

# CONTENTS

EXECUTIVE SUMMARY .....	1
Overview .....	1
Ridership Results.....	2
Market Analysis.....	4
REGIONAL ECONOMY .....	6
REGIONAL RIDERSHIP.....	9
RTA System .....	9
CTA RIDERSHIP RESULTS .....	10
CTA Bus .....	10
CTA Rail .....	20
METRA RIDERSHIP RESULTS.....	26
PACE RIDERSHIP RESULTS .....	31
Pace Suburban Service.....	31
Vanpool, Dial-a-Ride, Taxi Access Program.....	34
ADA Paratransit Service .....	35
FARE HISTORY .....	36

# EXECUTIVE SUMMARY

## Overview

This 2014 Regional Ridership Report provides a detailed analysis of system ridership trends. The RTA system recorded its second consecutive year of ridership decline in 2014, with total system ridership decreasing 2.3% to 636.5 million annual unlinked passenger trips. This decline in annual ridership was driven by ridership losses on CTA bus and Pace bus, consistent with a national trend. National Transit Database (NTD) data indicates that four of CTA's five urban bus peers and two of Pace's five suburban bus peers also reported ridership losses in 2014.

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.

The economy has improved significantly since 2012, with regional unemployment falling to 6.1% in 2014 and the regional job level now 4.4% greater than it was in 2010. However, concurrent to this strong economic growth, system ridership actually declined by nearly 30 million annual trips between 2012 and 2014. Reasons for this ridership decline include: extreme winter weather in early 2014, a relative increase in part-time workers, the popularity of alternative transportation options such as Divvy bike share, Uber, and Lyft, and a drop in gas prices in late 2014. CTA ridership, specifically, was also negatively impacted by the elimination of 13 bus routes in late 2012 and a 2013 fare increase. Over 40% of Pace riders transfer from Pace buses to the CTA, making Pace's ridership closely linked to CTA's ridership trends.

- CTA ridership of 514.2 million annual unlinked passenger trips in 2014 was 2.8% less than prior year and the lowest annual ridership result for CTA since 2007. CTA bus ridership declined by 8% while CTA rail ridership increased by 4%.
- Pace Suburban Service also recorded ridership losses in 2014, declining 3.1% to 34.8 million annual unlinked passenger trips. This was the first year of negative ridership results for Pace since it lost nearly 15% of its ridership base at the height of the recession in 2009. With the implementation of the Ventra card system, Pace eliminated

cash transfers in mid-2014, making multi-segment travel more expensive for non-Ventra card users and contributing to some of the ridership loss.

- Metra experienced ridership growth of 1.3% in 2014, the second consecutive year of positive ridership growth. Ridership of 83.4 million in 2014 marked the second highest recorded ridership year in Metra history, behind only 2008.
- Pace ADA Paratransit ridership has increased every year since 2010, when its ridership was flat to prior year. In 2014, Pace ADA Paratransit recorded 4.2% ridership growth, with annual ridership increasing to 4.1 million unlinked passenger trips.

## Ridership Results

RTA System Ridership (in millions)						
	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2014 Growth</u>
CTA	516.9	532.0	545.6	529.2	514.2	-2.8%
Metra	81.4	82.7	81.3	82.3	83.4	1.3%
Pace Suburban Service	32.3	33.7	35.4	35.9	34.8	-3.1%
Pace ADA Paratransit	2.8	3.4	3.8	4.0	4.1	4.2%
<b>System</b>	<b>633.4</b>	<b>651.8</b>	<b>666.1</b>	<b>651.4</b>	<b>636.5</b>	<b>-2.3%</b>

Total system ridership declined 2.3% to 636.5 million unlinked passenger trips in 2014 due to unfavorable ridership results at CTA and Pace. This was the second consecutive year of unfavorable ridership results for the RTA system.

Metra was the only Service Board, apart from Pace ADA Paratransit, to record positive ridership results in 2014. This was the second consecutive year of ridership growth for Metra, and the second highest recorded ridership year in Metra history, with ridership growing 1.3% to 83.4 million unlinked passenger trips. CTA ridership declined 2.8% to 514.2 million unlinked passenger trips in 2014, driven by an 8.0% decrease in bus ridership. CTA rail, in contrast, recorded nearly 4% growth. However, this was not enough to offset the losses on CTA bus. Pace ridership also declined, with Suburban Service ridership falling 3.1% to 34.8 million unlinked passenger trips in 2014. Ridership declined at each of Pace's nine fixed-route divisions. This decline in ridership came after four consecutive years of positive ridership growth at Pace. Pace ADA Paratransit ridership increased 4.2% in 2014 to 4.1 million annual unlinked passenger trips. While ADA Paratransit ridership increased, the growth was lower than in previous years.

Unfavorable system ridership results during the last two years were largely driven by ridership losses at the CTA, whose ridership accounts for nearly 81% of total regional ridership. CTA bus and rail both lost ridership in 2013, due to bus route eliminations, a fare increase, and the 5-month closure of the Red Line South. While rail ridership rebounded in 2014 to tally its highest ridership result in 50 years with the re-opening of the Red Line South, bus ridership continued

to decline. Long term trends at CTA show bus ridership fluctuating as rail ridership grows. Rail ridership grew 17.5% between 2009 and 2013, increasing through the recession, while bus ridership declined by 13.4% during this same 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. CTA responded to riders' demand for more rail service in late 2012, eliminating 13 duplicative bus routes (some duplicative with Pace) in order to add more trains on almost all rail lines, which were extremely crowded. At this time, CTA also improved service on 48 bus routes. CTA continues to monitor demand and adjust service levels as necessary.

As technology improves, riders have increasingly more travel information available to them, allowing them to make smarter decisions about their transit options. With bus and train tracker on their phones, on bus shelters, and in rail stations, riders can evaluate if it makes more sense for them to take a bus, the train, a taxi or car service, or even bike or walk depending on the time of day and when the next bus or train is expected to arrive. A steady increase in average passenger trip length for CTA bus over the last three years suggests that customers may be opting for alternatives to short bus trips. Technology has also supported the rise of non-traditional work schedules and telecommuting, with more and more of our region's workforce connecting to jobs and their work from anywhere. Telecommuting impacts riders' transit consumption patterns by interrupting the traditional two trips a day commuter model; however, it could lead to more trips during non-peak hours. The RTA and Service Boards will continue to evaluate the impact these factors have on riders' demand for transit going forward.

In addition to the long-term effects on ridership stated above, system ridership was also impacted in 2014 by extreme winter weather in the first quarter of the year and a significant dip in gas prices in the fourth quarter. The average temperature was 11 degrees colder than normal in the first quarter. This bitter cold resulted in school and work closings across the region, which had a negative impact on system ridership. CTA and Pace both recorded unfavorable ridership results in the first quarter of 2014. Bus ridership was hit particularly hard as riders sought to avoid waiting outside in the cold and snow. Ridership failed to rebound in the second and third quarters and further deteriorated in the fourth quarter with a rapid fall in gas prices. Prices trended below 2013 levels for much of 2014 and declined sharply starting in October, reaching \$2.72 a gallon by December. National trends indicate that transit ridership dips when gas prices decrease, thereby reducing the cost of operating a car. CTA and Pace both recorded unfavorable ridership results in the fourth quarter of 2014 compared to prior year.

Another factor which negatively impacted Pace's ridership was the elimination of \$0.25 transfers with cash fares as of July 2014. With this change in policy, riders who do not use the Ventra card are charged the full fare for each ride of a multi-route trip. Pace fare data indicates that approximately 20% of its riders have not transitioned to the Ventra system and continue to pay cash fares; thus, the elimination of cash transfers effectively served as a large fare increase for a significant portion of its ridership base. However, this move aligns Pace's fare policy with that of the CTA which had previously eliminated transfers on cash fares.

## Market Analysis

CTA and Pace both experienced widespread bus ridership losses in each of their route groups and divisions in 2014. These losses occurred across the map and cannot easily be attributed to specific geographic locations or route types. The few CTA bus routes that did experience positive ridership growth included east-west routes that serve as feeder lines to the Red Line, including those feeding into the 95<sup>th</sup> Street station. These routes experienced significant losses in 2013 due to the closure of Red Line South and saw their ridership rebound in 2014 with the reopening of the rail line. Both CTA and Pace continue to evaluate these losses and perform service analyses to implement network restructuring where necessary.

Bus ridership declines across the system in recent years are indicative of changing transit consumption patterns, with riders placing exceedingly more value on quick, efficient service. 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. Despite ridership losses across Pace's system, Bus-on-Shoulder ridership increased by 30% in 2014.

Ridership on the CTA's J14 Jeffery Jump BRT service declined in 2014 with the reopening of the Red Line South. CTA has made targeted investments in its rail infrastructure in recent years which have improved service and travel times and contributed to historical rail ridership gains. 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 many 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, the Your New Blue station and track upgrade project which started in 2014, and the Red and Purple Line Modernization Project slated for 2017.

Despite the overall decline in system ridership, two consecutive years of positive ridership growth on 9 of 11 Metra rail lines signals a strong regional economy. As a commuter rail system, Metra's ridership is very closely tied to regional jobs, particularly jobs in the central business district of Chicago. Metra continues to see steady ridership gains on train lines serving the northern and western suburbs. The BNSF, which provides daily rail service from Union Station to Aurora in DuPage County, is Metra's highest ridership line, providing 16.7 million unlinked passenger trips in 2014, an increase of 0.6%. The Union Pacific Northwest line (UP-NW), with service from Ogilvie Transportation Center to McHenry County, with stops in northwestern Cook County, is Metra's second highest ridership line, recording 11.6 million annual unlinked passenger trips, an increase of 3.8%. The North Central Service (NCS) line, which provides daily service between Union Station and Antioch, IL, with stops in Cook and Lake Counties, is Metra's second smallest stand-alone line, but recorded the most growth by increasing 7.9% to 1.8 million unlinked passenger trips.

The Metra Electric District (MED) line, which travels from Millennium Station to University Park, IL, and the Rock Island District (RID) line, which travels from LaSalle Street Station to Joliet, IL,

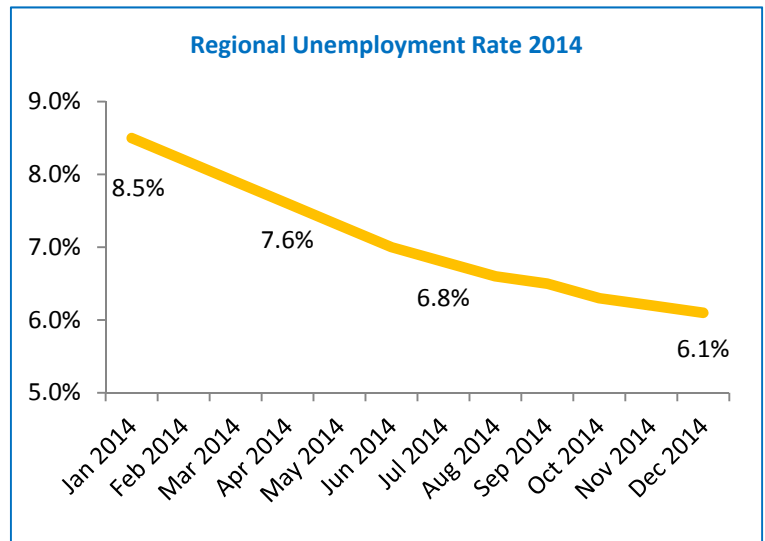
were the only two Metra lines to lose ridership in 2014. These lines serve the South Side of Chicago and the south and southwestern suburbs of Chicago, respectively. While ridership losses on the RID came after positive growth in 2013, 2014 marked the third year of ridership losses on the MED line. Ridership on the MED line has declined by nearly 20% since 2007.

# REGIONAL ECONOMY

## Unemployment

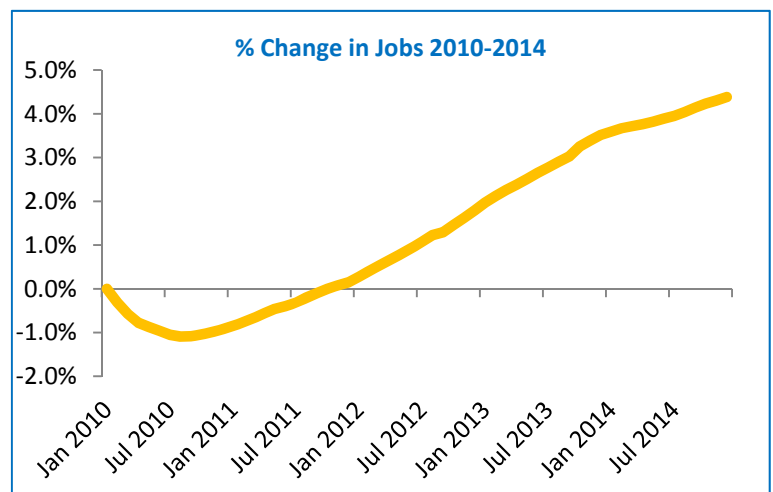
The regional unemployment rate improved steadily in 2014, declining by 2.4 percentage points to 6.1%.

The underemployment rate, a measure that captures the number of workers who are over-qualified or part-time despite seeking full-time, high-skill employment, decreased by 1 percentage point year-over-year to 12.7% at the end of 2014. This figure remains relatively high when compared to the pre-2008 level of about 9%.



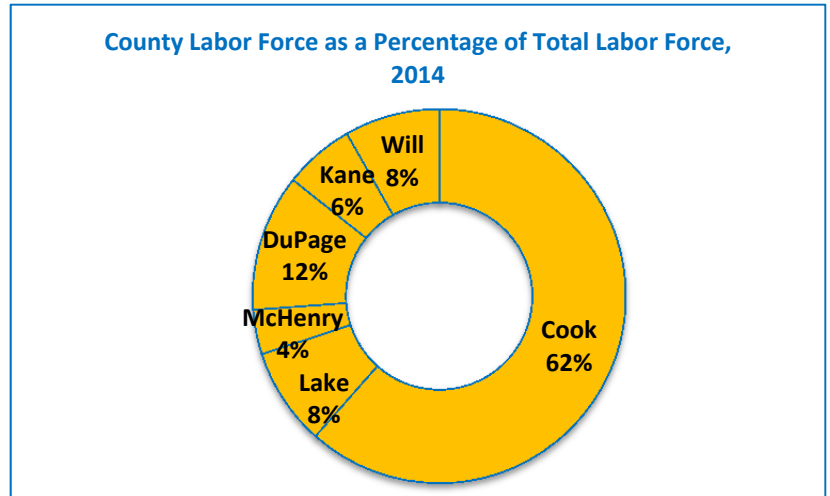
## Employment

In December 2014 there were 3.8 million jobs in the region, 36,000 or 0.9% more than in December 2013. The 12-month moving average of regional jobs has been progressively increasing and is now 4.4% greater than 2010 levels.

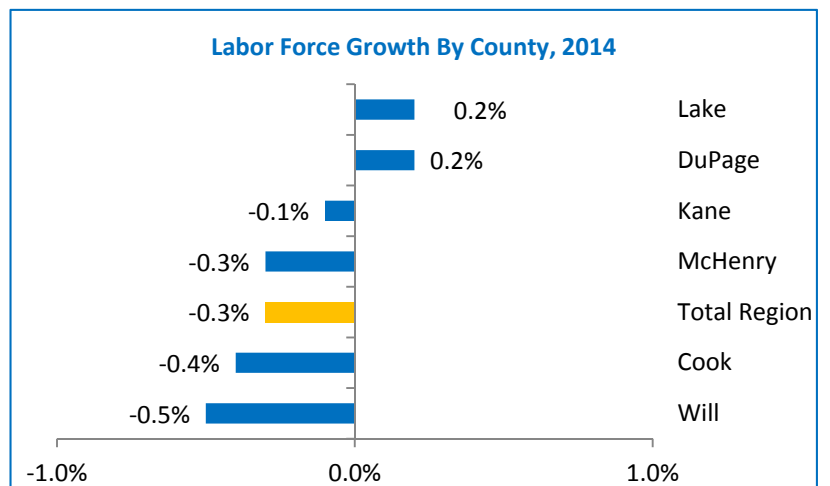


## Labor Force

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 2014, a decrease of 0.3% from prior year. This indicates that even though the region is adding jobs and the unemployment rate is decreasing, individuals are also leaving the labor force which may be contributing to some of the decline in unemployment.



