

PERFORMANCE MEASURES



Regional
Transportation
Authority

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REGIONAL PERFORMANCE MEASURES

2012 Regional Peer Report Card

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:

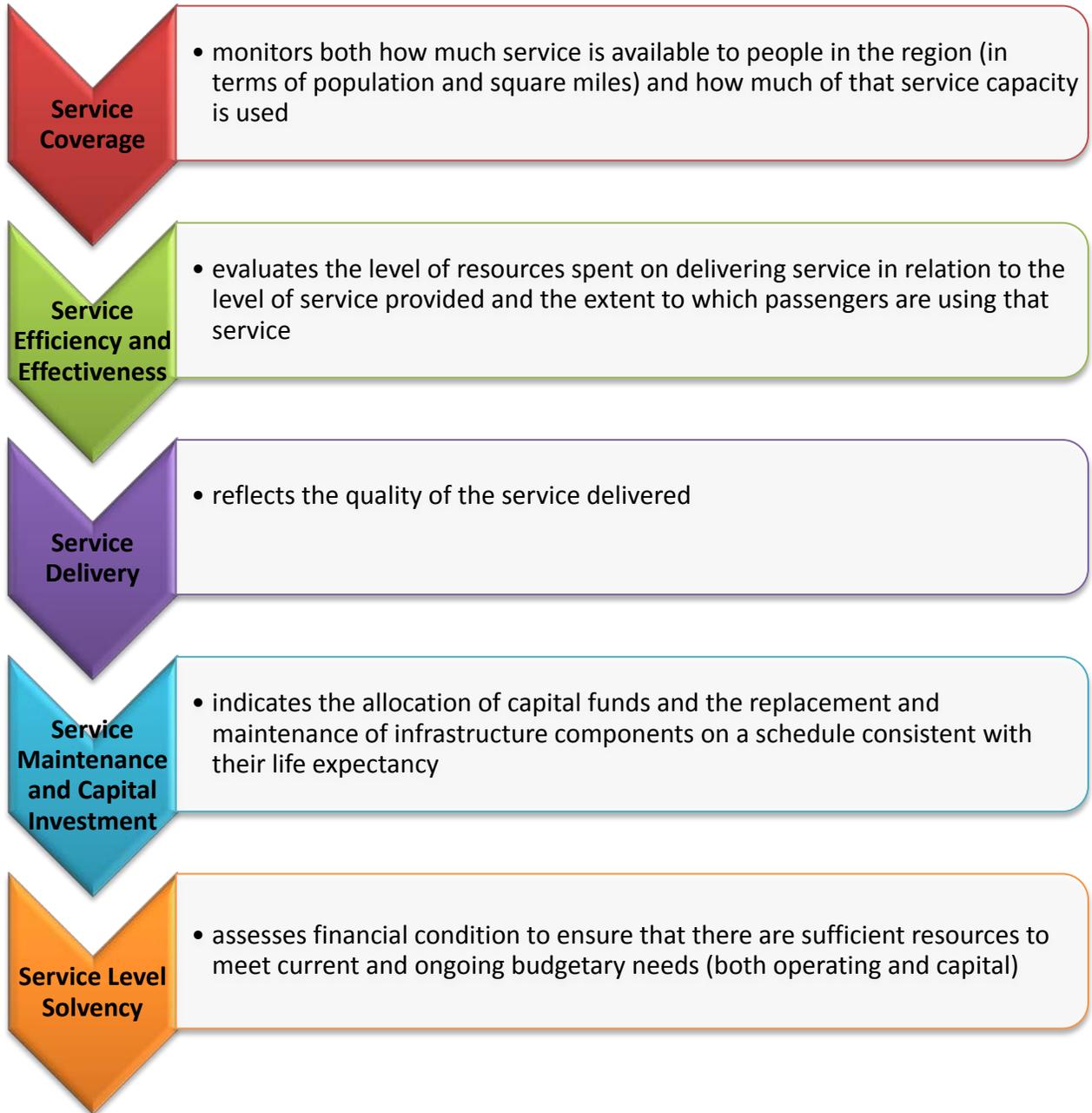


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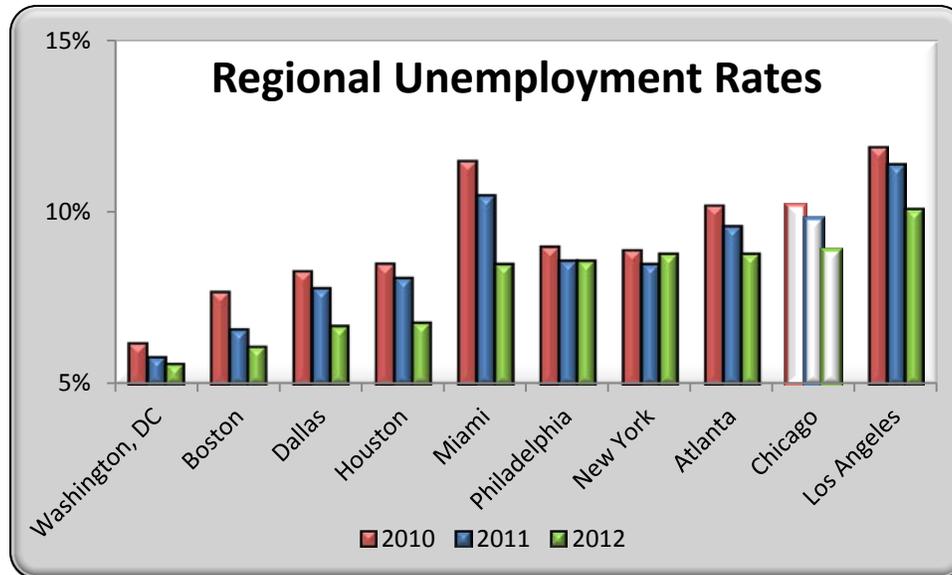


EXECUTIVE SUMMARY

The Regional Peer Report Card was developed to provide context to the performance of the Chicago region's transit service by relating it to comparable peer regions from across the country. To accomplish this goal, the Peer Report Card incorporates data reported to the National Transit Database (NTD) by all transit agencies that receive federal funding. This report includes published NTD data for calendar year 2012, the most currently available, which was released in December 2013. Peer regions were selected based on population, so that the top ten US metropolitan statistical areas (MSAs) are represented: Atlanta, Boston, Dallas, Houston, Los Angeles, Miami, New York, Philadelphia, and Washington, DC, with the Chicago metropolitan area being the third-largest. For each of the top ten regions, the main transit operators were determined so as to best represent each region's public transportation service.

