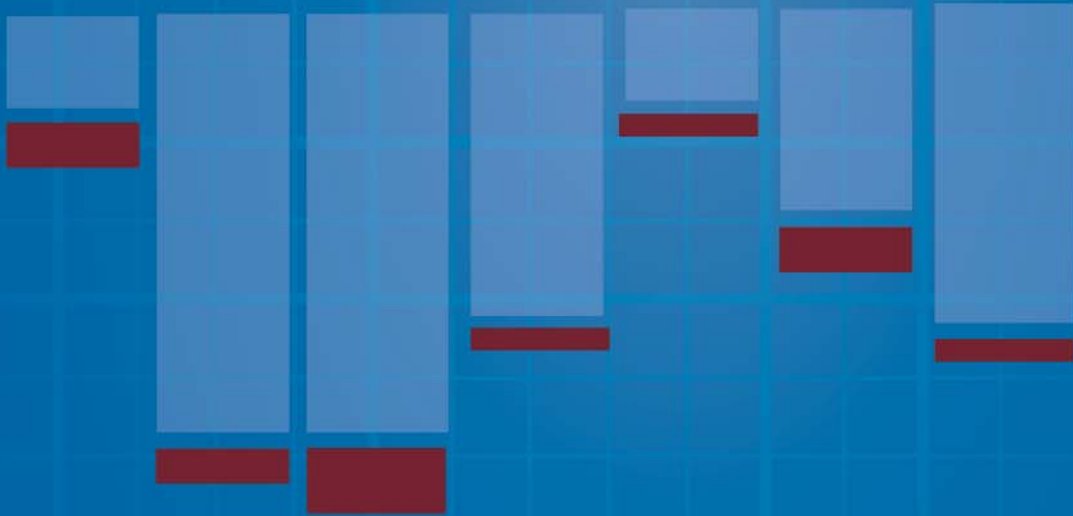


# 2018 REGIONAL REPORT CARD





# PERFORMANCE MEASURES

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

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

Service Coverage	Service Efficiency & Effectiveness	Service Delivery	Service Maintenance & Capital Investment	Service Level Solvency
<ul style="list-style-type: none"> <li>• Transit Capacity per Capita</li> <li>• Vehicle Revenue Miles per Square Mile</li> <li>• Passenger Trips</li> <li>• Passenger Trips per Capita</li> <li>• Passenger Trips per Vehicle Revenue Mile</li> <li>• Passenger Miles Traveled</li> </ul>	<ul style="list-style-type: none"> <li>• Operating Cost per Unit of Transit Capacity</li> <li>• Operating Cost per Vehicle Revenue Mile</li> <li>• Operating Cost per Passenger Trip</li> <li>• Operating Cost per Passenger Mile</li> </ul>	<ul style="list-style-type: none"> <li>• On-Time Performance</li> <li>• Reportable Safety and Security Incidents per Million Passenger Trips</li> </ul>	<ul style="list-style-type: none"> <li>• Ten-Year Capital Funding Needs</li> <li>• Miles Between Major Mechanical Failures</li> <li>• Percent of Vehicles Beyond Useful Life</li> </ul>	<ul style="list-style-type: none"> <li>• Fare Revenue per Passenger Trip</li> <li>• Fare Revenue Shortfall per Passenger Trip</li> <li>• Operations Funding Sources</li> <li>• Ten-Year Capital Expenditures</li> </ul>

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# EXECUTIVE SUMMARY

The regional report card was created in response to the enactment of the 2008 RTA Act amendment. In the interest of increased public accountability and transparency, the Act amendment required the development of performance measures for regional transit that are reported on an annual basis. With cooperation and input from the region's Service Boards (CTA, Metra, and Pace), a set of 20 measures were selected for reporting across five service areas: coverage, efficiency and effectiveness, delivery, maintenance and capital investment, and solvency. The Regional Report Card uses data submitted to the Federal Transit Administration's National Transit Database (NTD) as well as some directly-reported indicators for each of five service areas: coverage, efficiency and effectiveness, delivery, maintenance and capital investment, and solvency. The results from each Service Board are aggregated for the purpose of describing the performance level of the Chicagoland transit system as a whole. This report covers the period 2014-2018, the most recent data available, which was finalized in August 2019. Key points of 2018 performance include:

- The RTA system continues to offer increased service to its riders: CTA bus and rail, Metra, Pace bus, and ADA Paratransit all reported gains to vehicle hours over the past five years.
- System ridership was down for the sixth consecutive year; each mode reported ridership losses for 2018 for a net decrease of 2.5% from 2017. CTA ridership was down 2.4%, Metra 3.0%, Pace Suburban Service 3.7%, and ADA Paratransit ridership was down 1.5%. Overall annual system ridership of 570.8 million was the lowest reported ridership of the past 15 years.
- Capital investment continued to be significantly and negatively impacted by the lack of state funding and growing capital needs of the region; 2018 capital expenditure of \$690.8 million was less than one-fifth what is needed annually to bring the system to a state of good repair within the next ten years.

**Service coverage** indicators monitor how much service is available to the region's residents (supply) and how much of that supply is actually used by the public (consumption). This report describes supply in terms of transit capacity per area resident, which takes into account the number of seats available to be filled as well as the total number of vehicle revenue miles of service offered by the transit agencies. Transit capacity decreased in 2018, primarily the result of adjustments made by CTA to more accurately reflect rail car capacity.

Service consumption, as expressed by unlinked passenger trips and passenger miles traveled, decreased in 2018. Unlinked passenger trips, which had peaked in 2012, decreased each year through 2018, with a five-year loss of 9.0%, a difference of 56.7 million trips. In 2018, each regional resident took an average of 68 trips on transit, compared to the peak of 75 trips in 2014. Fewer trips resulted in reduced effectiveness as the region saw fewer passenger trips per

vehicle revenue mile each year 2014-18, ending 9.5% lower compared to 2014. Passenger miles traveled followed the same general trend as ridership, with a peak in 2012 followed by five years of declines; however, this indicator ended the five-year period 8.1% lower – not quite as steep as the decline in ridership – signifying that riders are traveling longer average distances in the transit trips they are taking.

