures; 73% went toward the purchase of new vehicles.

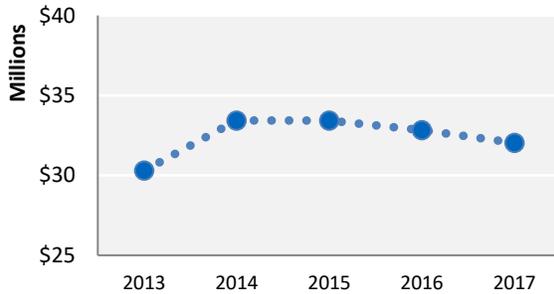
PACE BUS Service Maintenance and Capital Investment



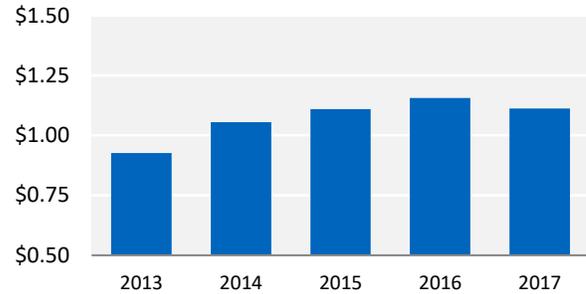
- Pace’s percent of buses beyond useful life decreased 18.6 percentage points to 9.9% in 2017 as 114 new buses were added to the fleet in the year.
- Pace added 290 new buses into its fleet over the five-year period 2013 – 2016. As of year-end 2017, 72 buses of Pace’s active bus fleet of 769 remained in service beyond their minimum useful life.
- Pace bus increased its reliability by 47.1% in 2017, as shown by miles between major mechanical failures. A 26% reduction in the number of major mechanical failures, coupled with an 8.3% increase in total vehicle miles, produced the significant improvement in 2017, which was 2.7% below the level seen in 2013.

PACE BUS Service Level Solvency

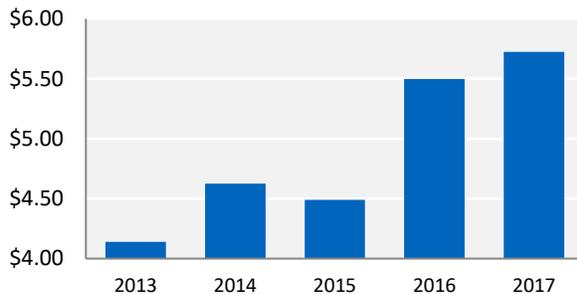
FARE REVENUE



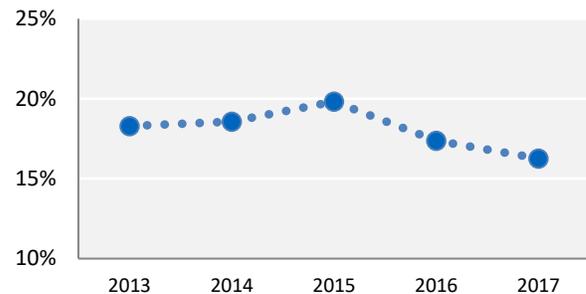
FARE REVENUE PER PASSENGER TRIP



FARE SHORTFALL PER PASSENGER TRIP



FARE RECOVERY RATIO



- Pace bus saw its second year of declining fare revenue, with a 2.4% drop in 2017. However, overall five-year fare revenue results improved by 5.7%. Pace implemented a fare increase in January 2018 to partly address the issue of declining fare revenue.
- The average bus fare increased \$0.18 since 2013, aided by favorable pass agreements with CTA, the elimination of cash transfers, and the propensity of a significant number of riders to pay \$2.00 for bus fare although the base fare is \$1.75.
- Pace bus fare revenue shortfall (gap between fare revenue and operating cost) increased by \$0.22 (4.1%) per passenger trip in 2017 as a result of increased operating costs; five-year increases totaled 38.3% or \$1.58.
- Two years of declining fare revenue led to the lowest fare recovery ratio for Pace bus since 2008. Since 2013, the fare recovery ratio has declined 2.0 percentage points although fares increased 5.7%, the result of steeper increases to operating expenses.

PACE DIAL-A-RIDE & VANPOOL

Dial-a-Ride Performance Snapshot

Service Area	Performance Measure	2017 Value	1-Year Result	5-Year Result
Coverage	Vehicle Revenue Hours	327,717	↓	↓
	Vehicle Revenue Miles	4.8 million	↓	↓
	Passenger Trips	1.0 million	↓	↓
	Passenger Miles	7.3 million	↑	↑
	Passenger Trips per Vehicle Revenue Hour	3.20	↓	↓
	Passenger Miles per Vehicle Revenue Mile	1.53	↑	↑
Efficiency & Effectiveness	Operating Cost	\$24.7 million	↔	↓
	Operating Cost per Vehicle Revenue Hour	\$75.31	↑	↑
	Operating Cost per Vehicle Revenue Mile	\$5.19	↑	↑
	Operating Cost per Passenger Trip	\$23.56	↑	↑
	Operating Cost per Passenger Mile	\$3.40	↓	↓
Delivery	Average Speed (miles per hour)	14.5	↓	↓
	Average Trip Length (miles)	6.94	↑	↑
	Reportable Incidents per Million Passenger Trips	1.91	↑	↑
	Complaints per 100,000 Passenger Trips	122.3	↑	↑
Maintenance & Capital Investment	Capital Expenditures	\$484,055	↑	↓
	Percent of Vehicles Beyond Useful Life	7.8%	↑	↓
	Miles Between Major Mechanical Failures	112,464	↑	↑
Solvency	Fare Revenue	\$1.9 million	↓	↑
	Fare Revenue per Passenger Trip	\$1.80	↑	↑
	Fare Revenue Shortfall per Passenger Trip	\$21.76	↑	↑
	Fare Recovery Ratio	7.6%	↔	↔

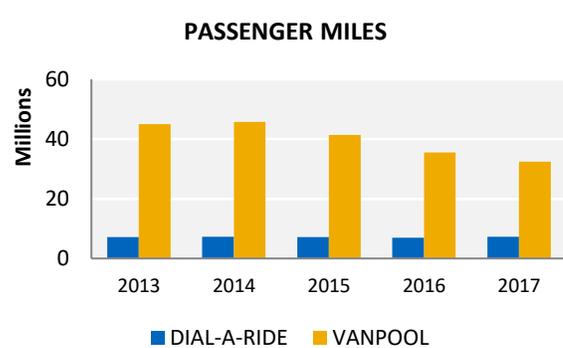
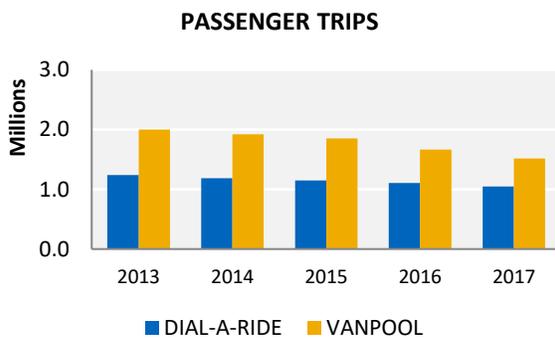
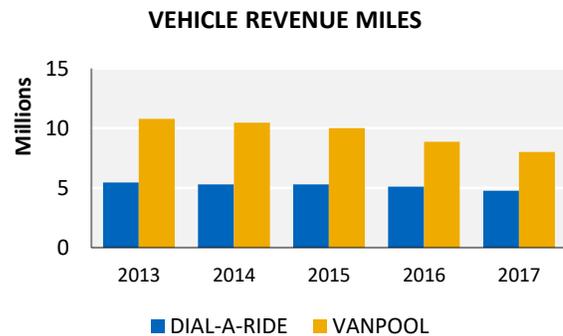
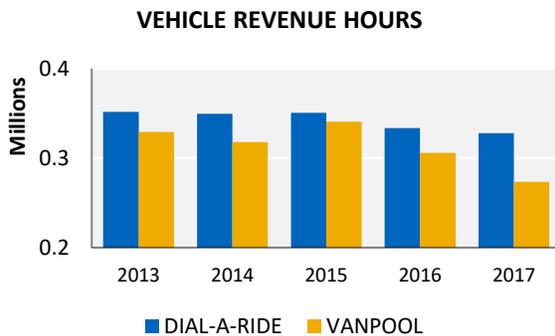
NOTE: Direction of arrows indicates 2017 value in comparison to 2016 (1-year) and 2013 (5-year) results. Arrow color indicates whether the change is favorable (green), unfavorable (red), or is equal (black) to comparison figure; measures with a variance of plus or minus 1% are considered to be equal to the comparison data and are given a black arrow. Operating cost data are adjusted for inflation for the one- and five-year comparison results.