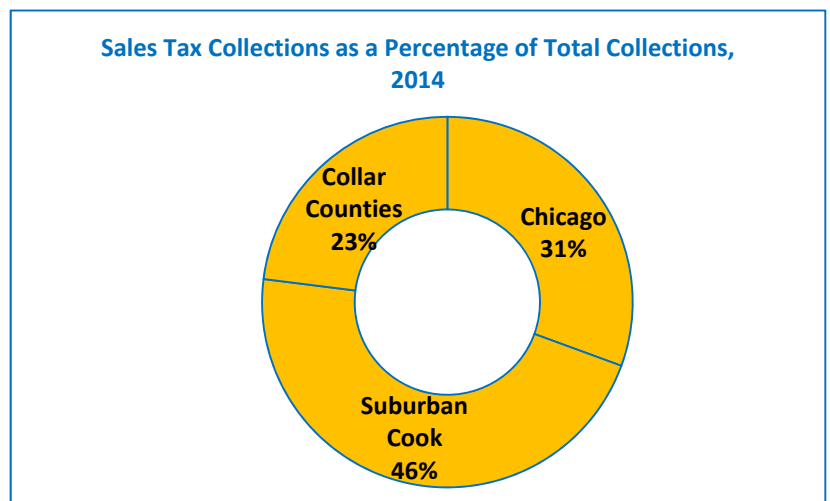
Cook County workers made up 61.5% of the region’s labor force with 2.7 million individuals in 2014. Combined, the collar counties accounted for 1.7 million or 38.5% of the region’s labor force. DuPage and Lake were the only counties to experience labor force gains in 2014, both growing by 0.2%. Will County experienced the greatest labor force loss, declining by 0.5% in 2014.



## 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 retail sales in Cook County and 0.5% on retail sales in the collar counties.

Total sales tax collections for the RTA region equaled \$1.12 billion in 2014, 4.9% greater than the 2013 result of



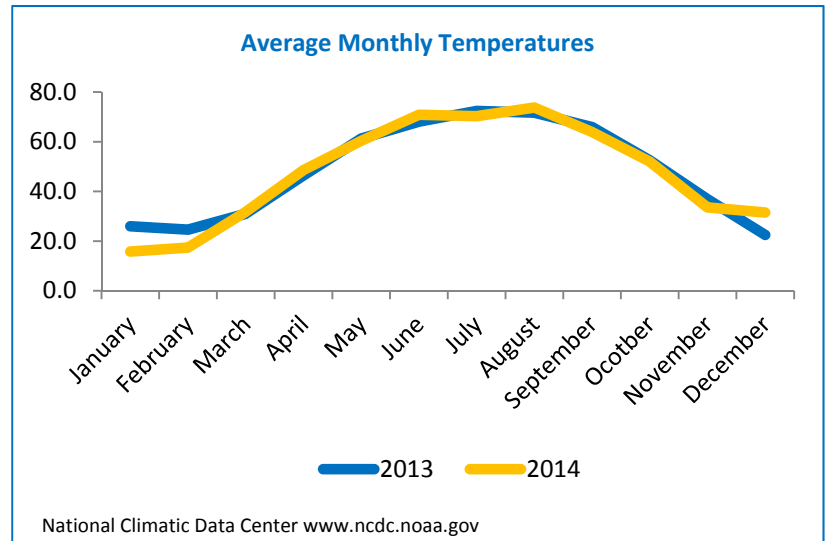


\$1.07 billion. Sales tax collections in Suburban Cook County generated the most revenue in 2014, accounting for \$522 million or 46% of total sales tax collections. Revenue generated in Chicago accounted for \$344 million or 31% of total collections and revenue generated in the collar counties made up the remaining \$259 million or 23% of total collections.

## Temperature

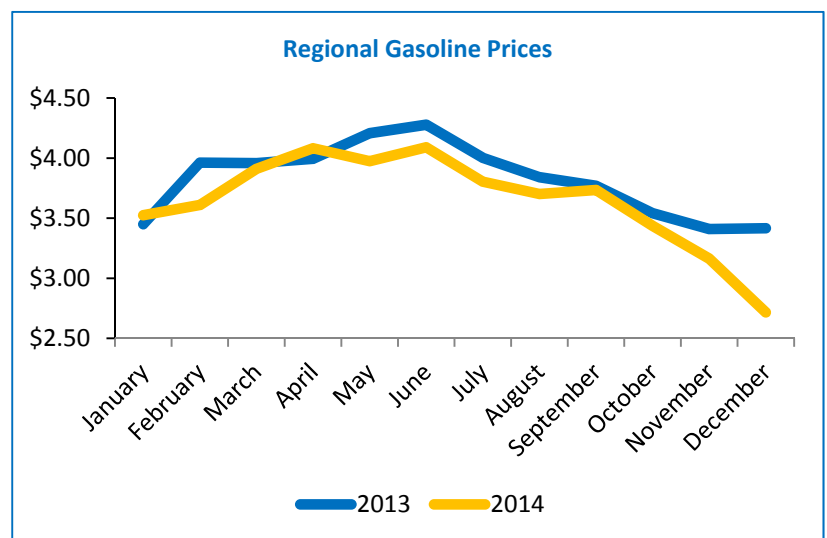
Temperatures in the region trended significantly below average in the first quarter of 2014 and this had a strong, negative impact on system ridership that persisted throughout the year.

The average temperature in the first quarter was 5.5 degrees colder than the first quarter of 2013 and 11 degrees colder than the historical average. The remaining months of the year trended around 2 degrees warmer than 2013, but 2 degrees cooler than the historical average.



## Fuel Prices

The average annual cost for a gallon of gas in the region in 2014 was \$3.65, \$0.17 less than the average cost per gallon in 2013. Prices trended below 2013 levels for much of 2014, with prices declining sharply starting in October. When fuel prices are low, the cost of operating a car decreases, making driving more attractive and less of a cost burden to commuters. The lower cost of fuel compared to 2013 may have contributed to some of the ridership losses recorded in 2014.



# REGIONAL RIDERSHIP

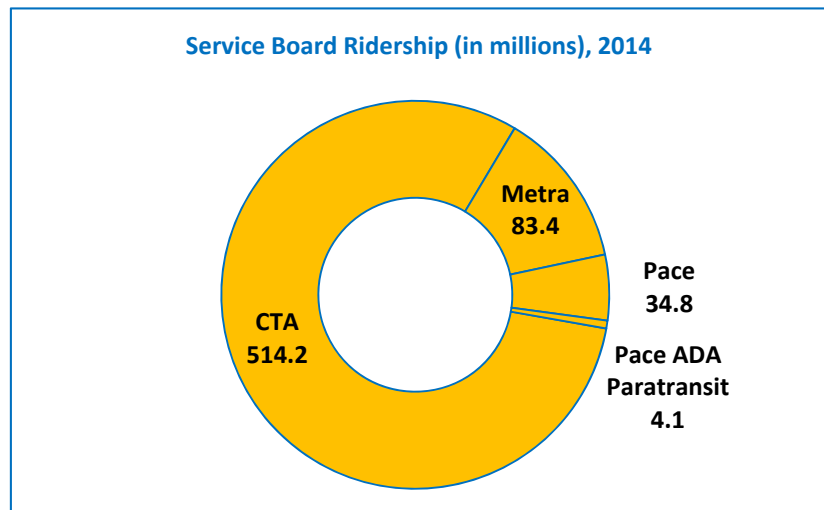
## RTA System

Total RTA system ridership decreased by 2.3% to 636.5 million trips in 2014.

Metra recorded 83.4 million annual unlinked passenger trips in 2014, 1.3% higher than prior year, marking the second consecutive year of positive growth. Metra was the only Service Board to record positive ridership growth in 2014.

CTA recorded 514.2 million annual unlinked passenger trips. This represented a loss in ridership of 2.8% compared to 2013. Ridership on CTA bus, which accounts for nearly 54% of all CTA passenger trips, was down 8.0% compared to 2013. Bus ridership was significantly impacted by the extreme weather in the first quarter of 2014 and never rebounded. It was further impacted by falling gas prices in the fourth quarter. CTA rail ridership grew by 3.9% in 2014, but this growth was not enough to offset the losses on CTA bus.

Pace Suburban Service experienced 3.1% ridership loss in 2014, with ridership declining to 34.8 million unlinked passenger trips. Pace's ridership loss was also the result of extreme weather and falling gas prices, as well as the elimination of cash transfers with the transition to Ventra in July 2014. This ridership loss follows three years of positive ridership growth for Suburban Service.

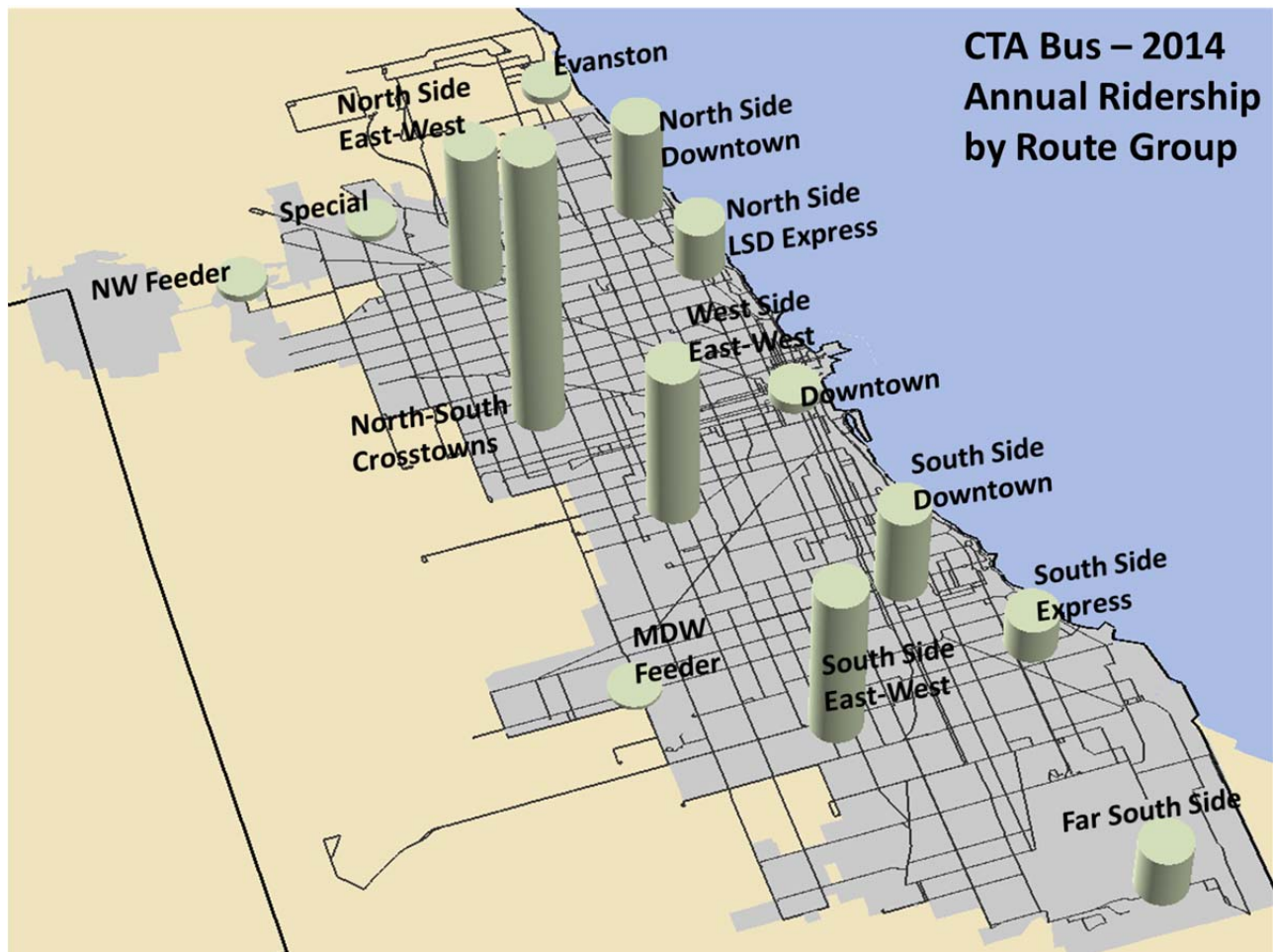


Pace ADA Paratransit ridership increased 4.2% to 4.1 million annual unlinked passenger trips in 2014. While ADA Paratransit ridership increased, this growth was at a slower rate than in previous years.

