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EXECUTIVE SUMMARY

This report provides analysis of Regional Transportation Authority (RTA) system ridership over the five-year period between 2008 and 2012. This period was marked by a significant period of economic recession that began in 2008 and ended in mid-2009. Economic recovery since then has been modest and as of 2012, employment and job growth had yet to return to pre-recession levels. The recession negatively impacted transit operations on the RTA system and forced the Service Boards (CTA, Metra, and Pace) to consider fare increases and service cuts. CTA, Pace Suburban Service, and Pace ADA Paratransit implemented fare increases in 2009. Metra implemented fare adjustments in 2010 and a significant fare increase in 2012 to bring fares in line with inflationary cost increases. In addition, CTA and Pace both cut service in 2010, with CTA reducing service frequencies, shortening service hours, and eliminating nine express bus routes, and Pace eliminating $1.5 million worth of service. These fare increases and service cuts, together with significant job loss in the region, combined to produce negative ridership results on the RTA system in 2009 and 2010. After two years of ridership loss, the regional economy began to improve in 2011, along with ridership, and these positive trends continued into 2012. A complete history of Service Board fare increases from 2000 to 2012 is included in the final chapter of this report.

Economic conditions in the six-county RTA region improved steadily in 2012 compared to 2011. The unemployment rate decreased by 1.2 percentage points to 8.9% and the total number of jobs in the region grew by 1.1%, as 2012 marked the first year of labor force growth in the region since 2008.

2012 also marked the second straight year of promising ridership growth for the regional transportation system. RTA system ridership increased 2.2% over prior year to 666.1 million annual unlinked passenger trips in 2012, the highest ridership recorded since 1990. In 2012, ridership results were 1.9% higher than the previous record of 653.6 million annual unlinked passenger trips set in 2008 and 11.9% higher than 2003 results.

CTA ridership of 545.6 million annual unlinked trips in 2012 was 2.6% greater than prior year and 3.7% greater than 2008 ridership results. Metra experienced ridership loss in 2012 of 1.7% compared to prior year and 6.3% compared to 2008, the highest recorded ridership year in Metra history. Pace Suburban Service experienced ridership growth of 5.1% in 2012 compared to prior year; however these results were down 6.4% compared to 2008, Pace’s highest recorded ridership result since 2000. Pace experienced the highest level of loss as a result of the recession; with ridership declining by 14.5% from its high in 2008 to its low in 2009. Pace’s
significant ridership loss in 2009 also coincided with a drop in gas prices after record prices in 2008. In contrast, CTA declined by 1.8% from 2008 to 2010—its lowest recorded year of ridership since 2008—and Metra by 6.2% between 2008 and 2010. Pace ADA Paratransit ridership of 3.8 million trips was up 7.8% compared to 2011 and 35.1% since 2008. Pace ADA Paratransit began reporting companion rides in 2011, per federal policy, which helps explain the large growth in ridership over the five-year period.

Conclusion

The results of this analysis indicate that RTA system ridership, as a whole, is responding to improvements in the regional economy. CTA, Pace, and Pace ADA Paratransit all experienced positive ridership growth in 2012. Metra, which recorded positive ridership results in 2011, experienced negative growth in 2012 as a result of a significant 25% average fare increase, the elimination of the Seniors Ride Free Program in late 2011, and the NATO Summit activities held between May 18 and 21, 2012. Other factors that contributed to Metra's ridership loss were extreme heat during the summer months, changes to the City of Chicago special events calendar, and limited access to Union Station and Ogilvie Transportation Center due to construction on Wacker Drive.

Ridership on CTA rail is increasing at a greater rate than ridership on CTA bus, a trend which began in 2009 and has persisted through 2012. CTA responded to this shift in December 2012 by cutting some bus service in favor of providing greater rail service on crowded lines. The Evanston bus route group, one of the smallest total ridership routes, experienced the most ridership growth between 2008 and 2012. The North Side East-West, North-South Cross-towns, and West Side East-West, all high ridership routes, also experienced positive ridership growth over the five-year period. While overall bus ridership declined between 2008 and 2012, the majority of this loss was concentrated on South Side and Special routes. However, North Side Downtown, North West Feeder, and Midway Feeder routes also experienced significant ridership decline during this period. On CTA rail, the Red Line has the highest ridership volume of all lines, recording 75.8 million annual unlinked passenger trips in 2012. Despite record ridership results, ridership growth on the Red Line, while positive, has been slowing since 2008. The Brown Line experienced the greatest ridership growth between 2008 and 2012, increasing 39.4% over the five-year period. The Blue, Green, Orange, Pink, and Yellow lines experienced positive ridership growth each year since 2009, while the Purple Line recorded positive ridership results in 2012 after experiencing ridership loss from 2009 to 2011.

For Metra, the Union Pacific West (UP-W) and North Central Service (NCS) were the only train lines which recorded positive ridership growth in 2012. The Union Pacific Northwest (UP-NW), North Central Service (NCS), and Metra Electric Blue Island and South Chicago Branches are the only lines to record net positive ridership growth since 2008. Despite significant growth on the
Blue Island and South Chicago branches, Metra Electric mainline service experienced the greatest loss in ridership, declining 16.7% over the five-year period. Ridership losses on Metra’s other train lines also contributed to Metra’s 6.3% decline in ridership since 2008.

Pace Suburban Service experienced ridership growth of 5.1% in 2012, but ridership still remains 6.4% less than 2008 levels, a record ridership year for Pace. Ridership growth on Pace Suburban Service in 2012 was driven by positive ridership results for Pace-owned fixed-route service, Dial-a-Ride, and vanpool. For Pace-owned fixed-route service, the Heritage, North, and River Divisions experienced the greatest ridership growth between 2008 and 2012, increasing by 17.8%, 12.4%, and 6.9%, respectively. In contrast, the North Shore, West, and Fox Valley Divisions experienced the greatest ridership loss during the five-year period, with their ridership declining by 17%, 10.2%, and 9.8%, respectively. Municipal and Private-contracted fixed-route services also lost ridership between 2008 and 2012, declining by 9.2% and 54.2%, respectively. Vanpool was the only Pace transit service to record net positive ridership growth since 2008, with total fixed-route service and Dial-a-Ride both losing ridership over the five-year period.

Ridership on Pace ADA Paratransit has increased significantly since 2010, averaging more than 7% growth in 2011 and 2012 (excluding companion rides).

### Regional Economic Outlook

**Gross Metropolitan Product (GMP)**

Gross Metropolitan Product (GMP) is the value of all goods and services produced in a metropolitan area. It captures the value of regional labor output and is a good indicator of the overall health of the region’s economy. Between 2008 and 2011, the latest year of available data from the Bureau of Economic Analysis (BEA), Chicago region GMP growth was 3.6%.

![GMP Growth 2008-2011](chart.png)
increased by 5.1%, from $521.1 million in 2008 to $547.6 million in 2011. The chart below illustrates the steep decline in regional output that occurred in 2009 in conjunction with the financial crisis. Growth rebounded strongly in 2010 and 2011, signifying the start of economic recovery.

**Consumer Price Index (CPI)**

Consumer Price Index (CPI) is a measure of the average change in the price of goods and services over time. Regional CPI increased 6.3% between 2008 and 2012, with steady growth since 2009, when CPI dropped significantly as a result of the financial crisis. Growth in the CPI is common following prolonged periods of economic recession when the supply of goods and services lags behind increasing consumer demand, effectively driving prices up. Regional CPI continued to increase in 2012 which suggests supply had not yet caught up to demand.