**Service efficiency and effectiveness** measures evaluate the cost of supplying transit services. In 2018, regional operating costs increased by approximately \$42.5 million, an inflation-adjusted increase of 1.2%. The regional inflation-adjusted operating cost per vehicle revenue mile was 2% higher in 2018 as costs increased while service decreased in the year; over the five-year period, the operating cost per vehicle revenue mile increased 5.2%. The inflation-adjusted operating cost per unit of transit capacity was 8.1% higher in 2018 than 2017 and 10% higher over the five-year period as operating costs increased and reported transit capacity decreased.

Cost effectiveness measures trended unfavorably over one- and five-year bases as ridership and passenger miles traveled were down for each of the five years under review. After adjusting for inflation, the regional operating cost per passenger trip increased 3.8% in 2018, to \$4.47. With the overall five-year ridership loss of 9.0%, the operating cost per passenger trip rose 16.2% since 2014 after adjusting for inflation. Since passenger miles traveled decreased at a less steep rate than ridership over the five-year period, the result of longer average passenger trip lengths, the operating cost per passenger mile increased at a lower rate of 15.0%. Over the five-year trend period, cost effectiveness results were negatively impacted by cost increases and ridership losses, while cost efficiency measures were unfavorable to a lesser degree, as more service was introduced to the region.

**Service delivery** indicators focus on customer service and safety. On-time performance is a key indicator of service delivery, and although the Service Boards use different methodologies to assess on-time performance for each mode, weighting their values by ridership provides a regional measure that shows an on-time performance of 84.9% for 2018. The number of reportable safety and security incidents increased by 24 in 2018, an increase of 3.7%, to 1.2 incidents per million passenger trips.

**Service maintenance and capital investment** indicators evaluate reliability and state of good repair of transit assets. Ten-year capital funding needed to achieve and maintain a state of good repair for all of the region's assets was determined in 2016 to be \$37.7 billion. A significant portion of that total, \$19.3 billion, is needed to address already past-due projects; known as the backlog, this amount illustrates the severity of deferred capital projects that has occurred over the years as federal and state funding has been inconsistent and inadequate. The region requires another \$11.1 billion for regular replacement of assets and \$7.1 billion for capital maintenance projects over the next ten years. The region has set a funding goal of \$2-3 billion annually to achieve a state of good repair and provide enhancements to the transit system over the next twenty years. Actual annual levels of capital expenditures over the past

five years averaged \$741 million, which does not fulfill the annual needs for regular replacement and maintenance costs, or address backlog projects.

Actual capital expenditures totaled \$3.71 billion between 2014 and 2018. Of that amount, 39% of expenditures were for the purchase of new vehicles, an investment that resulted in the lowering of the number of vehicles in service beyond useful life. Significant reductions in this measure, from 27.5% in 2014 to 21.4% in 2018, reflect this investment allocation. However, the reliability measure, miles between major mechanical failures, did not show improvement and was actually 3.6% lower over the five-year time period.

**Service level solvency measures** reflect the region's financial condition to ensure there are sufficient resources to meet current and ongoing budgetary needs. Regionally, there were improvements in fare revenues from 2014-2018, with net 5-year gain of 6.8%. Fare and pass price increases were implemented at all three Service Boards in 2018; each Service Board has also made fare policy adjustments within the past five years that contributed to increased fare revenue receipts. Additionally, improved fare revenue has occurred since the implementation of the Ventra fare payment system as riders have relied more heavily on pay-as-you-go fare options in lieu of discounted monthly passes. Each Service Board reported improved fare revenue for 2018. Systemwide, the average regional fare paid in 2018 was \$1.77, an increase of 7.4% from 2017 and 17.4% or \$0.26 higher compared to 2014. However, the fare revenue shortfall per passenger trip continued to increase, ending the five-year period 20.6% higher; compared to 2014, this represents an increase of \$0.48 that was required from public funding subsidies to cover the cost of each trip.

Capital expenditure is another measure of service level solvency. This indicator reached a ten-year high in 2008, the only year expenditures exceeded \$1 billion. The capital funding received year to year is inconsistent and has dropped by as much as 24% from one year to the next, as was the case in 2017. Capital expenditure, totaling \$690.8 million in 2018, must be considered in relation to the \$37.7 billion 10-year need to achieve and maintain a state of good repair for the region's assets. Capital program funding remains a critical issue for each Service Board and for the RTA system as a whole.

# SNAPSHOT

Performance Measure	2018 Value	1-Year Trend	5-Year Trend
<b>SERVICE COVERAGE</b>			
Transit Capacity per Capita (trips)	305	↓	↓
Vehicle Revenue Miles per Service Area Square Mile	64,848	↔	↔
Unlinked Passenger Trips (Ridership)	570.8 million	↓	↓
Passenger Trips per Capita	68	↓	↓
Passenger Trips per Vehicle Revenue Mile	2.39	↓	↓
Passenger Miles Traveled	3.76 billion	↓	↓
<b>SERVICE EFFICIENCY AND EFFECTIVENESS</b>			
Operating Cost per Unit of Transit Capacity	\$0.156	↑	↑
Operating Cost per Vehicle Revenue Mile	\$10.99	↑	↑
Operating Cost per Passenger Trip	\$4.59	↑	↑
Operating Cost per Passenger Mile	\$0.70	↑	↑
<b>SERVICE DELIVERY</b>			
On-Time Performance	84.9%	↓	↓
Reportable Safety Incidents per Million Passenger Trips	0.86	↔	↑
Reportable Security Incidents per Million Passenger Trips	0.32	↑	↑
<b>SERVICE MAINTENANCE AND CAPITAL INVESTMENT</b>			
10-Year Capital Funding Needs	\$3.77 billion	↔	↔
Miles Between Major Mechanical Failures	20,476	↓	↓
Percent of Vehicles Beyond Useful Life	21.4%	↑	↓
<b>SERVICE LEVEL SOLVENCY</b>			
Fare Revenue per Passenger Trip	\$1.77	↑	↑
Fare Revenue Shortfall per Passenger Trip	\$2.81	↑	↑
Capital Expenditures	\$690.8 million	↓	↓