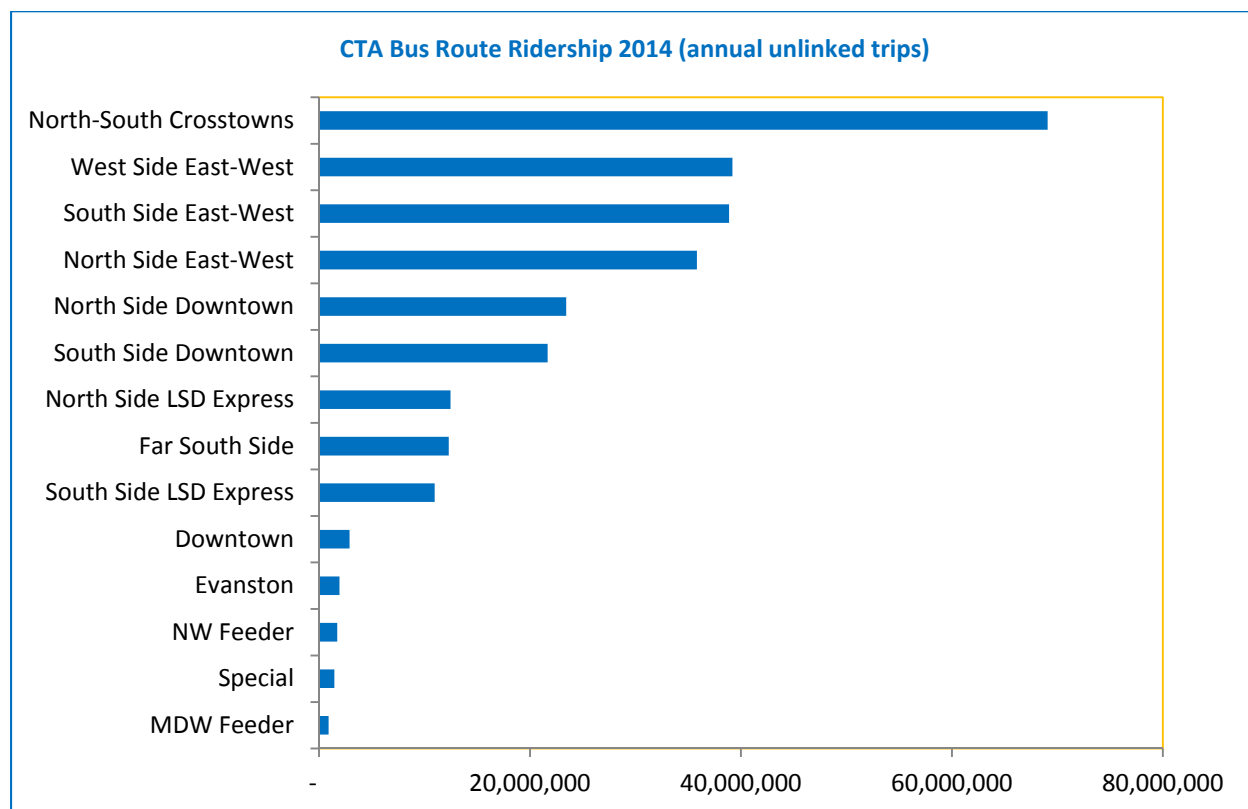
# CTA RIDERSHIP RESULTS

## CTA Bus

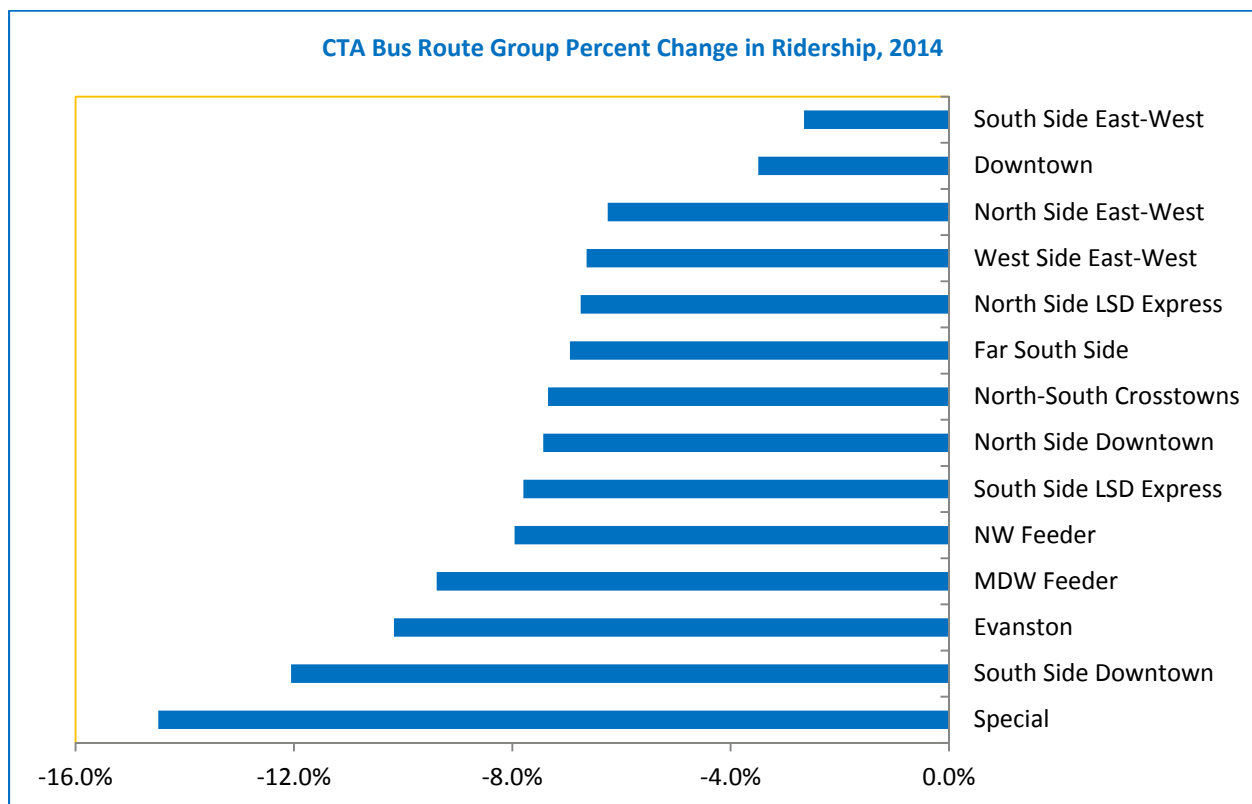
In 2014 there were 127 CTA bus routes in operation. These routes were assigned to 14 route groups signifying the territories in which they operate. The map below illustrates ridership levels by route group. Higher columns indicate greater ridership. The lines on the map represent CTA bus routes.



CTA bus ridership totaled 276.1 million passenger trips in 2014, down 8% from prior year. CTA bus ridership was negatively impacted in 2014 by the extreme winter weather in the first quarter, the growing popularity of alternative transportation options such as Uber, Lyft, and Divvy bike share, as well as falling gas prices in the latter part of the year.



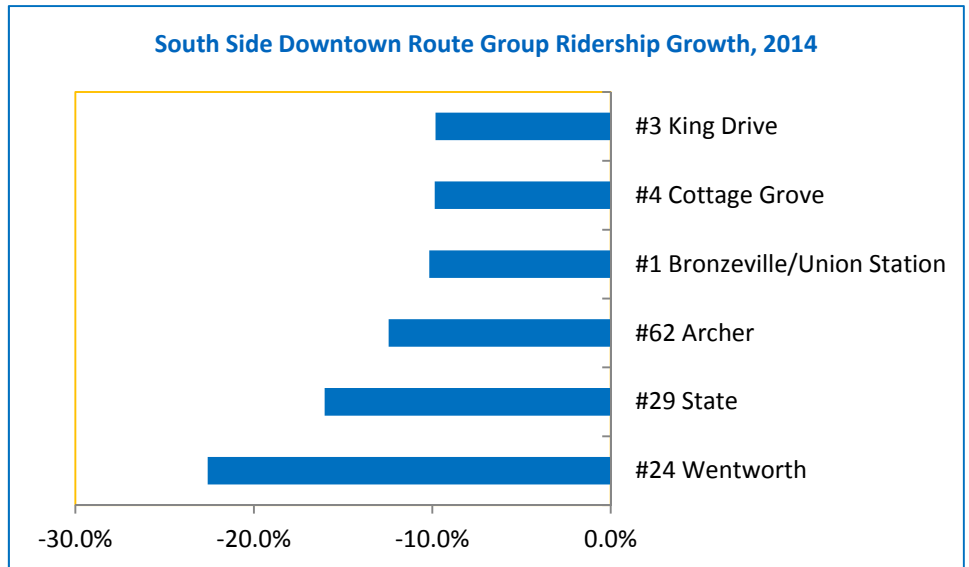
Bus ridership was down in every area that CTA operates, with none of the 14 bus route groups experiencing positive ridership growth in 2014. The Special and South Side Downtown route groups experienced the greatest ridership losses, with ridership on routes in these two groups declining by 14.5% and 12%, respectively. The Special route group was the only group to see a route discontinued—the #154 Wrigley Field Express. This contributed to just a portion of the overall ridership loss in the group. The South Side Downtown route group experienced a large loss in ridership in 2014 because these routes did well in 2013 as Red Line alternatives. The Downtown and South Side East-West route groups were the only ones to record less than 5% ridership loss in 2014. The South Side East-West route group recorded the lowest ridership loss of all groups, as its ridership rebounded from being impacted by the Red Line closure 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 and feeder groups.

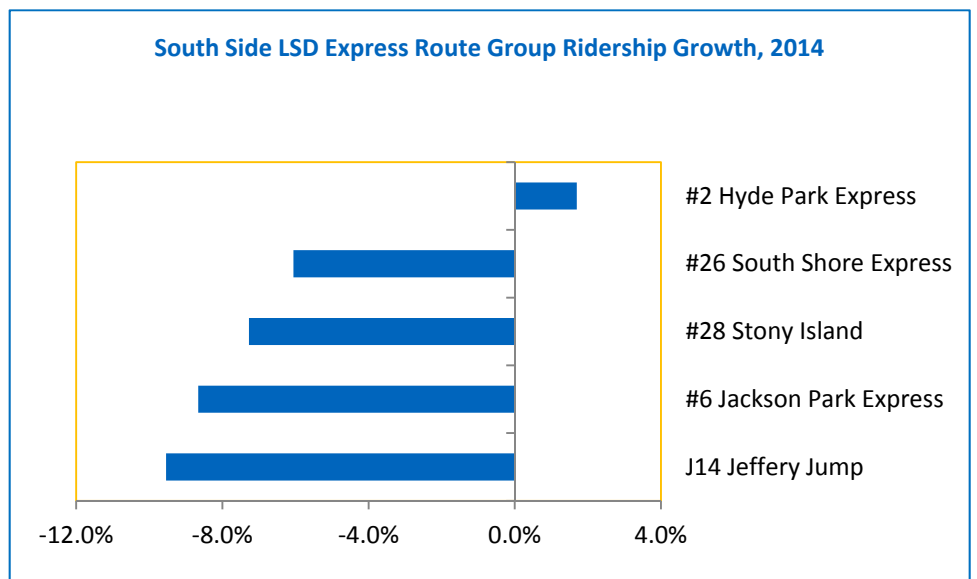
*South Side Downtown*

The South Side Downtown bus route group recorded 21.7 million annual unlinked passenger trips in 2014, 12.1% less than in 2013. The #24 Wentworth and #29 State, which both experienced positive ridership growth in 2013 as Red Line alternatives, experienced the greatest ridership losses in 2014, with their ridership declining by 22.6% and 16.0%, respectively. The #4 Cottage Grove is the largest route in the group with 6.7 million unlinked passenger trips in 2014.



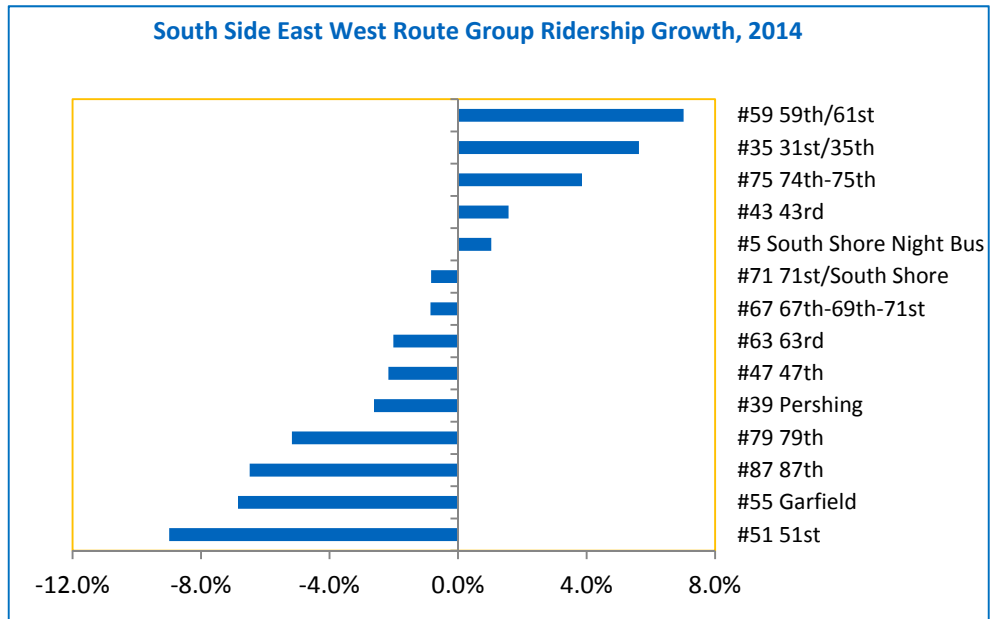
*South Side Lake Shore Drive (LSD) Express*

The South Side LSD Express bus route group recorded 10.9 million annual unlinked passenger trips in 2014, a loss of 7.8% from prior year. This ridership decline was driven by ridership losses on the two largest routes in the group: the #6 Jackson Park Express and the J14 Jeffery Jump, a BRT service that operates along Jeffery Boulevard. Both routes recorded 3.6 million unlinked passenger trips in 2014. The #2 Hyde Park Express was the only route to record positive ridership gains, increasing by 1.7% in 2014.



*South Side East-West*

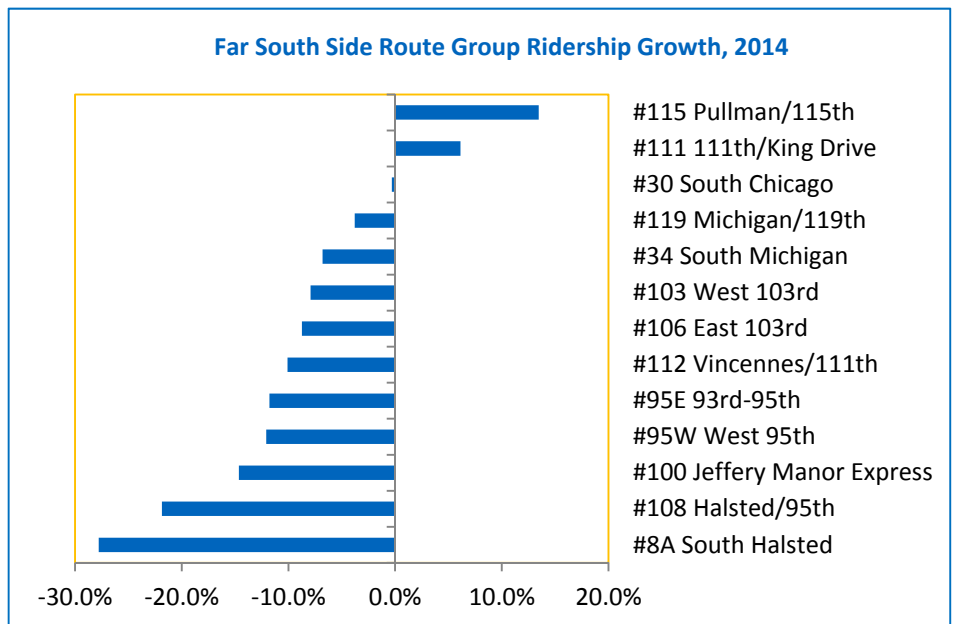
The South Side East-West route group recorded 2.7% less ridership in 2014, declining by 1.1 million to 38.9 million unlinked passenger trips. The South Side East-West routes act as feeder routes to the CTA's Red Line and account for 14% of all CTA Bus ridership. The #5 South Shore Night Bus, #43 43<sup>rd</sup>, #75 74<sup>th</sup>-75<sup>th</sup>, #35 31<sup>st</sup>/35<sup>th</sup>, and #59 59<sup>th</sup>/61<sup>st</sup> street routes



were the only ones in the group to record positive ridership growth in 2014. The #59 59<sup>th</sup>/61<sup>st</sup> route experienced the greatest growth with ridership increasing by 7% compared to prior year.

