

PERFORMANCE MEASURES

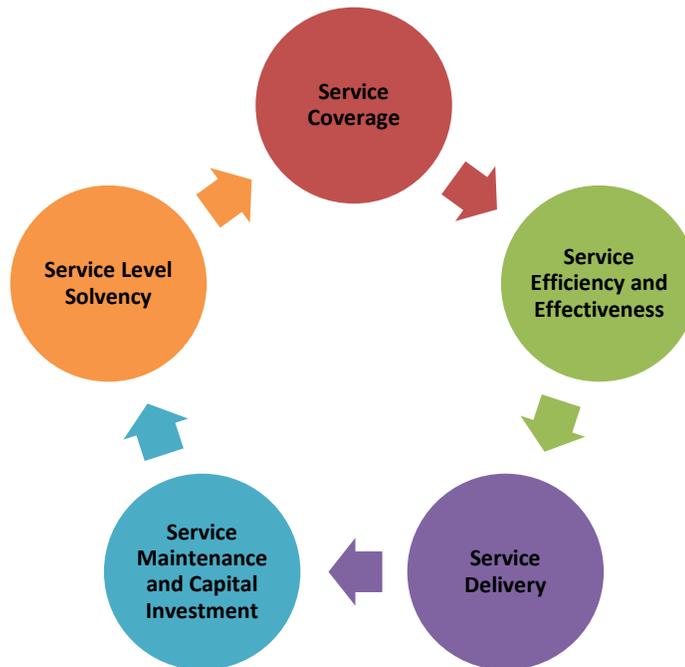


Regional
Transportation
Authority

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Prepared by the Department of
Finance & Performance Management

REGIONAL 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 square miles) 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).

TABLE OF CONTENTS

- EXECUTIVE SUMMARY 1**
- NOTES 4**
- DEFINITIONS OF TERMS AND MEASURES 5**

- CTA 9**
 - Service Coverage..... 9
 - Service Efficiency and Effectiveness 11
 - Service Delivery..... 13
 - Service Maintenance and Capital Investment 15
 - Service Level Solvency 17
- Metra 18**
 - Service Coverage..... 18
 - Service Efficiency and Effectiveness 20
 - Service Delivery..... 22
 - Service Maintenance and Capital Investment 24
 - Service Level Solvency 26
- Pace 27**
 - Service Coverage..... 27
 - Service Efficiency and Effectiveness 29
 - Service Delivery..... 31
 - Service Maintenance and Capital Investment 33
 - Service Level Solvency 35
- Pace ADA Paratransit..... 36**
 - Service Coverage..... 36
 - Service Efficiency and Effectiveness 38
 - Service Delivery..... 40
 - Service Maintenance and Capital Investment 42
 - Service Level Solvency 43
- APPENDICES 44**
 - APPENDIX A: CTA Bus Modal Characteristics..... 45
 - APPENDIX B: CTA Rail Modal Characteristics..... 46
 - APPENDIX C: Metra Modal Characteristics 47
 - APPENDIX D: Pace Bus Modal Characteristics 48
 - APPENDIX E: Pace Dial-a-Ride Modal Characteristics 49
 - APPENDIX F: Pace Vanpool Modal Characteristics 50
 - APPENDIX G: Pace ADA Paratransit Modal Characteristics 51

EXECUTIVE SUMMARY

As a complement to the Regional Report Card, the Sub-Regional Report allows for more in-depth review and analysis of the performance of each Service Board and service mode. As with the Regional Report Card, the Sub-Regional Report uses data submitted to the National Transit Database (NTD) as well as some directly-reported service indicators for each of five service areas: coverage, efficiency and effectiveness, delivery, maintenance and capital investment, and solvency. This report covers the period 2009-2013, the most recent data available, which was finalized in August 2014. On a system-wide basis, service supply expanded in 2013 but has not recovered to 2009 levels, although service consumption improved as riders traveled over four billion miles for the third consecutive year. On-time performance generally improved in 2013, as did the number of reportable incidents, showing that the system is reliable and safe. Capital investment remains a critical issue for each Service Board, as insufficient and inconsistent funding streams hamper the ability to design long-range capital programs.