Vanpool Performance Snapshot

Service Area	Performance Measure	2017 Value	1-Year Result	5-Year Result
Coverage	Vehicle Revenue Hours	273,456	↓	↓
	Vehicle Revenue Miles	8.0 million	↓	↓
	Passenger Trips	1.5 million	↓	↓
	Passenger Miles	32.4 million	↓	↓
	Passenger Trips per Vehicle Revenue Hour	5.6	↑	↓
	Passenger Miles per Vehicle Revenue Mile	4.1	↑	↓
Efficiency & Effectiveness	Operating Cost	\$5.8 million	↓	↓
	Operating Cost per Vehicle Revenue Hour	\$21.17	↔	↓
	Operating Cost per Vehicle Revenue Mile	\$0.72	↔	↓
	Operating Cost per Passenger Trip	\$3.81	↓	↓
	Operating Cost per Passenger Mile	\$0.18	↓	↔
Delivery	Average Speed (miles per hour)	29.3	↔	↓
	Average Trip Length (miles)	21.4	↔	↓
	Reportable Incidents per Million Passenger Trips	0	↓	↓
Maintenance & Capital Investment	Capital Expenditures	\$9.5 million	↑	↑
	Percent of Vehicles Beyond Useful Life	26.6%	↓	↓
	Miles Between Major Mechanical Failures	222,290	↑	↑
Solvency	Fare Revenue	\$2.6 million	↓	↓
	Fare Revenue per Passenger Trip	\$1.74	↓	↓
	Fare Revenue Shortfall per Passenger Trip	\$2.08	↑	↑
	Fare Recovery Ratio	45.6%	↓	↓

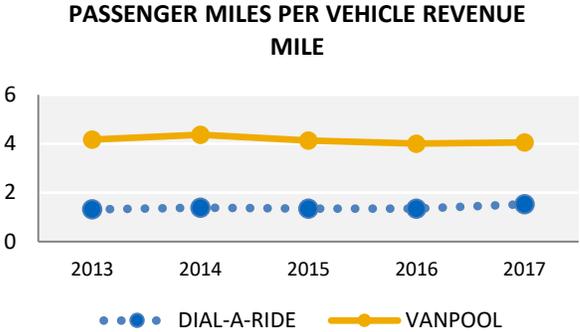
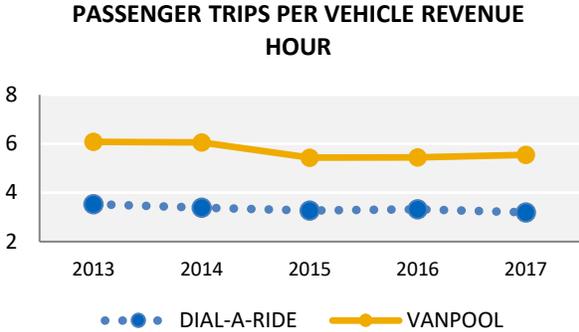
NOTE: Direction of arrows indicates 2017 value in comparison to 2016 (1-year) and 2013 (5-year) results. Arrow color indicates whether the change is favorable (green), unfavorable (red), or is equal (black) to comparison figure; measures with a variance of plus or minus 1% are considered to be equal to the comparison data and are given a black arrow. Operating cost data are adjusted for inflation for the one- and five-year comparison results.

PACE DIAL-A-RIDE AND VANPOOL Service Coverage



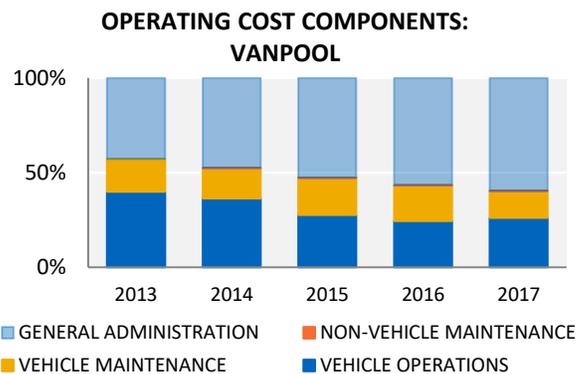
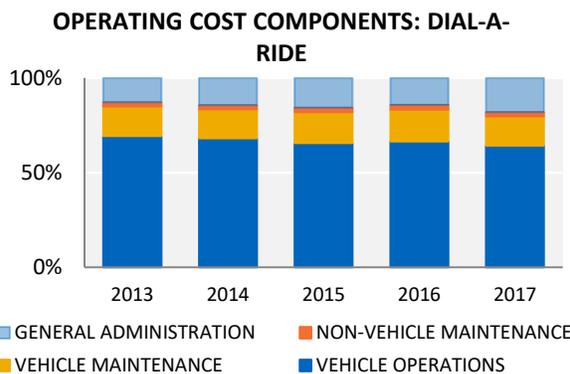
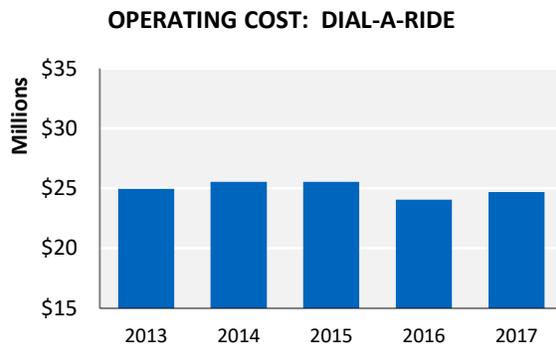
- After decreasing 10.3% in 2016, vanpool vehicle hours decreased another 10.6% in 2017 and have declined 16.9% since 2013. Dial-a-Ride also had two consecutive years of decreasing service and is down 6.8% compared to 2013.
- Vehicle revenue miles were also down for both Dial-a-Ride and vanpool in 2017, by 6.9% and 9.8%, respectively. Compared to 2013, vehicle revenue miles for Dial-a-Ride and vanpool have decreased 12.9% and 25.8%, respectively.
- Each mode saw its fourth consecutive year of declining annual ridership. Dial-a-Ride ridership was down 5.2% for the year, and vanpool ridership decreased 8.8%. Compared to 2013, Dial-a-Ride ridership is down 15.6%, while vanpool ridership is down 24.1%. The continued low cost of gasoline has significantly impacted vanpool ridership, as well as increased car ownership rates, the increasing use of telecommuting and flexible scheduling options that make vanpool use particularly challenging.
- Despite lower ridership, Dial-a-Ride posted a 5.2% increase in passenger miles traveled in 2017, resulting in a 1.2% gain for the five-year period. Vanpool saw its third consecutive year of declining passenger miles traveled, down 8.7% in 2017 and 27.8% lower compared to 2013.