*Far South Side*

The Far South Side route group recorded 12.3 million annual unlinked passenger trips in 2014, a loss of 6.9% compared to prior year. The #8A South Halsted and #108 Halsted/95th bus routes experienced the greatest ridership losses in the group, with ridership on each route declining by 27.8% and 21.9%, respectively. Ridership loss on the #8A South Halsted came after nearly 10% growth in 2013, when the route functioned as a Red

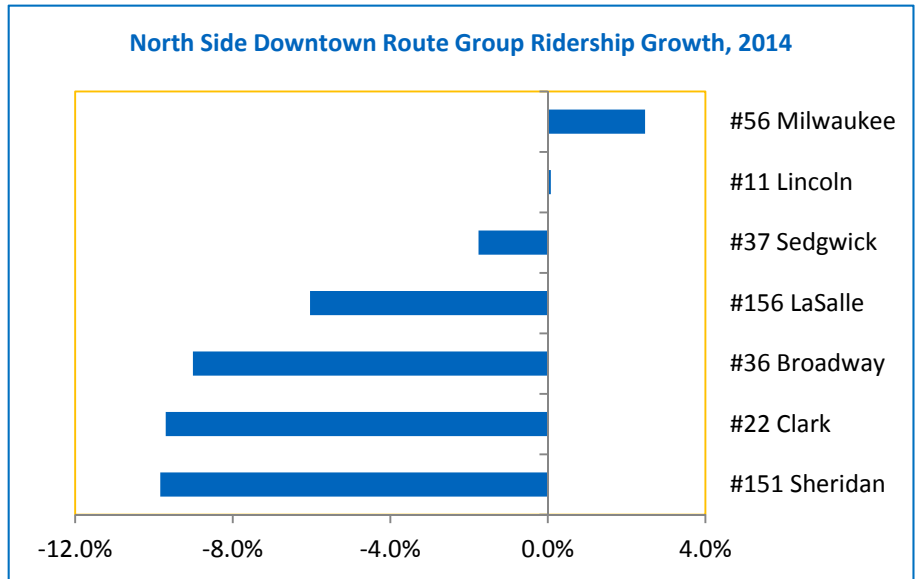


Line alternative. In contrast, new routes #111 111th/King Drive and #115 Pullman/115th, which split into two separate routes in late 2012, were the only routes in the group to grow in 2014.

The #111A Pullman Shuttle, not shown on the chart, also experienced ridership growth, recording 59,000 trips in 2014—up from just 6,400 in 2013.

*North Side Downtown*

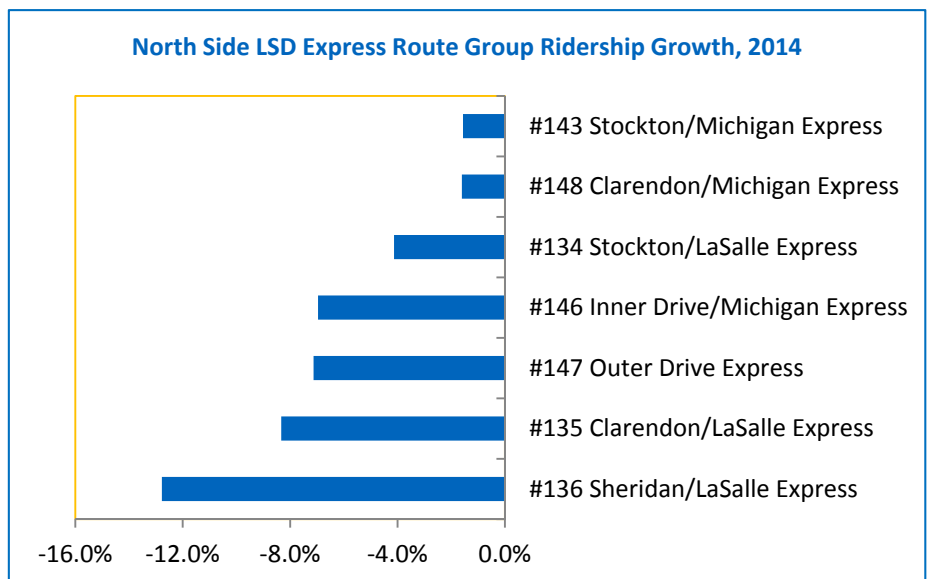
The North Side Downtown bus route group experienced ridership losses of 7.4% in 2014, falling to 23.4 million annual unlinked passenger trips. This represented the fourth consecutive year of ridership decline for this group. Meanwhile, Red Line North ridership grew by 4.1 million rides or 10.5% during this period, which suggests customers are trending toward taking rail in this area.



The #11 Lincoln, significantly shortened in late 2012, and the #56 Milwaukee were the only routes in the North Side Downtown group to experience positive ridership growth in 2014. The largest ridership routes in the group, the #22 Clark, #36 Broadway, and #151 Sheridan, recorded the greatest ridership losses, with each declining by 9.0% or greater.

*North Side Lake Shore Drive (LSD) Express*

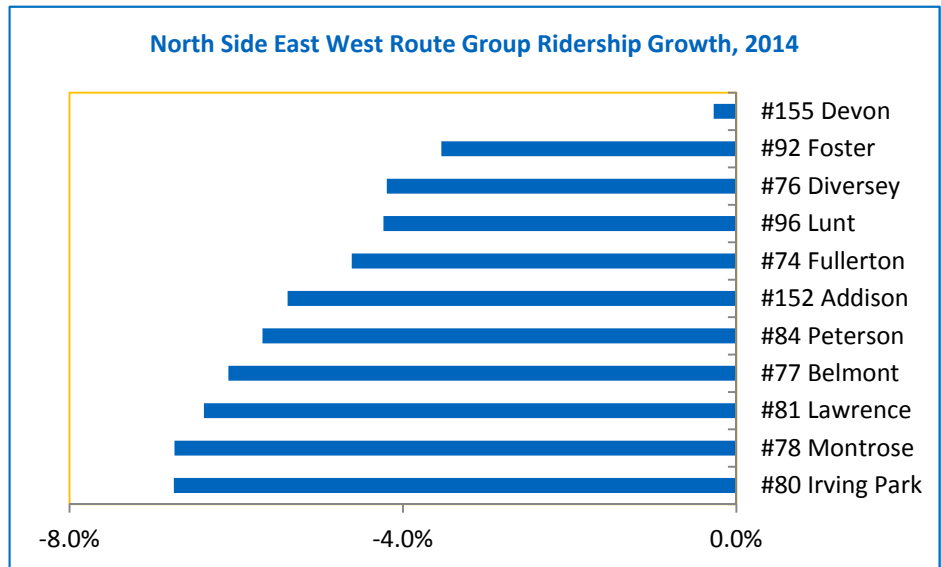
Ridership on the North Side LSD Express bus route group decreased by 6.7% in 2014 to 12.5 million unlinked passenger trips. Ridership declined on each route in the group in 2014. The #136 Sheridan/LaSalle Express experienced the greatest losses, with ridership declining by 12.8%. The #135 Clarendon/LaSalle Express, #146 Inner Drive/Michigan Express, and #147 Outer Drive Express all recorded greater than 7% ridership losses.





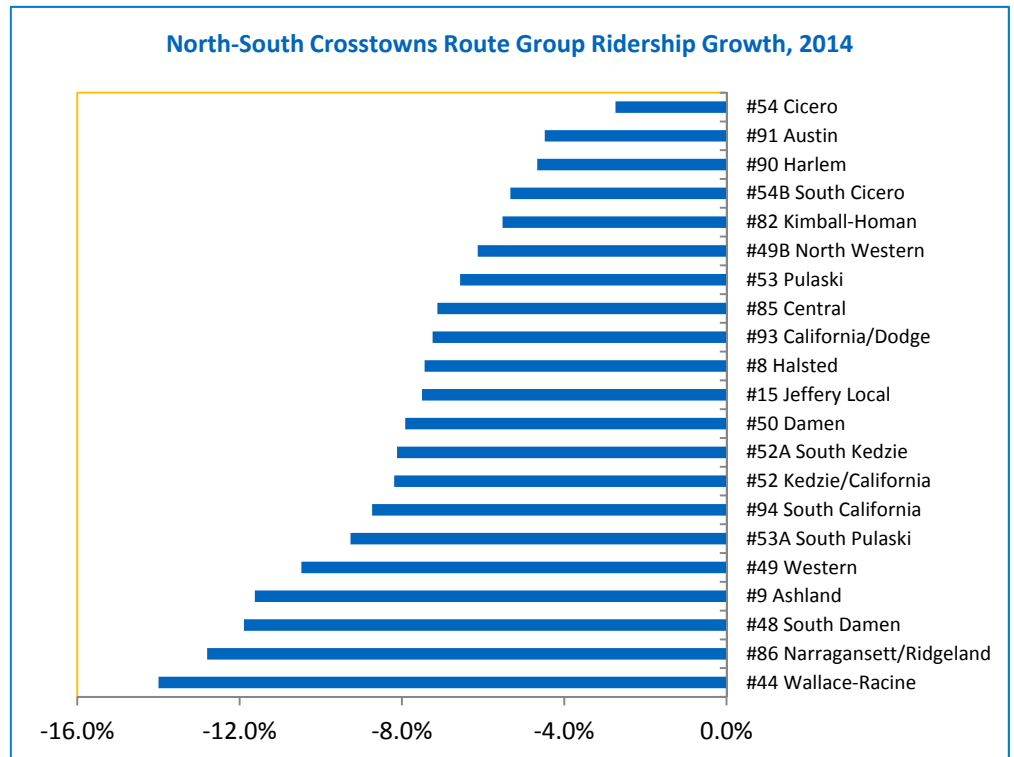
*North Side East-West*

The North Side East-West bus route group recorded 35.8 million annual unlinked passenger trips in 2014, 6.3% lower than prior year. Every route in this route group lost ridership in 2014. The #73 Armitage bus route is not included in the chart due to a data discrepancy; data from this route was interlined with data from the #57 Laramie route in the North-South Crosstowns route group.



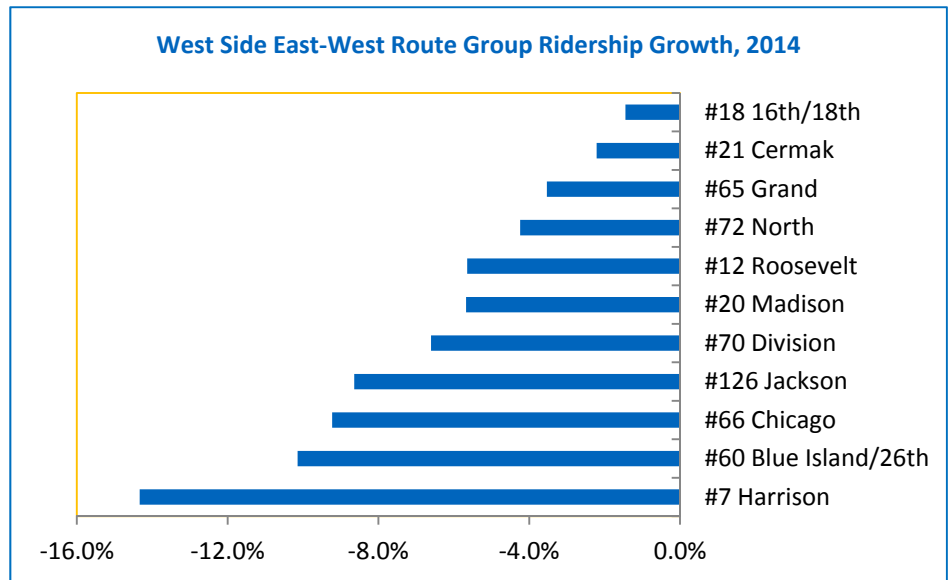
*North-South Crosstowns*

Ridership on the North-South Crosstowns bus route group of 71.2 million annual unlinked passenger trips in 2014 was 7.3% less than prior year. This bus route group has the most bus routes and the greatest ridership of all route groups. Every route in this group experienced losses in 2014 with the #44 Wallace-Racine experiencing the greatest ridership loss, declining by 14% year over year. The #57 Laramie bus route is not included in the chart due to a data discrepancy; data from this route was interlined with data from the #73 Armitage route in the North Side East-West route group.



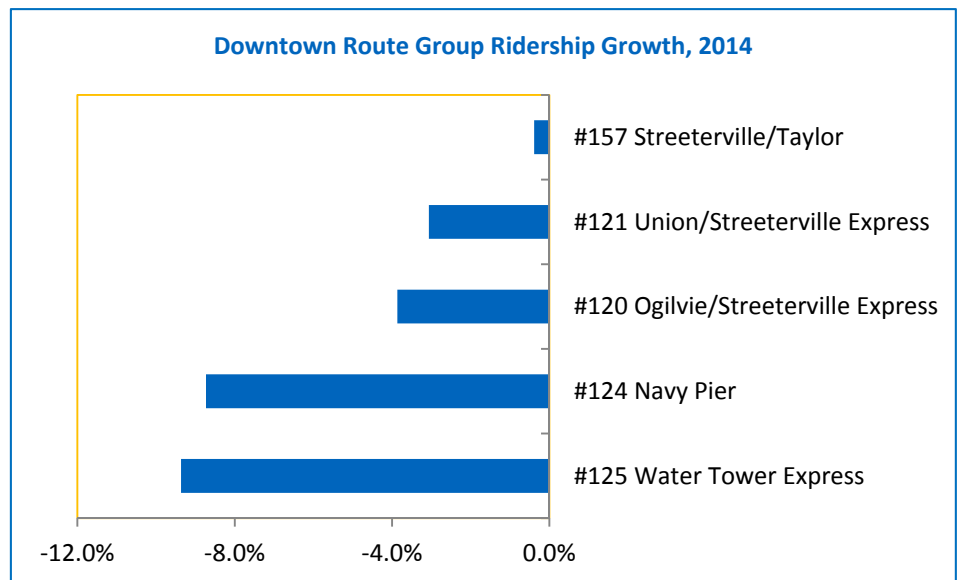
*West Side East-West*

Ridership losses were recorded on every route in the West Side East-West group, as total ridership declined 6.6% to 39.2 million unlinked passenger trips. Despite the loss of riders, the route group continues to have the second highest ridership of all CTA bus route groups. The #7 Harrison, which saw ridership growth in 2013, recorded the greatest ridership loss in 2014 due to the closure of the Harrison Street Bridge for most of 2014 for construction. In addition, the #12 Roosevelt, #20 Madison, #70 Division, #126 Jackson, #66 Chicago, and #60 Blue Island/26<sup>th</sup> all recorded ridership losses greater than 5%.



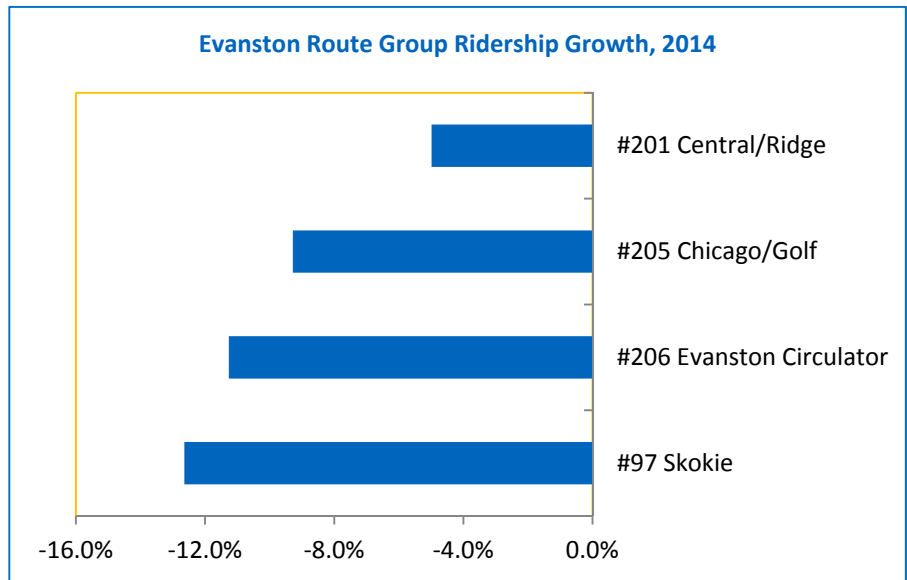
*Downtown*

The Downtown bus route group saw ridership decline by 3.5% in 2014 to 2.9 million annual unlinked passenger trips. Unfavorable results were recorded on every route in the group with the #124 Navy Pier and #125 Water Tower Express recording the greatest losses. Construction of the Loop Link Bus Rapid Transit (BRT) service is expected to finish in 2015. Improved speeds and travel times will promote ridership growth in this area in 2016.