**Unemployment**

The regional unemployment rate in December 2012 was 8.9%, down 1.2 percentage points from December 2011, but up 0.3 percentage points from the end of the second quarter of 2012.
Between January 2008 and December 2012, the regional unemployment rate increased by a net of 3.7 percentage points, from 5.2% in 2008 to 8.9% in 2012. Unemployment rates in the region surpassed 10% in 2009 and 2010, at the height of the financial crisis.

**Employment**

In December 2012 there were 3.7 million jobs in the region, an increase of 1.1% from December 2011. This increase in available jobs is consistent with the decrease in regional unemployment that occurred in 2012 compared to prior year.

Despite steady growth in the last four months of 2012, the overall number of jobs in the region has decreased by a net of 183,000 or 4.7% compared to 2008. However compared to December 2009, when employment in the region was at its lowest point in the last decade, regional jobs increased by 106,000 or 3.3%, indicating a consistently improving trend over the past three years.
Labor Force

In 2012 there were 4.3 million individuals in the labor force in the RTA six-county region, an increase of 0.3% over prior year. Between 2008 and 2012, the regional labor force decreased by 0.7% or 30,000 individuals to 4.3 million. Cook County experienced the greatest loss in labor force—decreasing by nearly 22,000 individuals or 0.8%. Lake, McHenry, and DuPage counties also experienced losses in their labor force between 2008 and 2012, while Kane and Will Counties experienced 2.9% and 0.9% increases in their respective labor forces.

Cook County experienced labor force growth of 0.1% in 2008 followed by significant losses in 2009, 2010, and 2011. Total labor force numbers increased 0.3% in 2012, consistent with job growth in the region. As more jobs became available, more individuals entered or re-entered the labor force. Despite this recent growth, Cook County’s labor force remains 0.8% lower than pre-recession levels.
Like Cook County, the collar counties saw an increase in labor force in 2008 followed by a significant decline in 2009 and moderate losses in 2010 and 2011. Labor force numbers in the collar counties increased in 2012, growing by 15,000 individuals or 0.9%. Lake County was the only collar county to experience labor force loss in 2012. McHenry, DuPage, Kane, and Will Counties all experienced an increase in labor force numbers in 2012. Labor force gains in Kane and Will counties between 2008 and 2012 were not enough to offset losses in Lake, McHenry, and DuPage during this same period, resulting in a net labor force loss in the collar counties of 8,300 or 0.5% over the five-year period.

Sales Tax Collection

Over 40% of total RTA system operating revenue 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 $1.02 billion in 2012, 4.6% greater than 2011 results of $977 million. Because sales tax collections are tied to retail sales, charting sales tax growth effectively captures changes in consumer buying power. Loss of
consumer buying power in conjunction with the financial crisis is visible in 2009 when sales tax collections decreased by $27 million or 3% from prior year. Since 2009, sales tax collections have increased at an annualized growth rate of 3.4% per year.

Despite consistent sales tax growth from 2009 to 2012, this growth has not been evenly distributed among the city and suburbs. The chart below compares sales tax growth in the City of Chicago, Suburban Cook County, and collar counties from 2009 to 2012. Suburban Cook County was hardest hit by the economic crisis, with funding from sales tax decreasing 6.4% in 2009. Chicago experienced more moderate sales tax funding loss, decreasing by 1.5% from prior year. Interestingly, sales tax collections in the collar counties increased in 2009, but growth since then has been more moderate than it has in the City of Chicago and Suburban Cook.

**Temperature**

The region experienced unseasonably warm weather in the first quarter of 2012. The average temperature was 10.2 degrees warmer than the average temperature for the first quarter of 2011 and 8.0 degrees warmer than the ten-year average during the same period. The second and third quarters of 2012 were warmer than the prior year by an average of 3.4 and 1.2 degrees, respectively, and were each warmer than the ten-year average by approximately 2.0
degrees. The average temperature in the fourth quarter of 2012 was 1.9 degrees colder than in 2011, but 1.0 degree warmer than the ten-year average.

Analysis indicates that there is a strong positive correlation between ridership and weather. Warmer weather in 2012, particularly during the first quarter of the year, which is often a cold and snowy period in the region, corresponded to the high ridership results achieved during the year.

Fuel Prices

The average cost for a gallon of gas in the region in 2012 was $3.90, the highest annual average cost per gallon recorded in the last decade. In 2012, the average price of gas was $0.12 higher than in 2011 and $0.45 higher than the previous record of $3.45 per gallon achieved in 2008. Fuel prices are positively correlated with ridership. When fuel prices are high, the cost of operating a car increases; in turn, public transit becomes a more attractive and cost-effective option for many individuals. The high cost of fuel in 2012 also likely contributed to positive ridership growth for the year.
Regional Ridership Summary

RTA System

Total RTA system ridership grew by 1.9% between 2008 and 2012, from 653.6 million annual unlinked passenger trips in 2008 to 666.1 million trips in 2012. This growth is equal to an annualized rate of 0.4%, in spite of system-wide ridership losses of 2.3% in 2009 and 0.8% in 2010. Ridership rebounded strongly in 2011, growing 2.9% to 651.8 million trips and remained strong in 2012, growing 2.2% to 666.1 million trips, the highest annual ridership recorded since 1990.

CTA

The CTA makes up the largest share of system ridership and therefore is the main driver of system-wide trends. Total ridership of 545.6 million annual unlinked passenger trips in 2012 also represents the CTA’s highest recorded ridership since 1990. Between 2008 and 2012, CTA ridership grew 3.7%, at an annualized growth rate of 0.7%. During this time, rail ridership
increased significantly, growing at an annualized rate of 3.1% from 198.1 unlinked passenger trips in 2008 to 231.2 million trips in 2012. Bus ridership, in contrast, decreased at an annualized rate of -0.9% during this period, from 328.2 million annual unlinked passenger trips in 2008 to 314.4 million trips in 2012. CTA bus ridership was negatively impacted in 2009 and 2010 by the confluence of the financial crisis, a 2009 fare increase, and 2010 service reductions. In February 2010, CTA reduced bus service by 16% and rail service by 5%. Positive rail ridership growth helped offset some of the ridership loss on CTA buses; however, this growth was not enough to reverse overall CTA ridership losses in 2009 and 2010. Ridership on CTA bus rebounded in 2011 and 2012, and total CTA ridership increased 2.9% in 2011 and 2.6% in 2012. Despite positive growth of 1.4% and 1.3% in 2011 and 2012, respectively, CTA bus ridership has not returned to 2008 levels that totaled 328.2 million. In fact, CTA bus recorded 13.8 million fewer unlinked trips in 2012 than in 2008. Rail ridership, on the other hand, is up 33.1 million trips since 2008 and growth on CTA rail continues to outpace ridership growth on CTA buses. This trend is expected to continue and is reflected in CTA’s decision in December of 2012 to eliminate 12 bus routes in favor of providing greater rail service.