PACE DIAL-A-RIDE AND VANPOOL Service Coverage



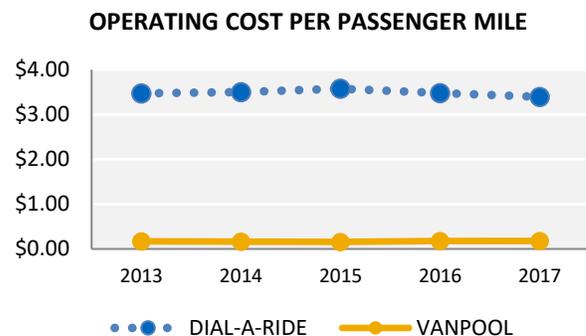
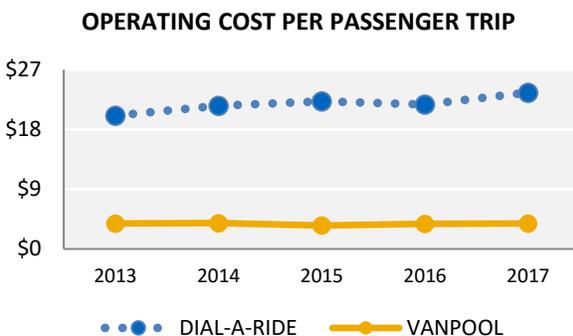
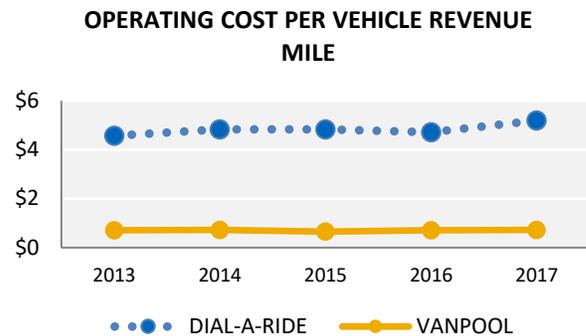
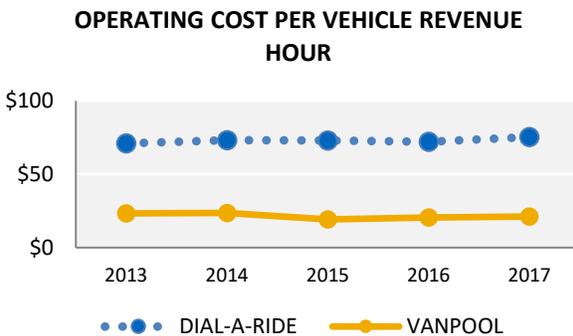
- For four of the five years under review, Dial-a-Ride saw decreases in passenger trips per vehicle revenue hour, a measure of productivity. In 2017, Dial-a-Ride provided an average 3.2 passenger trips per vehicle hour, 9.4% lower compared to 2013. Vanpool saw a 2.0% increase for this measure in 2017 yet remained 8.7% below 2013 performance.
- Dial-a-Ride and Vanpool posted positive results for passenger miles per vehicle revenue mile in 2017, up 12.9% and 1.2%, respectively, mostly due to the reduction in vehicle revenue miles. Results for this metric are stable, with a variance of less than one quarter of a passenger mile over the five-year period.

PACE DIAL-A-RIDE AND VANPOOL Service Efficiency and Effectiveness



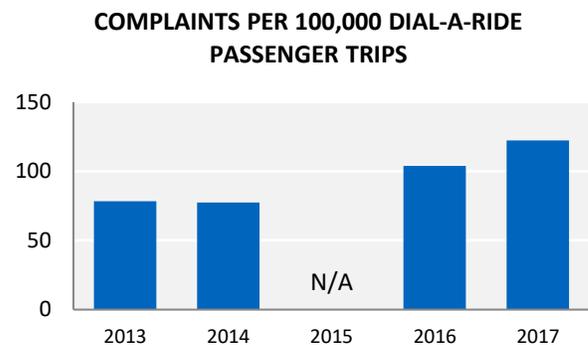
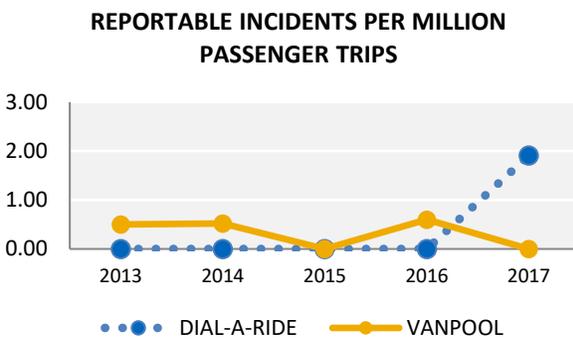
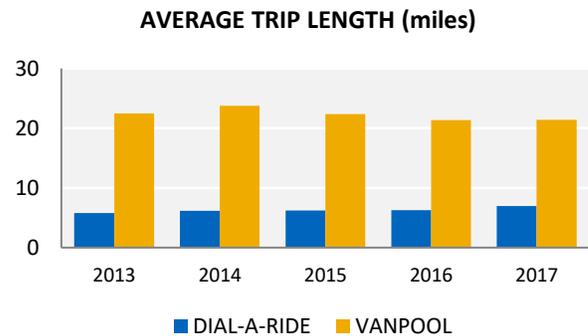
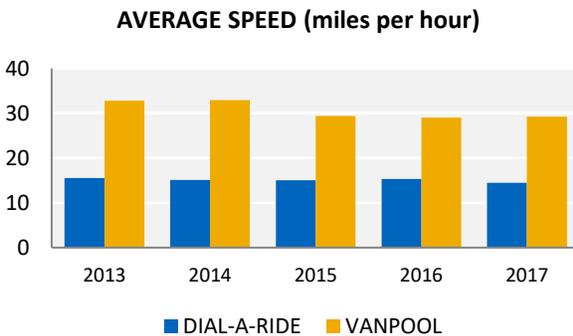
- Dial-a-Ride’s operating cost hovered around the \$25 million mark throughout the five-year period under review. Operating costs increased 2.6% in 2017 but were 1.1% lower compared to 2013. Vanpool costs have trended downward each year for a total decrease of 24.5% since 2013, in line with the decline in passenger trips.
- Vehicle operations comprise most of the cost of Dial-a-Ride service cost components at 64%, as its vehicles are much smaller than buses and thus are more labor-intensive. Dial-a-Ride service costs have similar percentage allocations as fixed-route service for vehicle and non-vehicle maintenance at 16% and 2%, respectively. General administration, comprising 18% of the Dial-a-Ride operating cost, is somewhat lower compared to fixed-route and vanpool.
- Vanpool operating cost components are significantly different than fixed-route bus and Dial-a-Ride, due to its drivers being volunteers who benefit from use of the van to commute to work; vehicle operations comprised 26% of its operating cost in 2017. Additionally, there is no allocation for non-vehicle maintenance as there are no vanpool stations or facilities. 14% of vanpool operating cost goes toward vehicle maintenance, similar to the other modes, but general administration comprises 60% of vanpool costs as the service requires more customer service interaction with drivers and riders.

PACE DIAL-A-RIDE AND VANPOOL Service Efficiency and Effectiveness



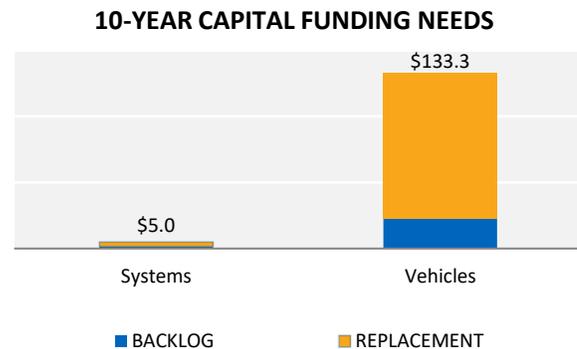
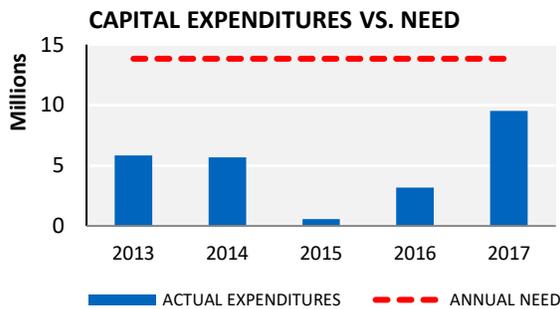
- Dial-a-Ride operating cost per vehicle revenue hour increased \$4.35 from 2013, a difference of 4.3%. Vanpool operating cost per vehicle hour decreased over the five-year period, down \$2.13, as total operating costs dropped nearly 25% and vehicle hours declined by nearly 17%.
- Dial-a-Ride and vanpool both saw double-digit percentage decreases in vehicle revenue miles over the five years under review. The operating cost per vehicle revenue mile for Dial-a-Ride increased 13.6% and vanpool’s cost increased 1.7% compared to 2013, as vanpool costs decline in tandem with decreasing vehicle miles.
- Both modes experienced ridership losses in 2017, so operating costs were spread over a smaller passenger base. With its increase in operating cost and ridership decline, Dial-a-Ride saw an 8.2% increase in cost per passenger trip in 2017, and was up 17.2% compared to 2013. Vanpool’s cost per trip increased by \$0.02, or 0.7% compared to 2016 and decreased 0.5% compared to 2013.
- As with cost per trip, operating cost per passenger mile did not vary significantly over the five years under review. Dial-a-Ride’s cost per mile decreased 2.2% compared to 2013 as costs decreased and passenger miles traveled increased, for a net difference of \$0.07. Vanpool’s operating cost per passenger mile increased by \$0.01 compared to 2013.