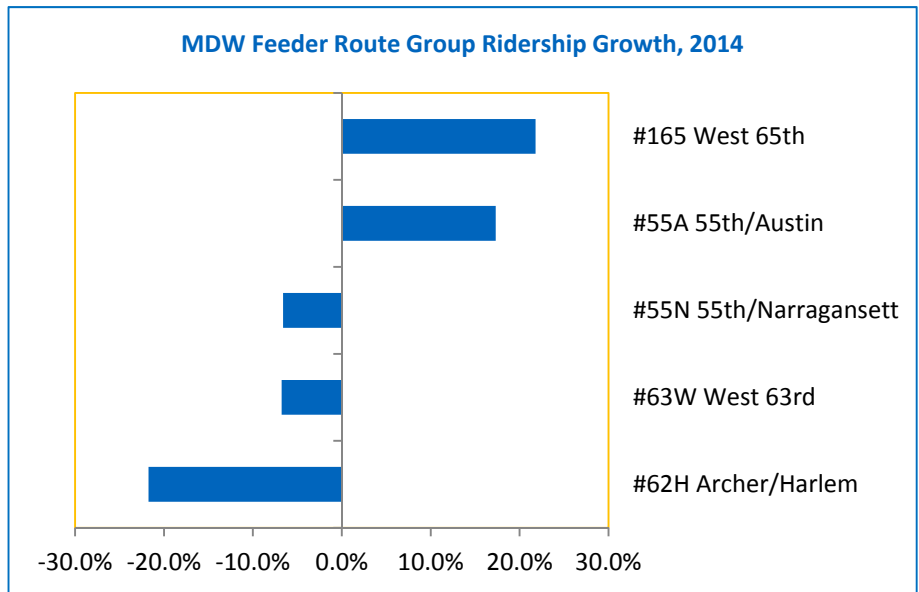
*Evanston*

The Evanston bus route group recorded 1.9 million annual unlinked passenger trips in 2014, 10.2% lower than prior year. Negative ridership results were driven by a ridership decline of 12.6% on the #97 Skokie, the largest route in the group. The #201 Central/Ridge, #205 Chicago/Golf, and #206 Evanston Circulator bus routes also recorded significant ridership losses.



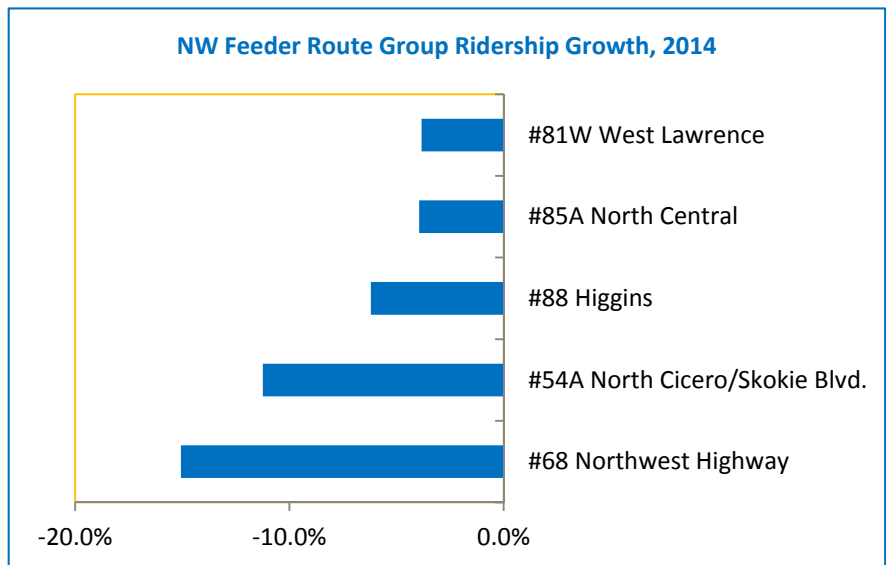
*Midway (MDW) Feeder*

Ridership on the MDW Feeder bus route group declined 9.4% in 2014 to 910,715 annual unlinked passenger trips. Ridership declined on three of the five routes in this route group. The #62H Archer/Harlem experienced the greatest loss, with ridership declining 21.7% to 254,000 unlinked passenger trips. The #165 West 65<sup>th</sup> and #55A 55<sup>th</sup>/Austin, the two routes with the smallest ridership in the group, experienced positive ridership growth, but it was not enough to offset the losses on the larger routes.



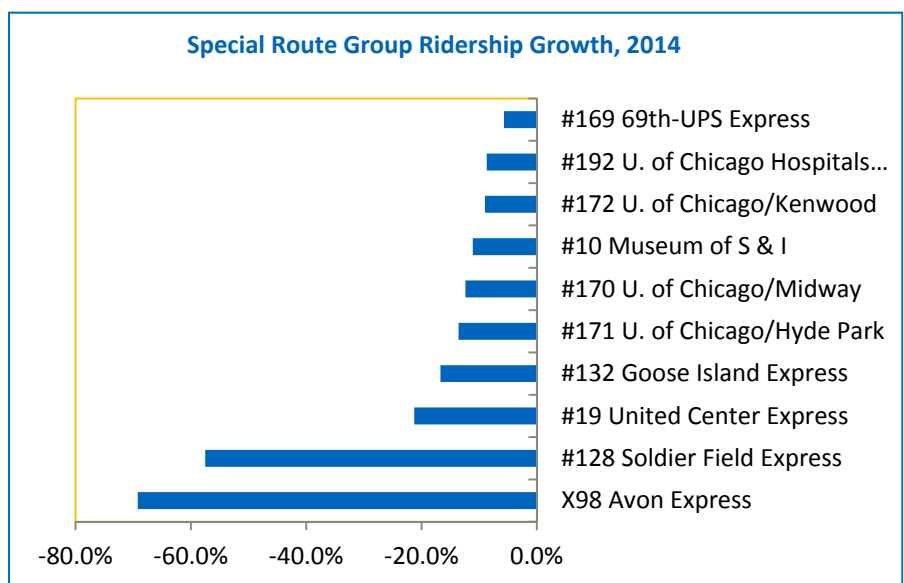
### North West Feeder

The North West Feeder bus route group recorded 1.7 million unlinked passenger trips in 2014, down 8.0% from prior year. This was the second consecutive year of ridership losses for this route group, after losing more than 20% of its ridership in 2013 due to route eliminations in late 2012. The #68 Northwest Highway and #54A North Cicero/Skokie Blvd. experienced the largest ridership losses in the group, declining by 15.1% and 11.2%, respectively.



### Special

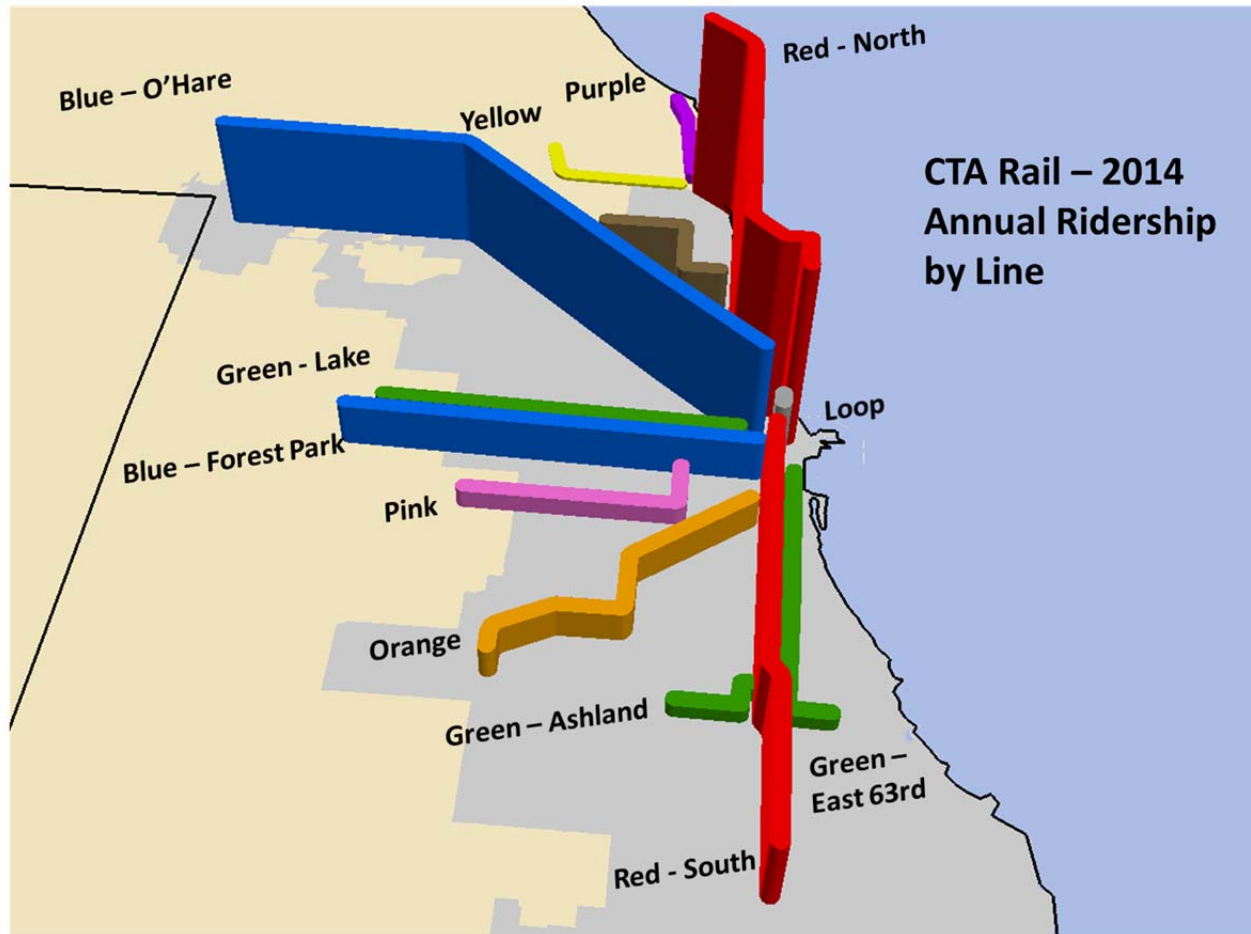
The Special route group is made up of subsidized bus routes that support local universities, museums, stadiums, hospitals, and corporations. Total ridership of 1.5 million annual unlinked passenger trips in 2014 was 14.5% less than prior year. Negative ridership results in 2014 were driven by the elimination of one route, the #154 Wrigley Field Express, and unfavorable ridership on the other ten active routes in the group. The #128 Soldier Field Express



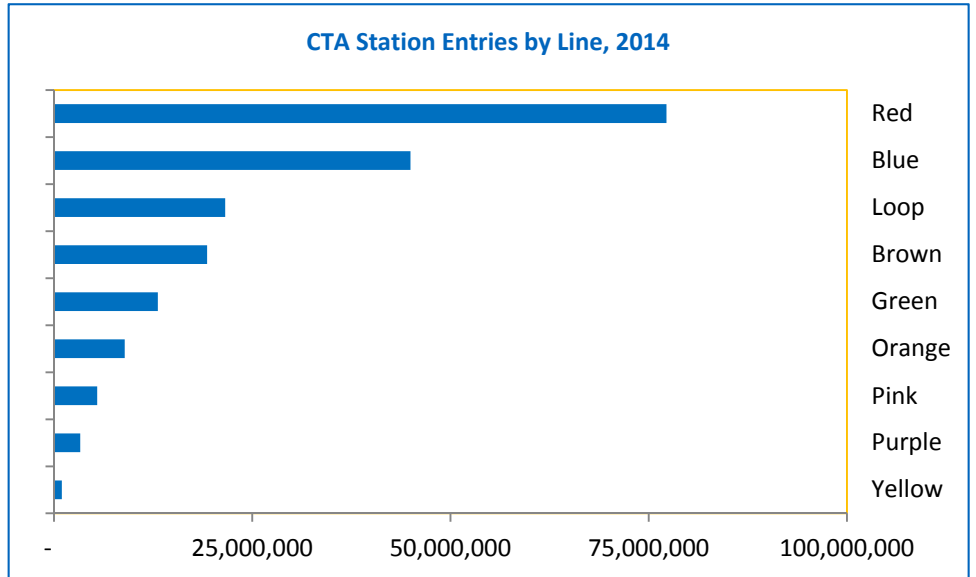
Field Express and #X98 Avon Express experienced the greatest ridership losses in 2014, declining by 57.5% and 69.2%, respectively. However, these are low ridership routes, both tallying less than 5,000 trips in 2014. The #X98 Avon Express had its service resized in 2013 per agreement with the route sponsor. The University of Chicago bus routes also recorded ridership losses for the year.

## CTA Rail

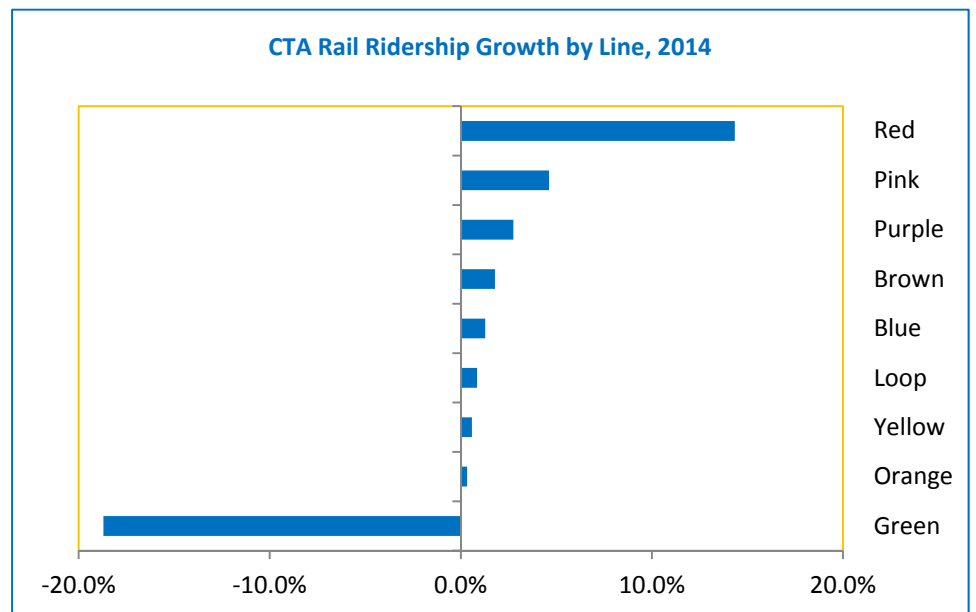
The CTA rail system consists of eight transit routes or lines, plus Loop service, which operate at 145 stations in the City of Chicago and surrounding suburbs. The map below illustrates ridership levels by rail line. Taller lines indicate greater ridership.



CTA rail recorded 238.1 million unlinked passenger trips in 2014, an increase of 3.9%. Red Line ridership made up 40% of total rail ridership, tallying 77 million station entries. The Blue Line accounted for 23% of total rail ridership, with 45 million station entries. Loop Service and the other rail lines accounted for the remaining 37% of ridership in 2014.