Metra

Metra recorded 81.3 million annual unlinked passenger trips in 2012, 1.7% less than prior year. Compared to 2008—when Metra reached historical ridership levels of 86.8 million—ridership has declined by 5.5 million unlinked passenger trips or 6.3%. Much of this loss occurred in 2009 when ridership declined by 5.2% as a result of the financial crisis. Metra experienced additional ridership loss of 1.1% in 2010, followed by marginal growth of 1.6% in 2011. A significant fare increase in 2012 which raised the average fare by 25%, together with the elimination of free rides for Seniors in late 2011, the 2012 NATO conference, extreme heat during the summer months, changes to the City of Chicago events calendar, and construction on Wacker Drive with impeded access to Union Station and Ogilvie Transportation Center, resulted in the ridership loss of an additional 1.7%. Over the past 15 years, Metra has raised fares five times: 5% in 2002, 5% in 2006, 10% in 2008, 6% in 2010 (one-way and weekend only) and 25% in 2012.
Pace Suburban Service

Between 2008 and 2012, Pace Suburban Service ridership decreased by 2.4 million unlinked passenger trips or 6.3%—an annualized growth rate of -1.3%. Pace experienced ridership growth of 3.6% in 2008, followed by a 14.5% decline in 2009 to 32.3 million annual trips; the significant ridership loss was the result of the financial crisis and a fare increase. Ridership growth was stagnant in 2010, despite service reductions; but rebounded in 2011 and 2012, increasing by 4.2% and 5.1%, respectively, to 35.4 million trips in 2012.

Pace ADA Paratransit

Between 2008 and 2012, Pace ADA ridership increased 35.1% to 3.8 million annual unlinked passenger trips. After experiencing annual ridership growth of 6.6% in 2008 and 6.2% in 2009, slight ridership loss occurred in 2010, due to a fare increase. However, in 2011, ridership growth soared to 23.4% over prior year, followed by additional growth of 7.8% in 2012. Pace ADA began reporting companion rides in 2011. This reporting change helps to explain the large growth in ridership in 2011. Excluding companion rides, Pace ADA ridership increased by 194,000 annual unlinked passenger trips or 7% in 2011.
CTA Ridership Results

CTA ridership of 545.6 million trips in 2012 was 2.6% greater than prior year. CTA bus ridership increased 1.3% in 2012, while rail ridership experienced positive ridership growth of 4.3%. Total CTA ridership grew 3.7% between 2008 and 2012 at an annualized growth rate of 0.7%. CTA rail experienced positive ridership growth during this period, growing by 33.1 million unlinked passenger trips or 16.7%. In contrast, CTA bus ridership decreased during this period by 13.8 million unlinked passenger trips or 4.2%.

CTA Bus

There are currently 140 CTA bus routes in operation. Each route is assigned to a route group, which signifies the territory in which the bus route operates. This section analyzes ridership gains and losses on each of the 14 CTA bus route groupings from 2008 to 2012. Over the five year period, CTA eliminated a total of 28 routes and added two new routes. Of these route changes, 13 were eliminated and two added in December 2012 at the end of this study period, as part of a de-crowding and service streamlining initiative which shifted more resources to CTA rail.

2012 Bus Ridership by Route Group (in millions)
The Evanston bus route group, a route with relatively small ridership volume, experienced the most ridership growth between 2008 and 2012, increasing 14.7%. The North-South Cross-towns, North Side East-West, and West Side East-West, all high ridership routes, also experienced positive ridership growth over the five-year period. While overall bus ridership declined between 2008 and 2012, the majority of this loss was concentrated on South Side and Special routes. However, the North Side Downtown, North West Feeder, and Midway Feeder groups have also experienced significant ridership loss since 2008.

**South Side Downtown**

The South Side Downtown bus ridership growth of 2.4% to 596,000 annual unlinked passenger trips in 2012. The #3 King Drive and #4 Cottage Grove, which have the highest ridership levels of the group at 7.2 million and 7.8 million unlinked trips, respectively, experienced ridership increases of 1.9% and 2.7% in 2012. The route group, consisting of seven bus routes, experienced...
#24 Wentworth, #29 State, and #62 Archer also experienced increased ridership of 3.2%, 4.4% and 0.4%, respectively, compared to prior year. The #5 South Shore Night Bus, which records the lowest number of annual unlinked trips among the group, experienced the greatest growth in 2012, increasing ridership by 12.6%. The #1 Bronzeville/Union Station was the only bus route in the South Side Downtown group to lose ridership in 2012, decreasing by 3.3% or 24,000 trips compared to prior year.

Over the five-year period between 2008 and 2012, ridership for all routes in the South Side Downtown bus route group declined by 25,000 unlinked passenger trips or 0.1%. 2011 marked the first year that the route group experienced positive annual ridership growth since 2008.

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 four bus routes, three of which are currently active routes.

Total ridership for the route group grew by 4.7% in 2012 to 5.9 million annual unlinked passenger trips. The #2 Hyde Park Express and #6 Jackson Park Express both experienced ridership growth in 2012 of 6.8% and 6.1%, respectively. The #X28 Stony Island Express, on the other hand, experienced ridership loss in 2012 equal to 1.9% or 21,000 unlinked passenger trips. The #14 Jeffery Express was discontinued in 2011 with the implementation of the #J14 Jeffery Jump, a BRT-type bus service, whose ridership results are now recorded as part of the Special route group. Movement of riders from the #14 Jeffery Express to the #J14 Jeffery Jump, and the subsequent reclassification of the Jeffery Jump as a special route, explains the 39.4% loss in ridership in 2011. If #J14 Jeffery Jump ridership figures had been included in the South Side LSD Express route group in 2011, ridership would only have declined by 0.4%.
After three years of ridership loss, 2012 marked the first year of positive ridership results for this route group. Moderate losses in 2009 and 2010 were followed by a significant 39.4% ridership loss in 2011 due entirely to the discontinuation of the #14 Jeffery Express. Excluding the #14 Jeffery Express route, ridership actually increased 2% in 2011; if the #14 Jeffery Express is excluded from total ridership figures over the five-year period, ridership on all other bus routes increased 6% since 2008.

South Side East-West

The South Side East-West route group, which contains 11 bus routes, experienced ridership loss of 0.5% in 2012, driven by 6.9% loss on the #43 43rd bus route and smaller losses in ridership on the #55 Garfield, #63 63rd, #79 79th, and #87 87th street buses. Within the route group, the #39 Pershing bus route experienced the greatest ridership growth in 2012, increasing by 20,000 unlinked trips or 3.5%.

Since 2008, when the South Side East-West route group recorded 45.2 million annual unlinked passenger trips, ridership on the route group has declined by 4.3%. Despite overall losses, the #39 Pershing, #43 43rd, #55 Garfield, and #59 59th/61st experienced significant ridership gains during this period. However, growth on these bus routes was not enough to offset the ridership losses that occurred on the #63 63rd, #71 7st/South Shore, #79 79th, and #87 87th street bus routes over the five-year period.
Far South Side

The Far South Side route group, made up of 13 bus routes, recorded 15.1 million annual unlinked passenger trips in 2012, an increase of 0.4% over prior year.

The route group’s total ridership increased in 2008 and 2009 by 5.8% and 2.2%, respectively, but declined sharply in 2010 by 6.1%. In that year the #30 South Chicago and #49A South Western routes were the only bus routes in the group to record positive ridership results. Total ridership rebounded in 2011 and 2012, but was not enough to offset the losses that occurred in 2010. In 2012, ridership was 2.9% lower than it was in 2008.

North Side Downtown

The North Side Downtown bus route group, which contains six routes, experienced ridership loss in 2012 of 0.8%, which marked the fourth consecutive year of negative ridership growth. The #22 Clark and #36 Broadway buses were the only routes in the group to experience constant and/or positive ridership results in 2012.

