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EXECUTIVE SUMMARY

Overview

This Regional Ridership Report provides a detailed analysis of system ridership growth in 2013. After two years of consistent ridership growth, RTA system ridership decreased 2.2% to 651.4 million annual unlinked passenger trips in 2013, essentially erasing the gains achieved in 2012. This decline in annual ridership was driven by ridership losses on CTA bus and rail, while Metra and Pace continued to experience growth.

The Regional Transportation Authority (RTA) issued the first installment of the Regional Ridership Report in 2013 which evaluated RTA system ridership growth between 2008 and 2012. These five years were marked by a significant period of economic recession that began in 2008 and ended in mid-2009. The recession adversely impacted Service Board operations at CTA, Metra, and Pace, resulting in fare increases, service adjustments, and ridership losses. Economic recovery remained modest through 2012, with employment and job growth not yet returning to pre-recession levels. Despite the slow recovery, system ridership began to improve in 2011 and in 2012 reached 666.1 million annual unlinked passenger trips, the highest ridership recorded since 1990.

CTA ridership of 529.2 million annual unlinked passenger trips in 2013 was 3.0% less than prior year, but 2.4% greater than 2010 ridership results, the low point for CTA ridership after the 2008 recession. In contrast, Metra experienced ridership growth of 1.2% in 2013, gaining back much of the ridership lost in 2012. However, as of 2013, Metra ridership had yet to return to 2008 levels of 86.8 million annual unlinked trips, the highest recorded ridership year in Metra history. Pace Suburban Service experienced ridership growth of 1.4% in 2013, on top of the 5.0% growth achieved in 2012. But like Metra, these results were still down 5.0% compared to 2008, which had Pace’s highest recorded ridership result since 2000. Pace ADA Paratransit ridership increased 5.3% in 2013 to 4 million annual unlinked passenger trips.
Ridership Results

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<td>529.2</td>
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<td>82.3</td>
<td>81.4</td>
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<tr>
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<td>37.8</td>
<td>32.3</td>
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<td>33.7</td>
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<td>2.7</td>
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<td>638.7</td>
<td>633.4</td>
<td>651.8</td>
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<td>-2.2%</td>
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Positive ridership growth at Metra and at Pace in 2013 indicates that the RTA system continues to be responsive to improvements in the regional economy. Metra recorded 82.3 million unlinked passenger trips in 2013, with ridership increasing on 8 of 11 Metra rail lines. This was a marked improvement over 2012 when just two Metra lines (North Central Service and Union Pacific-West) recorded positive growth. In 2013, Metra also eliminated the “10-for-9” discount on its 10-ride pass, an 11.1% increase in ticket price. Pace ridership improved for the fourth consecutive year to 35.9 million unlinked passenger trips. Over 40% of Pace riders transfer from Pace buses to the CTA, therefore Pace’s ridership is very closely linked to CTA’s ridership trends.

Despite positive results at Metra and Pace, ridership losses of 4.5% on CTA bus and 0.9% on CTA rail contributed to a 2.2% decline in RTA system ridership in 2013. Major factors contributing to ridership losses at the CTA include:

- Thirteen bus routes eliminated in December 2012.
- A January 2013 fare increase.
- The closure of the Dan Ryan Branch of the Red Line for five months in 2013.

Long term trends at CTA show bus ridership remaining flat as rail ridership grows. Rail ridership grew by 16.7% between 2008 and 2012, increasing through the recession, while bus ridership declined by 4.2% during this period. CTA is not alone in seeing its bus ridership drop. CTA’s peer agencies, NYCT and LA Metro, also recorded losses in bus ridership over the last five years. In December 2012, CTA responded to riders’ demand for more rail service—while still functioning within its very tight operating budget—by eliminating 13 bus routes in order to add more trains on almost all rail lines, which were extremely crowded. CTA also improved service on 48 bus routes. Several of the bus route eliminations were implemented because Pace already provided service along the route. The CTA implemented these eliminations only after careful coordination with Pace resulted in increased Pace service on the affected routes. The other
route eliminations were made where CTA could achieve savings while best accommodating affected riders with alternative services within its own system.

CTA instituted a fare increase in January 2013 which raised prices on its 1-day, 3-day, 7-day, and 30-day passes and included a $2.75 surcharge on all rail trips originating from O’Hare airport. This fare increase resulted in some loss of riders, particularly bus riders. The CTA bus network covers a larger geographic area than rail and therefore serves a wider variety of trip types. Because of this, bus riders may be more sensitive to fare increases and can respond by taking fewer discretionary trips.

The combination of the fare increase and bus service cuts contributed to a bus ridership decrease of 4.5% to 300.1 million unlinked passenger trips in 2013, 5.8% or 18.6 million fewer trips than were recorded in 2009.

CTA rail ridership was also negatively impacted in 2013 by the Red Line South Reconstruction Project which closed the Dan Ryan Branch of the Red Line for five months from May to October. The Red Line is CTA’s highest ridership line. This closure resulted in a loss of 8.2 million or 10.9% of total trips on the Red Line compared to prior year. Some of these lost Red Line trips were absorbed by the Green Line, which saw ridership increase by 3.6 million or 28.4% in 2013. However, ridership growth on the Green Line and other rail lines was not enough to offset all of the Red Line ridership losses, resulting in net ridership losses of 0.9% for the CTA rail system in 2013. Bus ridership on Red Line feeder routes was also negatively impacted by the line closure.