*Direction of arrows indicates 2018 value in comparison to 2017 (1-year) and to 2014 (5-year) figures. Arrow color indicates whether the change is favorable (green), unfavorable (red), or is equal (black) to comparison figure; changes totaling less than 1% are considered equal to the comparison data and are given black arrows. Operating costs for the 5-year trend have been adjusted for inflation.*



# NOTES/METHODOLOGY

1. This analysis is based on 2018 data submitted to the National Transit Database (NTD) by each Service Board. Annual data submission by transit agencies is a requirement of receiving federal funding and thus follows guidelines and procedures established by the Federal Transit Administration (FTA). Commuter rail safety and security incident data is collected from the Federal Railroad Administration (FRA).
2. Inflation adjustments have been made for operating cost measures utilizing the annual Consumer Price Index (Series ID CUURA207SA0, Chicago-Gary-Kenosha) provided by the Bureau of Labor Statistics.
3. Area resident (per capita) data is the sum of populations of the six counties that form the RTA service area (Cook, DuPage, Kane, Lake, McHenry, and Will). US Census Bureau Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2018.
4. Twenty-year annual capital investment need and ten-year capital funding need by asset type are taken from the Capital Asset Condition 2016: Year 5 Assessment, released in December 2016.
5. Operating cost measures include those of each Service Board as well as annual operating expenses of the Regional Transportation Authority (RTA), which provides financial oversight, funding, and regional transit planning as well as services such as a Travel Information Center, travel training, and the issuance of reduced fare and free ride permits.
6. This report includes 2021 projections for several performance measures. Projections were determined by using each Service Board's projected annual budgetary data for operational (passenger trips, passenger miles, vehicle revenue hours, and vehicle revenue miles) and financial (operating cost and fare revenue) indicators, applied to 2018 data submitted by each Service Board to the National Transit Database. Financial projections include inflation adjustments, using inflation rates of 2.6% for 2019, 2.0% for 2020, and 1.9% for 2021, per the Federal Reserve Summary of Economic Projections (May 10, 2019). **Projections are reported to illustrate the direction of expected performance within the resources of the current year's operating and financial plan.**
7. In 2018, CTA changed its methodology for counting standing capacity in its rail cars to more accurately reflect their target rush hour standard. This reporting change resulted in a reduction in the rail car average capacity from 106 to 80, a decrease of 25%, which impacts the two measures that include capacity within this report: transit capacity per capita and operating cost per unit of transit capacity.

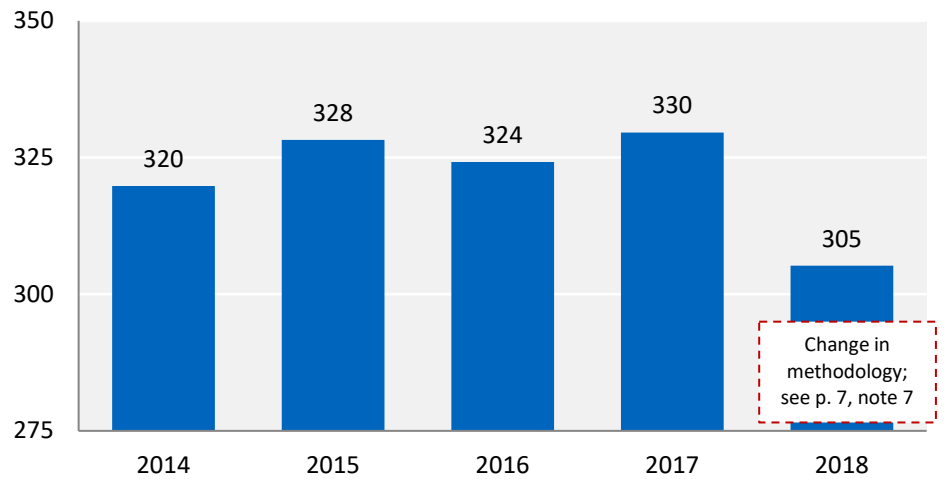
# RESULTS

## Service Coverage

### Transit Capacity per Capita

The amount of available service, as measured by average vehicle capacity and vehicle revenue miles, per person in the region.

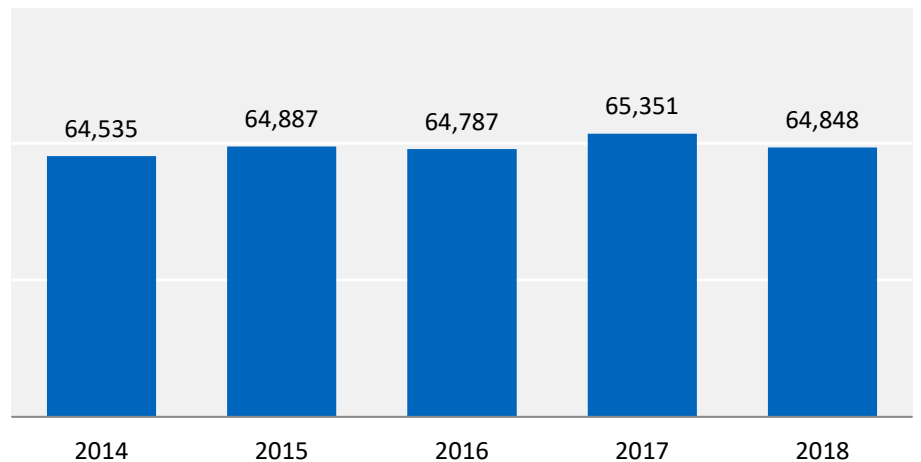
**TRANSIT CAPACITY PER CAPITA (TRIPS)**



### Vehicle Revenue Miles per Square Mile

The total number of miles traveled annually by CTA, Metra, and Pace per square mile of the six-county region.