Ridership grew by 9.6% to 30 million annual unlinked passenger trips in 2008, the last year of positive overall ridership growth for the route group. Since then ridership has declined each year, with 2012 year-end results of 27.4 million unlinked passenger trips being 8.6% less than 2008 ridership.
North Side Lake Shore Drive (LSD) Express

Ridership on the North Side LSD Express bus route group\textsuperscript{vi}, made up of nine routes, increased by 3.2\% in 2012 to 14.3 million unlinked passenger trips; the second consecutive year of positive ridership results. The #145 Wilson/Michigan Express was the only route in the group that experienced ridership loss in 2012; it was discontinued in December 2012 as part of CTA’s de-crowding initiative.

The North Side LSD Express bus route group experienced negative ridership results in 2009 and 2010 after significant ridership growth in 2008. 2012 ridership, the second consecutive year of positive ridership growth, was 4\% less than 2008 results.

North Side East-West

The North Side East-West bus route group\textsuperscript{vii}, consisting of 12 active bus routes, recorded 40 million annual unlinked passenger trips in 2012, 1.4\% greater than prior year. 2012 marked the third consecutive year of positive ridership results after a 5.5\% decline in ridership in 2009.

Overall ridership on the North Side East-West route group has increased 3.2\% since 2008, despite the negative ridership results in 2009.
North-South Cross-towns

Ridership on the North-South Cross-towns bus route group\(^\text{viii}\), which contains 22 active routes, of 70.4 million annual unlinked passenger trips in 2012 was 2% greater than prior year. This is the largest bus route group. The #15 Jeffery Local, #44 Wallace-Racine, and the #52A South Kedzie were the only routes in the group that experienced negative ridership growth in 2012. Minor loss of ridership on the #15 Jeffery Local may be attributable to the implementation of the #J14 Jeffery Jump, a BRT-type bus service that covers the same route as the #15 Jeffery Local, in 2012. The #J14 Jeffery Jump is classified as a special route.

Following negative ridership results in 2009, 2012 marked the third consecutive year of ridership growth for the route group. Unlike other route groups that have not recovered to pre-recession ridership levels, total ridership for North-South Cross-towns routes has increased by 3.5 million unlinked passenger trips or 5.2% since 2008. The #44 Wallace-Racine is the only route in this group that has lost ridership each year since 2009. Other routes such as the #28 Stony Island and #91 Austin, which lost ridership in 2009, 2010, and 2011, recorded positive ridership results in 2012.
West Side East-West

The West Side East-West bus route group, made up of 12 active bus routes, has increased in ridership by 0.4% since 2008. This route group has the second greatest ridership of all route groups. The #18 16th/18th street bus experienced the greatest growth over the 5-year period, increasing by 144% to 1.3 million annual unlinked passenger trips.

In 2012, total ridership on West Side East-West buses of 44 million unlinked trips was 2.4% greater than prior year. Ridership loss on the #7 Harrison, #17 Westchester, #60 Blue Island/26th, and the #126 Jackson was offset by positive ridership gains on the other bus routes in the group; particularly the #18 16th/18th and the #21 Cermak, which recorded greater than 5% growth in 2012. The #12 Roosevelt, #66 Chicago, and #72 North also recorded substantial growth in 2012.

Downtown

The Downtown bus route group, consisting of eight routes, saw ridership decline by 5.7% in 2012 to 3.1 million annual unlinked passenger trips. The negative results were driven by significant losses in ridership of greater than 10% on the #122 Illinois Center/Ogilvie Express, #123 Illinois Center/Union Express, #124 Navy Pier, #125 Water Tower Express, and #129 West Loop/South Loop bus routes. Ridership loss on these routes in 2012 is consistent with multi-year declines in ridership.
that began in 2008.

**Evanston**

The Evanston bus route group\textsuperscript{x}, made up of four active bus routes, recorded 2.4 million annual unlinked passenger trips in 2012, 2.8% lower than prior year. Negative ridership results were driven by substantial ridership loss on the #97 Skokie, #201 Central/Ridge, and #206 Evanston Circulator.

The greatest positive ridership growth year-over-year occurred in 2009 when ridership grew by 9.9%, with 2012 marking the first year of negative ridership growth for this route group since 2008. Even with ridership loss in 2012, total ridership for the Evanston-based bus routes has increased by 303,000 or 14.7% since 2008, the highest growth for all route groups.

**Midway (MDW) Feeder**

The MDW Feeder bus route group\textsuperscript{xi}, which contains five routes, experienced positive ridership growth of 2.1% in 2012. Total ridership of 2.4 million annual unlinked passenger trips represents the second consecutive year of positive ridership results. Moderate ridership loss on the #62H Archer/Harlem and #63W West 63\textsuperscript{rd} street buses, which have the largest ridership volumes of the group, was offset by significant ridership gains on the #55A 55\textsuperscript{th}/Austin, #55N 55\textsuperscript{th}/Narragansett, and #165 West 65\textsuperscript{th} street bus routes. Despite lower...
annual ridership, these routes saw increases greater than 8% in 2012.

MDW Feeder buses have lost 100,000 riders, 8% of ridership, since 2008. Ridership loss over the five-year period is driven by negative results on the #62H Archer/Harlem, #63W West 63rd, and #165 West 65th street bus routes. The #63W West 63rd street bus, which had the highest ridership at 506,000 annual unlinked passenger trips in 2012, lost 88,000 or 15% of riders since 2008.

North West Feeder

The North West Feeder bus route group\textsuperscript{iii}, made up of nine routes, experienced ridership growth of 2.1% in 2012, marking the second consecutive year of positive ridership results. The #69 Cumberland/East River was the only route in the group to experience significant ridership loss in 2012, losing 18,000 riders or 14.4% of its total ridership.

Total ridership on North West Feeder routes has declined by 10% since 2008, with the most significant ridership losses occurring on the #68 Northwest Highway, #81W West Lawrence, and #88 Higgins. Combined, the routes tallied 268,000 less rides in 2012 than in 2008 and averaged a 17% decline in total ridership over the five-year period.

Special

The Special route group\textsuperscript{iv} is comprised of 11 active subsidized bus routes that support local universities, museums, stadiums, hospitals, and corporations. The route group recorded its third consecutive year of ridership loss in 2012. Total ridership of 1.8 million annual unlinked passenger trips was 2.3% less than prior year. Negative ridership results in 2012 were driven by ridership loss greater than 5.0% on the #10 Museum of Science & Industry, #33 Mag Mile Express, #132 Goose Island Express, #154 Wrigley Field Express, and the #192 University of Chicago Hospitals Express. The #132 Goose Island Express experienced the greatest ridership loss in 2012, recording 16,000 or 19.2% fewer trips compared to prior year.
The route group recorded its highest annual ridership of 2.1 million in 2009, a year when many bus routes and route groups saw declines in total ridership as a result of the financial crisis. However, since 2009, ridership on special routes has declined by 226,000 trips or 10.9%. This decline amounts to an average loss of 3.8% of riders per year. The largest ridership loss during this period occurred on the #98 Avon Express, #154 Wrigley Field Express, and the #171 University of Chicago/Hyde Park which lost 38.6%, 47.3%, and 35.5% of riders, respectively. Some of the loss on the #171 may be attributable to increased ridership on the #172 University of Chicago/Kenwood, which experienced ridership growth of 16.9% during this period. Total ridership on all special routes was 10.7% less in 2012 than what it was in 2008.