Alternative transportation options such as the City of Chicago’s Divvy bike share program and Uber and Lyft taxi services continue to grow in popularity and may have also contributed to some ridership losses on CTA in 2013, as these services vie for the same customers as public transit. The RTA and CTA will continue to evaluate the impact these services have on riders’ demand for transit going forward as they become more mainstream.
Market Analysis

Overall, the system is seeing riders respond positively to service improvements and BRT (Bus Rapid Transit) options that reduce travel times. Pace introduced the I-55 Bus-on-Shoulder program in 2011 and expanded the service in 2013 to meet increased ridership demand. Bus-on-Shoulder ridership continues to increase with the #855 I-55 Flyer route recording 25.2% ridership growth and the #755 Plainfield-IMD Express growing by 75.5% in 2013. Of the five Pace bus routes which experienced the most ridership growth in 2013, four were express services. CTA recorded significant ridership gains on its J14 Jeffery Jump BRT service, which operates in a designated bus lane along Jeffery Boulevard. Ridership on the Jeffery Jump increased nearly 6.0% in 2013 concurrent with ridership losses on other CTA bus routes in the same route group and throughout the system, which speaks to the value riders place on quick, efficient service. CTA also made targeted investments in its rail infrastructure in recent years in order to improve service and travel times. Projects such as the Brown Line Capacity Expansion Project completed in 2010 and the Loop Track Renewal Project to eliminate slow zones, which began in 2012, have made rail a more viable and attractive option than bus for riders. CTA’s commitment to meeting current and future rail ridership demand continues with its completion of the Red Line South Reconstruction Project in 2013 and its plans for the Your New Blue station and track upgrade project starting in 2014 and Red and Purple Line Modernization Project in 2017.

From a geographic standpoint, CTA’s greatest ridership for bus is being recorded on across town routes which travel between the North and South Sides and East and West Sides of the City of Chicago. The North-South Crosstown route group, which includes routes such as the #8 Halsted, #9 Ashland, #28 Stony Island, and #90 Harlem, recorded 76.9 million unlinked passenger trips in 2013. The West Side East-West route group, including the #7 Harrison, #20 Madison, #66 Chicago, and #70 Division, recorded 42 million unlinked passenger trips in 2013. For rail, the Red Line continues to have the greatest ridership of all CTA rail lines, despite the southern branch being closed from May to October in 2013, with 68 million station entries in 2013. The Blue Line accounts for the second highest ridership, recording 44 million station entries in 2013. The Green Line recorded the greatest ridership growth in 2013 due to riders switching to the Green Line while the Red Line was closed. Recent ridership growth on the Red Line North, Brown Line, and Blue Line - O’Hare branch, in particular, point to riders switching from bus to rail.

For Metra and Pace, the greatest ridership growth is being recorded in DuPage County. The BNSF, which provides daily rail service from Union Station to Aurora, is Metra’s highest ridership line, providing 16.6 million unlinked passenger trips in 2013. Metra’s Union Pacific-
West line, which also travels through DuPage County, recorded the greatest ridership growth in 2013, increasing 3.0% to 8.3 million unlinked passenger trips. Similarly for Pace, the South and West Divisions, which serve suburban Cook and DuPage counties, recorded the highest ridership of all Pace fixed-route service while the Southwest Division, which serves the Village of Bridgeview and DuPage County, recorded the greatest growth in 2013. The ridership numbers that are being recorded in DuPage are consistent with it being the second most populated county in the region behind Cook County and with it experiencing the greatest gains in labor force in 2013.

Metra’s Electric Line, which serves the South Side of Chicago and suburban Cook County, continued to lose ridership in 2013—the sixth consecutive year of ridership loss for the line. Ridership on this line failed to rebound after the recession which indicates that its ridership base continues to be affected by the region’s slow job growth. Likewise, Pace’s South Division experienced the greatest ridership loss in 2013, declining by 6.3% to 6.9 million unlinked passenger trips, despite having the second highest ridership of all Pace bus divisions.
Regional Economic Outlook

Unemployment

The regional unemployment rate improved steadily during 2013, but ended the year at 8.8%, down just 0.1 percentage point from December 2012.
Employment

In December 2013 there were 3.8 million jobs in the region, 56,000 or 1.5% more than in December 2012. The 12-month moving average of jobs in the region has improved steadily since 2010, but still lags 1.8% behind 2009 levels.

Labor Force

According to the Illinois Department of Employment Security (IDES) there were 4.3 million individuals in the labor force in the RTA six-county region in 2013, an increase of 0.2% over prior year. Cook County workers made up 60% of the region’s labor force with 2.6 million individuals in 2013. Combined, the collar counties accounted for 1.7 million or 40% of the region’s labor force in 2013.
DuPage County experienced the greatest gain in labor force—increasing by nearly 2,000 individuals or 0.4% in 2013. Cook, Kane, and Will counties also experienced increases in their labor force, while Lake and McHenry counties experienced losses in their respective labor forces in 2013.

**Sales Tax Collections**

Over 40% of total RTA system revenue for operations comes from sales tax collected in the six-county region. RTA sales tax consists of 1.25% on all retail sales in Cook County and 0.5% on all retail sales in the collar counties.

Total sales tax collections for the RTA region equaled $1.07 billion in 2013, 4.8% greater than the 2012 result of $1.02 billion. Sales tax collections in Suburban Cook County generated the most revenue in 2013, accounting for $498 million or 46% of total sales tax collections. Revenue generated in Chicago accounted for $328 million or 31% of total collections and revenue generated in the collar counties made up the remaining $245 million or 23% of total collections.
Temperature

Temperatures in the region trended below average for most of 2013. The average temperature in the first quarter was 10.8 degrees colder than the first quarter of 2012 and 5.5 degrees colder than the historical average. The second and third quarters of 2013 were colder than prior year by an average of 3.4 and 2.0 degrees, respectively, and colder than the historical average by nearly the same amount. The average temperature in the fourth quarter of 2013 was 4.3 degrees colder than 2012 and 4.9 degrees colder than the historical average.