CTA Bus offered more service in 2013 but is still significantly below 2009 levels due to service cuts in 2010 and 2012, which resulted in improved service effectiveness as more passengers were carried per operating unit, but also served to reduce cost effectiveness as costs were spread over fewer hours and miles. The most salient service coverage indicator, passenger trips, decreased 4.6% in 2013 due to implementation of a fare increase in January and a generally declining use of bus that has been noted by many peer agencies. Overall ridership stands 5.8% lower compared to 2009. However, solvency measures were positively impacted by the 2009 and 2013 fare increases, so bus farebox revenues are trending 7.7% higher than in 2009 and the demand on non-fare revenue has been reduced. Measures of service delivery were mixed for CTA bus: on-time performance, average speed, and complaint rates were worse for the one and five-year trends, while average trip length increased for both time periods and reportable incident rates dropped by 7.0% in 2013, although remaining 9.4% higher compared to 2009. Increasing congestion on city streets has contributed to slower speeds, which may be one of the factors causing ridership loss. CTA continues to address this challenge by working with the Chicago Department of Transportation on specific corridors and analyzing schedules and stop patterns.

CTA Rail performed significantly better compared to 2009 in every metric of service coverage: ridership gains of 13.1% far exceeded increases in vehicle revenue hours and miles, producing double-digit gains for service effectiveness measures. These gains somewhat offset the 5-year increase in operating costs; cost effectiveness measures of operating cost per passenger trip and per passenger mile were lower than in 2009, by 1.7% and 7.3%, respectively. In the area of service delivery, rail saw improvements in on-time performance and passenger average trip lengths increased by over 6%, although there were increases in complaint and reportable

incident rates. Capital investment, after spiking in 2012 for purchase of new rail cars and in preparation for the Red Line reconstruction project, fell by 74% in 2013. CTA put 192 new rail cars into service in 2013, reducing its average fleet age by 4.3 years and the percentage of vehicles beyond useful life by 0.5 percentage points. Every measure of solvency was positive for CTA rail in 2013, the result of the January fare increase. Farebox revenues were up 6.0% for the year and up 20.6% compared to 2009. This rate of increase exceeded the increase in ridership, producing improved results for fare revenue per passenger trip and a fare recovery ratio that ended the five-year period 4.25 percentage points higher.

The amount of new capital funding to finance CTA bus and rail projects dropped by 49.9% in 2013, 31.7% lower compared to 2009, despite a 12.1% growth in 10-year capital needs projections.

Metra service coverage indicators remained stable throughout the economic downturn and over the five-year period; ridership has stayed over 70 million over the past eight years, with a 2.6% increase compared to 2009. Ridership gains, paired with stable service levels, produced improvements in service effectiveness measures. However, Metra's operating costs are higher, tend to rise more steeply, and are less able to change to respond to economic or demand conditions; the five-year operating cost increase of 21.0% spread over roughly the same amount of vehicle revenue hours, vehicle revenue miles, and passenger trips results in reduced service efficiency and cost effectiveness for the one and five-year comparisons. In the area of service delivery, Metra has achieved and maintained high on-time performance, even after implementing more stringent reporting standards in 2011. Average trip length and average speed have also remained largely stable throughout the five-year report period. Capital investment peaked in 2011 following the receipt of state bond funds to purchase rail cars, then dropped in 2012 and again in 2013; the capital program funding was 20.1% lower in 2013 than in 2009, despite an ever-increasing project backlog and 10-year capital need projections. Solvency measures, which improved following the 2012 fare increase, showed mixed results in 2013. Farebox revenues were up 3.7%, which combined with a 0.9% ridership decrease for the year, produced an improvement in the fare revenue per passenger trip ratio. However, rising operating costs outpaced farebox receipts, resulting in an 8.7% increase in the amount of public funding needed to cover the cost of providing an individual trip, and the farebox recovery ratio dropped by one percentage point.