**CTA Rail**

The CTA rail system consists of eight transit routes or lines which operate at 144 stations in the City of Chicago and surrounding suburbs. Ridership increased on all eight CTA rail lines in 2012.
Despite positive ridership results on the Red Line each year over the five-year period, ridership growth has been slowing since 2009, with just 1.9% growth achieved in 2012. In contrast, Green Line ridership has increased each year since 2009, increasing 4.6% in 2012. Like the Green Line, ridership on the Orange and Pink Lines has increased steadily since 2009. Growth on the Yellow Line was positive, but slowing, from 2008 to 2011. In 2012, ridership on the Yellow Line increased significantly, 18.4% over prior year. Ridership growth on the Blue Line has remained above 7% year-over-year since 2010. Like the Blue line, growth on the Brown Line was greater than 6.0% in 2010, 2011, and 2012. In contrast, 2011 marked the first year of positive ridership results on the Purple line since 2009. Ridership growth continued on the Purple Line in 2012, increasing 0.9% over 2011 results. CTA does not distinguish between Purple, Brown, Pink, or Orange line trips that originate on shared platforms in the Loop; instead, referring to these trips as Loop Service. Ridership on Loop Service increased 4.1% in 2012, which marked a return to 2008-level ridership results.

The Brown Line experienced the greatest percent rate of growth between 2008 and 2012, with ridership increasing 39.4%. This is due in large part to the Brown Line Capacity Expansion Project to improve service delivery and station accessibility which was completed in 2010. The Yellow Line also experienced significant ridership growth over the five-year period, with ridership increasing 31.6%. A substantial portion of this ridership growth occurred in 2012 with the opening of the Oakton/Skokie station in April 2012.

**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 Northside, Red Line State Street Subway, and Red Line Dan Ryan branch. In 2012, 75.8 million unlinked passenger trips were recorded on the Red Line, an increase of 1.9% over prior year. The Red
Line is the most utilized train line, recording as many passenger trips as the Blue, Brown, and Green Lines combined.

The Northside branch, between the Grand and Howard stations, made up the greatest percentage of Red Line ridership (55%) with 41.7 million unlinked trips recorded in 2012; 2% greater than prior year. Ridership on the State Street Subway branch totaled 17.4 million trips in 2012, 22.9% of total ridership and 3.2% over prior year. The 16.7 million unlinked passenger trips recorded on the Dan Ryan branch made up the remaining 22.1% of total ridership and represented an increase of 0.3% over prior year.

The Lake Street station recorded the greatest number of rail station entries of all three branches in 2012 at 5.8 million entries. The Chicago, Fullerton, and Belmont stations recorded the highest volume of entries on the Northside branch at 5.3 million, 4.4 million, and 4.5 million, respectively. On the Dan Ryan branch, the 95th Street Terminal had the greatest number of entries at 3.8 million.

Red Line ridership has increased significantly since 2008, with 2009 marking the greatest year-over-year increase in the last five years. Despite overall ridership growth of 5.1% year-over-year, 2009 was also characterized by negative ridership results on the Dan Ryan Branch of the Red Line. Ridership on this branch declined 3.9% in 2009. An explanation is that a greater proportion of trips originating on the Dan Ryan branch are made by low income riders than on other parts of the Red Line. CTA had a fare increase in 2009 at the height of the financial crisis. Fare increases are shown to disproportionately affect low income riders whose demand for transit and other goods is much more elastic and price sensitive. In times of fare increases, riders, particularly those who are low income, respond by taking less discretionary trips. This, in turn, negatively impacts ridership.

Since 2009, ridership has increased by 6.5 million unlinked passenger trips or 9.4%. The Northside branch experienced the greatest growth during this period, increasing by 11.9% (an annualized rate of 3.8% per year). The Dan Ryan branch experienced the most moderate growth, increasing by just 2.2% over the three year period.
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 Forrest Park, and Blue Line Dearborn (the Chicago Loop stations). In 2012, the Blue Line hosted 43.1 million annual unlinked passenger trips, the second most of any line, up 7% from prior year. Ridership on all branches increased by greater than 5%, year-over-year. 25.3 million unlinked passenger trips were recorded on the O’Hare branch of the Blue Line in 2012, 7.5% more than prior year. Rail trips that originate on the O’Hare branch account for the largest share of total Blue Line ridership at 59%. The remaining 40% of trips is split between those originating in the Loop or the Forrest Park branch, with slightly more trips originating on the Forrest Park portion of the line.

2012 marked the third consecutive year of significant, positive ridership growth on the Blue Line after negative growth in 2009. Ridership loss in 2009 of 4.4%, which coincided with a CTA fare increase, came on the heels of nearly 10% ridership growth in 2008. Since 2008, total ridership has increased by 18.4%; this is an annualized rate of 4.3% growth per year, despite negative results in 2009.

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 2012, the Green Line recorded 12.6 million unlinked passenger trips, an increase of 550,000 or 4.6% from prior
Ridership growth in 2012 coincided with the opening of a new Green Line station at Morgan. In 2012, 289,000 station entries were recorded at the Morgan station.

The Lake Street branch makes up the largest share of total ridership, recording 8.6 million station entries in 2012; 5% greater than prior year. The Elevated branch recorded 2.6 million entries in 2012, up 4.7% from 2011. The East 63rd and Ashland/63rd branches tallied 632,000 and 777,000 entries, respectively, in 2012. The East 63rd and Ashland/63rd branches experienced more moderate ridership growth than the Lake Street and Elevated branches, growing by 2.8% and 1.1%, respectively.

Like the Blue Line, 2012 marked the third consecutive year of positive ridership results on the Green Line after negative growth in 2009 as a result of the fare increase that year and the economic downturn. Following ridership loss of 3.4% in 2009, ridership growth returned in 2010, but pre-fare increase ridership levels were not achieved until 2011. Ridership in 2012 was 5% greater than 2008 results.

**Purple**

The Purple Line provides train service between Linden Station in Wilmette and Howard Station in Chicago, with stops in Evanston. During weekday rush-hour periods, express service continues to the downtown Loop. In 2012, Purple Line ridership totaled 3.2 million unlinked passenger trips, an increase of 29,000 or 0.9% over prior year. This total does not include Purple Line express service.
ridership in the Loop because CTA does not distinguish Purple Line trips that originate in the Loop from trips that originate on the Brown, Orange, or Pink Line trains that share the same platforms.

2012 marked the second consecutive year of ridership growth on the Purple Line, following ridership loss in 2009 and 2010. Since 2008, total ridership has increased by 50,000 or 1.6%. Over this five-year period, 2008 marked the greatest year-over-year increase in ridership, when annual unlinked passenger trips increased by 8.1%.

**Brown**

The Brown Line provides train service from the Kimball station in Chicago’s Albany Park neighborhood to Downtown. Brown Line ridership equaled 18.6 million unlinked passenger trips in 2012, 6% greater than prior year. As was the case with the Purple Line, Brown Line service in the Loop is not included in total Brown Line ridership figures because CTA does not distinguish between Brown, Purple, Orange, and Pink Line trips that originate on shared platforms.

All Brown Line stations experienced positive ridership growth in 2012. The Damen station saw the greatest ridership increase with 9.9% more station entries in 2012 than prior year. Brown Line ridership has increased each year since 2008. Over the five-year period, ridership has increased by 5.3 million or 39.4%, more than any other line. Annualized over five years, the average growth per year was 6.9%. The greatest year-over-year increase in ridership occurred in 2008 when ridership increased 13.5%. Ridership growth on the Brown Line occurred in conjunction with the Brown Line Capacity Expansion Project which was completed in 2010. As part of the project, all 18 Brown Line stations were renovated in order to improve service delivery and provide increased accessibility. Station renovations began in 2006, with the majority of stations reopening to full capacity in 2008.
Orange

The Orange Line provides train service from Midway Airport to the Downtown Loop; it provides service to Chicago’s southwest side. In 2012, Orange Line ridership for the Midway to Halsted stations increased 6.9% to 8.8 million unlinked trips. Trips originating in the Loop are not included in this total.