There is a strong positive correlation between ridership and temperature. Colder-than-average weather in 2013, particularly during the first and fourth quarters of the year, corresponded with lower ridership results achieved during the year.
Fuel Prices

The average annual cost for a gallon of gas in the region in 2013 was $3.82, $0.09 less than the average cost per gallon in 2012. When fuel prices are high, the cost of operating a car increases, making public transit a more attractive and cost-effective option for many individuals. The slightly lower cost of fuel compared to 2012 may have contributed to some of the ridership loss recorded in 2013.
REGIONAL RIDERSHIP SUMMARY

RTA System

Total RTA system ridership decreased by 2.2% to 651.4 million trips in 2013.

CTA recorded 529.2 million annual unlinked passenger trips in 2013. This represented a loss in ridership of 3.0% compared to 2012. Ridership on CTA bus, which accounts for nearly 60% of all CTA passenger trips, was down 4.5% compared to 2012 while ridership on CTA rail was down 0.9%. Ridership loss on CTA bus was driven by the elimination of 13 bus routes in late 2012 to accommodate increased rail service, followed by a fare increase in January 2013. CTA rail ridership was also significantly impacted in 2013 by the closure of the southern Dan Ryan branch of the Red Line for 5 months from May to October 2013 to complete the Red Line South Reconstruction Project. This closure resulted in nearly 11% ridership loss on the Red Line, CTA’s highest ridership line, compared to prior year.

Metra recorded 82.3 million annual unlinked passenger trips in 2013, 1.2% higher than prior year. Metra ridership was negatively impacted in 2012 by a significant fare increase, NATO Summit activities held between May 18 and 21, 2012, and limited access to Union Station and Ogilvie Transportation Center due to construction on Wacker...
Drive. In 2013, without these factors limiting ridership, Metra’s number of annual unlinked passenger trips nearly returned to 2011 levels.

Pace Suburban Service experienced ridership growth of 1.4% to 35.9 million unlinked passenger trips in 2013, marking the third consecutive year of positive ridership growth for Suburban Service. Pace ADA Paratransit ridership increased 5.3% to 4.0 million annual unlinked passenger trips in 2013. Current demographic trends indicate that the demand for ADA Paratransit service should continue to grow as the average age of the population increases.
CTA RIDERSHIP RESULTS

CTA Bus

In 2013 there were 127 CTA bus routes in operation. These routes were assigned to 15 route groups signifying the territories in which they operate. The map below illustrates ridership levels by route group. Higher columns indicate greater ridership. The lines on the map signify the bus routes that make up each route group.
In 2013, CTA bus ridership totaled 300.1 million passenger trips. The North-South Crosstown route group recorded the greatest ridership in 2013 with 76.9 million unlinked passenger trips. East-West and Downtown route groups also recorded significant ridership.
No bus route groups experienced positive ridership growth in 2013. The North West Feeder group experienced the greatest ridership loss in 2013, with four routes discontinued in December 2012 as part of CTA’s de-crowding initiative. The Midway Feeder route group and those groups concentrated on the South Side of Chicago (Far South Side, South Side East-West, and South Side Lake Shore Drive (LSD) Express) also experienced significant ridership losses in 2013, losing 12.5%, 12.7%, 13.1%, and 8.2% of riders, respectively. Many of the routes in these South Side route groups serviced the southern portion of the CTA’s Red Line and therefore saw their ridership levels negatively impacted by the Red Line’s closure from May to October 2013. CTA also provided free bus shuttle service to connect riders affected by the line closure to Red and Green Line service. Free shuttle service accounted for 3.8 million unlinked passenger trips in 2013.
Route groups in this section are categorized and discussed according to geographic location. South Side route groups are reviewed first, followed by North Side route groups, central/downtown route groups, and then special feeder groups.

**South Side Downtown**

The South Side Downtown bus route group recorded 24.8 million annual unlinked passenger trips in 2013, 3.3% less than in 2012. The #3 King Drive and #4 Cottage Grove, which have the highest ridership levels of the group at 6.8 million and 7.4 million unlinked trips, respectively, each experienced ridership loss greater than 5.0% in 2013. The #1 Bronzeville/Union Station, #5 South Shore Night Bus, and #62 Archer also lost ridership in 2013. The #24 Wentworth and #29 State were the only routes in the group to increase in ridership, growing by 8.1% and 3.0%, respectively.
South Side Lake Shore Drive (LSD) Express

The South Side LSD Express bus route group travels express north and south to/from downtown via Lake Shore Drive. It consists of the #2 Hyde Park Express, #6 Jackson Park Express, #26 South Shore Express, and J14 Jeffery Jump. The #X28 Stony Island Express was eliminated in December 2012.

The route group recorded 9.5 million annual unlinked passenger trips in 2013, driven by nearly 4.0 million unlinked passenger trips on both the #6 Jackson Park Express and the J14 Jeffery Jump, a BRT service that operates along Jeffery Boulevard. However, ridership declined by 8% or nearly 900,000 annual unlinked passenger trips in 2013 due to the elimination of the #X28 Stony Island Express bus, which recorded 1.06 million unlinked passenger trips in 2012. Positive ridership growth on the #2 Hyde Park Express, #26 South Shore Express, and J14 Jeffery Jump were not enough to offset ridership losses caused by the elimination of the #X28. However, many of the former #X28 riders migrated to the #28 Stony Island, accounted for in the North-South Crosstown route group.
South Side East-West

The South Side East-West route group experienced a ridership loss of 13.1% in 2013, with ridership declining by 6.0 million to 39.8 million unlinked passenger trips. The South Side East-West routes act as feeder routes to the CTA’s Red Line and account for 13.4% of all CTA Bus ridership. Every route in the group experienced over 9% ridership loss in 2013 due to the closure of the Red Line South for 5 months in 2013.