**VEHICLE REVENUE MILES PER SQUARE MILE**

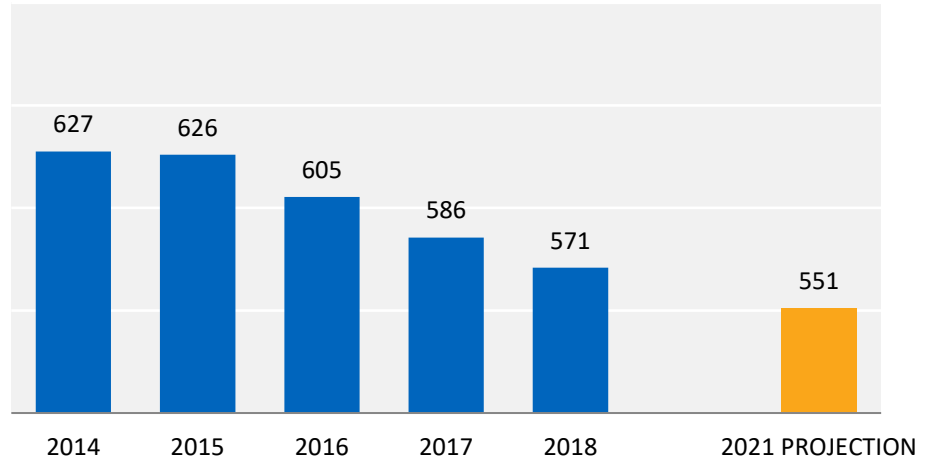


## Service Coverage

### Unlinked Passenger Trips

Also known as ridership, refers to the number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.

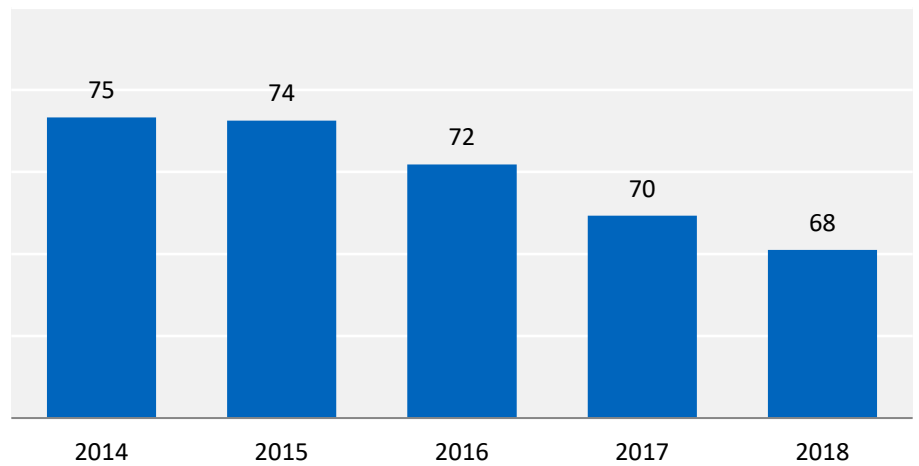
PASSENGER TRIPS (MILLIONS)



### Passenger Trips per Capita

The average number of rides taken per resident annually.

PASSENGER TRIPS PER CAPITA

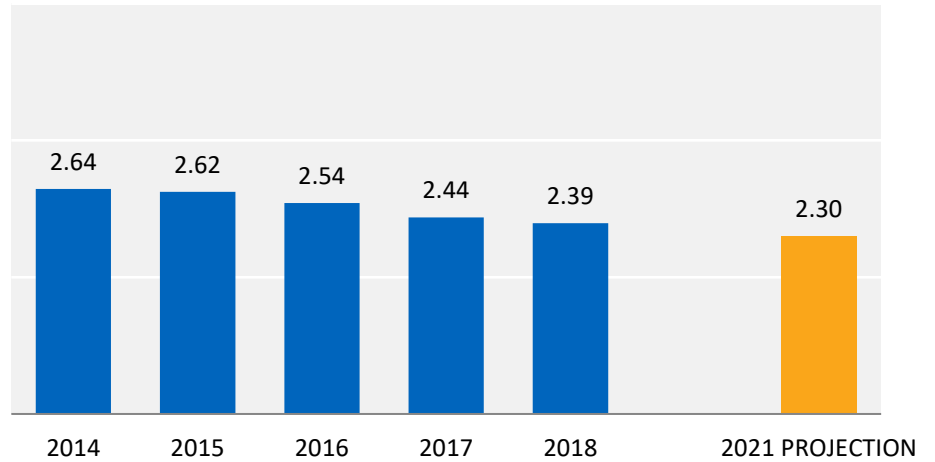


## Service Coverage

### Passenger Trips per Vehicle Revenue Mile

The number of passenger trips divided by the miles that vehicles travel while in revenue service.