2012 marked the second consecutive year of ridership growth on the Orange Line after ridership loss in 2009 and 2010. Since 2008, Orange Line ridership has increased 4.8%.

Yellow

The Yellow Line, commonly referred to as the “Skokie Swift,” provides train service between the Dempster station in Skokie and Howard station in Chicago. In 2012, Yellow Line ridership totaled 932,000, an 18.4% increase over prior year. This significant ridership growth can be attributed to the opening of the Oakton-Skokie Station in April 2012. Total ridership has increased steadily since 2008, growing by 32% over the five-year period at an annualized rate of 5.6% per year.
**Pink**

The Pink Line provides train service between the 54th/Cermak station, which services the Cicero and Berwyn communities and the downtown Loop. The Pink Line recorded 5.2 million unlinked passenger trips in 2012, 7.1% growth over prior year. Pink Line trips that originate in the Loop are not included in this total. The Cicero, Central Park, and Kedzie stations experienced significant ridership gains in 2012, recording 11%, 12.2%, and 10.6% increases in station entries, respectively.

2012 marked the third consecutive year of ridership growth on the Pink Line, following slightly negative ridership results in 2009 when ridership decreased by 4,000 trips or 0.1%. Despite the small ridership loss in 2009, total Pink Line ridership increased 15.9% between 2008 and 2012. This is an annualized growth rate of 3% per year.

**Loop Service**

Brown, Purple, Pink, and Orange Line trains that service Chicago’s downtown Loop make up Loop Service. Ridership in the Loop increased 4.1% in 2012 to 21.8 million unlinked passenger trips. This increase was the second consecutive year of positive ridership results on Loop trains, following negative ridership results in 2009 and 2010.

Since 2008, station entries in the Loop have increased 4%, with 2008
marking the largest year-over-year increase in ridership. In 2009 and 2010, ridership decreased by 4% and 0.5%, respectively, before bouncing back in 2011. Despite 4.5% growth in 2011, ridership did not exceed 2008 levels until 2012.

### Metra Ridership Results

Metra recorded 81.3 million annual unlinked passenger trips in 2012, 1.7% less than prior year and 6.3% less than 2008 results. Metra’s ridership loss over the five-year period was driven by significant job loss in the region and weak recovery. Several other events also contributed to ridership loss during this period including Metra’s 2012 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. The Metra data represented here is the data reported to the RTA and Metra Boards, as opposed to the Metra data reported to the National Transit Database (NTD). Metra data reported to NTD does not include the free rides that Metra provides. Metra data reported to the RTA does include the free rides and therefore was used in this report to provide a more accurate view of the changes in riding patterns that occurred with the end of the Seniors Ride Free program. In addition the NTD data does not report ridership at the rail line level included in this report.

This section analyzes ridership gains and losses on the Metra commuter rail system from 2008 to 2012. The Metra commuter rails 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 (RI),
- Metra Electric District (ME).
Line level estimates beginning in August 2010 were affected by the implementation of a new revenue accounting system which provides more precise line breakdowns than the previous systems were able to provide.

The Union Pacific West (UP-W) and the North Central Service (NCS) were the only train lines that recorded positive ridership growth in 2012. Between 2008 and 2012, the Union Pacific Northwest (UP-NW), North Central Service (NCS), and Metra Electric Blue Island and South Chicago Branches were the only lines that increased in ridership. Despite significant growth on the Blue Island and South Chicago branches, Metra Electric mainline service ridership declined 16.7% over the five-year period. Ridership losses on Metra’s other train lines also contributed to the system-wide decline in ridership that has occurred since 2008.

Union Pacific North (UP-N)

The Union Pacific North (UP-N) line provides daily service between the Ogilvie Transportation Center in downtown Chicago and Kenosha, Wisconsin. The train line is operated by the Union Pacific Railroad under a purchase-of-service agreement with Metra.

In 2012, the Union Pacific North line recorded 9.1 million annual unlinked passenger trips, 4.1% less than in 2011. 2012 marked the third consecutive year of ridership loss on the UP-N line. Since 2008,
ridership on the UP-N has declined by 13.7% or 1.4 million trips.

*Union Pacific Northwest (UP-NW)*

The Union Pacific Northwest (UP-NW) line provides daily service between the Ogilvie Transportation Center in downtown Chicago and the cities of Harvard and McHenry, Illinois. The train line is operated by the Union Pacific Railroad under a purchase-of-service agreement with Metra.

The Union Pacific Northwest line carries the second largest passenger volumes in the Metra system and recorded 11 million unlinked passenger trips in 2012, on par with prior year. The UP-NW experienced significant ridership loss of 5.2% in 2009. Ridership then rebounded in 2010 and continued to grow in 2011 before remaining flat in 2012. Since 2008, ridership on the UP-NW has increased by 412,000 or 3.9%.

*Union Pacific West (UP-W)*

The Union Pacific West (UP-W) line provides daily service between the Ogilvie Transportation Center in downtown Chicago and Elburn, Illinois. The train line is operated by the Union Pacific Railroad under a purchase-of-service agreement with Metra.
In 2012, the Union Pacific West (UP-W) line recorded 8 million unlinked passenger trips, an increase of 0.7% over 2011. 2012 marked the third consecutive year of positive ridership results on the UP-W, following ridership loss of 7.5% in 2009. Positive ridership growth in recent years has not been enough to offset the loss in ridership that occurred in 2009. In 2012, ridership was 2% less than 2008 results.

**Milwaukee District North (MD-N)**

The Milwaukee District North (MD-N) line provides daily service between Union Station in downtown Chicago and Fox Lake, Illinois. The MD-N line is owned and operated by Metra.

The Milwaukee District North (MD-N) line experienced ridership loss of 1.6% in 2012, decreasing to 6.9 million annual unlinked passenger trips. Ridership on the MD-N declined 11.3% since 2008. 2011 marked the only year of positive ridership growth since 2008.

**Milwaukee District West (MD-W)**

The Milwaukee District West (MD-W) line provides daily service between Union Station in downtown Chicago and Elgin, Illinois. The MD-W line is owned and operated by Metra.

The Milwaukee District West (MD-W) saw ridership decline 2.6% in 2012 to 6.9 million annual unlinked passenger trips. 2012 marked the first year of negative ridership
results after positive growth in 2010 and 2011. Since 2008, ridership has decreased by 0.6% or 42,000 trips.

**North Central Service (NCS)**

The North Central Service (NCS) line provides daily service between Union Station in downtown Chicago and Antioch, Illinois. It is Metra’s second lowest ridership line. 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 North Central Service (NCS) line grew by 0.3% to 1.7 million annual unlinked passenger trips in 2012, representing the second consecutive year of positive ridership results. Since 2008, ridership on the NCS has increased by 80,000 unlinked passenger trips or 5%.

**BNSF Railway (BNSF)**

The BNSF Railway (BNSF), Metra’s highest volume line, provides daily service between Union Station in downtown Chicago and Aurora, Illinois. The train line is operated by the BNSF Railway under a purchase-of-service agreement with Metra.

In 2012, the BNSF Railway (BNSF) recorded 16.4 million annual unlinked passenger trips, down 1.3% from prior year. Ridership loss in 2012 came on the heels of two years of positive ridership growth on the BNSF. Ridership in 2012 was
4% less than 2008 results.

**Heritage Corridor (HC)**

The Heritage Corridor (HC) is Metra’s lowest ridership line; it provides daily service between Union Station in downtown Chicago and Joliet, Illinois. Trains are operated by Metra on track owned by the Canadian National Railway (CN).