Far South Side

The Far South Side route group recorded 13.2 million annual unlinked passenger trips in 2013, a loss of 12.7% compared to prior year. Ridership on these routes was also negatively impacted by the Red Line closure. The #111 Pullman/111th/115th, which recorded the highest ridership of the route group in 2012, split into two routes in late 2012, becoming the #111 111th/ King Drive bus and the #115 Pullman/115th. As a result of the route split, ridership on the #111 looks to have declined by nearly 50%, when in fact the other 50% of ridership moved to the #115. Ridership on the #115 Pullman/115th, not illustrated in the chart above, increased by
over 2000% in 2013 due to its inception at the very end of 2012. The #95W West 95th Street bus route, a lower ridership route, lost over 40% of ridership in 2013. The #8A South Halsted was the only route in the group, aside from the #115, to gain ridership in 2013.

North Side Downtown

The North Side Downtown bus route group experienced ridership loss of 7.7% in 2013, much of that planned because of changes to the #11 Lincoln. The #151 Sheridan, #56 Milwaukee, #36 Broadway, and #22 Clark all lost some ridership in 2013, following the general trend for all bus ridership in 2013 after 2012, which marked the third highest annual bus ridership since 1994. A portion of the #11 Lincoln was eliminated in late 2012 because of redundancy with other nearby transit service (bus and rail), resulting in an expected ridership decrease on that route but an average gain in ridership of nearly 5% at seven Brown Line stations along the former route, a clear sign that some bus riders shifted to rail. The #37 Sedgwick was also re-established as a route in late 2012 to accommodate riders from the southern portion of the #11 Lincoln. The #37, not shown in the chart above, increased ridership by over 4000% in 2013 as a result.
North Side Lake Shore Drive (LSD) Express

Ridership on the North Side LSD Express bus route group decreased by 6.5% in 2013 to 13.4 million unlinked passenger trips. Ridership loss for this route group was driven by the elimination of the #144 Marine/ Michigan Express and the #145 Wilson Express.

Ridership on the #134 Stockton/ LaSalle Express, #143 Stockton/ Michigan Express, and #146 Inner Drive/ Michigan Express routes increased in 2013, with ridership on the #146 Inner Drive/ Michigan Express growing by almost 50% as a result of added service to accommodate former #145 Wilson Express riders. However, these gains in ridership were not enough to offset ridership losses from the elimination of the #144 and #145.

North Side East-West

The North Side East-West bus route group recorded 38.2 million annual unlinked passenger trips in 2013, 4.4% lower than prior year. Every route in this route group lost ridership in 2013, with the #155 Devon and #96 Lunt experiencing the greatest loss, losing 9.8% and 8.7% of riders, respectively.
North-South Crosstown

Ridership on the North-South Crosstown bus route group of 76.9 million annual unlinked passenger trips in 2013 was 3.5% less than prior year. This bus route group has the most bus routes and the greatest ridership of all route groups. The #54 Cicero and #54B South Cicero routes experienced the greatest ridership loss, declining by 8.9% and 13.9%, respectively. In contrast, the #28 Stony Island experienced the greatest ridership growth among the group, increasing nearly 35% over prior year. This increase in ridership can be attributed to the elimination of the #X28 Stony Island Express in late 2012, with many former #X28 riders migrating to the #28, which offers limited-stop service to downtown during peak hours.
**West Side East-West**

The West Side East-West bus route group experienced ridership loss of 4.6% in 2013. With 42.0 million annual unlinked passenger trips, this route group has the second greatest ridership of all route groups. The #7 Harrison and #126 Jackson were the only buses in the route group to gain ridership in 2013, increasing by 2.3% and 1.0%, respectively. The #17 Westchester, a very low ridership route, was eliminated in late 2012, contributing to some ridership losses. The #21 Cermak and #12 Roosevelt bus routes experienced the greatest ridership losses in 2013, decreasing by 9.8% and 8.8%, respectively. These routes act as feeders to the Red Line and therefore were negatively impacted by the closure of the Red Line starting at the Cermak station.

**Downtown**

The Downtown bus route group saw ridership decline by 3.6% in 2013 to 3.0 million annual unlinked passenger trips. The negative results were driven entirely by the elimination of the #122 Illinois Center/ Ogilvie Express, #123 Illinois Center/ Union Express, and the #129 West Loop/ South Loop bus routes following ridership losses on these routes in 2012. To make up for these reductions in
service, the #120 Ogilvie/ Streeterville Express and #121 Union/ Streeterville Express bus routes were extended and saw significant ridership growth in 2013 as a result.

**Evanston**

The Evanston bus route group recorded 2.2 million annual unlinked passenger trips in 2013, 8.6% lower than prior year. Negative ridership results were driven by losses on the #97 Skokie, #201 Central/ Ridge, and #205 Chicago/ Golf. The #206 Evanston Circulator was the lone route to experience positive ridership growth in 2013, increasing by nearly 20% over 2012.