Chicago-area transit ranked in the top half of the peer regions in twelve of the fifteen measures included in this report and as one of the top three performers for eight of the measures. Improvements in Chicago transit performance were seen for ten measures, with improved rank positions for five of the fifteen measures reported. Particular strengths were noted for operating cost per passenger mile and miles between major mechanical failures, for which Chicago transit ranked first among its peers. As shown in prior reports, Chicago has a large proportion of vehicles in service beyond their minimum useful life; maintaining the top ranking for miles between major mechanical failures demonstrates the success of rehabilitation and repair programs. Chicago also continues to exhibit strength in the service coverage area, ranking high for service provision (as measured by vehicle revenue miles per square mile) and service consumption (as measured by passenger trips and passenger miles), suggesting a balance between service supply and demand.

As shown in the following chart, every region included in the peer review continued to recover from the economic recession that began in 2008, with unemployment rates showing a downward trend from their peaks in 2010. In the Chicago metropolitan area, the average annual unemployment rate decreased from 10.2% in 2010 to 9.8% in 2011 to 8.9% in 2012. RTA system ridership, which had experienced declines in 2009 and 2010, rebounded in 2011 with a 3% gain, and increased another 2.7% in 2012. Passenger miles traveled, which had surpassed four billion miles in 2011, grew an additional 4.8% in 2012, the highest level achieved over the past ten years.



Service Coverage: Chicago’s rankings for each of the five service coverage measures remained unchanged from 2011, with each measure placing in the top half compared to peer regions. With the third-largest MSA population and fourth-largest MSA geographic area, Chicago ranked third for vehicle revenue miles per square mile, indicating high levels of service to its residents. Chicago transit modes provided over 658 million passenger trips in 2012, more than 2 million trips per average weekday -- the third-highest number of passenger trips per year behind New York and Los Angeles. Chicago system ridership, which grew by 3% in 2011, grew another 2.7% in 2012 and now trails the Los Angeles region by less than 2.0%, narrowing the 3% gap between the two regions in 2011. Expressing passenger trips on a per-resident basis, Chicago ranked fourth with an average of 69 trips taken per resident per year, a gain of two trips compared to 2011. However, with a 4.8% increase compared to 2011, Chicago transit customers traveled over 4 billion passenger miles in 2012; the Chicago region has ranked second for this measure each year since peer reporting began in 2009. Compared to the top peers, Chicago-area residents travel further on fewer trips than their peers.

Service Efficiency and Effectiveness: The Chicago region saw improvement for operating cost per unit of transit capacity, improving 1.8% compared to 2011, resulting in an improvement in rank position to third. A 5.8% increase in the Chicago operators’ operating cost, the second-largest increase among the peer regions, was mitigated by ridership and passenger mile gains. As a result, Chicago maintained its sixth-rank position for operating cost per passenger trip and first-place ranking for operating cost per passenger mile. Operating cost per trip is higher relative to peers because of the longer average trip lengths in the Chicago region. New service implemented in the Los Angeles and Miami regions drove down operating cost per unit of transit capacity for those regions, resulting in declines of 7.5% and 3.1%, respectively, for 2012.

Service Delivery: Service delivery measures such as on-time performance and complaints received are not reported to the NTD and thus are not available for peer agencies. Additionally,

NTD does not collect or report safety and security data for commuter rail operators, so these data are not included in this peer report.

Service Maintenance and Capital Investment: Chicago's transit fleet size increased by 158 vehicles in 2012: 140 CTA train cars, 9 CTA buses, 8 Metra train cars, 8 Pace buses, and 44 Pace vanpools were added while ADA decreased its vehicle fleet by 51. The average age of the regional fleet increased by 0.6 years, and 147 vehicles reached their minimum useful lives. Correspondingly, the percentage of vehicles beyond their minimum useful life reached 30.3%, 2.5 percentage points higher than in 2011. However, New York and Dallas each had a large number of vehicles also reaching their minimum useful lives, resulting in the Chicago region moving up one rank position for this measure despite unfavorable performance compared to 2011. Notwithstanding its aging fleet, the Chicago region operators have maintained first-place ranking for miles between major mechanical failures for three consecutive years, posting a 9.3% increase in 2012.

Service Level Solvency: The Chicago region saw a 6.9% improvement in fare revenue per passenger trip in 2012, due in large part to the significant fare increase implemented at Metra in February. Overall, the Chicago region saw a gain of \$0.09 per passenger trip; this increase was large enough to move the region up one rank position to second place for this measure. The Atlanta region saw the most significant overall fare revenue increase (+14.7%) following a 25% fare increase at MARTA. Other significant fare increases implemented during 2012 were noted for Boston, Philadelphia, Los Angeles, New York, and Washington, DC; however, the results of those increases will not be apparent until the 2013 reporting year as most of the agencies noted report on a fiscal (not calendar) year, and thus the increased fares are not reflected in this report. Capital program expenditures increased by 4.9% for the Chicago region, or 4.7% on a per-resident basis, which resulted in improved rank positions for each measure.