The Heritage Corridor (HC) recorded nearly 683,000 annual unlinked passenger trips in 2012, 3.4% less than prior year. Like with the MD-N, 2011 marked the only year of positive ridership growth on the HC since 2008. Ridership in 2012 was 64,000 or 8.5% less than in 2008.

**SouthWest Service (SWS)**

The SouthWest Service (SWS) line provides daily service between Union Station in downtown Chicago and Manhattan, Illinois. Metra operates the SWS line and owns part of the line; the remainder is leased from the Norfolk Southern Railway.

Ridership on the SouthWest Service line totaled 2.5 million annual unlinked passenger trips in 2012, 1.1% less than prior year. Since 2008, ridership on the SWS
has declined by just 11,000 rides or 0.4%.

Rock Island District (RI)

The Rock Island District (RI) line provides daily service between the LaSalle Street Station in downtown Chicago and Joliet, Illinois. The RI line is owned and operated by Metra.

In 2012, the Rock Island District (RI) line recorded 8.5 million annual unlinked passenger trips. This represented a loss in ridership of 1.3% compared to 2011. Ridership on the RI line has decreased by 1.2 million or 11.9% since 2008, an annualized rate of 2.5% ridership loss per year.

Metra Electric District (ME)

The Metra Electric District (ME) line provides daily service between Millennium Station in downtown Chicago and University Park, Illinois. 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 ME line is owned and operated by Metra.

Metra Electric (ME) mainline ridership declined 4.1% in 2012 to 8.5 million annual unlinked passenger trips. Ridership on main
line service has declined each year since 2008, and 2012 ridership was 16.7% less than 2008 results of 10.2 million annual unlinked passenger trips, the greatest ridership loss of any line.

In contrast, ridership on the Blue Island Branch increased 4.6% in 2012 to 260,000 annual unlinked passenger trips. This increase represents the second consecutive year of positive ridership growth on the Blue Island Branch. Since 2008, ridership has increased 21.7%.

Ridership on the South Chicago Branch declined 1.2% in 2012 to 935,000 annual unlinked passenger trips. Despite ridership loss in 2012, total ridership on the South Chicago Branch increased by 60,000 or 6.8% over the five-year period, largely due to the significant ridership growth achieved in 2011.
Pace Ridership Results

Pace Suburban Service

Pace Suburban Service recorded 35.4 million annual unlinked passenger trips in 2012, an increase of 5.1% over prior year. 2012 marked the second consecutive year of positive ridership growth, following ridership loss in 2009 and no growth in 2010. Despite positive growth in 2011 and 2012, ridership has decreased by 2.4 million unlinked passenger trips or 6.4% since 2008—an annualized growth rate of -1.3%.

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. In addition, Pace provides contracted service to the City of Highland Park and the Villages of Downers Grove and Niles and partners with three private transit providers to deliver service to 28 other communities. Together, these Pace-owned and contracted services make up fixed-route service. 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.

Fixed-Route Service

Pace-owned Service

In 2012, Pace-owned fixed-route service recorded 30.4 million annual unlinked passenger trips, an increase of 6.1% over 2011. This was the third consecutive year of positive ridership results on Pace-owned fixed-route service after significant ridership loss of 5.1 million unlinked passenger trips in 2009. Despite recent growth, total ridership on Pace-owned fixed-route service was 4.1% less in 2012 than in 2008.
The South Division recorded the highest ridership of all Pace-owned fixed-route service in 2012, with 7.3 million unlinked passenger trips; followed by the West Division, which recorded 7.1 million unlinked passenger trips. The River and Fox Valley Divisions served the fewest riders in 2012, recording 1.2 million and 823,000 unlinked passenger trips.

The Heritage, North, and River Divisions experienced the greatest ridership growth between 2008 and 2012, increasing by 17.8%, 12.4%, and 6.9%, respectively. In contrast, the North Shore, West, and Fox Valley Divisions experienced the greatest ridership loss during the five-year period, with their ridership declining by 17%, 10.2%, and 9.8%, respectively.
Fox Valley Division

The Fox Valley Division, which serves the Aurora and Naperville communities, was the only Pace-owned fixed-route service to lose ridership in 2012, decreasing 1% to 824,000 annual unlinked passenger trips. Since 2008, ridership on the Fox Valley Division has decreased by 9.8% or 89,000 unlinked passenger trips.

Heritage Division

Ridership on the Heritage Division, which serves the southwest suburbs and Joliet, increased 16.5% in 2012 to 1.2 million annual unlinked passenger trips. This was the third consecutive year of positive ridership growth. Since 2008, ridership has increased by 173,000 or 17.8%.
North Division

The North Division, which serves Waukegan and the far northwest suburbs, saw ridership growth of 9.6% in 2012, an increase of 163,000 annual unlinked passenger trips over prior year. Ridership has increased by 229,000 unlinked passenger trips or 12.4% since 2008.

North Shore Division

The North Shore Division, which serves Evanston and the northern suburbs, experienced ridership growth of 2.1% in 2012, marking the first year of positive ridership growth for the division in the last five years. Since 2008, ridership has declined by nearly 300,000 unlinked passenger trips or 17%.
Northwest Division

The Northwest Division, which serves Des Plaines and the northwest suburbs, recorded 6.2 million annual unlinked passenger trips in 2012, an increase of 5.6% over prior year. However, ridership declined by 0.6% or 35,000 unlinked passenger trips over the five-year period between 2008 and 2012.

River Division

Ridership on the River Division, which serves the greater Elgin area, increased by 4.3% in 2012 to 1.2 million annual unlinked passenger trips. Since 2008, ridership has increased by 80,000 unlinked passenger trips or 6.9%.
South Division

In 2012, the South Division, which serves the South Cook County and DuPage County suburbs, recorded 7.3 million annual unlinked passenger trips, an increase of 6% from prior year. This increase marked the third consecutive year of positive ridership growth after significant ridership loss of 18.8% in 2009. Despite recent growth, ridership has not yet returned to 2008 levels and remains 435,000 or 5.6% less than it was in 2008.

Southwest Division

Ridership on the Southwest Division, which serves Bridgeview and the DuPage County area, increased by 6.0% in 2012 to 3 million annual unlinked passenger trips. The division experienced significant ridership loss of 21.8% in 2009 and has not yet returned to 2008 ridership levels. In 2012, ridership was 145,000 or 4.6% less than 2008 results.
West Division

The West Division, which serves western Cook County and DuPage County, recorded 7.1 million annual unlinked passenger trips in 2012, an increase of 6.4% over prior year. 2012 marked the second consecutive year of positive ridership results for the division. However, 2012 ridership remains 808,000 or 10.2% less than 2008 results.

Contracted Service

Municipal contracted bus service ridership decreased by 4,600 annual unlinked passenger trips or 0.5% in 2012, following moderate ridership losses for the City of Highland Park and Village of Niles contracted services. Ridership has decreased steadily since 2008, with the City of Highland Park, Village of Niles, and Village of Downers Grove contracted services all losing ridership over the five-year period. Total municipal contracted service ridership of 844,000 unlinked passenger trips in 2012 was 86,000 or 9.2% less than 2008 results.