**Midway (MDW) Feeder**

The MDW Feeder bus route group experienced ridership loss of 12.5% in 2013, down nearly 144,000 unlinked passenger trips to 1.0 million annual rides. The #165 West 65th Street bus, the lowest ridership route in the group, was the only route to experience positive ridership growth in 2013, with the other routes experiencing ridership losses greater than 10% compared to prior year.
North West Feeder

The North West Feeder bus route group recorded 1.9 million unlinked passenger trips in 2013, down 20.5% from prior year. Ridership loss for this route group was driven by the elimination of four bus routes: #64 Foster-Canfield, #69 Cumberland/East River, #56A North Milwaukee, and #90N North Harlem. These routes were eliminated in December 2012 as part of CTA’s de-crowding initiative. Ridership loss was also recorded on the #85A North Central and #54A North Cicero/Skokie Blvd, with these routes losing 11.5% and 9.2% of ridership, respectively, in 2013.

Special

The Special route group is comprised of 11 active subsidized bus routes that support local universities, museums, stadiums, hospitals, and corporations. Total ridership of 1.7 million annual unlinked passenger trips was 7.5% less than prior year. Negative ridership results in 2013 were driven by the elimination of the #33 Mag Mile Express in December 2012 and ridership losses on the #10 Museum of Science & Industry, #169 69th-UPS Express, and X98 Avon Express routes.
CTA Rail

The CTA rail system consists of eight transit routes or lines, plus Loop service, which operate at 145 stations in the City of Chicago and surrounding suburbs. The map below illustrates ridership levels by rail line. Taller lines indicate greater ridership.
CTA rail recorded 229.1 million unlinked passenger trips in 2013. Red Line ridership made up 36% of total rail ridership, tallying 68 million station entries. This figure was down from 40% of total rail trips in 2012. The Blue Line accounted for 24% of total rail ridership, providing 44 million station entries. Loop Service and the other rail lines accounted for the other 40% of ridership in 2013.

The Red Line experienced the greatest ridership loss in 2013, declining by 10.9%. Red Line ridership was significantly impacted by the closure of the Dan Ryan Branch (Red Line South) from May to October 2013. Ridership also declined on the Purple Line and on Loop Service. The Green Line, which accounted for 9.0% of CTA rail ridership in 2013, experienced the greatest ridership growth, increasing by 28.4%. This ridership growth can be attributed to the Red Line closure. As a service alternative, the CTA ran express shuttles from closed Red Line stations to the Garfield Green Line station. Ridership also increased at a number of other stations along the Green Line as a result of riders migrating over from the closed Red Line.
Red

The CTA Red Line provides 24-hour train service between the 95th Street Terminal to the South and the Howard Station to the North. It is divided into three branches: Red Line Northside, Red Line State Street Subway, and Red Line Dan Ryan.

The Northside branch, between the Grand and Howard stations, made up the greatest percentage of Red Line ridership (62%) with 41.8 million station entries recorded in 2013; a slight increase in station entries from prior year. Ridership on the State Street Subway branch, which accounted for nearly 26% of rides, totaled 17.5 million in 2013, and also had slightly more station entries than prior year. The Dan Ryan Branch from Cermak Road to 95th Street, in contrast, recorded ridership loss of over 50% in 2013 as a result of it being closed for five months in order to complete the Red Line South Reconstruction Project.

The Lake Street station recorded the greatest number of rail station entries of all three Red Line branches in 2013 at 5.8 million entries. The Chicago, Fullerton, and Belmont stations also recorded a high volume of entries at 5.1 million, 4.3 million, and 4.4 million, respectively. Of these four high ridership volume stations, the Lake Street Station was the only one to record an increase in entries in 2013.
Blue

The Blue Line provides 24-hour train service between O’Hare International Airport and Forest Park, Illinois with stops in downtown Chicago. While the train runs in two directions, it is divided into three branches: Blue Line O’Hare, Blue Line Forest Park, and Blue Line Dearborn (the Chicago Loop stations). In 2013, the Blue Line hosted 44.4 million station entries, up 2.9% from prior year. Ridership increased on the O’Hare and Dearborn branches in 2013, by 3.0% and 6.8%, respectively. Ridership declined by 0.7% on the Forest Park branch. Rail trips that originate on the O’Hare branch account for the largest share of total Blue Line ridership at 59%. The remaining 41% of trips is split between those originating in the Loop or the Forest Park branch, with slightly more trips originating on the Forest Park portion of the line.

The O’Hare Airport and Washington Street stations recorded the greatest number of station entries in 2013, with 3.5 million and 3.2 million, respectively. O’Hare station entries were down 1.4% compared to prior year but Washington Street station entries were up 13.2%.
**Green**

The Green Line provides train service that travels from the Harlem/Lake station in Forest Park and Oak Park to Ashland/63rd and Cottage Grove on Chicago’s Southside, via downtown Chicago. The Green Line is divided into four branches: Green Line Lake Street, Green Line South Elevated, Green Line East 63rd branch, and Green Line Ashland/63rd branch. In 2013, the Green Line recorded 16.1 million station entries, an increase of 3.6 million or 28.4% from prior year. Ridership growth in 2013 was driven by the Red Line closure funneling riders to the Green Line. Ridership at the Garfield station, in particular, was up 430% compared to 2012.

The Lake Street branch made up the largest share of total ridership, recording 8.8 million station entries in 2013; 2.2% greater than prior year. The South Elevated branch recorded 5.3 million entries in 2013, more than doubling from 2012. The East 63rd and Ashland/63rd branches tallied 856,000 and 1.2 million entries, respectively, in 2013. Ridership on these two branches was up 35.4% and 56.1%, compared to prior year, again because CTA customers were riding the Green Line while the Red Line was closed.
Following positive ridership gains on every CTA rail line in 2012, ridership declined on the Purple Line and on Loop Service in 2013. The Purple Line, which provides train service between Linden Station in Wilmette and Howard Station in Chicago, with stops in Evanston, recorded 3.2 million station entries in 2013. This represented a decrease of 1.3% compared to prior year. The Linden Purple Line station recorded the greatest ridership loss, with station entries declining by 7.0% in 2013.