REGIONAL PEER REPORT CARD – SNAPSHOT

Performance Measure		Rank 2011	Rank 2012	Rank Change
Service Coverage	Transit Capacity (Trips) per Area Resident	5	5	-
	Vehicle Revenue Miles per Service Area Square Mile	3	3	-
	Passenger Trips (Ridership)	3	3	-
	Passenger Trips per Area Resident	4	4	-
	Passenger Miles	2	2	-
Service Efficiency and Effectiveness	Operating Cost per Unit of Transit Capacity	4	3	↑
	Operating Cost per Passenger Trip	6	6	-
	Operating Cost per Passenger Mile	1	1	-
Service Maintenance and Capital Investment	Percent of Vehicles Beyond Useful Life	9	8	↑
	Miles between Major Mechanical Failures	1	1	-
Service Level Solvency	Fare Revenue per Passenger Trip	3	2	↑
	Farebox Shortfall per Passenger Trip	5	5	-
	Fare Recovery Ratio	4	4	-
	Capital Program Expenditures	4	3	↑
	Capital Program Expenditures per Area Resident	8	6	↑

Direction of arrows indicates 2012 rank in comparison to 2011.

NOTES/METHODOLOGY

1. This analysis is based on 2012 published data from the National Transit Database (NTD), the most currently available data. The data submission by transit agencies is a requirement of receiving federal funding and thus follows guidelines and procedures established by the Federal Transit Administration.
2. The farebox recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenues paid by passengers. The NTD recovery ratio differs from the RTA recovery ratio, which takes into account certain adjustments as enumerated in the RTA Act such as the exclusion of various costs, the treatment of depreciation, and the inclusion of in-kind services. The RTA recovery ratio also includes system-generated revenue other than fares in its formula calculation. Furthermore, the RTA Act requires that Pace ADA paratransit costs and revenues be separated from the RTA recovery ratio and meet its own statutorily-set recovery ratio.
3. The use of the metropolitan statistical area (MSA) was selected as the standard representation for each urban area and has been incorporated in this report for both population and square mileage data.
4. The transit agencies included within each peer region have been chosen to represent the primary transit operators of each region. In an effort to standardize what comprises the “primary” transit properties, agencies with annual ridership under four million were excluded with the exception of Los Angeles’ Access Services, Inc., which provides more than half the paratransit trips of that region, is under the umbrella of the LACMTA, and mirrors Pace ADA paratransit in function.
5. New Jersey Transit, which serves both the New York and Philadelphia regions, has been excluded from this and prior year reports because there is no way to disaggregate the data between the two urban areas. As a result, there is some under-representation of transit service for these urban areas. Similarly, the Maryland Transit Administration, which primarily serves the Baltimore region and also serves the DC area, has not been included in this or prior reports as its operating data cannot be divided among the DC and Baltimore metropolitan statistical areas. As a result, Washington, DC metropolitan area transit service is slightly understated.

SELECTION OF PEERS

The peer group selected for use in the Regional Peer Report Card consists of the top ten metropolitan statistical areas (MSAs) as defined by the US Bureau of the Census: Chicago, Atlanta, Boston, Dallas, Houston, Los Angeles, Miami, New York, Philadelphia, and Washington, DC. Population and land area data correlate to each MSA region. For consistency with the six-county RTA area, only the main transit properties serving each MSA were included in this report.

Geographic Region	Transit Agencies Included
Chicago	Chicago Transit Authority, Metra, Pace
Atlanta	Metropolitan Atlanta Rapid Transit Authority, Cobb County Department of Transportation Authority
Boston	Massachusetts Bay Transportation Authority
Dallas-Ft Worth	Dallas Area Rapid Transit, Fort Worth Transportation Authority
Houston	Metropolitan Transit Authority of Harris County
Los Angeles	Access Services, Foothill Transit, Long Beach Transit, Los Angeles County Metropolitan Transportation Authority, LACMTA Small Operators, Los Angeles Department of Transportation, Montebello Bus Lines, Omnitrans, Orange County Transportation Authority, Riverside Transit Agency, Santa Monica Big Blue Bus, Southern California Regional Rail Authority
Miami	Broward County Transit, Miami-Dade Transit, PalmTran, South Florida Regional Transportation Authority
New York	All MTA operating agencies (Long Island Rail Road, Metro-North Commuter Railroad, MTA Bus, New York City Transit, Staten Island Railway), Nassau Inter-County Express, New York City Department of Transportation, Port Authority Trans-Hudson, Suffolk County Transportation Division, Westchester County Bee-Line System
Philadelphia	Port Authority Transit Corporation, Southeastern Pennsylvania Transportation Authority
Washington, DC	City of Alexandria DASH, Ride-On Montgomery County Transit, Virginia Railway Express, Washington Metropolitan Area Transit Authority

PEER CHARACTERISTICS

The chart below shows various characteristics that describe each metropolitan statistical area represented in the report.

2012	Chicago	Atlanta	Boston	Dallas	Houston	Los Angeles	Miami	New York	Philadelphia	Washington, DC
MSA Population* Ranking	3	9	10	4	5	2	8	1	6	7
MSA Population* (thousands)	9,522	5,458	4,641	6,701	6,177	13,053	5,763	19,832	6,019	5,860
MSA Square Miles**	7,197	8,339	3,487	8,928	8,827	4,848	5,077	6,687	4,602	5,598
MSA Population Density	1,323	655	1,331	751	700	2,692	1,135	2,966	1,308	1,047
Vehicle Revenue Miles (millions)	227	50	98	56	68	263	90	684	94	148
Passenger Trips (millions)	659	139	402	78	81	671	163	3,861	374	461
Passenger Miles (millions)	4,236	729	1,846	515	535	3,554	998	17,924	1,726	2,288
Operating Cost (millions)	\$2,276	\$429	\$1,296	\$510	\$405	\$2,251	\$706	\$10,133	\$1,209	\$1,696
Fare Revenue (millions)	\$894	\$137	\$472	\$70	\$74	\$601	\$167	\$5,219	\$477	\$775
Capital Funds Expended (millions)	\$610	\$152	\$405	\$333	\$490	\$1,114	\$122	\$4,762	\$344	\$493
Average Trip Length (miles)	6.43	5.25	4.60	6.58	6.61	5.29	6.10	4.64	4.61	4.97
Average Vehicle Passenger Capacity	78.3	88.7	122.4	63.2	33.8	44.1	55.9	114.8	87.9	83.1