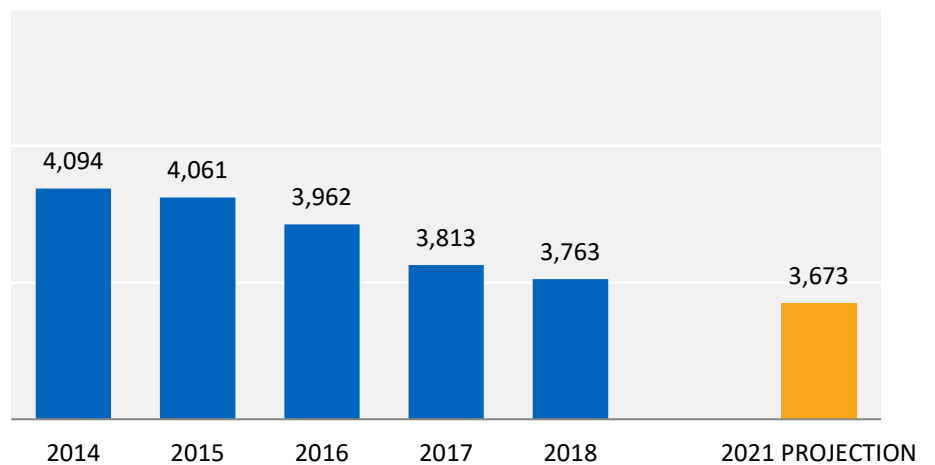
**PASSENGER TRIPS PER VEHICLE REVENUE MILE**



### Passenger Miles Traveled

The cumulative sum of the distances ridden by passengers.

**PASSENGER MILES TRAVELED (MILLIONS)**

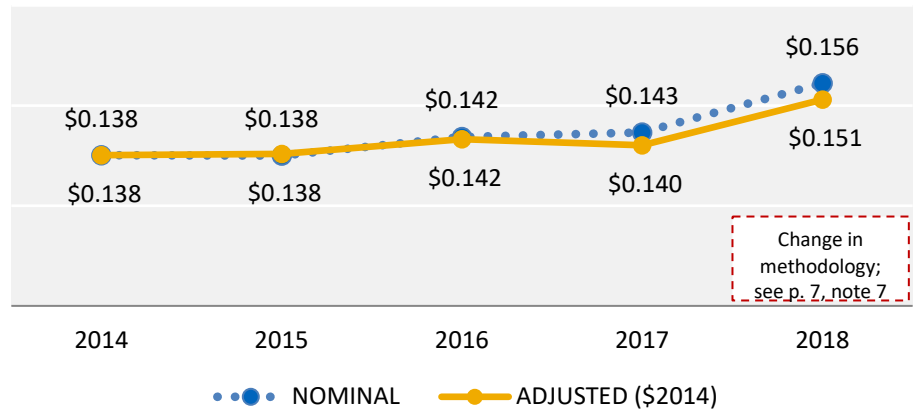


## Service Efficiency and Effectiveness

### Operating Cost per Unit of Transit Capacity

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

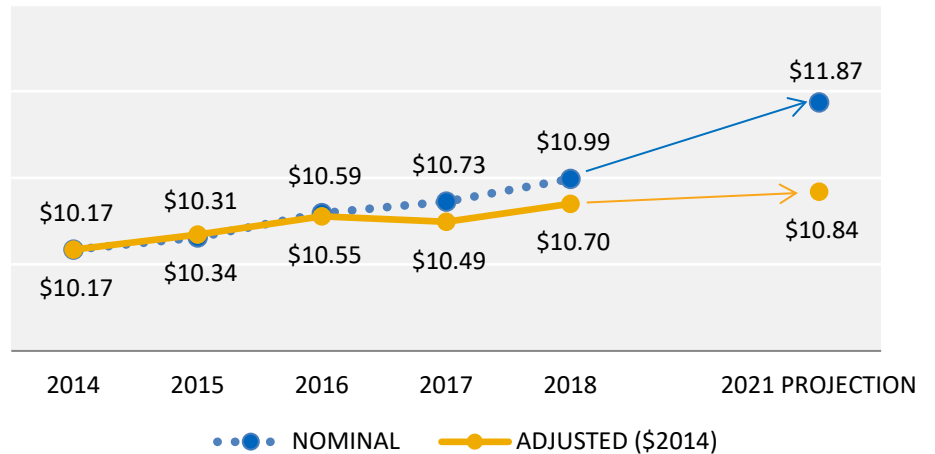
### OPERATING COST PER UNIT OF TRANSIT CAPACITY



### Operating Cost per Vehicle Revenue Mile

The average cost of providing each vehicle revenue mile of service.