Loop Service, which captures Purple, Brown, Orange, and Pink Line ridership originating on shared platforms in the Loop, experienced a ridership loss of 1.6% in 2013. The Harold Washington Library station experienced the greatest ridership loss of all Loop stations, with its station entries declining by 5.9% in 2013.

In contrast, ridership increased on the Pink, Orange, Brown, and Yellow lines in 2013. The Yellow line, commonly called the “Skokie Swift,” has the lowest ridership volume of all CTA train lines but recorded the second greatest ridership growth behind the Green Line, increasing by 5.2%. The Brown Line, which provides train service from the Kimball station in Chicago’s Albany Park neighborhood to Downtown, also recorded strong ridership growth of 2.1% in 2013. On the Brown Line, the Paulina and Kedzie stations tallied the greatest increase in station entries, increasing by 8.3% and 8.2%, respectively, in 2013.

The Orange Line provides train service on Chicago’s southwest side from Midway Airport to the Downtown Loop. In 2013, Orange Line ridership grew by 1.1% to 8.9 million. The Midway station, which recorded the most station entries in 2013, actually lost ridership; declining by 1.8%.

The Pink Line provides train service between the 54th/Cermak station, servicing the Cicero and Berwyn communities, and the downtown Loop. The Pink Line recorded 5.2 million station entries in 2013, growing by nearly 1% over prior year.
METRA RIDERSHIP RESULTS

Metra recorded 82.3 million annual unlinked passenger trips in 2013, 1.2% greater than prior year. Ridership growth in 2013 represents a return to normal ridership levels after 2012 ridership was negatively impacted by a major fare increase, the elimination of the Seniors Ride Free Program in late 2011, changes to Chicago’s special events calendar, and construction on Wacker Drive which presented prolonged access issues to Union Station and Ogilvie Transportation Center. In 2013, Metra also eliminated the “10-for-9” discount on its 10-ride ticket, an 11.1% increase in ticket price that caused many riders to switch to monthly passes. The map below illustrates ridership levels by Metra rail line. Taller lines indicate greater ridership.
The Metra commuter rail system is comprised of 11 rail lines which operate in the six-county RTA region:

- Union Pacific North (UP-N),
- Union Pacific Northwest (UP-NW),
- Union Pacific West (UP-W),
- Milwaukee District North (MD-N),
- Milwaukee District West (MD-W),
- North Central Service (NCS),
- BNSF Railway (BNSF),
- Heritage Corridor (HC),
- SouthWest Service (SWS),
- Rock Island District (RID),
- Metra Electric District (MED): Mainline (MED-ML), South Chicago (MED-SC), and Blue Island (MED-BI).

The BNSF Railway (BNSF) recorded the greatest ridership of all Metra lines in 2013, increasing 1.2% to 16.6 million unlinked passenger trips. Ridership increased on 8 of 11 lines in 2013, with ridership losses recorded on the North Central Service (NCS) line, the Milwaukee District West (MD-W) line, and on the Metra Electric District Main Line (MED-ML) and Metra Electric South Chicago (MED-SC) branches. This represented the second consecutive year of ridership loss on the Milwaukee District West (MD-W) and the sixth consecutive year of ridership loss on the Metra Electric District.
Union Pacific (UP)

The Union Pacific North (UP-N), West (UP-W), and Northwest (UP-NW) rail lines originate at Ogilvie Transportation Center in downtown Chicago and provide daily service to Kenosha, WI, Elburn, IL, and the cities of Harvard and McHenry, Illinois, respectively. The train lines are operated by the Union Pacific Railroad under a purchase-of-service agreement with Metra.

In 2013, ridership increased on all three Union Pacific lines. The UP-W line recorded the greatest growth, increasing 3.0% to 8.3 million unlinked passenger trips. The UP-N line recorded 2.4% growth over prior year with 9.3 million unlinked passenger trips in 2013. UP-NW ridership grew 1.4% to 11.2 million unlinked passenger trips.

Milwaukee District (MD)

The Milwaukee District North (MD-N) and Milwaukee District West (MD-W) rail lines provide daily service between Union Station in downtown Chicago and Fox Lake, IL, and Elgin, IL, respectively. Both lines are owned and operated by Metra.

The Milwaukee District West (MD-W) line provided 6.8 million unlinked passenger trips in 2013, down 0.4% from 2012. This represented the second consecutive year of ridership loss on the line following a loss of 2.6% in 2012.
The Milwaukee District North (MD-N), in contrast, experienced ridership growth of 2.1% in 2013, with ridership increasing to 7.0 million unlinked passenger trips. This ridership growth erased the loss in ridership which occurred in 2012.

Metra Electric District (MED)

The Metra Electric District (MED) line provides daily service between Millennium Station in downtown Chicago and University Park, IL. The Metra Electric also provides service to Blue Island and South Chicago via the Metra Electric Blue Island and Metra Electric South Chicago branches. The MED line is owned and operated by Metra.

Total ridership on the Metra Electric District (MED) declined by 1.2% in 2013, driven by losses on the Main Line and South Chicago branches. Main Line (MED-ML) ridership declined 1.3% in 2013 to 8.4 million annual unlinked passenger trips. This represented the sixth consecutive year of ridership loss on MED-ML service, with ridership declining by nearly 2.0 million unlinked passenger trips during this period.