*Source: Table 5. Estimates of Population Change for Metropolitan Statistical Areas and Rankings: July 1, 2011 to July 1, 2012 (CBSA-EST2012-05). U.S. Census Bureau, Population Division. Release Date: April 2013

**Source: 2010 Census Summary File 1.

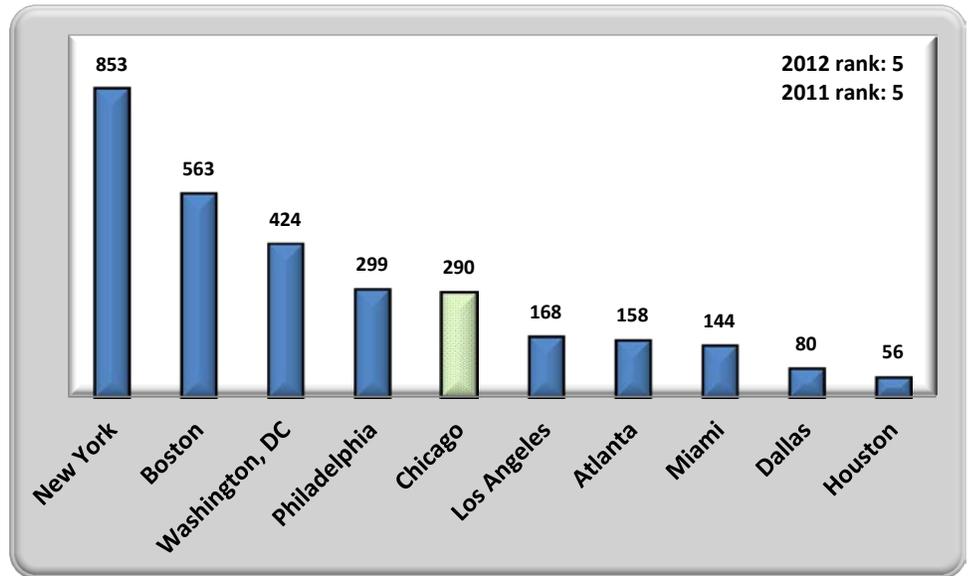
SERVICE COVERAGE

Service Supplied and Service Consumed

Transit Capacity (trips): The amount of service provided as measured in trips available to be taken.

Transit Capacity per Area Resident

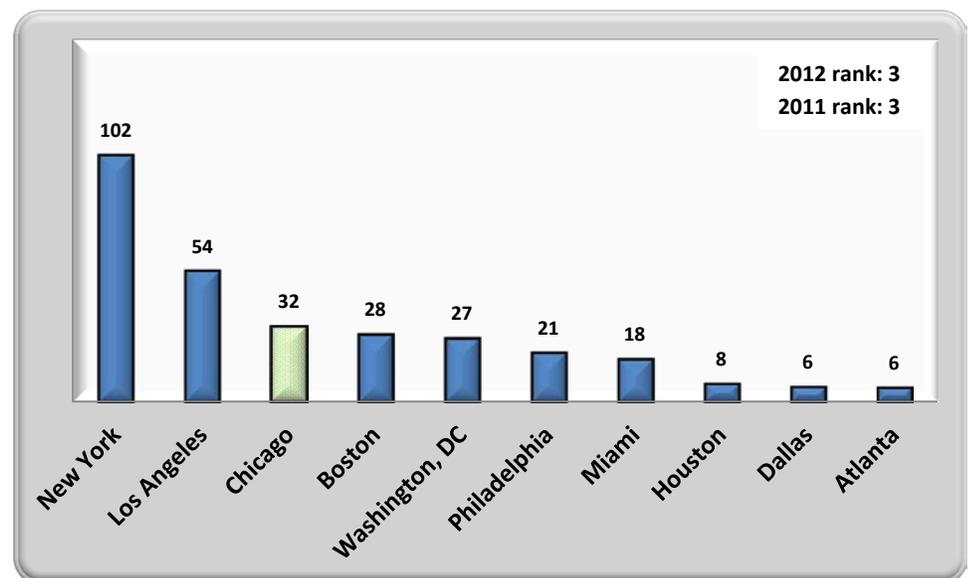
The number of trips available for each resident in the region to take annually.



Vehicle Revenue Miles: Miles that vehicles travel while in revenue service, including layover/recovery time, but excluding deadhead time.

Vehicle Revenue Miles per Square Mile (MSA)

The number of miles of travel provided annually per square mile of the service area; shown in thousands.



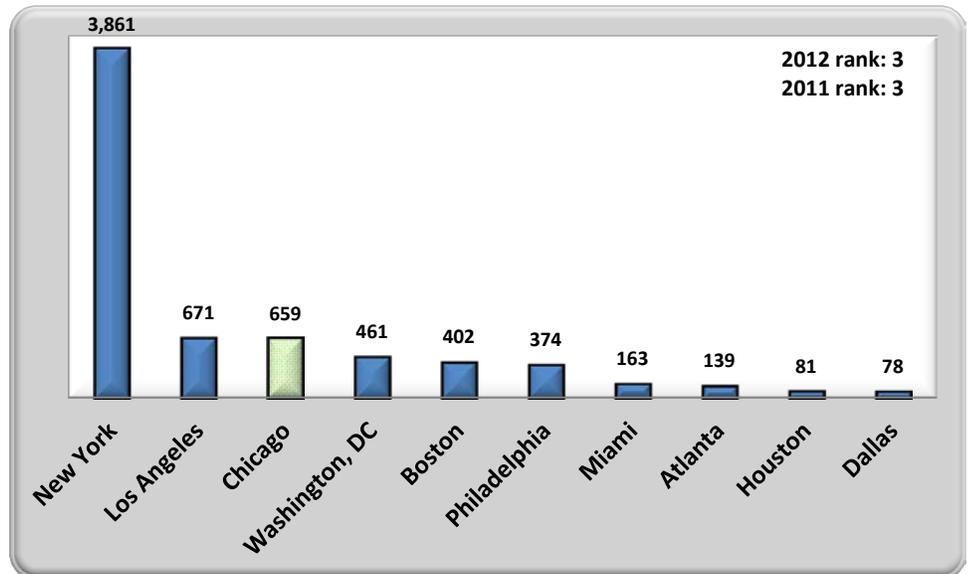
SERVICE COVERAGE

Service Supplied and Service Consumed

Passenger Trips (Ridership): 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.