### OPERATING COST PER VEHICLE REVENUE MILE

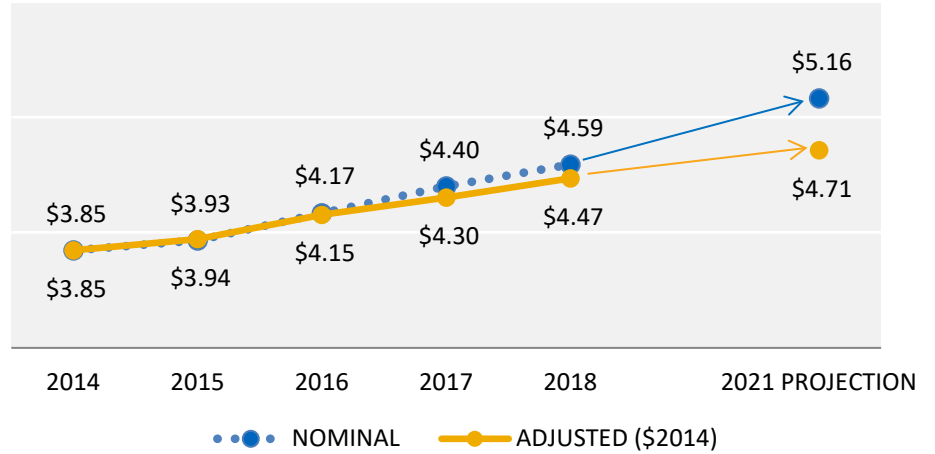


## Service Efficiency and Effectiveness

### Operating Cost per Passenger Trip

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

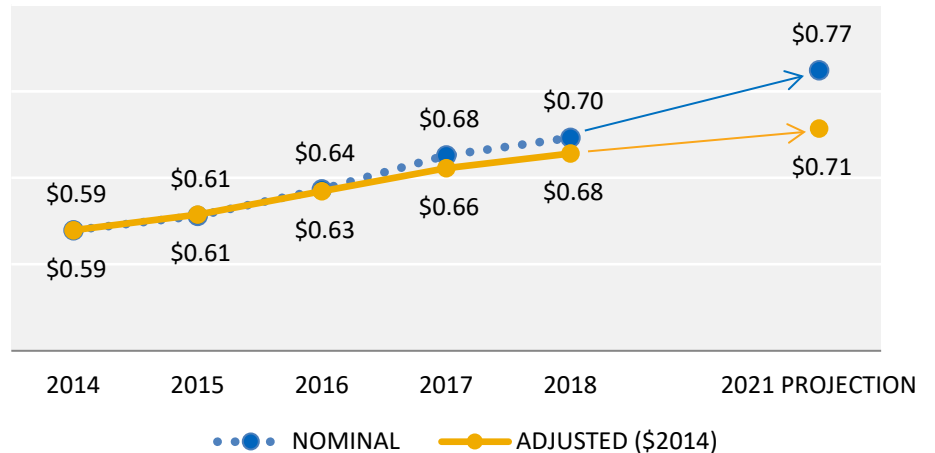
### OPERATING COST PER PASSENGER TRIP



### Operating Cost per Passenger Mile

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

### OPERATING COST PER PASSENGER MILE

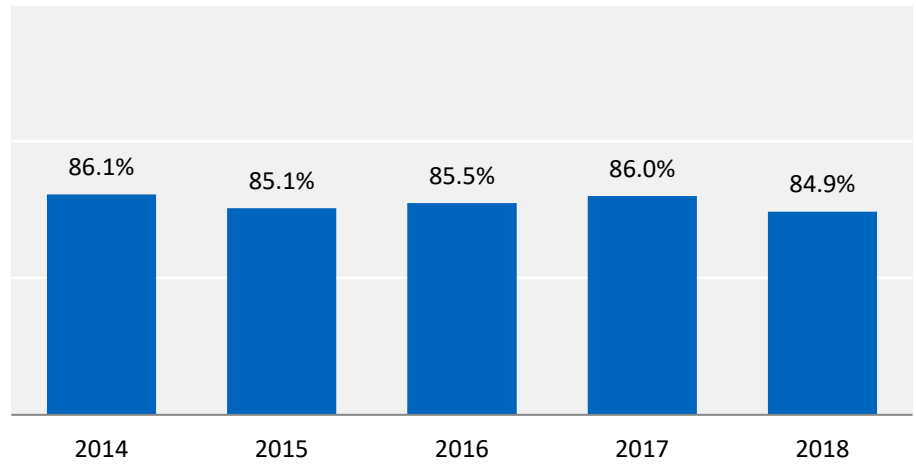


## Service Delivery

### On-Time Performance

The percentage of time that revenue service vehicles are considered on schedule, based on each Service Board's on-time performance measurement definition.

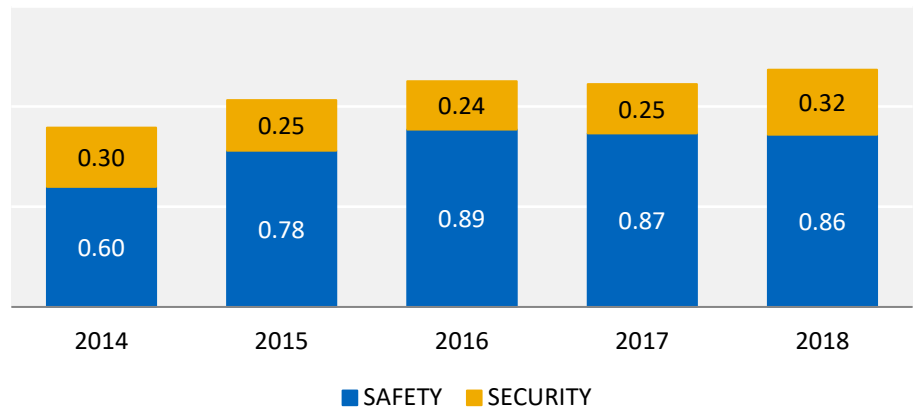
### ON-TIME PERFORMANCE



### Reportable Safety and Security Incidents per Million Passenger Trips

The number of major reportable safety and security incidents per million passenger trips taken.

### REPORTABLE SAFETY AND SECURITY INCIDENTS PER MILLION PASSENGER TRIPS

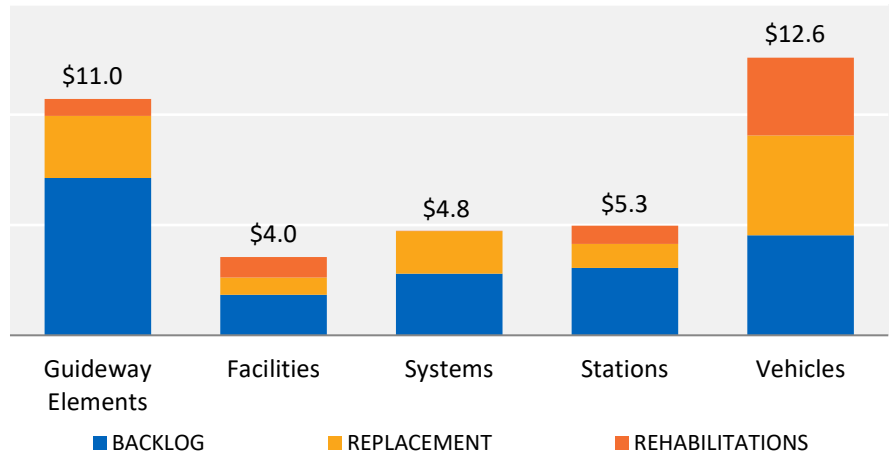


## Service Maintenance and Capital Investment

### Ten-Year Capital Funding Needs

The estimated cost of bringing RTA system-wide assets into a state of good repair over the next ten years. Last updated in 2015, capital needs were calculated to be \$37.7 billion, consisting of \$19.3 billion for backlog (already overdue) projects, and \$18.3 billion for regular replacement and maintenance projects.