PACE DIAL-A-RIDE AND VANPOOL Service Delivery

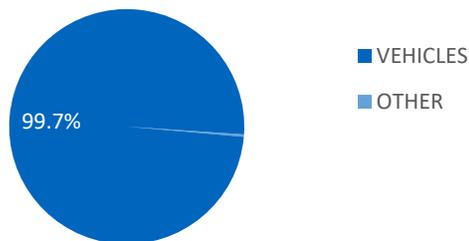


- Dial-a-Ride speeds decreased 5.2% in 2017 to 14.5 miles per hour and were 6.6% slower compared to 2013, or one mile per hour. Average vanpool speeds of 29.3 miles per hour increased 0.8% in 2017 but were 10.7% slower compared to 2013, a difference of 3.5 miles per hour.
- Average trip lengths trended upward for Dial-a-Ride and downward for vanpool. Dial-a-Ride average trip lengths increased four of the five years under review and ended 2017 19.8% longer compared to 2013, for an average trip length of 6.9 miles. Conversely, vanpool average trip lengths decreased over the past five, averaging 21.4 miles in 2017 versus 22.5 miles in 2013, a difference of 4.9%.
- There were no Dial-a-Ride reportable incidents 2013-2016, followed by two reportable events (collisions) noted for 2017. There were no reportable incidents for vanpool in 2017; over the five years under review, there were three reportable vanpool incidents total (all collisions).
- Complaints increased in 2016 for Dial-a-Ride, to 122.3 complaints per 100,000 passenger trips, the highest rate of the five-year period. No complaints were reported for vanpool.

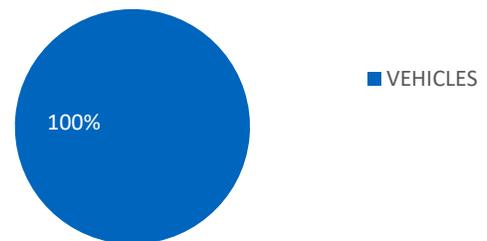
PACE DIAL-A-RIDE AND VANPOOL Service Maintenance and Capital Investment



FIVE-YEAR CAPITAL EXPENDITURE ALLOCATIONS: DIAL-A-RIDE



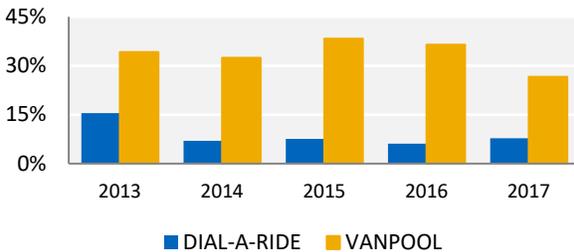
FIVE-YEAR CAPITAL EXPENDITURE ALLOCATIONS: VANPOOL



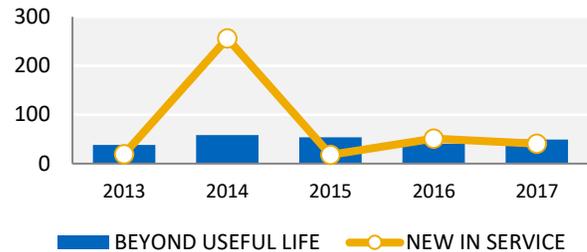
- Ten-year capital funding needs for Dial-a-Ride services was not available, so the top two charts represent vanpool data only. In the top chart on the left, the red dashed line shows the annual average capital investment needed to achieve and maintain a state of good repair within ten years; the blue bars show actual annual capital expenditures. While ten-year projected needs total roughly \$138 million, Pace has expended an annual average of less than \$5 million over the past five years – about 36% of the yearly spending required to meet 10-year reinvestment needs. This chart illustrates the gap that exists between Pace’s capital needs and actual expenditures, which were lower due to needed funding that is not realized.
- The ten-year capital funding need for Pace Vanpool totals \$138.3 million, with \$24.4 million in already-overdue (backlog) projects. The largest portion of capital needs, \$133.3 million, is needed for vehicles, with the remaining \$5 million needed for systems (e.g., fare collection equipment, radios, and phones).
- Over the past five years, capital expenditures for Dial-a-Ride and Vanpool services were almost exclusively dedicated to the purchase of vehicles.

PACE DIAL-A-RIDE AND VANPOOL Service Maintenance and Capital Investment

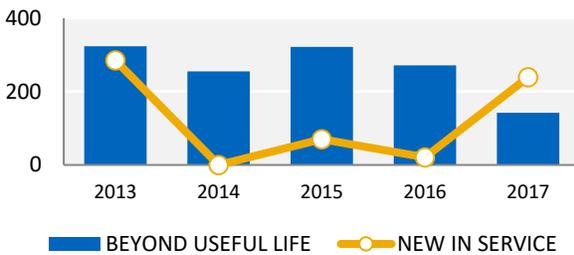
PERCENT OF VEHICLES BEYOND USEFUL LIFE



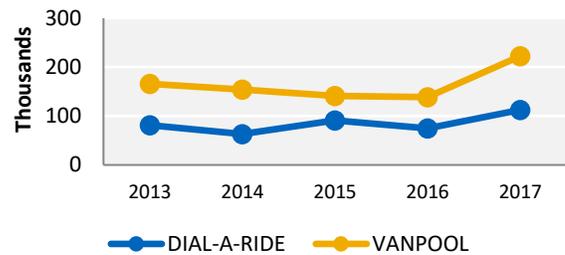
NUMBER OF DIAL-A-RIDE VEHICLES ADDED INTO SERVICE VS. NEED



NUMBER OF VANS ADDED INTO SERVICE VS. NEED

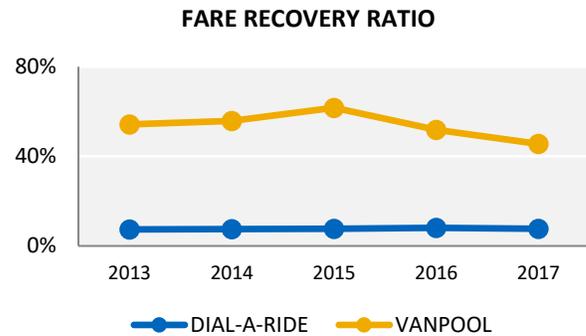
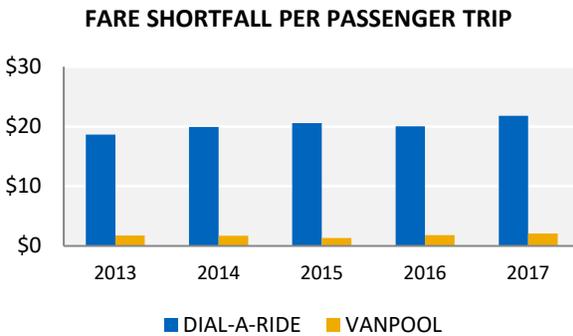
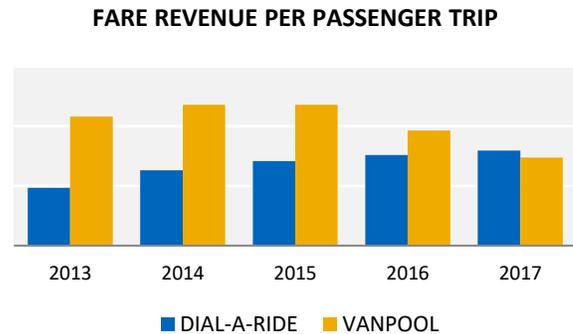
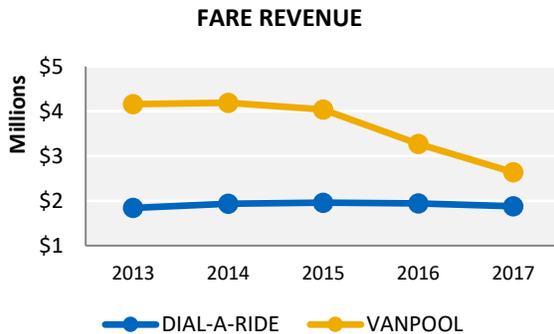


MILES BETWEEN MAJOR MECHANICAL FAILURES



- The percent of Dial-a-Ride vehicles beyond useful life increased 1.7 percentage points to 7.8% in 2017 as eight more vehicles reached their minimum useful life in the year.
- Of Pace’s 793 active vanpool vehicles, 26.6% had reached their minimum useful life by year-end 2017 but are kept serviceable and in use.
- Dial-a-Ride saw a 39% decrease in the number of major mechanical failures in 2017, resulting in its best performance for the reliability measure, miles between major mechanical failures, over the past five years. Vanpool saw a 44% decline in the number of major mechanical failures; 2017’s result of 222,000 miles between major mechanical failures is the best performance for vanpool since 2009.