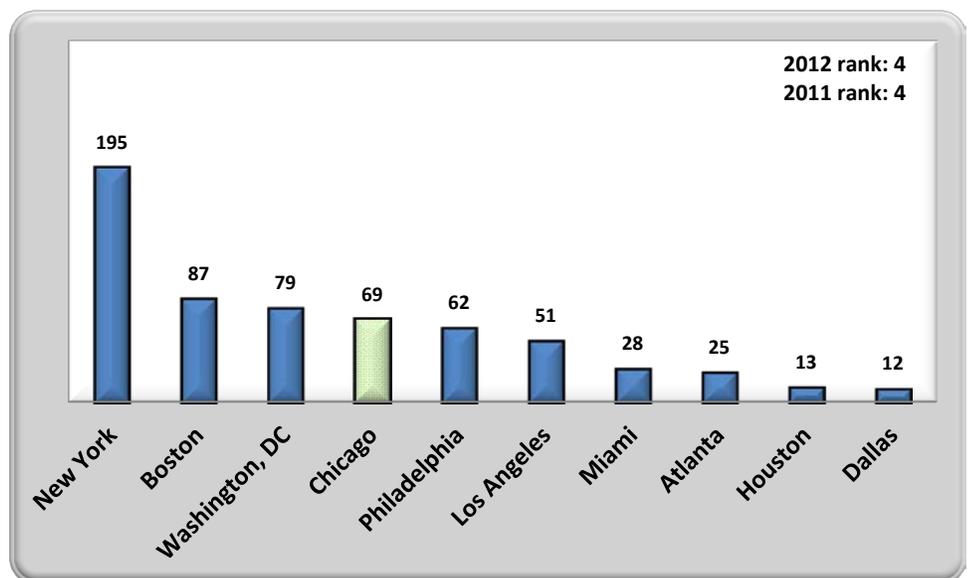
Passenger Trips

(millions)



Passenger Trips per Area Resident

The average number of rides taken per resident annually.



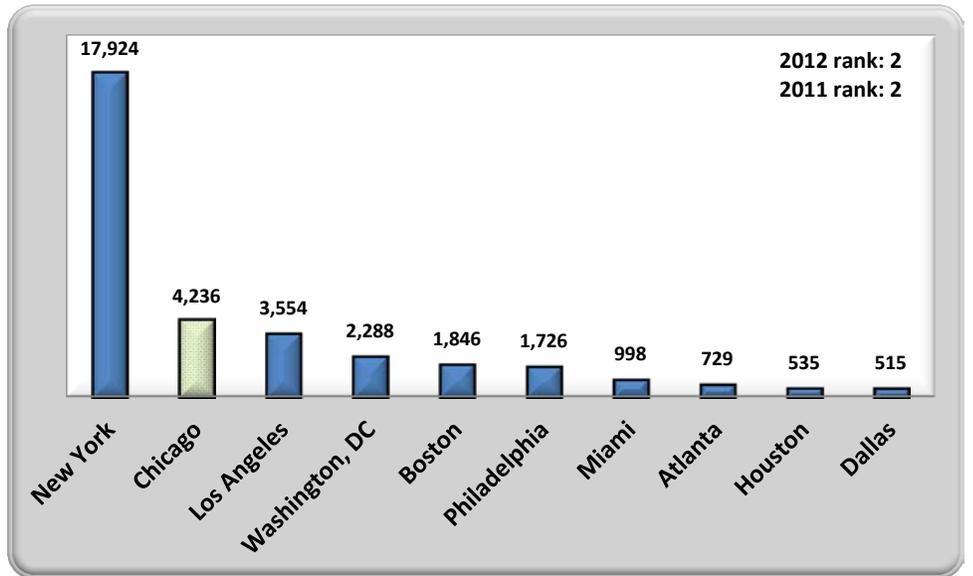
SERVICE COVERAGE

Service Supplied and Service Consumed

Passenger Miles: Cumulative sum of the distances ridden by each passenger: average trip length multiplied by total passenger trips.

Passenger Miles

(millions)