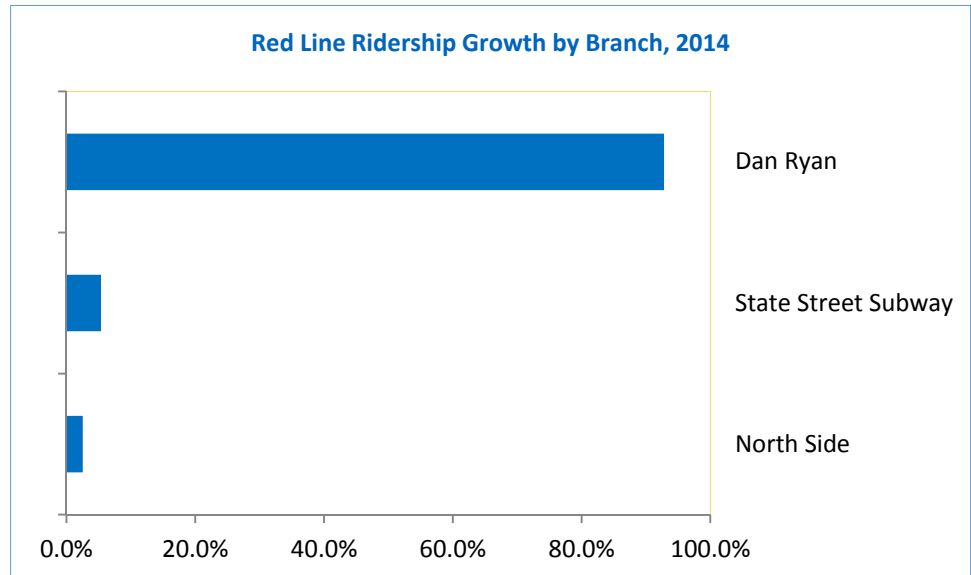


The Red Line experienced the greatest ridership growth in 2014, increasing by 14.3%. Red Line ridership was down in 2013 due to a six month closure of the southern portion of the line in order to rebuild 10.2 miles of track and eliminate slow zones. Red Line ridership numbers for 2014 represent the first full year of ridership since the line re-opened. In addition to growth on the Red Line, ridership also increased on the Blue, Brown, Purple, Pink, Orange, and Yellow lines and on Loop Service in 2014. The Green Line was the only line to lose ridership in 2014, as many riders migrated back to the Red Line following its re-opening.



## Red

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



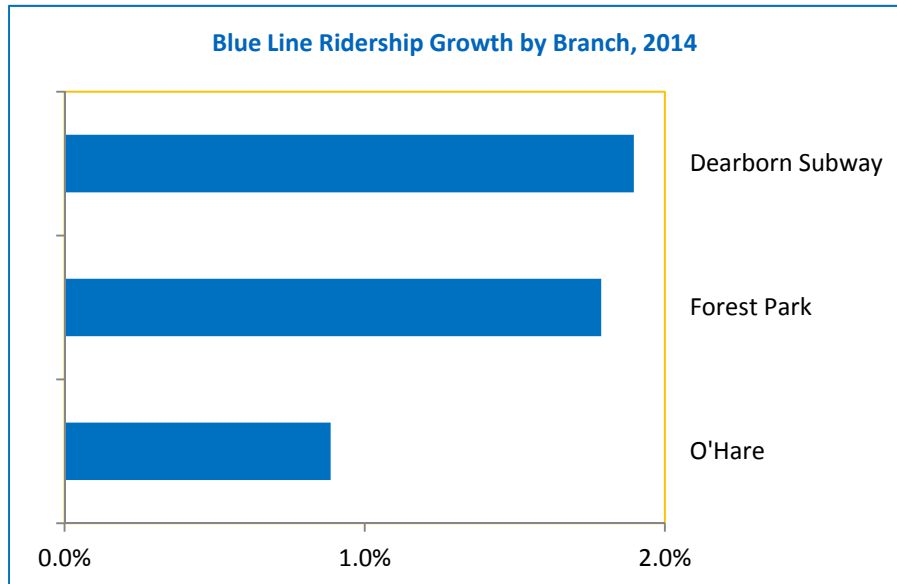
The North Side branch, between the Grand and Howard stations,

made up the greatest percentage of Red Line ridership (56%) with 42.8 million station entries recorded in 2014; a 2.5% increase in station entries from prior year. Ridership on the State Street Subway branch, which accounted for 18% of rides, totaled 18.4 million station entries in 2014, 5.4% more station entries than prior year. The Dan Ryan Branch, which was closed for six months in 2013, saw ridership double in 2014 to 16 million station entries. This represented 92.8% growth over 2013, but was down 4.5% compared to the 2012 pre-construction level of 16.7 million station entries. Despite finishing the year unfavorable compared to 2012, ridership on this branch increased steadily throughout the year and eclipsed 2012 ridership levels for the months of October and December.

The Lake Street station recorded the greatest number of rail station entries of all three Red Line branches in 2014 at 6.5 million, 12.8% more entries than in 2013. The Chicago, Fullerton, and Belmont stations also recorded a high volume of entries at 5.3 million, 4.2 million, and 4.4 million, respectively. Of these four high ridership volume stations, the Fullerton Station was the only one to see a decrease in entries in 2014.

## Blue

The Blue Line provides 24-hour train service between O'Hare International Airport and Forest Park, IL 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 Subway. In 2014, the Blue Line hosted 44.9 million station entries, up 1.3% from prior year. Ridership increased on all



three branches in 2014. 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 Dearborn Subway or the Forest Park branch, with slightly more trips originating on the Forest Park portion of the line.

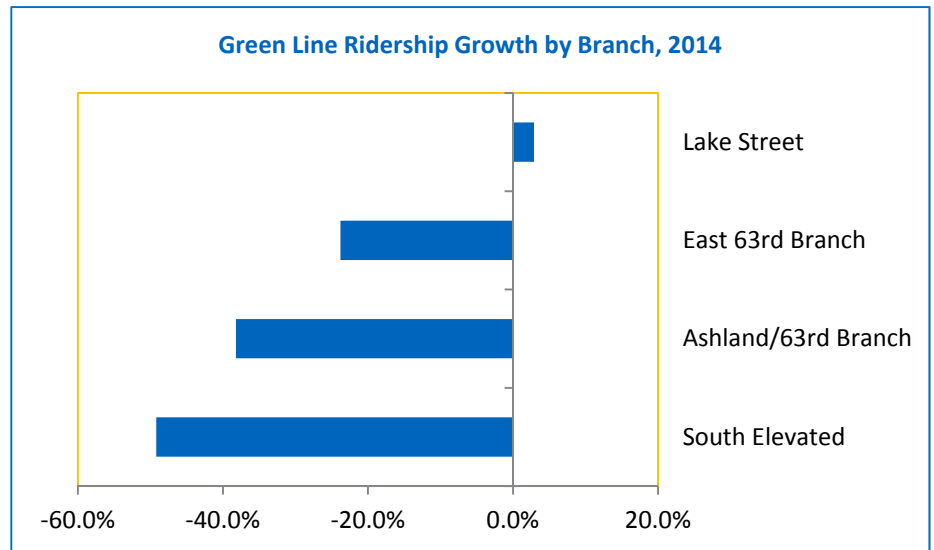
The O'Hare Airport and Washington Street stations recorded the greatest number of station entries in 2014, with 3.5 million and 3.4 million, respectively. O'Hare station entries were up 1.0% compared to prior year and Washington Street station entries were up 8.1%. The Western station, which recorded 1.9 million station entries in 2014, recorded the greatest growth, increasing 23.7% over 2013. Ridership at this station increased, in part, due to temporary closures at the California and Damen stations for station renovations.

Station and track upgrades made to the O'Hare branch of the Blue Line as part of CTA's *Your New Blue* capital improvement plan have resulted in faster travel times and modernized stations with brighter lights, cleaner platforms, and elevators in some stations. Capital efforts like this help CTA rail attract and retain riders.



*Green*

The Green Line provides train service that travels from the Harlem/Lake station in Forest Park and Oak Park to Ashland/63<sup>rd</sup> and Cottage Grove on Chicago’s South Side, via downtown Chicago. The Green Line is divided into four branches: Green Line Lake Street, Green Line South Elevated, Green Line East 63<sup>rd</sup> branch, and Green Line Ashland/63<sup>rd</sup> branch. In 2014, the Green Line recorded 13.1 million station

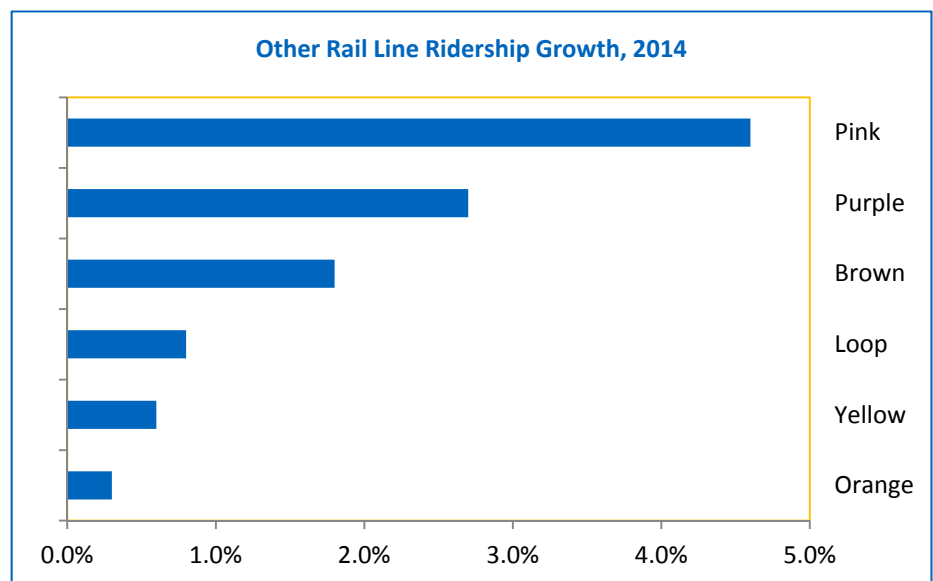


entries, a decrease of 3.0 million or 18.7% from prior year. Ridership growth in 2013 was driven by the Red Line closure diverting riders to the Green Line. Ridership declined in 2014 as riders migrated back to the Red Line following its re-opening. This decline in ridership was expected. The Harlem and Clinton stations, both on the Lake Street branch, recorded the greatest number of station entries in 2014, with 1.3 and 1.2 million entries, respectively.

The newly constructed Cermak-McCormick Place station opened in early 2015, and should boost Green Line ridership by filling in a gap in service for visitors and workers traveling to and from the convention center.

*Loop, Purple, Pink, Orange, Brown, Yellow*

In 2014, ridership increased on the Purple, Pink, Orange, Brown, and Yellow lines and also on Loop service. The Pink Line, which provides train service between the 54<sup>th</sup>/Cermak station, serving the Cicero and Berwyn communities, and the downtown Loop, recorded the greatest ridership gains of this group, growing by 4.6% to 5.5 million station entries in 2014. The Polk station



recorded the greatest ridership of the line, with nearly a million station entries in 2014. However the Kostner station, which recorded just 174,000 station entries during the year, also recorded the greatest growth, increasing 11.8%.

The Purple Line, which provides train service between Linden Station in Wilmette and Howard Station in Chicago, with stops in Evanston, recorded 3.3 million station entries in 2014. This represented an increase of 2.7% compared to prior year and came on the heels of a 1.3% decline in Purple Line ridership in 2013. The Davis Purple Line station recorded the greatest number of riders in 2014, with 1.3 million station entries, while the Dempster station recorded the greatest growth, increasing by 6.8% compared to prior year.

The Brown Line, which provides train service from the Kimball station in Chicago's Albany Park neighborhood to downtown, recorded ridership growth of 1.8% in 2014. On the Brown Line, the Merchandise Mart station tallied the greatest number of riders and the greatest increase in station entries, growing by 8.9% in 2014 to 2.1 million entries. Slow zones on the Brown Line will be removed in 2015; faster travel times should further support ridership growth.

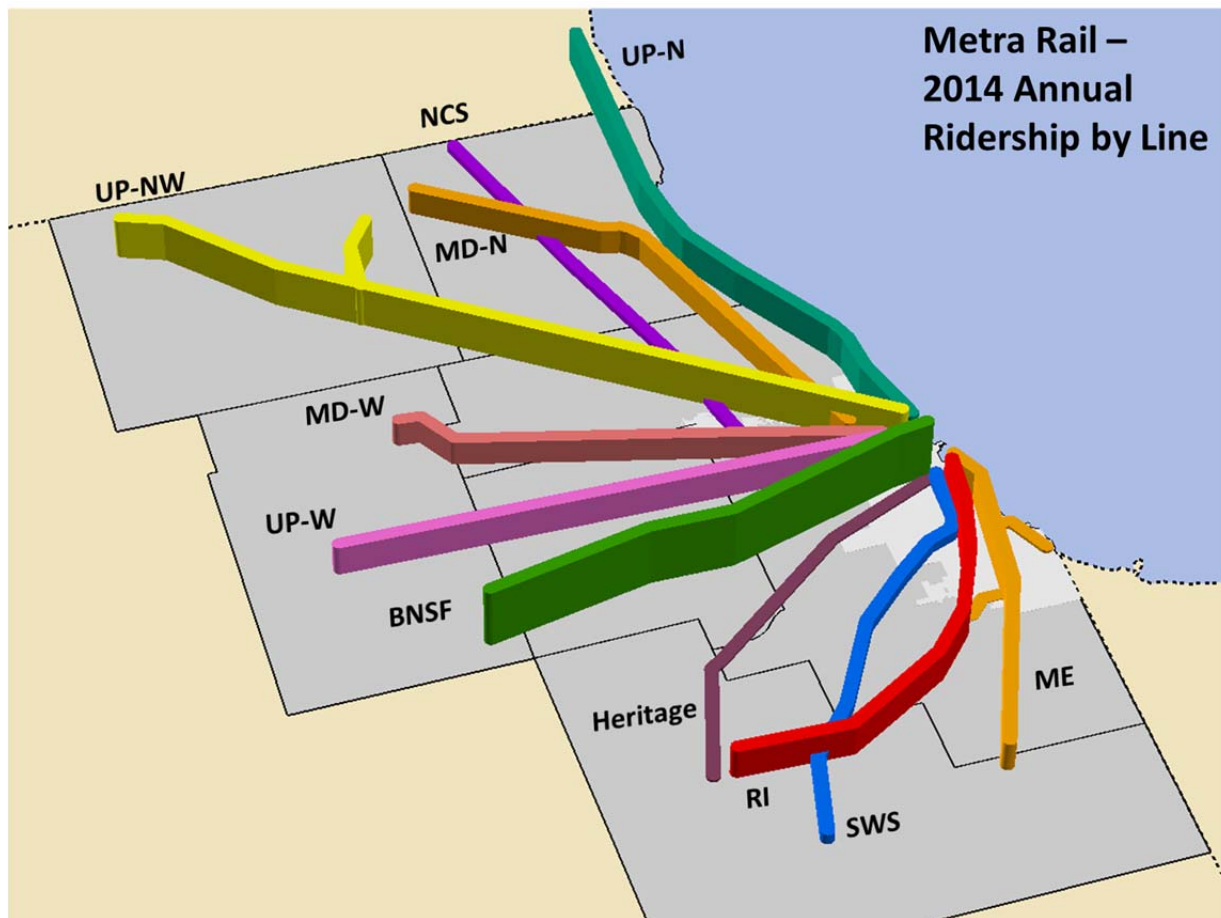
Loop Service, which captures Purple, Brown, Orange, Green, and Pink Line ridership originating on shared platforms in the Loop, experienced ridership growth of nearly 1% in 2014. The Quincy/Wells station experienced the greatest ridership gains of all Loop stations, with its station entries growing by 3.1% in 2014.