Pace also contracts directly with three private transit providers for fixed route service in 28 different communities, many of which are served by the Job Access Reverse Commute (JARC) program. Private contracted bus service ridership decreased by 234,000 or 20% in 2012 to 934,000 annual unlinked passenger trips. This ridership loss is consistent with significant year-over-year ridership losses for private contracted bus service that began in 2008. Over the five-year period, ridership on private contracted bus service has decreased by over 50%.
Dial-a-Ride

Ridership on Pace Dial-a-Ride service increased 0.2% in 2012 to 1.2 million annual unlinked passenger trips. This increase marked the first year of positive ridership results after ridership loss of 1.6% in 2011. Since 2008, ridership on Dial-A-Ride has increased by 144,000 unlinked passenger trips or 13.1%.

Vanpool

Vanpool ridership increased 10.3% in 2012 to 2 million annual unlinked passenger trips. However since 2008, total vanpool ridership has decreased by nearly 60,000 unlinked passenger trips or 6.4%.
ADA Paratransit Service

Ridership on ADA Paratransit service increased 7.8% in 2012 to 3.8 million annual unlinked passenger trips. This increase represents the second consecutive year of positive ridership growth on all ADA Paratransit service. Ridership increased 23.4% in 2011, largely as a result of a new federal policy to include companions and personal care attendants in ridership figures.

ADA Paratransit Service ridership has increased by 957,000 annual unlinked passenger trips or 35.1% since 2008, with the majority of this growth occurring in 2011 due to the inclusion of companion rides in total ridership figures.
Fare History

The chart on the following page illustrates all fare increases at CTA, Metra, Pace Suburban Service, and Pace ADA Paratransit from 2000 to 2012. Over the thirteen-year period, CTA had three fare increases; one in 2004, 2006, and 2009. CTA bus fare increased to $2.00 in 2009, while train and cash fare increased to $2.25. 7-day, 30-day and U-Pass prices also increased in 2009. Metra made fare adjustments in 2002, 2006, 2008, 2010, and 2012. Pace Suburban Service increased fares in 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.
<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>CTA, Metra, Pace, Pace ADA Paratransit</td>
</tr>
<tr>
<td>2001</td>
<td>4/1/01 - Fare increased to match CTA ($1.50 + $0.30 transfer).</td>
</tr>
<tr>
<td>2002</td>
<td>6/1/02 - Fare increased 5% across the board; on-board purchase penalty increased to $2.00</td>
</tr>
<tr>
<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 with embedded chip.</td>
</tr>
<tr>
<td>2005</td>
<td>2/1/06 - Fare increased 5% across the board</td>
</tr>
<tr>
<td>2006</td>
<td>1/1/06 - Cash fare increased to $2.00. Fares remained the same for Transit Card/Chicago Card users.</td>
</tr>
<tr>
<td>2007</td>
<td>2/1/08 - Fare increased 10% across the board ($10 million revenue per year allocated to Capital Projects)</td>
</tr>
<tr>
<td>2009</td>
<td>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. 30-day increased to $86. 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 to $3.00 for Chicago and Suburban ADA Paratransit.</td>
</tr>
<tr>
<td>2010</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.</td>
</tr>
<tr>
<td>2011</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 handling fee</td>
</tr>
</tbody>
</table>
The **South Side Downtown** bus route group consists of the #1 Bronzeville/Union Station, #3 King Drive, #4 Cottage Grove, #24 Wentworth, #29 State, #62 Archer, and #5 South Shore Night Bus routes.

The **South Side LSD Express** bus route group is comprised of the #2 Hyde Park Express, #6 Jackson Park Express, #14 Jeffery Express, and the #X28 Stony Island Express bus routes.

The **South Side East-West** route group consists of the #39 Pershing, #43 43rd, #47 47th, #55 Garfield, #59 59th/61st, #63 63rd, #67 67th–69th–71st, #71 71st/South Shore, #75 74th–75th, #79 79th, #87 87th bus routes.

The **Far South Side** route group consists of the #8A South Halsted, #30 South Chicago, #49A South Western, #95E 95th, #95W West 95th, #100 Jeffrey Manor Express, #103 West 103rd, #106 East 103rd, #108 Halsted/95th, #111 111th/King Drive, #112 Vincennes/111th, and the #119 Michigan/119th.

The **North Side Downtown** bus route group is made up of the #11 Lincoln, #22 Clark, #36 Broadway, #56 Milwaukee, #151 Sheridan, and #156 LaSalle Street buses.

The **North Side LSD Express** bus route group includes the #134 Stockton/LaSalle Express, #135 Clarendon/LaSalle Express, #136 Sheridan/LaSalle Express, #143 Stockton/Michigan Express, #144 Marine/Michigan Express, #145 Wilson/Michigan Express, #146 Inner Drive/Michigan Express, #147 Outer Drive Express, #148 Clarendon/Michigan Express.

The **North Side East-West** bus route group is comprised of the #73 Armitage, #74 Fullerton, #76 Diversey, #77 Belmont, #78 Montrose, #80 Irving Park, #81 Lawrence, #84 Peterson, #92 Foster, #96 Lunt, #152 Addison, #155 Devon bus routes.

The **North-South Cross-town** bus route group consists of the #8 Halsted, #9 Ashland, #15 Jeffery Local, #28 Stony Island, #44 Wallace–Racine, #48 South Damen, #49B North Western, #50 Damen, #52 Kedzie/California, #52A South Kedzie, #53 Pulaski, #53A South Pulaski, #53AL South Pulaski Limited, #54 Cicero, #54B South Cicero, #57 Laramie, #82 Kimball–Homan, #85 Central, #86 Narragansett/Ridgeland, #90 Harlem, #91 Austin, #93 California/Dodge, #94 South California bus routes.

The **West Side East-West** bus route group is made up of the #7 Harrison, #12 Roosevelt, #17 Westchester, #18 16th/18th, #20 Madison, #21 Cermak, #38 Ogden/Taylor, #60 Blue Island/26th, #65 Grand, #66 Chicago, #70 Division, #72 North, #126 Jackson, and #127 Madison/Roosevelt Circulator bus routes. The #38 Ogden/Taylor and #127 Madison/Roosevelt Circulator are low ridership routes that were discontinued in 2009.

The **Downtown** bus route group includes the #120 Ogilvie/Streeterville Express, #121 Union/Streeterville Express, #122 Illinois Center/Ogilvie Express, #123 Illinois Center/Union Express, #124 Navy Pier, #125 Water Tower Express, #129 West Loop/South Loop, and the #157 Streeterville/Taylor bus routes.

The **Evanston** bus route group is comprised of the #97 Skokie, #201 Central/Ridge, #205 Chicago/Golf, #206 Evanston Circulator, and the #200 Main Shuttle and #N201 Central/Sherman which have been discontinued.

The **MDW Feeder** bus route group consists of the #55A 55th/Austin, #55N 55th/Narragansett, #62H Archer/Harlem, #63W West 63rd, and #165 West 65th street bus routes. The bus route group experienced positive ridership growth of 2.1% in 2012.

The **North West Feeder** routes are made up of the #54A North Cicero/Skokie Blvd., #56A North Milwaukee, #64 Foster-Canfield, #68 Northwest Highway, #69 Cumberland/East River, #81W West Lawrence, #85A North Central, #88 Higgins, #90N North Harlem bus routes.

**Special** routes include the #10 Museum of Science & Industry, #19 United Center Express, #33 Mag Mile Express, #X98 Avon Express, #132 Goose Island Express, #154 Wigley Field Express, #168 UIC-Pilsen Express, #169 69th–UPS Express, #170 University of Chicago/Midway, #171 University of Chicago/Hyde Park, #172 University of Chicago/Kenwood, and the #192 University of Chicago Hospitals Express. The last year of service for #168 UIC-Pilsen Express was in 2010.