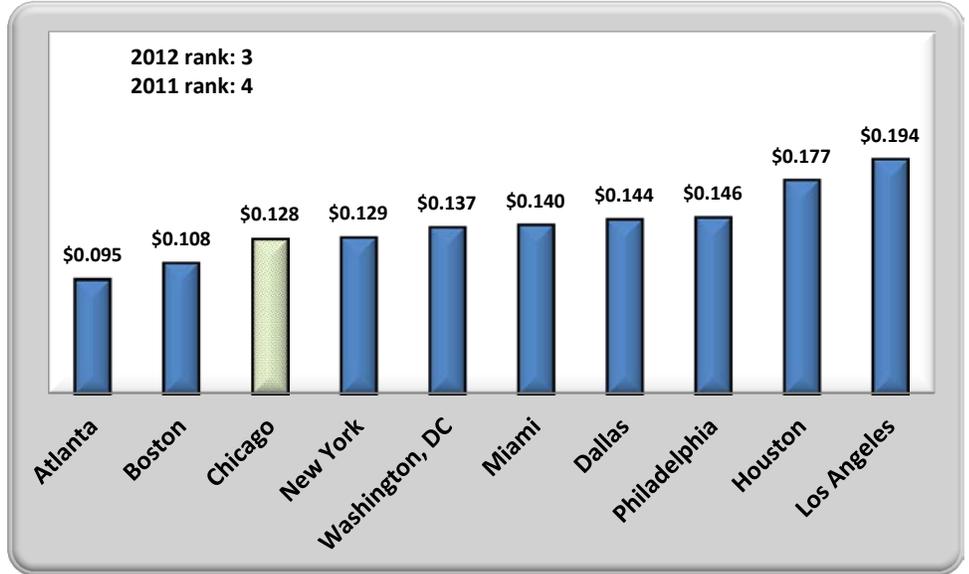


SERVICE EFFICIENCY AND EFFECTIVENESS

Service Efficiency and Cost Effectiveness

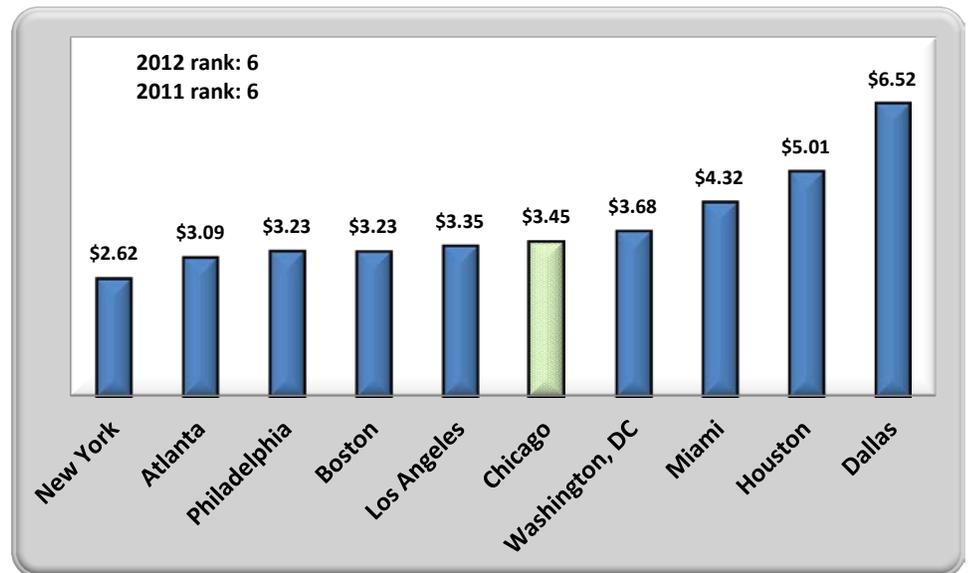
Operating Cost per Unit of Transit Capacity

The average cost of providing a passenger seat or space for each mile of an individual trip, whether or not it is taken.



Operating Cost per Passenger Trip

Total operating cost divided by the total number of unlinked passenger trips taken on public transportation vehicles.

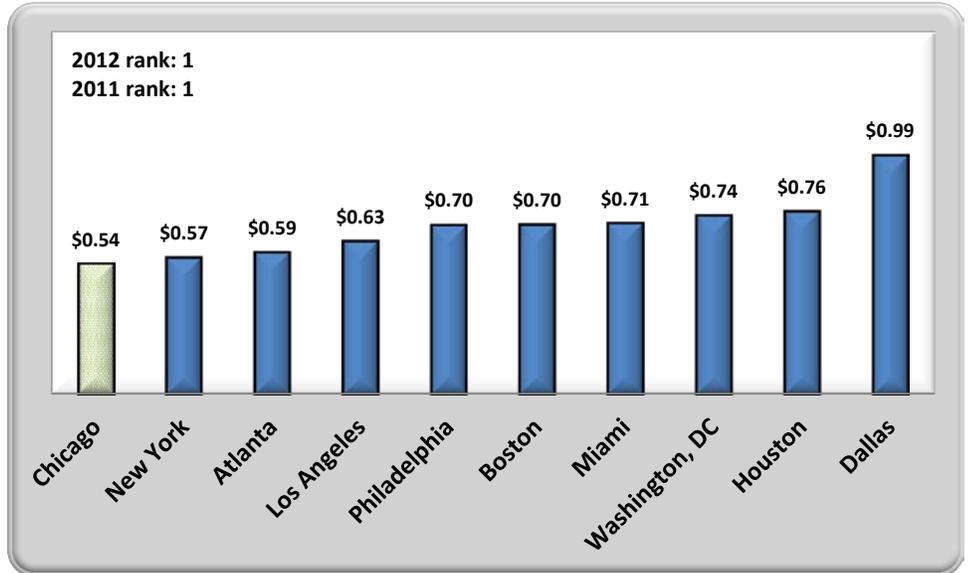


SERVICE EFFICIENCY AND EFFECTIVENESS

Service Efficiency and Cost Effectiveness

Operating Cost per Passenger Mile

Total operating cost divided by the total number of miles traveled by passengers.