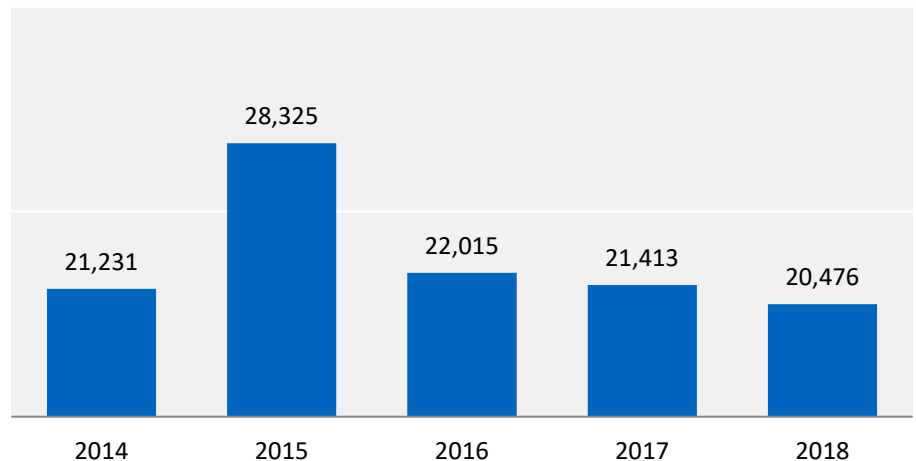
TEN-YEAR CAPITAL FUNDING NEEDS



### Miles between Major Mechanical Failures

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

MILES BETWEEN MAJOR MECHANICAL FAILURES



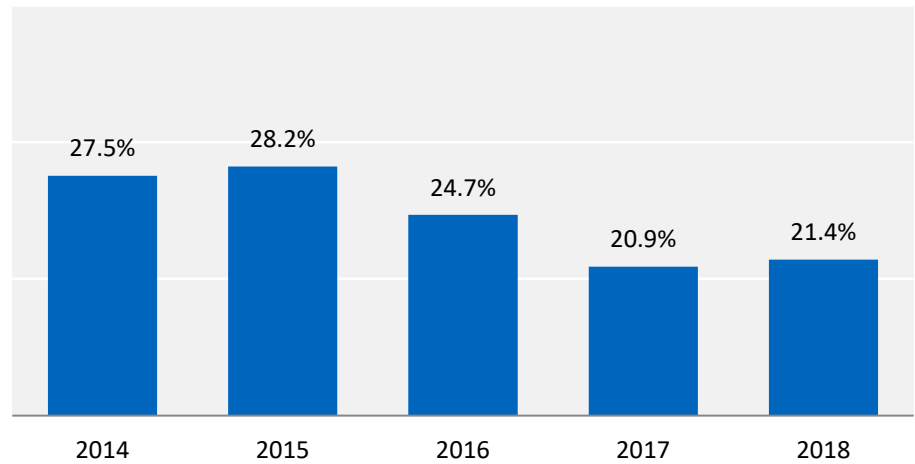


## Service Maintenance and Capital Investment

### Percent of Vehicles beyond Useful Life

The percentage of vehicles in the total vehicle fleet that have reached the end of their minimum useful life as defined by the Federal Transit Administration (4 years for new automobiles or vans, 12 years for new buses, and 25 years for new rail cars). This figure does not take into account rehabilitations that may be undertaken to keep vehicles in service beyond FTA guidelines.