PACE DIAL-A-RIDE AND VANPOOL Service Level Solvency



- Both modes saw reduced ridership in 2017, as well as reduced fare revenue: Dial-a-Ride fare revenue was down 3.3% and vanpool was down 19.3%. However, the overall five-year fare revenue result was 2.1% positive for Dial-a-Ride while vanpool fare revenue had declined 36.6%.
- Fare revenue per passenger trip improved for Dial-a-Ride for the seventh consecutive year. The Dial-a-Ride average fare increased by \$0.32 compared to 2013, while vanpool fare revenue per passenger trip decreased \$0.34 compared to 2013.
- Dial-a-Ride fare shortfall per passenger trip grew by \$3.14 (16.9%) since 2013, negatively impacted by double-digit ridership decreases. Vanpool, which saw declining ridership and fare revenue over the past five years, saw a \$0.33 increase in its fare revenue shortfall per passenger trip, a 18.3% unfavorable increase.
- Dial-a-Ride and vanpool had lower fare recovery ratios for 2017: Dial-a-Ride was down 0.5 percentage points and vanpool was down 6.3 percentage point to 45.6%.

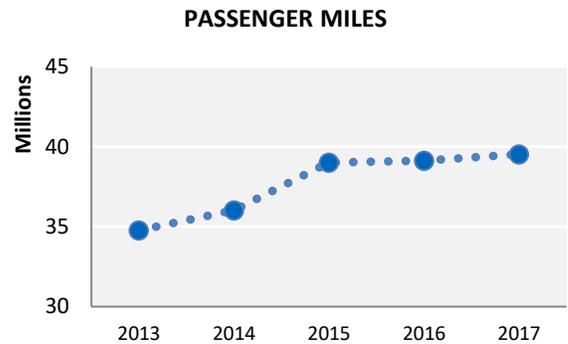
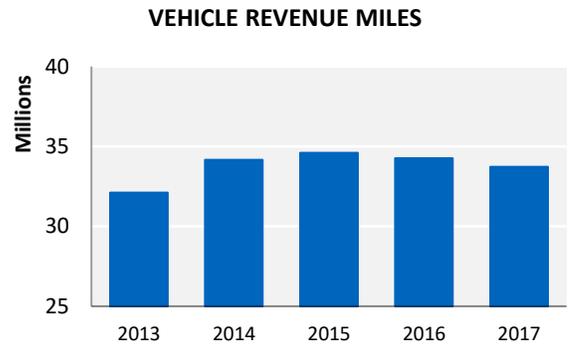
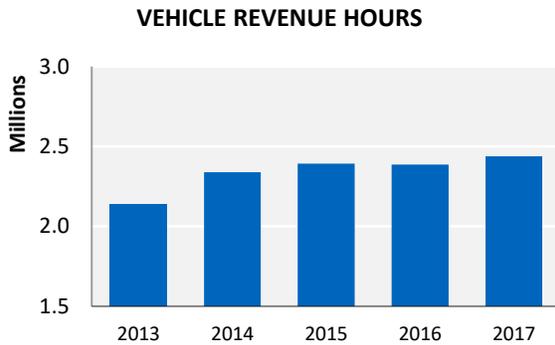
PACE ADA PARATRANSIT

Performance Snapshot

Service Area	Performance Measure	2017 Value	1-Year Result	5-Year Result
Coverage	Vehicle Revenue Hours	2.4 million	↑	↑
	Vehicle Revenue Miles	33.7 million	↓	↑
	Passenger Trips	4.1 million	↔	↑
	Passenger Miles	39.5 million	↔	↑
	Passenger Trips per Vehicle Revenue Hour	1.7	↓	↓
	Passenger Miles per Vehicle Revenue Mile	1.2	↑	↑
Efficiency & Effectiveness	Operating Costs	\$162.8 million	↑	↑
	Operating Cost per Vehicle Revenue Hour	\$66.78	↑	↓
	Operating Cost per Vehicle Revenue Mile	\$4.83	↑	↑
	Operating Cost per Passenger Trip	\$39.57	↑	↑
	Operating Cost per Passenger Mile	\$4.12	↑	↓
Delivery	Average Speed (miles per hour)	13.8	↓	↓
	Average Trip Length (miles)	9.6	↑	↑
	On-Time Performance	92%	↑	↔
	Reportable Incidents per Million Passenger Trips	22.8	↔	↑
	Complaints per 100,000 Passenger Trips	619.7	↓	↑
Maintenance & Capital Investment	Percent of Vehicles beyond Useful Life	15.1%	↓	↑
	Miles between Major Mechanical Failures	65,768	↓	↑
Solvency	Fare Revenue	\$10.6 million	↓	↑
	Fare Revenue per Passenger Trip	\$2.57	↓	↑
	Fare Revenue Shortfall per Passenger Trip	\$37.00	↑	↑
	Fare Recovery Ratio	6.5%	↔	↔

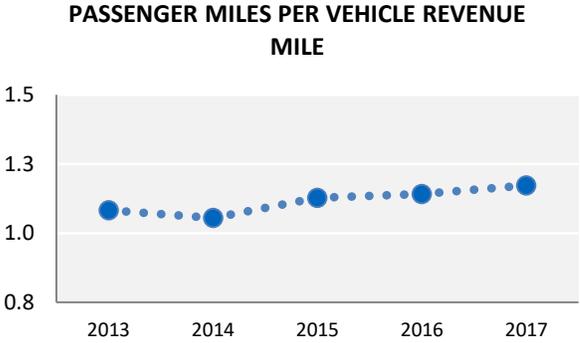
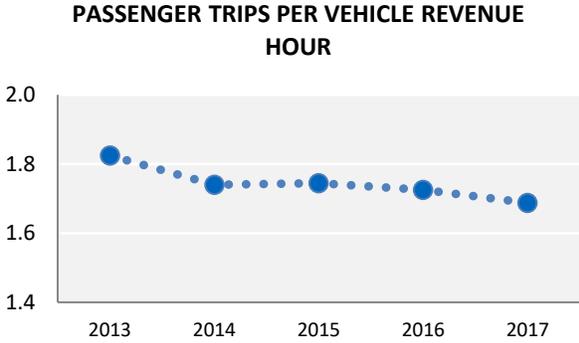
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PACE ADA PARATRANSIT Service Coverage



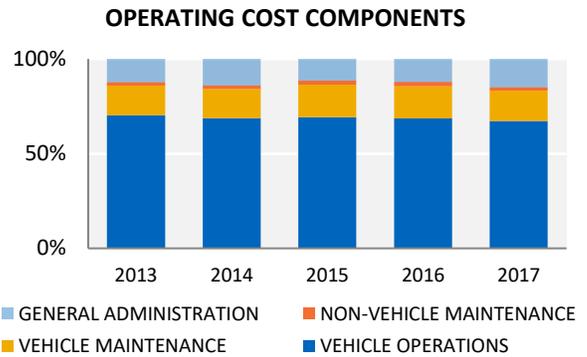
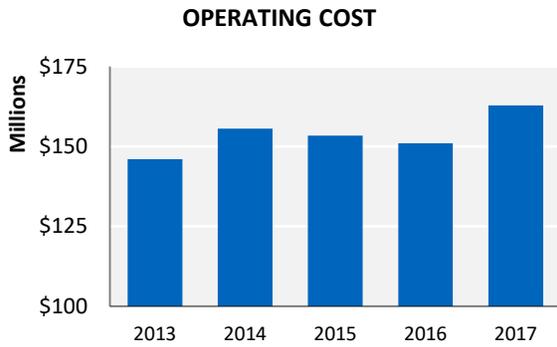
- ADA Paratransit service has generally trended upward over the past five years. In 2017, vehicle revenue hours increased 2.2% and have increased 14.2% compared to 2013.
- Vehicle revenue miles peaked in 2015 then decreased by 1.0% and 1.6% in 2016 and 2017, respectively. Compared to 2013, vehicle revenue miles have increased 5.0%.
- ADA Paratransit ridership was unchanged from 2016 but has increased 5.6% from 2013.
- ADA Paratransit passenger miles traveled increased 1.0% in 2017 and have increased 13.7% since 2013. Longer average trip lengths are reflected in the much steeper increase in passenger miles traveled compared to the growth in ridership.