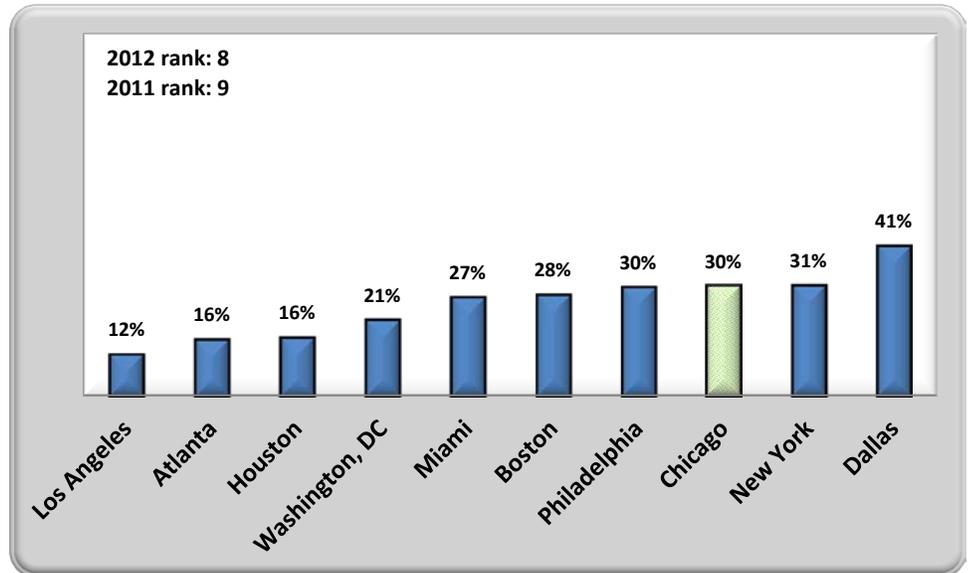
SERVICE MAINTENANCE AND CAPITAL INVESTMENT

State of Good Repair and Reliability

Percent of Vehicles Beyond Minimum Useful Life: The percentage of vehicles in the total vehicle fleet that have reached the end of their minimum useful life as defined by the Federal Transit Administration (4 years for new automobiles or vans, 12 years for new buses, and 25 years for new rail cars).

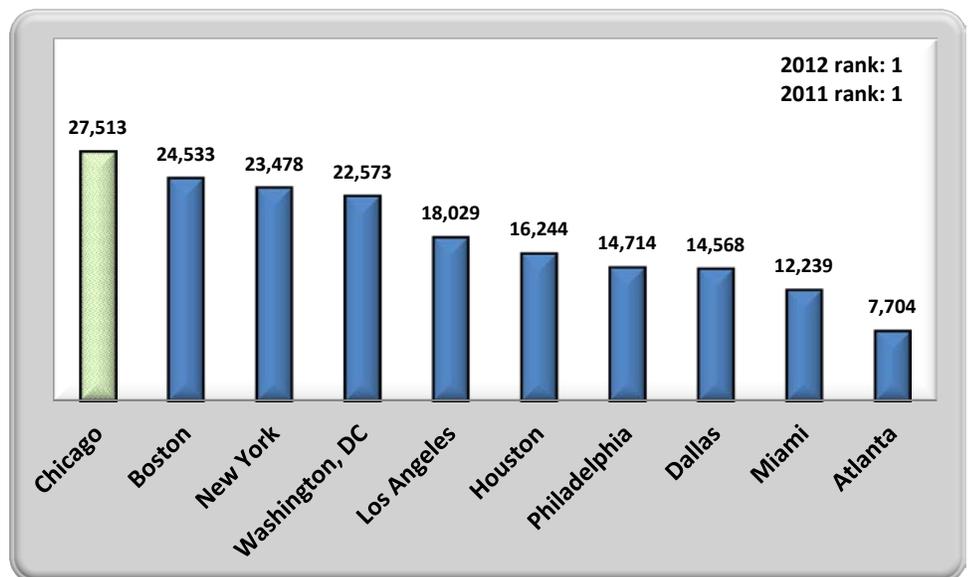
Percent of Vehicles Beyond Minimum Useful Life

Rehabilitations that may be undertaken to keep vehicles in service beyond FTA guidelines are not considered in these data.



Miles Between Major Mechanical Failures

The average number of miles that vehicles travel while in revenue service between failures of some mechanical element or a safety concern that prevents a vehicle from completing a scheduled trip or from starting the next scheduled trip.



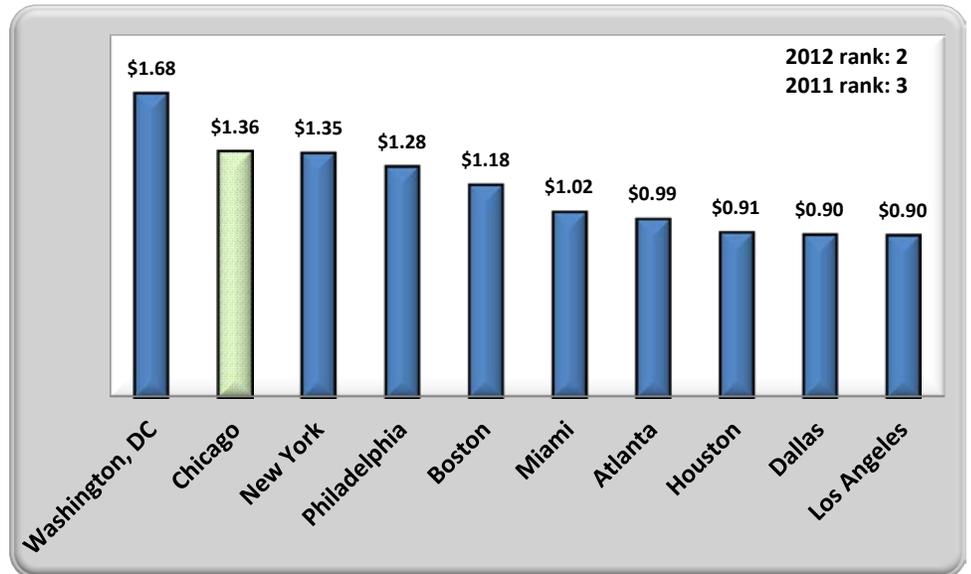
SERVICE LEVEL SOLVENCY

Operations and Capital

Fare Revenue: All income received directly from passengers, either paid in cash or through pre-paid tickets, passes, etc.