Pace experienced gains in vehicle revenue hours and miles for each mode of service in 2013, with dial-a-ride and vanpool exceeding 2009 levels. In a concerted effort to improve the customer experience, bus service has been streamlined to reduce the number of transfer points and in some cases, has been replaced with Call-n-Ride service. Although these improvements reduce the total number of vehicle revenue hours and miles, service coverage is maintained

and when paired with increased ridership, results in improved service effectiveness. Ridership, which took a downturn during the recession, has exceeded 2009 levels for every mode: bus was up 11.6%, dial-a-ride was up 0.5%, and vanpool was up 10.5%. Operating cost increases of 10.9% for bus, 28.6% for dial-a-ride, and 21.9% for vanpool have exceeded service and ridership increases, producing lower service efficiency and cost effectiveness results over the five-year term. Vanpool, however, saw a 7.2% reduction in operating costs in 2013, producing positive results for each service efficiency and effectiveness measure. Positive results were seen in the 4.8 percentage point improvement in on-time performance for Pace bus, achieved through more effective route planning, streamlined service, and use of GPS real-time monitoring. Additionally, each mode saw one and five-year improvements in average speed, a key attribute contributing to customer satisfaction. Funding for Pace's capital program, which saw increases in 2011 and 2012, dropped by 14.8% in 2013, contributing to the 6.2 percentage point increase in the number of buses beyond useful life. Older buses also correlate to a decline in miles between major mechanical failures, which dropped by 4.8% since 2009. Solvency results were somewhat mixed: although each mode reported one and five-year gains in farebox revenues, the gains were not enough to offset operating cost increases, so each mode's farebox recovery ratio fell in comparison to 2009: bus was down 0.02, dial-a-ride was down 1.06, and vanpool was down 6.91 percentage points.

Pace ADA Paratransit has steadily grown in every measure of service coverage, both in supply and demand. The 5.8% growth in ridership in 2013 was met with corresponding increases in vehicle revenue hours and miles, as the service is designed to meet customer needs. However, Pace has made efforts to streamline service and has achieved improvements in service effectiveness: passenger trips per vehicle revenue hour is up 18.6% compared to 2009 and trips per vehicle mile is up 13.4%. Service effectiveness improvement also contributes to offsetting operating cost increases that exceeded 27.4% over the five-year trend period: cost per hour was held to an 8.1% increase and cost per mile increased by 3.3% compared to 2009. Scheduling efficiencies are also apparent in that on-time performance has remained over 92% for each of the five years under review and average speeds have increased by 4.6%. The number of ADA vehicles beyond their useful life has trended upward and stands at 11.7% of the fleet, while miles between major mechanical failures has dropped by nearly 46%. Solvency results are mixed; a 5-year increase in farebox revenues is positive but has not kept in step with the program's increase in operating cost; there has been a 26.9% increase in the non-fare revenue required to bridge the gap between farebox revenue and operating cost.

NOTES

1. This analysis is based on published data from the National Transit Database (NTD), RTA's audited financial statements, and operating data from the three Service Boards.
2. For 2009, NTD required Metra to change how it reported capital project credits (which comprise about 5% of Metra's operating cost) so that they were not allowed to be subtracted from expenses as they had been in prior years and were instead reported as a reconciling item. For 2010 and subsequent years, NTD allowed a reversal of this decision and allowed Metra to again report capital credits as offsets to operating expenses. Since this report uses 2009 as the base year for trend analyses, the reporting change will result in operating cost results for 2009 that are lower than if the methodology was consistent to later years; five-year trend data and analyses will reflect a steeper increase in operating expense than would exist if the methodology had been consistent.
3. Prior to 2011, reported ADA paratransit ridership did not include companion or personal care attendant data, which were included in the 2011 data and going forward per a clarification to NTD reporting policy. This change affects every indicator that includes ADA paratransit ridership data, a factor that should be considered when comparing ridership data over time.
4. Free rides associated with the Senior Ride Free Program were not included in Metra's NTD reported ridership. With the change to a means-tested ride free program in September 2011, many who previously rode Metra for free began using various fare media and were then included in ridership totals.
5. Metra's on-time performance methodology was amended as of May, 2011 to exclude "extra" trains added to handle special events that were not included in normal operating schedules. Prior to May 2011, all "extra" trains were included in the count of all trains and were always reported as on-time in the overall on-time performance calculation. With the change in methodology, "extra" trains are excluded from the overall on-time performance calculation unless those trains' schedules include all intermediate station stop times and are publicly distributed via Metra's website and/or paper flyers.
6. CTA changed its methodology for counting vehicle revenue hours and vehicle revenue miles in 2011. Through 2010, CTA counted a significant share of non-revenue service (pull-outs, pull-ins, and vehicle repositioning) as revenue service. The FTA asked CTA to stop including that service for the 2011 submittal. Although 2011 bus vehicle revenue miles and vehicle revenue hours were lower than in 2010, this change in methodology exaggerated this reduction significantly. The 2011 overall regional figures were also impacted by this methodology change and would have been about 1.5% more favorable under the old methodology for vehicle revenue hours and 1.3% more favorable for vehicle revenue miles.