The Yellow line, commonly called the "Skokie Swift," had the lowest ridership volume of all CTA train lines, at just under 1 million, and saw its ridership increase by less than 1% in 2014.

The Orange Line provides train service on Chicago's southwest side from Midway Airport to the Loop. In 2014, Orange Line ridership increased by just 0.3% to 8.9 million. The Midway station, which recorded the most station entries in 2014, saw its station entries increase by 0.8%.

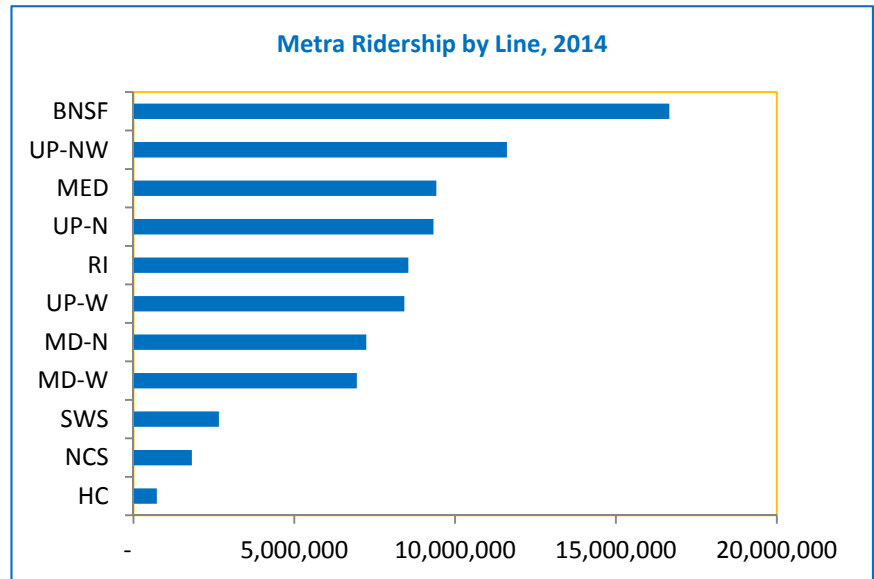
# METRA RIDERSHIP RESULTS

Metra recorded 83.4 million annual unlinked passenger trips in 2014, 1.3% greater than prior year. This was the second consecutive year of positive ridership growth for Metra. 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:

- BNSF Railway (BNSF)
- Metra Electric District (MED)
- 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)
- SouthWest Service (SWS)
- Rock Island District (RID)
- North Central Service (NCS)
- Heritage Corridor (HC)



The BNSF Railway (BNSF) recorded the greatest ridership of all Metra lines in 2014, increasing 0.6% to 16.7 million unlinked passenger trips. Ridership increased on 9 of 11 lines in 2014, with ridership losses recorded on the the Rock Island (RI) line, and on the Metra Electric District (MED). This was the third consecutive year of ridership loss on the Metra Electric District.

### *Union Pacific (UP) and BNSF Railway (BNSF)*

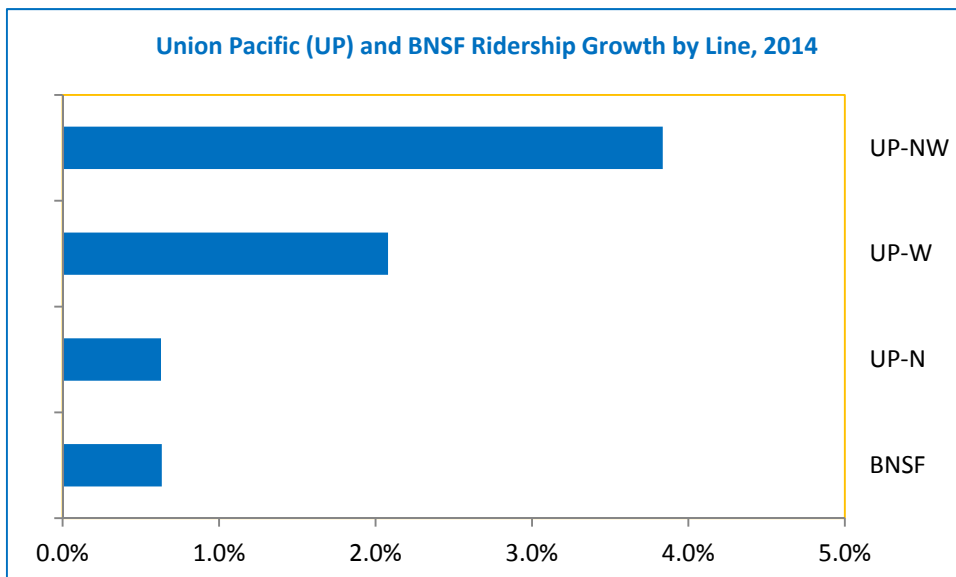
The BNSF Railway and Union Pacific Northwest (UP-NW) line are Metra's busiest lines.

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 2014, ridership increased on all three Union Pacific lines. The UP-NW line recorded the greatest growth, increasing 3.8% to 11.6 million unlinked passenger trips. The UP-N line recorded 0.6% growth over prior year with 9.3 million unlinked passenger trips in 2014. UP-W ridership grew 2.1% to 8.4 million unlinked passenger trips.

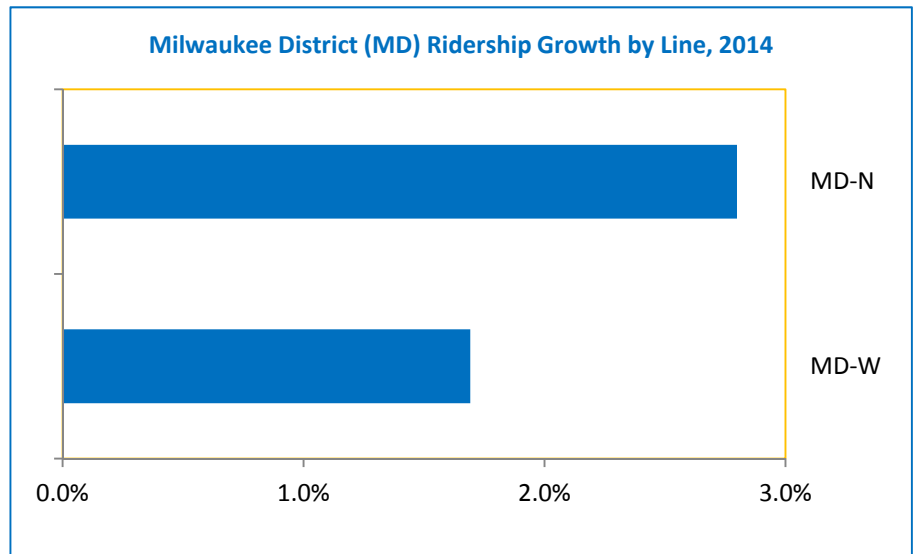
The BNSF Railway (BNSF), Metra's highest volume line, provides daily service between Union Station in downtown Chicago and Aurora, IL. The train line is operated by the BNSF Railway under a purchase-of-service agreement with Metra. The BNSF recorded ridership growth of 0.6% in 2014 to 16.7 million unlinked 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.

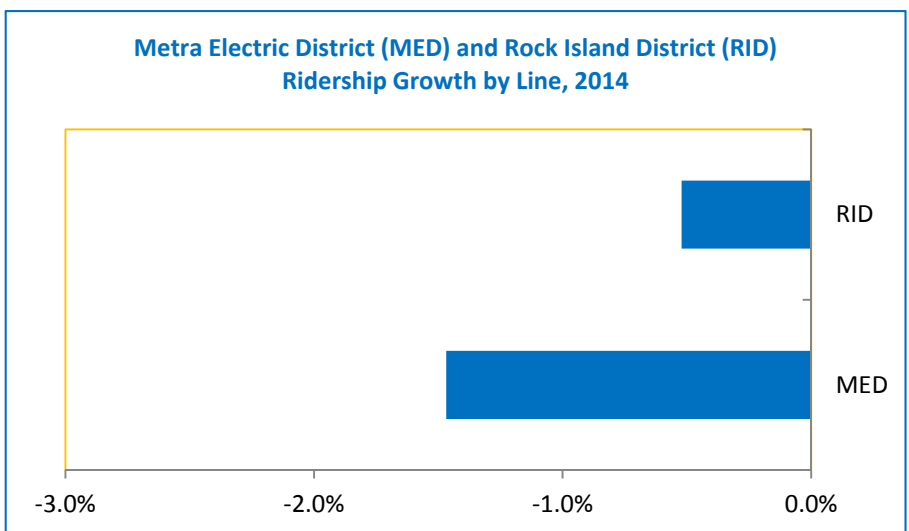
The Milwaukee District West (MD-W) line provided 6.9 million passenger trips in 2014, up 1.7% from 2013.



The Milwaukee District North (MD-N) experienced ridership growth of 2.8% in 2014, with ridership increasing to 7.2 million unlinked passenger trips.

### Metra Electric District (MED) and Rock Island District (RID)

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.

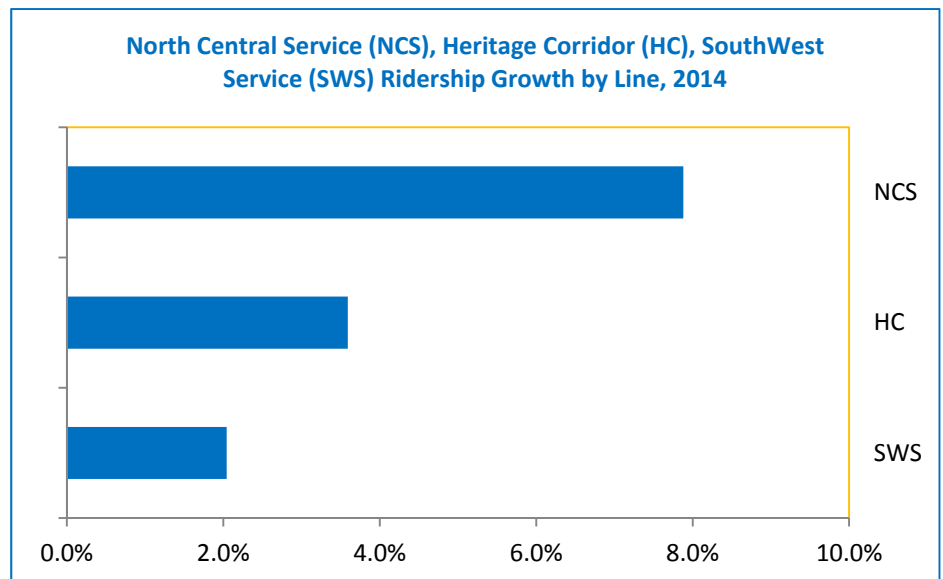


Total ridership on the Metra Electric District (MED) declined by 1.5% in 2014, driven by losses on all three branches. This represented the third consecutive year of ridership loss on MED service and ridership has declined by over 2 million unlinked passenger trips since 2007.

The Rock Island District (RID) line provides daily service between the LaSalle Street Station in downtown Chicago and Joliet, IL. The RID line is owned and operated by Metra. In 2014, the line recorded 8.5 million annual unlinked passenger trips, a decrease of 0.5%. These losses came after positive ridership gains were achieved in 2013, which was only the second year of positive ridership growth on the RID since 2008. During this time, ridership declined by over 1 million trips.

#### *North Central Service (NCS), Heritage Corridor (HC), and SouthWest Service (SWS)*

The North Central Service (NCS), Heritage Corridor (HC), and SouthWest Service (SWS) are Metra's three lowest ridership lines and also have the lowest frequency of service. The NCS line provides daily service between Union Station in downtown Chicago and Antioch, IL, with 11 inbound and 11 outbound trains per day. 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 increased 7.9% to 1.8 million annual unlinked passenger trips in 2014. The ridership gains achieved in 2014 far eclipsed the ridership losses that occurred on the line in 2013.

The Heritage Corridor (HC) is Metra's lowest ridership line and has the lowest number of weekday trains (three inbound and three outbound compared to 47 inbound and 47 outbound trains on the BNSF). 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 729,000 annual unlinked passenger trips in 2014, 3.6% more than prior year and the second consecutive year of positive ridership gains on the line.

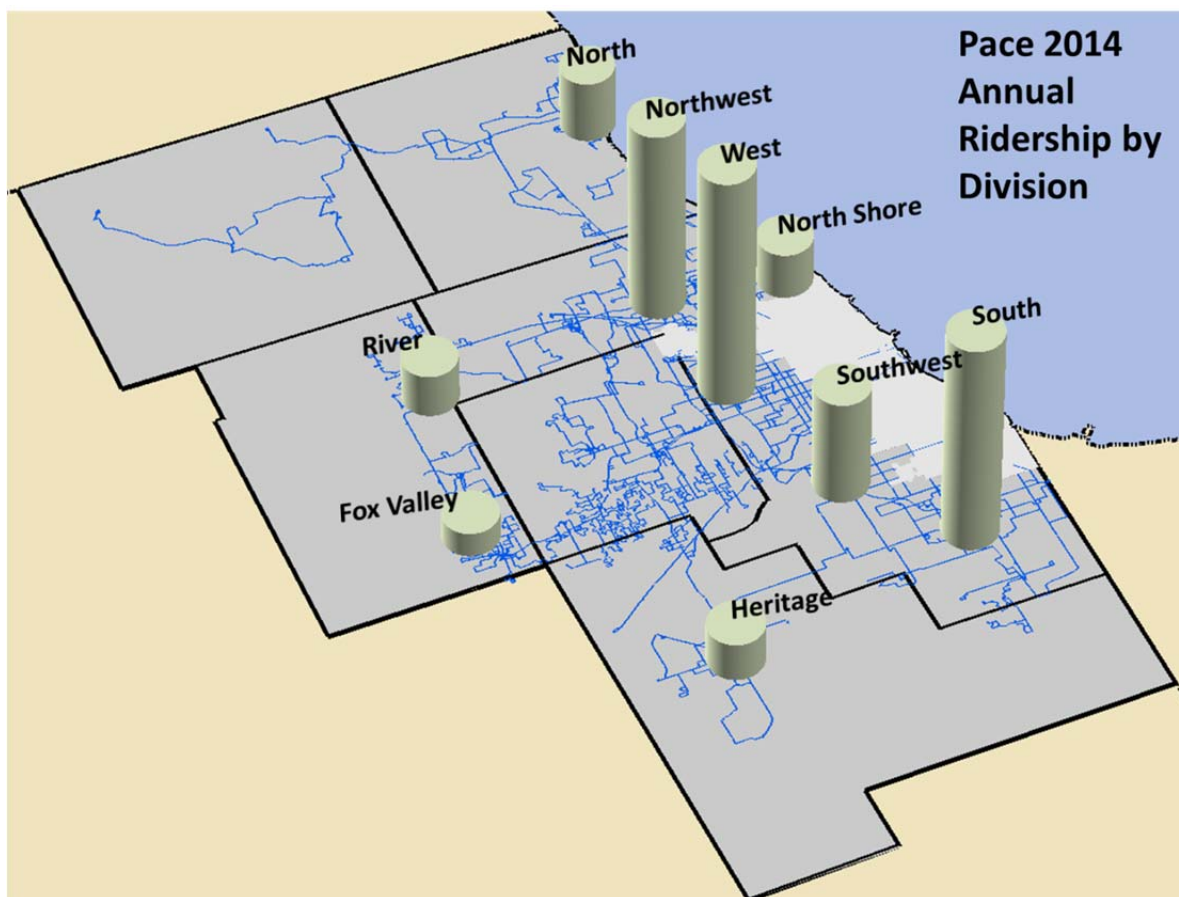
The SouthWest Service (SWS) line provides daily service between Union Station in downtown Chicago and Manhattan, IL. Metra operates the SWS line and owns part of the track; the remainder is leased from the Norfolk Southern Railway. The SWS line has 15 inbound and 15 outbound trains per day. Ridership on the SWS line totaled 2.7 million annual unlinked passenger trips in 2014, 2.0% more than prior year, marking a second consecutive year of growth.