Ridership on the Metra Electric South Chicago (MED-SC) branch also recorded unfavorable results in 2013, declining 5.8% to 881,000 unlinked passenger trips. However, ridership on the Blue Island (MED-BI) branch grew nearly 19% in 2013 to 310,000 unlinked passenger trips.
BNSF Railway (BNSF) and Rock Island District (RID)

The BNSF Railway (BNSF), Metra’s highest volume line, provides daily service between Union Station in downtown Chicago and Aurora, IL. The train line is operated by the BNSF Railway under a purchase-of-service agreement with Metra. The BNSF recorded ridership growth of 1.2% in 2013 to 16.6 million unlinked passenger trips.

The Rock Island District (RID) line provides daily service between the LaSalle Street Station in downtown Chicago and Joliet, IL. The RI line is owned and operated by Metra. In 2013, the line recorded 8.6 million annual unlinked passenger trips. This represented an increase of 1.2%, nearly recapturing the ridership loss of 1.3% that occurred in 2012.
North Central Service (NCS), Heritage Corridor (HC), SouthWest Service (SWS)

The North Central Service (NCS), Heritage Corridor (HC), and SouthWest Service (SWS) are Metra’s three lowest ridership lines. The NCS line provides daily service between Union Station in downtown Chicago and Antioch, IL. Trains are operated by Metra under a trackage rights agreement on a portion of track owned by the Canadian National Railway (CN). Ridership on the NCS line declined by 0.3% to 1.7 million annual unlinked passenger trips in 2013, reversing the 0.3% growth achieved in 2012.

The Heritage Corridor (HC) is Metra’s lowest ridership line. It provides daily service between Union Station in downtown Chicago and Joliet, IL. Trains are operated by Metra on track owned by the Canadian National Railway (CN). The HC recorded 704,000 annual unlinked passenger trips in 2013—3.1% more than prior year—which nearly made up for the 3.4% loss recorded in 2012.

The SouthWest Service (SWS) line provides daily service between Union Station in downtown Chicago and Manhattan, IL. Metra operates the SWS line and owns part of the line; the remainder is leased from the Norfolk Southern Railway. Ridership on the SWS line totaled 2.6 million annual unlinked passenger trips in 2013, 3.0% more than prior year.
PACE RIDERSHIP RESULTS

Pace Suburban Service

Pace Suburban Service recorded 35.9 million annual unlinked passenger trips in 2013, an increase of 1.4% over prior year. 2013 marked the third consecutive year of positive ridership growth for Pace Suburban Service.

Pace Suburban Service is comprised of fixed-route service, Dial-a-Ride, and vanpool. Pace’s fixed-route service operates 199 routes in more than 220 communities in the six-county RTA region. There are nine Pace-owned fixed-route service divisions. These divisions are: Fox Valley, Heritage, North, North Shore, Northwest, River, South, Southwest, and West. The map below illustrates ridership levels by these divisions. Higher columns indicate greater ridership. The lines on the map signify the specific bus routes that make up each division.
**Fixed-Route Service**

Pace-owned Service

In 2013, Pace-owned fixed-route service recorded 30.7 million annual unlinked passenger trips, an increase of 1.1% over 2012. The West Division recorded the highest ridership of all Pace-owned fixed-route service divisions, with 7.3 million unlinked passenger trips in 2013. The South Division fell to the second highest ridership spot in 2013 after its ridership declined by 6.3% to 6.9 million unlinked passenger trips. The Fox Valley and Heritage Divisions served the fewest riders in 2013, recording 828,000 and 1.2 million unlinked passenger trips, respectively.
The Southwest Division, which serves the Village of Bridgeview and the DuPage County area, experienced the greatest ridership growth in 2013, increasing by 8.7% to 3.3 million unlinked passenger trips. The South Division, which serves South Cook County and DuPage County suburbs, experienced the greatest ridership loss in 2013, with ridership declining 6.3% to 6.9 million unlinked passenger trips. This reversed the 6.0% growth the division achieved in 2012. The North Division, operating in Waukegan and the far northwest suburbs, also recorded unfavorable ridership results in 2013 after experiencing nearly 10.0% growth in 2012.

Ridership on the River Division, which serves the greater Elgin area, increased 5.4% in 2013 to 1.3 million annual unlinked passenger trips. The North Shore Division, which operates in Evanston and the northern suburbs, experienced ridership growth of 5.1%, increasing to 1.5 million unlinked passenger trips in 2013. Ridership on the Heritage Division, which serves the southwest suburbs and Joliet, increased 4.9% in 2013 to 1.2 million annual unlinked passenger trips. The West Division, operating in western Cook County and DuPage County, recorded 7.3 million annual unlinked passenger trips in 2013, an increase of 2.8% over prior year. The Northwest Division, which serves Des Plaines and the northwest suburbs, recorded 6.4 million annual unlinked passenger trips in 2013, 2.6% growth over prior year. The Fox Valley Division, which serves the Aurora and Naperville communities, recorded positive ridership growth of 0.5% in 2013, logging 828,000 unlinked passenger trips. This represented an improvement over 2012 when it was the only Pace-owned fixed-route division to lose ridership.
Contracted Service

In addition to Pace-owned service, Pace provides municipal contracted service subsidized by the City of Highland Park, Village of Niles, and Village of Downers Grove. Pace also contracts directly with three private transit providers for fixed-route service in 28 different communities, many of which are funded by the Job Access Reverse Commute (JARC) program.