PACE ADA PARATRANSIT Service Coverage



- Pace ADA Paratransit passenger trips per vehicle revenue hour decreased 2.2% in 2017 and was 7.5% unfavorable to the service effectiveness seen in 2013.
- Passenger miles per vehicle revenue mile increased by 2.7% in 2017 and was 8.3% higher compared to 2013. Although more service is being offered compared to 2013, passenger miles traveled has risen at a steeper rate, resulting in improvement for this indicator of service effectiveness.

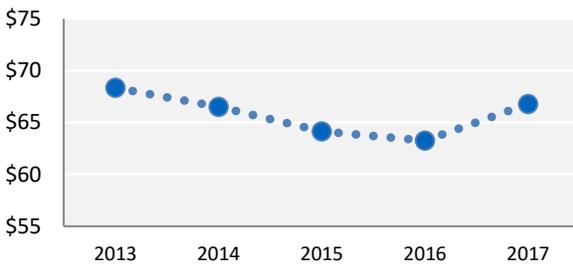
PACE ADA PARATRANSIT Service Efficiency and Effectiveness



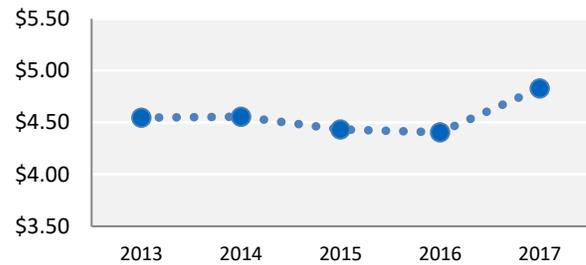
- Two years of operating cost decreases ended in 2017, which saw a 7.9% increase from 2016. Over the past five years, operating costs for ADA Paratransit grew 11.6% to \$162.8 million in 2017.
- Throughout the five years under review, vehicle maintenance and non-maintenance operating costs have constituted the same percentage of ADA Paratransit’s operating cost components at 16% and 2%, respectively. The largest cost component is vehicle operations, which totaled 70% of operating cost in 2013 and trended downward through 2017, when it comprised 67% of operating costs. General administration took up a larger proportion of costs, from 12% in 2013 to 15% in 2017.

PACE ADA PARATRANSIT Service Efficiency and Effectiveness

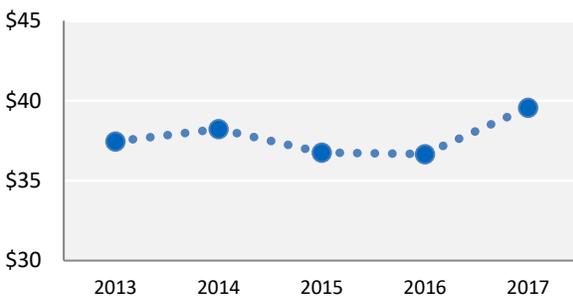
OPERATING COST PER VEHICLE REVENUE HOUR



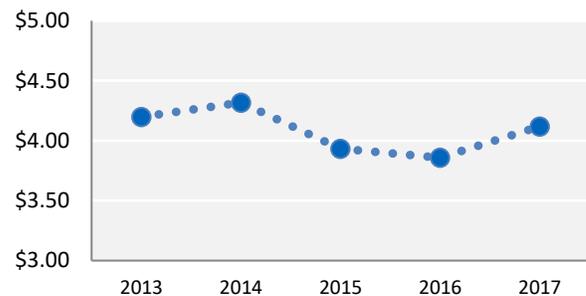
OPERATING COST PER VEHICLE REVENUE MILE



OPERATING COST PER PASSENGER TRIP

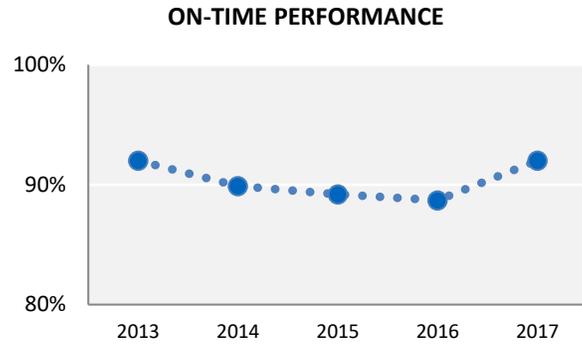
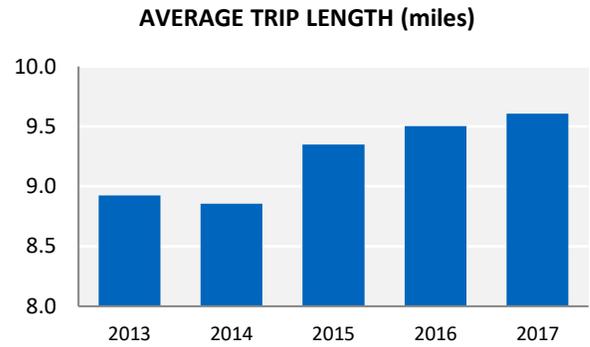
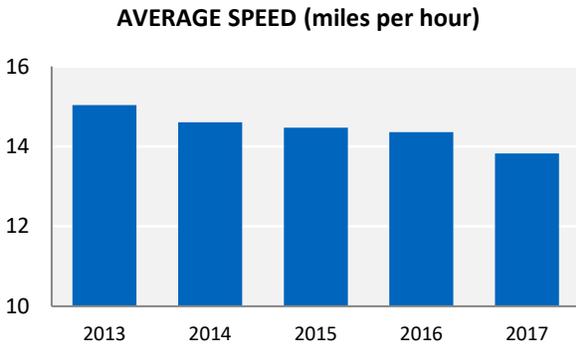


OPERATING COST PER PASSENGER MILE



- The 2.2% increase in vehicle revenue hours for 2017, combined with increased operating costs, produced a 5.6% unfavorable result for service efficiency, as measured by operating cost per vehicle revenue hour. However, compared to 2013, this measure has improved by 2.3%, a difference of \$1.57 as increased operating costs were spread over more service hours.
- In 2017, ADA Paratransit saw a 1.6% decrease in vehicle revenue miles, the largest reduction since 2010. Increased operating cost spread over fewer miles produced a 9.6% unfavorable increase in operating cost per vehicle revenue mile for the year. Compared to 2013, this metric has increased 6.2%, a difference of \$0.28.
- ADA Paratransit’s operating cost per passenger trip increased \$2.90 in 2017 as operating costs rose while ridership remained roughly the same as the prior year. Compared to 2013, the cost to provide one passenger trip has increased 5.6%, a difference of \$2.10.
- Operating cost per passenger mile also saw an increase in 2017, up 6.8%, but has decreased \$0.08 compared to 2013 as passenger miles traveled increased 13.7%.