DEFINITIONS OF TERMS AND MEASURES

Average Speed: the miles that vehicles travel while in revenue service divided by the hours that vehicles travel while in revenue service.

Average Trip Length: the average distance ridden for a passenger trip.

Capital Program: the allocation of projects budgeted within each category as a proportion of the capital program. These figures represent the total monies available for capital maintenance, expansion, and enhancement, and are the sums of new funding as well as de-obligated and re-programmed funding available for these purposes.

Complaints Reported per 100,000 Passenger Trips: The percentage of service complaints reported as compared to total passenger trips.

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

Fare Revenue: all income received directly from passengers, either paid in cash or through pre-paid tickets, passes, etc. Any gap between paid fares and the cost of operation must be covered by tax revenues, public transportation funds, and system-generated revenues other than fares.

Fare Revenue per Passenger Mile: all income received from passengers divided by the total number of miles traveled by passengers.

Fare Revenue per Passenger Trip (Average Fare): total fare revenue received from passengers divided by the total number of passenger trips.

Farebox Shortfall (Non-Fare Revenue): the amount of revenue from all sources other than fare revenue that is required to cover the total cost of operations. Non-fare revenue can be system-generated, e.g., concessions, advertising, etc., or can come from local, state, or federal funds.

Farebox Shortfall per Passenger Trip: total farebox shortfall divided by total ridership.

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 the vehicle from completing a scheduled trip or from starting the next scheduled trip.

On-Time Performance: The percentage of time a transit vehicle departs from and/or arrives at a location within a certain number of minutes after and/or before the scheduled time. CTA rail on-time performance is measured as arriving within one minute of the scheduled headway. CTA and Pace bus on-time performance is measured as leaving the terminal no more than one minute early and no more than five minutes later than scheduled. Metra follows the commuter rail industry standard by measuring on-time performance as arriving at the last station within six minutes of schedule. Pace ADA Paratransit on-time performance is defined as arriving within 20 minutes (city) or 15 minutes (suburban) of schedule.

Operating Cost: the expenses associated with the operation of the transit agency.

Operating Cost Components: the allocation of costs among specific categories of expenses:

- General administration: all costs associated with the general administration of the transit agency
- Vehicle maintenance: all costs associated with revenue and non-revenue service vehicle maintenance
- Non-vehicle maintenance: all costs associated with facility maintenance
- Vehicle operations: all costs associated with vehicle operations

Operating Cost per Passenger Mile: total operating cost divided by the total number of miles traveled by all passengers.

Operating Cost per Passenger Trip: total operating cost divided by the total number of passenger trips taken on public transportation vehicles.

Operating Cost per Vehicle Revenue Hour: total operating cost divided by the hours that vehicles travel while in revenue service.

Operating Cost per Vehicle Revenue Mile: total operating cost divided by the miles that vehicles travel while in revenue service.

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

Passenger Trips: the number of passenger boardings on public transportation vehicles. A trip is counted each time a passenger boards.

Passenger Trips per Vehicle Revenue Hour: the number of passenger trips divided by the hours that vehicles travel while in revenue service.

Passenger Trips per Vehicle Revenue Mile: the number of passenger trips divided by the miles that vehicles travel while in revenue service.

Percent of Assets in a State of Good Repair: The general physical condition of the region's capital assets, based on analysis of the current physical condition and age distribution of each Service Board's transit assets from inventory data reported as of December 2012. The condition rating levels are numbered 1 (worn) through 5 (excellent), consistent with the numbering system used by the Federal Transit Administration; assets rated 2.5 or better are considered in this report to be in a State of Good Repair. CTA tunnel structures have been omitted from calculations, as they are permanent, non-replaceable fixtures. Metra guideway data are under development and Pace does not have fixed guideway assets.