Total municipal and private contracted bus service ridership grew by 1.3% in 2013 to 1.8 million unlinked passenger trips. Growth in ridership on contracted service was driven by ridership growth on the City of Highland Park municipal service, which increased 4.6% to 474,000 unlinked passenger trips, and Private Contract Service, which increased 2.5% to 958,000 unlinked passenger trips. In contrast, ridership for the Village of Niles contracted service declined 6.9% to 286,000 unlinked passenger trips in 2013. This marked the fifth consecutive year of ridership loss on Village of Niles service. Ridership on Village of Downers Grove contracted service also declined 0.5% to 83,000 unlinked passenger trips.
Vanpool, Dial-a-Ride, Taxi Access Program

In addition to Fixed-route and Contracted Service, Pace operates Vanpool, Dial-a-Ride, and Taxi Access programs.

Dial-a-Ride is a door-to-door service that is contracted by a municipality and operated by Pace. Vanpool is a Pace-sponsored car sharing program in which 5-13 people share a Pace van to travel to and from work. Each rider pays a monthly fare based on distance and number of participants. Taxi Access is a reduced rate taxi program for RTA-certified ADA Paratransit customers that operates within the City of Chicago.

Dial-a-Ride experienced 11.5% ridership growth in 2013, increasing to 1.2 million unlinked passenger trips. Vanpool also recorded increased ridership growth in 2013, growing 2.4% to 2.2 million unlinked passenger trips. Ridership on Taxi Access declined 19.2% in 2013 to 46,000 unlinked passenger trips. Ridership on Taxi Access continues to decline as ridership on ADA Paratransit service increases.
ADA Paratransit Service

Ridership on ADA Paratransit service increased 5.5% in 2013 to 4.0 million unlinked passenger trips. Ridership growth was driven by increases on both City of Chicago and Suburban ADA Paratransit service. Chicago service makes up the bulk of ADA Paratransit trips, with 3.1 million trips recorded in 2013. Suburban service accounts for 21% of total ADA Paratransit service, but recorded more ridership growth than the City of Chicago in 2013.
FARE HISTORY

CTA implemented a fare policy change in 2013 which reduced the discount on its unlimited ride passes while keeping the base fare stable. Metra implemented a fare policy change in 2013 which eliminated the discount on its 10-ride ticket. The chart on the following page illustrates all fare increases and adjustments at CTA, Metra, Pace Suburban Service, and Pace ADA Paratransit from 2000 to 2013.

- Over the fourteen-year period, CTA had four fare increases; in 2004, 2006, 2009, and 2013. In 2013, CTA increased the price of its 1-day, 3-day, 7-day, and 30-day passes and added a $2.75 surcharge for rides originating at O'Hare Airport. Single ride reduced fare for seniors and disabled persons (not in the Benefit Access Program) increased to $1.00 for bus and $1.10 for rail, bringing the federally mandated reduced fare program back to a half fare. The fare for high school students was reduced from $0.85 to $0.75. In addition, CTA introduced a new $3.00 single ride ticket which includes two transfers.
- Metra implemented fare increases in 2002, 2006, 2008, and 2012. In addition to these fare increases, Metra made a fare adjustment in 2010 which raised the price of one-way fares and weekend pass tickets and increased the on-board purchasing penalty to $3.00. Metra also instituted a fare policy change in 2013, eliminating the discount on the 10-ride ticket.
- Pace Suburban Service increased fares in 2000, 2001, and 2009. The fare increase in 2009 raised the full-price fare to $1.75 with a $0.25 transfer. The cost of vanpool service also increased at this time.
- Fares for Pace ADA Paratransit increased in 2009 to $3.00 for both Chicago and Suburban ADA Paratransit service.
## System Fare Increase History

<table>
<thead>
<tr>
<th>Year</th>
<th>CTA</th>
<th>Metra</th>
<th>Pace</th>
<th>Pace ADA Paratransit</th>
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<tbody>
<tr>
<td>2000</td>
<td></td>
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<td>1/1/2000 - Fare increased from $1.15 to $1.25.</td>
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<td>2001</td>
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<td>4/1/01 - Fare increased to match CTA ($1.50 + $0.30 transfer).</td>
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<td>2002</td>
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<td>6/1/02 - Fare increased 5% across the board; on-board purchase penalty increased to $2.00</td>
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<td>2003</td>
<td>1/1/04 - Fare increased from $1.50 to $1.75; while cost of transfer reduced to $0.25. Rail fare increased to $2.00 with Transit Card. CTA began promoting Chicago Card w ith embedded chip.</td>
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<td>2004</td>
<td>2/1/06 - Fare increased 5% across the board</td>
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<td>2005</td>
<td>1/1/06 - Cash fare increased to $2.00. Fares remained the same for Transit Card/Chicago Card users.</td>
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<td>2006</td>
<td>2/1/08 - Fare increased 10% across the board (10 million revenue per year allocated to Capital Projects)</td>
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<td>2007</td>
<td>1/1/09 - Fare increased to $1.75 with $0.25 transfer. Vanpool fares increased 10%.</td>
<td>11/15/09 - Fare increased from $2.25 to $3.00 for Chicago service area and from $2.50 to $3.00 for suburban service area.</td>
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<tr>
<td>2008</td>
<td>2/1/10 - One-Way fares increased by approx. 6% and Weekend ticket prices increased from $5.00 to $7.00. Onboard purchase penalty increased from $2.00 to $3.00. Quarter-rounding of fares introduced.</td>
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<td>2009</td>
<td>2/1/12 - 25% increase in average fare (15.7% One-Way; 30% Ten-Ride; 29.4% Monthly). One-Way tickets valid for 14 days from date of purchase and not eligible for refund; Monthly tickets valid only for the month issued and refunds subject to $5.00 handling fee</td>
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<td>2010</td>
<td>2/1/13 - &quot;10 rides for the price of 9&quot; discount on 10-ride ticket discontinued.</td>
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