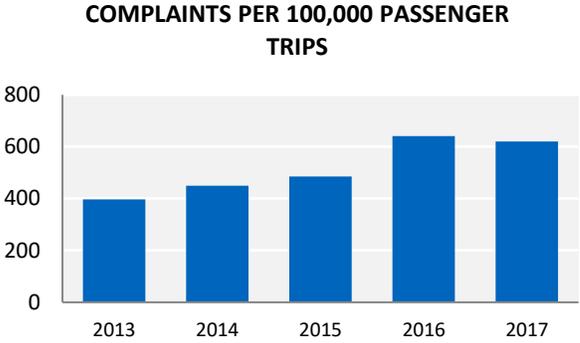
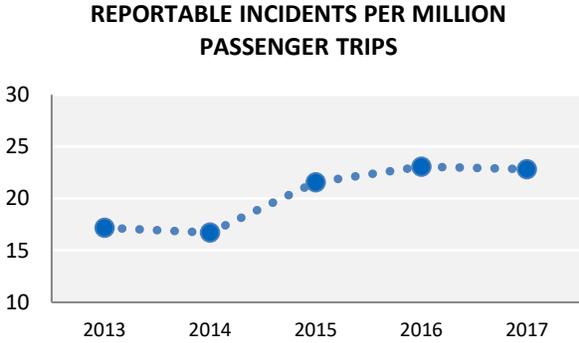
PACE ADA PARATRANSIT Service Delivery



- Pace ADA Paratransit achieved its highest average speed in 2013 at 15.0 miles per hour. Since then, the average speed has steadily decreased and is down 8.0%, to 13.8 miles per hour.
- There has been a generally increasing trend of increasing passenger trip lengths. While the average trip length increased 1.1% in 2017, this metric was 7.6% higher compared to 2013, to an average 9.6 miles.
- On-time performance improved in 2017, and at 92.0%, equaled the reliability of 2013, the five-year high for this metric.

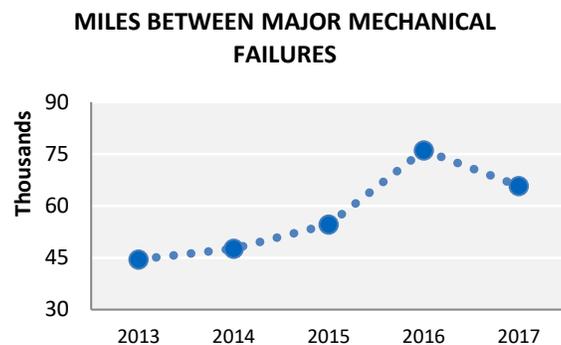
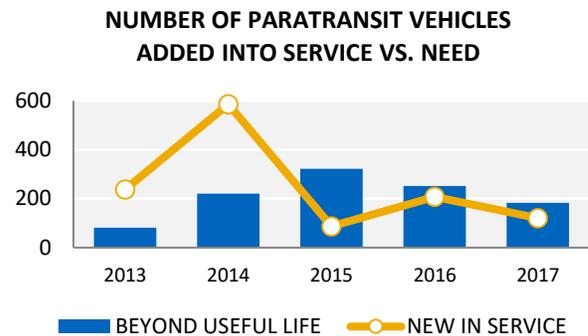
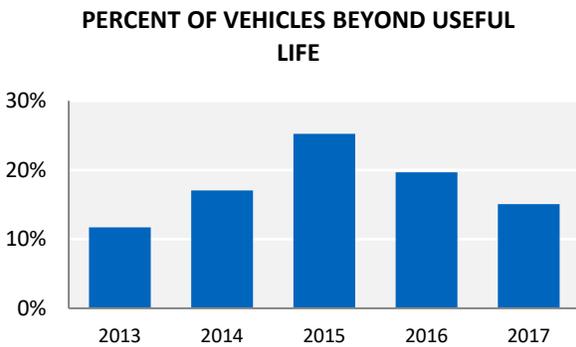
PACE ADA PARATRANSIT

Service Delivery



- ADA Paratransit reported one fewer incident in 2017 compared to 2016. The annual reportable incident rate has averaged 20 incidents per million passenger trips since 2013.
- Following six consecutive years of increased complaint rates, 2017 saw a 3.3% reduction yet remained more than 65% higher compared to 2013 for a total of 620 complaints per 100,000 passenger trips.

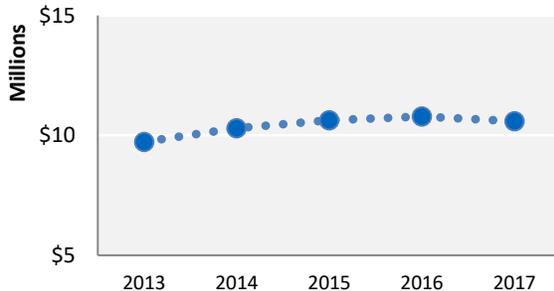
PACE ADA PARATRANSIT Service Maintenance and Capital Investment



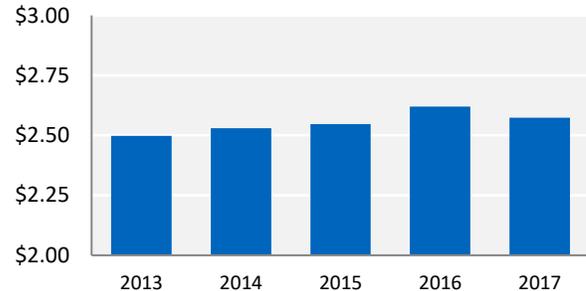
- Pace ADA Paratransit vehicles have a very short, four-year minimum expected useful lifespan; 15.1% of its vehicles were reported to be five years or older in 2017, a reduction of 4.6 percentage points compared to 2016.
- As shown in the top right chart, ADA Paratransit service had 183 vehicles beyond their minimum useful life as of year-end 2017, and had put 120 new vehicles into service during the year.
- Reliability peaked in 2016 as shown by the measure miles between major mechanical failures. 2017 saw a 13.5% decrease as many of the paratransit vehicles put into service in 2014 reached their mid-lives. Over the five-year period, performance for this metric trended upward and was nearly 48% higher compared to 2013.

PACE ADA PARATRANSIT Service Level Solvency

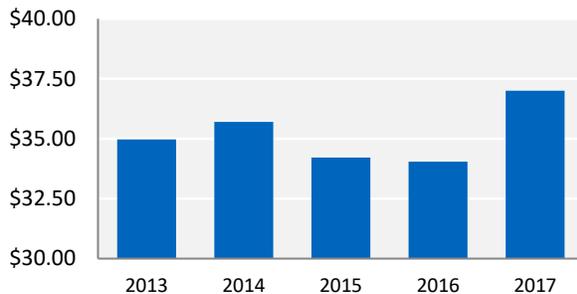
FARE REVENUE



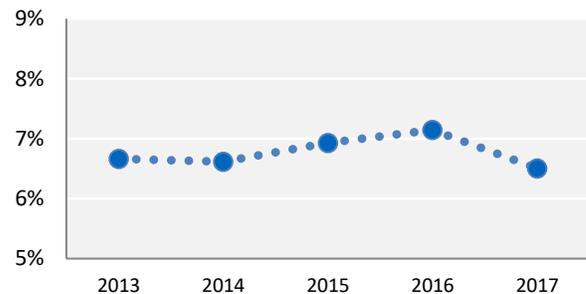
FARE REVENUE PER PASSENGER TRIP



FARE SHORTFALL PER PASSENGER TRIP



FARE RECOVERY RATIO



- ADA Paratransit fare revenues saw a 1.8% decrease in 2017, but was up 8.9% compared to 2013. There have been no fare adjustments since late 2009.
- Compared to 2013, fare revenue per passenger trip is 3.1% higher, a difference of \$0.07.
- Following two years of decreases, the fare revenue shortfall per passenger trip (gap between fare revenue and operating cost) increased 8.7% in 2017, to \$37.00, as ridership remained level to 2016 but operating costs increased nearly 8%. Compared to 2013, the fare shortfall per passenger trip is 5.8% higher, an unfavorable result that indicates increased reliance on non-fare revenue to subsidize the cost of providing service.
- The fare revenue recovery ratio, defined by the National Transit Database to be the percentage of actual operating cost that is covered by passenger fares, decreased 0.6 percentage points in 2017 to 6.5%. There have been no fare increases within the five-year time period, which has seen operating cost growth of 11.6% versus fare revenue growth of 8.9%.