# PACE RIDERSHIP RESULTS

## Pace Suburban Service

Pace Suburban Service recorded 34.8 million annual unlinked passenger trips in 2014, a decrease of 3.1% from prior year. These ridership losses came after three years of positive ridership growth for Pace Suburban Service. Ridership in 2014 was negatively impacted by the extreme winter weather in the first quarter, the elimination of cash transfers with the implementation of Ventra, and falling gas prices in the latter part of the year.

Pace Suburban Service is comprised of fixed-route service, Dial-a-Ride, and vanpool. Pace's fixed-route service operates 209 routes in more than 202 communities in the six-county RTA region. There are nine Pace-owned fixed-route service divisions. The map below illustrates ridership levels for each of the nine divisions. Higher columns indicate greater ridership. The lines on the map represent Pace bus routes.

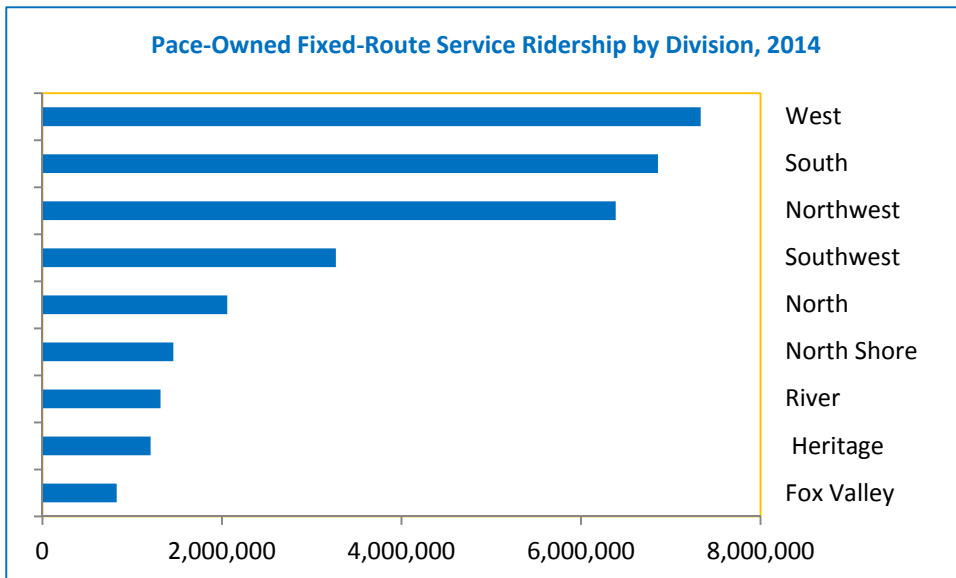




Fixed-Route Service

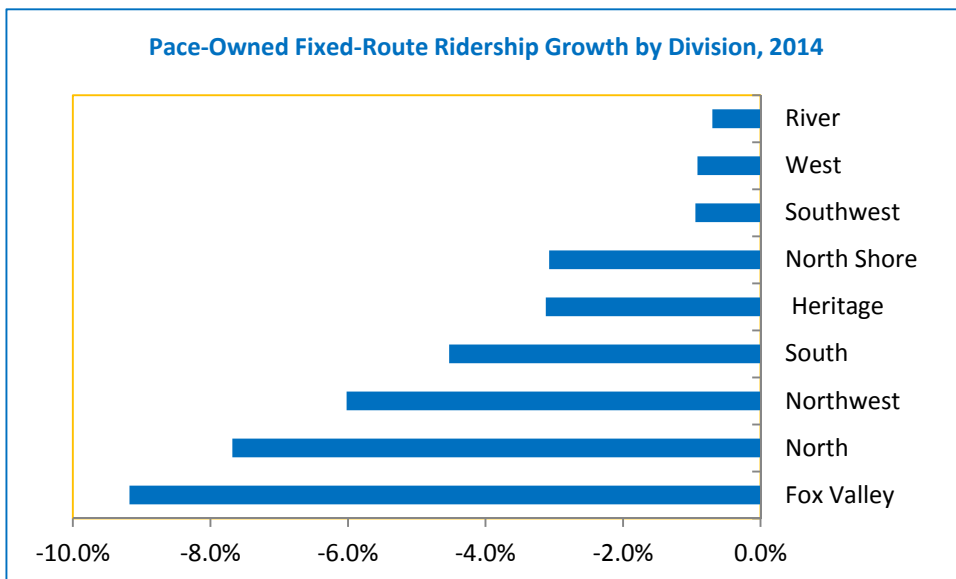
Pace-owned Service

In 2014, Pace-owned fixed-route service recorded 29.6 million annual unlinked passenger trips, a decrease of 3.6% from 2013. The West Division recorded the highest ridership of all Pace-owned fixed-route service divisions, with 7.3 million unlinked passenger trips in 2014, a decline of 0.9% compared to prior year.



The South Division recorded the second highest ridership, despite declining by 4.5% to 6.5 million unlinked passenger trips. The Fox Valley and Heritage Divisions served the fewest riders in 2014, recording 752,000 and 1.2 million unlinked passenger trips, respectively.

Each Pace fixed-route division lost ridership in 2014. The Fox Valley Division, which serves the Aurora and Naperville areas, experienced the greatest ridership losses in 2014, decreasing by 9.2%. The North Division, operating in Waukegan and the far northwest suburbs, also recorded significant ridership

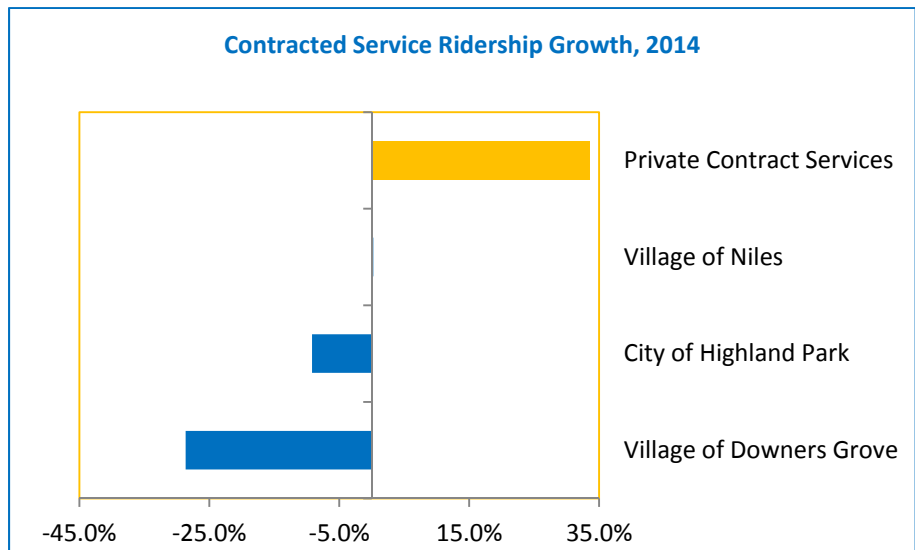


losses in 2014. This was the second consecutive year of ridership losses for the division, after it experienced nearly 10.0% growth in 2012.

The Northwest Division, which serves Des Plaines and the northwest suburbs, recorded 6.0 million annual unlinked passenger trips in 2014, a loss of 6% from prior year. The South Division, serving Cook and DuPage counties, experienced 4.5% ridership loss in 2014 with its ridership falling to 6.6 million annual unlinked passenger trips. Ridership on the Heritage Division, which serves the southwest suburbs and Joliet, fell 3.1% in 2014 to 1.2 million annual unlinked passenger trips. The North Shore Division, which operates in Evanston and the northern suburbs, experienced 3.1% loss in 2014 with its ridership declining to 1.4 million unlinked passenger trips. The Southwest Division, serving Bridgeview and suburbs in DuPage County, lost 0.9% of its riders in 2014 with ridership falling to 3.2 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 2014, a loss of 0.9% compared to prior year. Finally, ridership on the River Division, which serves the greater Elgin area, decreased 0.7% in 2014 to 1.3 million annual unlinked passenger trips.

### 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 ridership for Pace's contracted service grew by 14.2% in 2014 to 2.0 million unlinked passenger trips. This ridership growth was driven by a 33.6% increase in Private Contract Services. These gains in Private Contract Services ridership helped offset negative results for Village of Downers Grove and City of Highland Park municipal service which saw 28.6% and 9.2% ridership losses in 2014, respectively. The Village of Niles was the only municipal service to see positive ridership results, with its ridership growing 0.2% in 2014 to 287,000 annual unlinked trips. This marked the first year of ridership growth for the service after five years of losses.

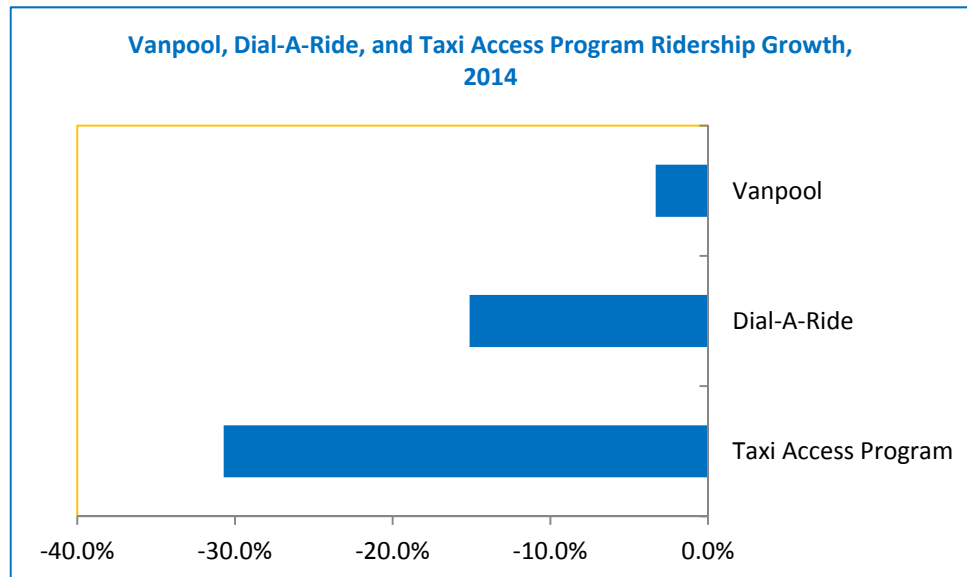
### *Vanpool, Dial-a-Ride, Taxi Access Program*

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

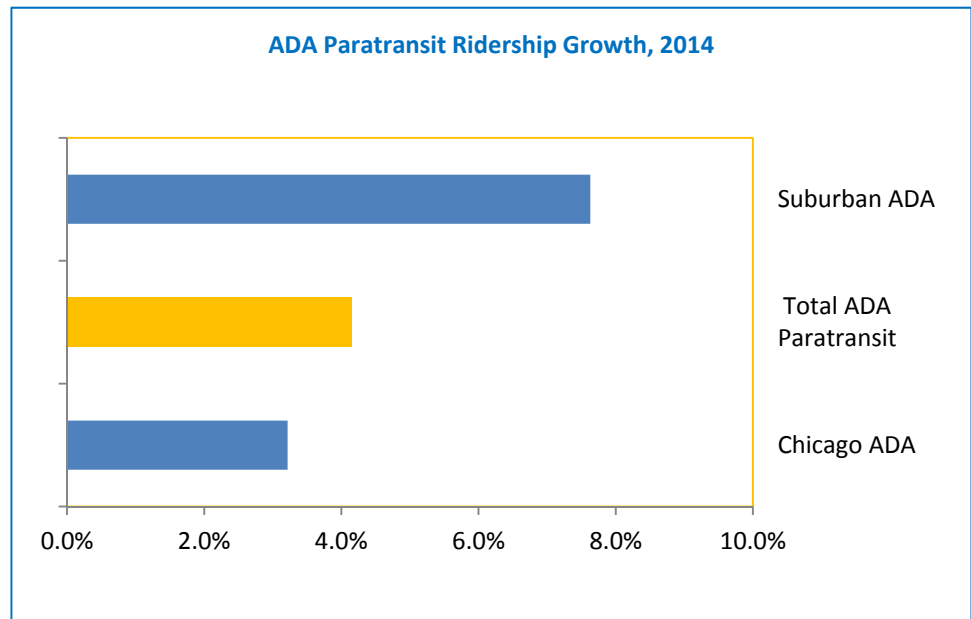
Access is a reduced rate taxi program for RTA-certified ADA Paratransit customers that operates within the City of Chicago.

Dial-a-Ride recorded a loss of 15% of its riders in 2014, with ridership declining to 994,000 unlinked passenger trips in part related to a reduction of service for some Dial-a-Ride programs. This ridership loss came after Dial-a-Ride recorded over 11% growth in 2013. Vanpool also recorded ridership losses in 2014, falling 3.3% to 2.2 million unlinked passenger trips. Ridership on Taxi Access declined again in 2014, falling nearly 31% to 31,000 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 4.2% in 2014 to 4.1 million unlinked passenger trips. Ridership growth was driven by increases on both City of Chicago and Suburban ADA Paratransit service. Chicago service represents 78% of ADA Paratransit trips, with 3.2 million trips recorded in 2014. Suburban service



accounts for just 22% of total ADA Paratransit service, but recorded higher ridership growth than the City of Chicago in 2014.

# FARE HISTORY

There were no fare policy changes in 2014. 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 2014.

- Over the fifteen-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 Ventra 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				
	CTA	Metra	Pace	Pace ADA Paratransit
2000			1/1/2000 - Fare increased from \$1.15 to \$1.25.	
2001			4/1/01 - Fare increased to match CTA (\$1.50 + \$0.30 transfer).	
2002		6/1/02 - Fare increased 5% across the board; on-board purchase penalty increased to \$2.00		
2003				
2004	1/1/04 - Fare increased from \$1.50 to \$1.75; w hile cost of transfer reduced to \$0.25. Rail fare increased to \$2.00 with Transit Card. CTA began promoting Chicago Card with embedded chip.			
2005				
2006	1/1/06 - Cash fare increased to \$2.00. Fares remained the same for Transit Card/Chicago Card users.	2/1/06 - Fare increased 5% across the board		
2007				
2008		2/1/08 - Fare increased 10% across the board (\$10 million revenue per year allocated to Capital Projects)		
2009	1/1/09 - Bus fare increased to \$2.00; Rail fare increased to \$2.25. Cash fare increased to \$2.25. 7-day pass increased to \$23.00. 30-day increased to \$86.00. U-pass fares increased 15%.		1/1/09 - Fare increased to \$1.75 with \$0.25 transfer. Vanpool fares increased 10%.	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.
2010		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.		
2011				
2012		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		
2013	1/14/13 - Single-ride rail fare from O'Hare Airport increased to \$5.00. 1-day pass increased to \$10.00. 3-day pass increased to \$20.00. 7-day pass increased to \$28.00. 30-day pass increased to \$100.00. CTA/ Pace 7-day pass increased to \$33.00 and Metra Link-Up Pass increased to \$55.00. Reduced fare for seniors and disabled (not on Benefit Access Program) increased to \$1.00 for bus and \$1.10 for rail. High school student fares decreased from \$0.85 to \$0.75.	2/1/13 - "10 rides for the price of 9" discount on 10-ride ticket discontinued.		
2014				