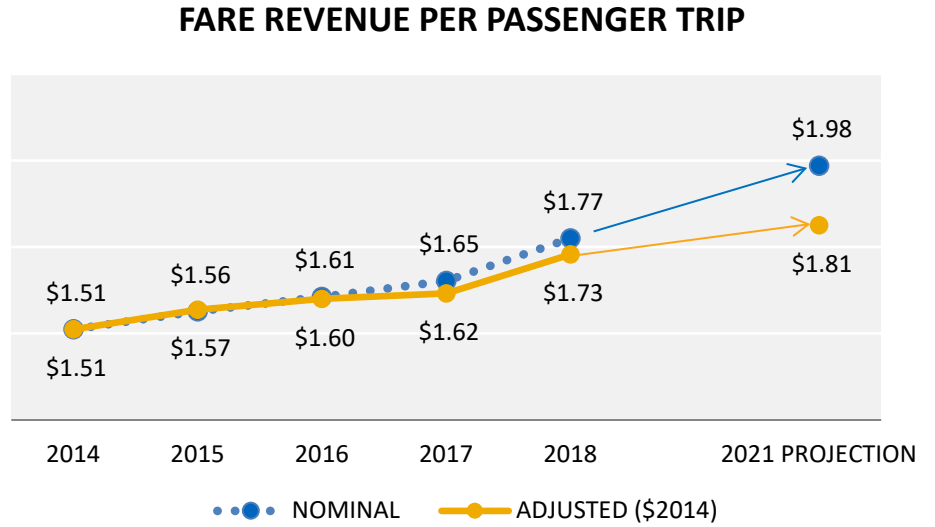
### PERCENT OF VEHICLES BEYOND USEFUL LIFE



## Service Level Solvency

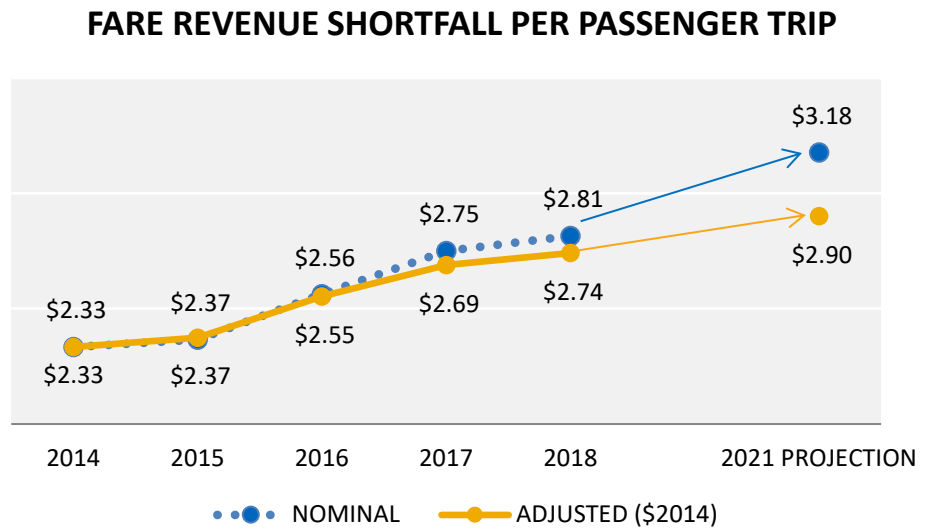
### Fare Revenue per Passenger Trip

The average fare paid by customers per trip.



### Fare Revenue Shortfall per Passenger Trip

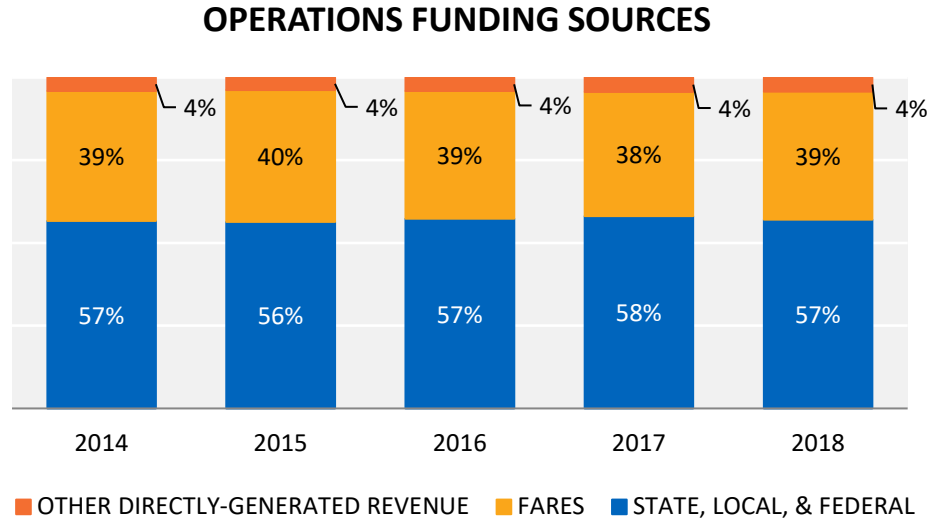
The average cost of each trip that is not covered by the fare paid by customers. The balance of operating costs is covered by other directly-generated revenue (advertising, concessions, etc.) and public funding (local, state, and federal).



## Service Level Solvency

### Operations Funding Sources

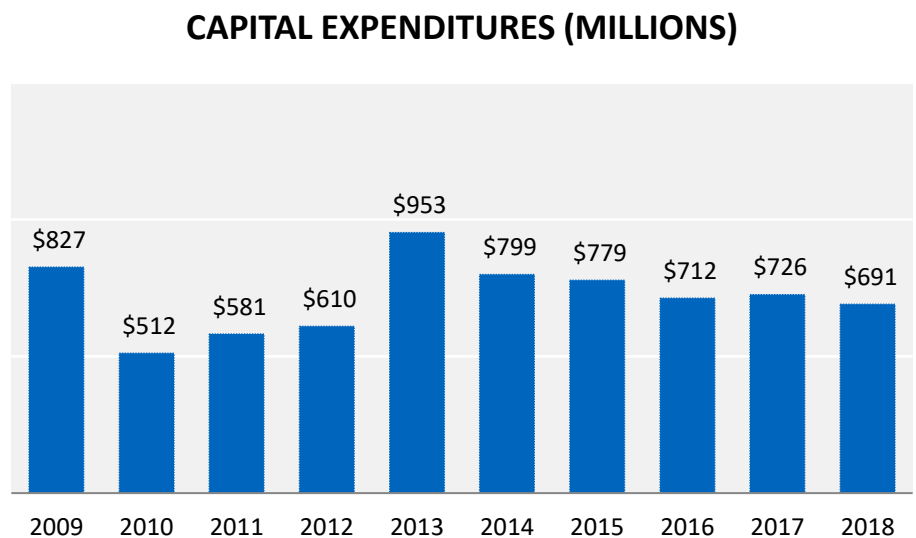
Operating costs are covered through the balance between fare revenue, other directly-generated revenue (advertising, concessions, etc.) and all other revenue (local, state, and federal).



### Capital Expenditures

The expenses related to purchasing or upgrading physical assets such as property, buildings, or equipment.

Expenditures are shown over a 10-year time frame to illustrate the wide variability from year to year and over time.





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