APPENDICES

Appendix A: CTA Bus Modal Characteristics

data source: National Transit Database	2013	2014	2015	2016	2017
Vehicles Operated in Maximum Service	1,663	1,568	1,594	1,572	1,579
Vehicle Revenue Hours	5,790,071	5,684,638	5,729,637	5,758,937	5,772,259
Vehicle Revenue Miles	53,446,534	52,380,315	52,277,748	52,304,804	52,290,416
Passenger Trips	300,116,357	276,116,759	274,288,766	259,058,440	249,231,171
Passenger Miles	728,561,319	684,139,013	669,641,703	633,607,162	613,043,935
Operating Cost	\$764,280,757	\$783,315,510	\$794,303,144	\$801,281,245	\$810,708,270
Average Passenger Trip Length	2.4	2.5	2.4	2.4	2.5
Average Speed	9.2	9.2	9.1	9.1	9.1
Miles Between Major Mechanical Failures	8,086	6,543	10,028	6,755	6,088
Fare Revenue	\$298,824,494	\$296,824,949	\$292,070,922	\$280,077,543	\$270,336,920
Non-Fare Revenue	\$465,456,263	\$486,490,561	\$502,232,222	\$521,203,702	\$540,371,350
Recovery Ratio	39.1%	37.9%	36.8%	35.0%	33.3%

Appendix B: CTA Rail Modal Characteristics

data source: National Transit Database	2013	2014	2015	2016	2017
Vehicles Operated in Maximum Service	1,070	1,108	1,134	1,140	1,140
Vehicle Revenue Hours	3,794,246	3,830,566	3,963,892	4,004,874	4,089,367
Vehicle Revenue Miles	69,046,006	70,679,582	71,297,563	71,811,535	73,612,276
Passenger Trips	229,113,934	238,100,054	241,676,065	238,645,812	230,204,047
Passenger Miles	1,441,290,899	1,446,542,103	1,477,398,126	1,445,244,645	1,359,029,663
Operating Cost	\$513,644,769	\$546,181,244	\$569,066,664	\$593,105,156	\$604,098,753
Average Passenger Trip Length	6.3	6.1	6.1	6.1	5.9
Average Speed	18.2	18.5	18.0	17.9	18.0
Miles Between Major Mechanical Failures	228,184	214,176	292,067	323,067	252,686
Fare Revenue	\$278,183,527	\$290,337,682	\$299,295,661	\$301,110,125	\$294,492,127
Non-Fare Revenue	\$235,461,242	\$255,843,562	\$269,771,003	\$291,995,031	\$309,606,626
Recovery Ratio	54.2%	53.2%	52.6%	50.8%	48.7%

Appendix C: Metra Modal Characteristics

data source: National Transit Database	2013	2014	2015	2016	2017
Vehicles Operated in Maximum Service	1,043	1,051	1,072	1,061	1,064
Vehicle Revenue Hours	1,410,016	1,424,749	1,424,298	1,429,448	1,437,803
Vehicle Revenue Miles	43,197,735	43,186,609	43,419,650	43,521,315	43,688,918
Passenger Trips	73,603,166	74,382,121	72,631,172	72,289,606	70,592,215
Passenger Miles	1,665,749,719	1,668,440,867	1,623,729,348	1,616,847,589	1,577,342,949
Operating Cost	\$664,075,548	\$678,128,337	\$706,682,336	\$722,591,592	\$742,720,322
Average Passenger Trip Length (miles)	22.6	22.4	22.4	22.4	22.3
Average Speed (mph)	30.6	30.3	30.5	30.4	30.4
Miles Between Major Mechanical Failures	674,887	400,051	668,552	434,206	466,773
Fare Revenue	\$309,448,078	\$311,685,272	\$337,413,270	\$341,966,405	\$355,260,071
Non-Fare Revenue	\$354,627,470	\$366,443,065	\$369,269,066	\$380,625,187	\$387,460,251
Recovery Ratio	46.6%	46.0%	47.7%	47.3%	47.8%

Appendix D: Pace Bus Modal Characteristics

data source: National Transit Database	2013	2014	2015	2016	2017
Vehicles Operated in Maximum Service	600	628	613	637	635
Vehicle Revenue Hours	1,447,836	1,492,469	1,533,016	1,582,310	1,720,130
Vehicle Revenue Miles	20,588,171	21,107,721	21,662,389	22,310,280	24,193,306
Passenger Trips	32,685,693	31,685,589	30,118,241	28,399,520	28,804,740
Passenger Miles	205,558,661	205,684,480	202,674,274	184,815,825	184,751,614
Operating Cost	\$165,574,646	\$179,970,914	\$168,651,000	\$188,925,557	\$196,893,524
Average Passenger Trip Length	6.3	6.5	6.7	6.5	6.4
Average Speed	14.2	14.1	14.1	14.1	14.1
Miles Between Major Mechanical Failures	19,314	14,652	12,482	12,783	18,802
Fare Revenue	\$30,290,079	\$33,432,466	\$33,427,691	\$32,816,984	\$32,022,481
Non-Fare Revenue	\$135,284,567	\$146,538,448	\$135,223,309	\$156,108,573	\$164,871,043
Recovery Ratio	18.3%	18.6%	19.8%	17.4%	16.3%

Appendix E: Pace Dial-a-Ride Modal Characteristics

data source: National Transit Database	2013	2014	2015	2016	2017
Vehicles Operated in Maximum Service	315	323	315	318	339
Vehicle Revenue Hours	351,563	349,282	350,299	333,363	327,717
Vehicle Revenue Miles	5,458,350	5,285,374	5,279,459	5,102,414	4,752,720
Passenger Trips	1,240,941	1,185,079	1,147,540	1,105,654	1,047,613
Passenger Miles	7,184,421	7,298,546	7,137,638	6,911,793	7,268,258
Operating Cost	\$24,947,657	\$25,547,302	\$25,530,557	\$24,063,770	\$24,680,092
Average Passenger Trip Length	5.8	6.2	6.2	6.3	6.9
Average Speed	15.5	15.1	15.1	15.3	14.5
Miles Between Major Mechanical Failures	81,328	63,195	91,275	74,947	112,464
Fare Revenue	\$1,841,371	\$1,932,777	\$1,959,566	\$1,945,283	\$1,880,647
Non-Fare Revenue	\$23,106,286	\$23,614,525	\$23,570,991	\$22,118,487	\$22,799,445
Recovery Ratio	7.4%	7.6%	7.7%	8.1%	7.6%

Appendix F: Pace Vanpool Modal Characteristics

data source: National Transit Database	2013	2014	2015	2016	2017
Vehicles Operated in Maximum Service	698	712	710	664	608
Vehicle Revenue Hours	329,031	317,835	340,668	305,710	273,456
Vehicle Revenue Miles	10,782,093	10,458,598	10,010,513	8,873,999	8,002,454
Passenger Trips	1,999,777	1,923,184	1,851,001	1,664,461	1,518,146
Passenger Miles	44,945,534	45,684,727	41,382,270	35,556,507	32,447,220
Operating Cost	\$7,667,230	\$7,509,109	\$6,539,769	\$6,301,569	\$5,789,557
Average Passenger Trip Length	22.5	23.8	22.4	21.4	21.4
Average Speed	32.8	32.9	29.4	29.0	29.3
Miles Between Major Mechanical Failures	165,878	153,803	140,993	138,656	222,290
Fare Revenue	\$4,158,845	\$4,189,130	\$4,035,025	\$3,267,864	\$2,637,916
Non-Fare Revenue	\$3,508,385	\$3,319,979	\$2,504,744	\$3,033,705	\$3,151,641
Recovery Ratio	54.2%	55.8%	61.7%	51.9%	45.6%

Appendix G: Pace ADA Paratransit Modal Characteristics

data source: National Transit Database	2013	2014	2015	2016	2017
Vehicles Operated in Maximum Service	828	990	873	940	1,096
Vehicle Revenue Hours	2,135,810	2,339,009	2,391,262	2,385,939	2,438,593
Vehicle Revenue Miles	32,108,683	34,157,218	34,603,353	34,257,730	33,715,228
Passenger Trips	3,896,206	4,068,918	4,172,105	4,116,466	4,115,449
Passenger Miles	34,772,932	36,027,699	39,005,799	39,122,216	39,527,969
Operating Cost	\$145,970,124	\$155,574,602	\$153,368,700	\$150,930,181	\$162,846,846
Average Passenger Trip Length	8.9	8.9	9.3	9.5	9.6
Average Speed	15.0	14.6	14.5	14.4	13.8
Miles between Major Mechanical Failures	44,527	47,665	54,654	76,069	65,768
Fare Revenue	\$9,730,388	\$10,291,877	\$10,627,267	\$10,784,537	\$10,592,955
Non-Fare Revenue	\$136,239,736	\$145,282,725	\$142,741,433	\$140,145,644	\$152,253,891
Recovery Ratio	6.7%	6.6%	6.9%	7.1%	6.5%



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