Fare Revenue per Passenger Trip

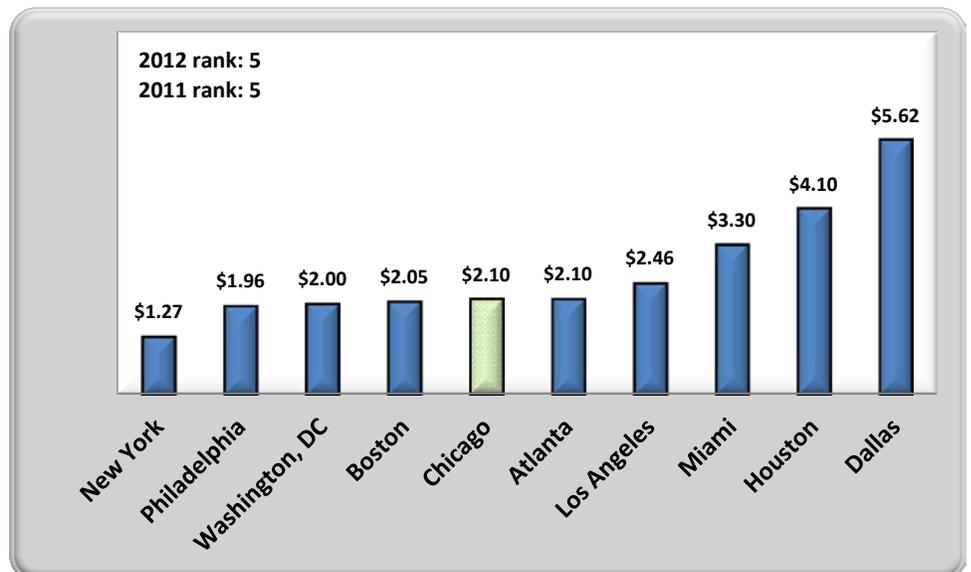
The average fare paid by customers per trip.



Farebox Shortfall (Non-Fare Revenue): The amount of revenue from all sources, other than fare revenue, that is required to cover the total cost of operations.

Farebox Shortfall per Passenger Trip

The average cost of each trip that is not covered by the fare paid by customers. The balance of operating costs is covered by other directly-generated revenue (advertising, concessions, etc.) and public funding (local, state, and federal).

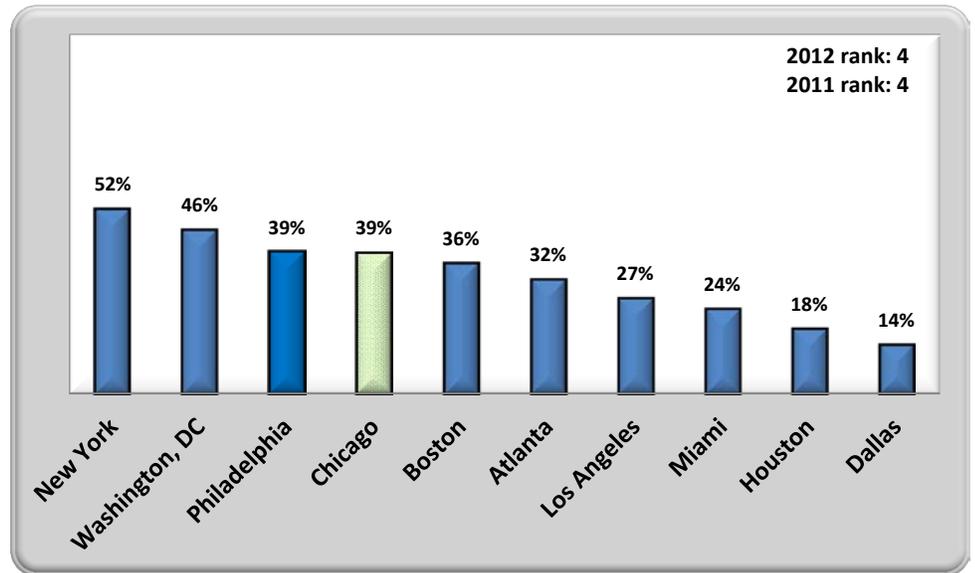


SERVICE LEVEL SOLVENCY

Operations and Capital

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

Fare Recovery Ratio

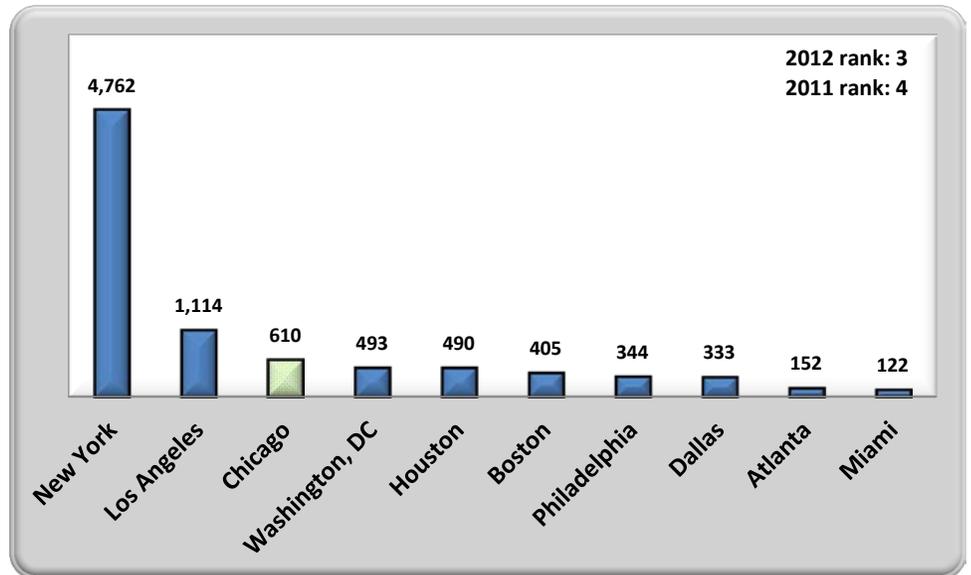


SERVICE LEVEL SOLVENCY

Operations and Capital

Capital Program Expenditures: The amount of capital funds expended to finance the maintenance, enhancement, and expansion of the transit system’s infrastructure. Please note that capital funds expended in one year may include funding from prior years due to the longer-term nature of capital project implementation.

Capital Program Expenditures (millions)



Capital Program Expenditures per Area Resident