Percentage of Stations ADA-Accessible: Accessibility refers to the ability to accommodate passengers with disabilities, either by removing barriers to transit use or by providing specially-equipped vehicles to allow equal access to transit. ADA accessibility standards for transit are established in Title 49, parts 27 and 38 of the Americans with Disabilities Act of 1990. In addition to complying with federal laws, meeting ADA accessibility standards in the public transit industry allows for increased mobility for all of the region's population and is a quality of life issue. "Key" stations include those stations whose number of passengers exceeds its system average by at least 15%, stations which are major transfer points to other transit modes, stations at the end of a line, or stations that serve major activity centers.

Percentage of Vehicles ADA Accessible: The percentage of vehicles that are specially-equipped to allow equal access to transit per standards established in Title 49, parts 27 and 38, of the Americans with Disabilities Act of 1990.

Percent of Vehicles Beyond Useful Life: The percentage of revenue vehicles in the total active vehicle fleet beyond their minimum useful life as defined by the Federal Transit Administration. The FTA defines useful life as 4 years for automobiles or vans, 12 years for buses, and 25 years for rail cars. These data reflect the age of revenue service vehicles and do not consider life-extending rehabilitations, as this information is not reported by the NTD. The actual age at which vehicles are retired from service generally exceeds the minimum useful life due to limited capital funding.

Reportable Safety and Security Incidents per 100,000 Passenger Trips: The rate of reportable safety and security incidents per 100,000 passenger trips. A safety or security incident occurs on transit property or otherwise affects revenue service and results in one or more of the following conditions:

- A fatality confirmed within 30 days of the incident;
- An injury requiring immediate medical attention away from the scene for one or more persons;
- Property damage equal to or exceeding \$25,000;
- An evacuation for life safety reasons; or
- A mainline derailment.

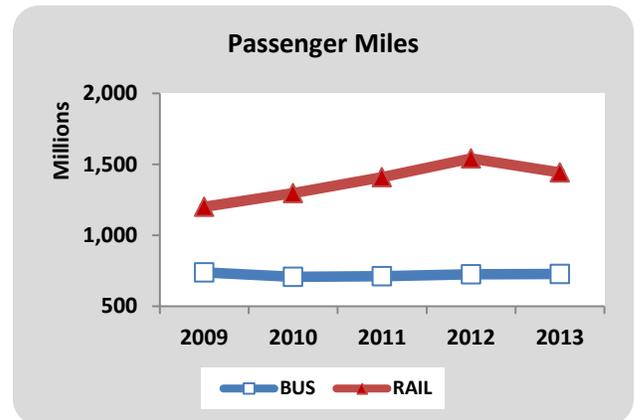
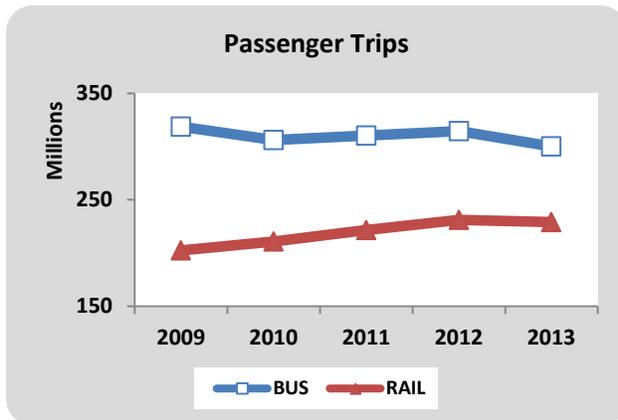
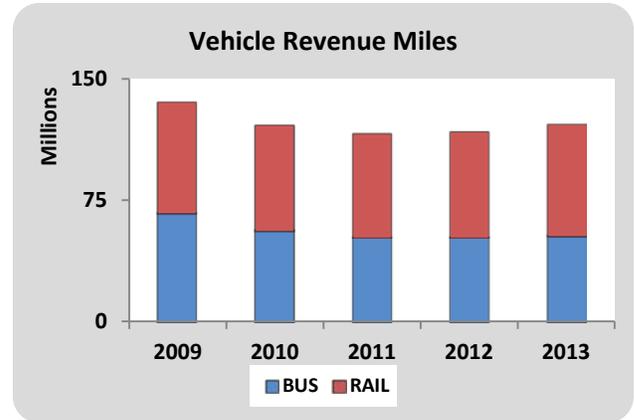
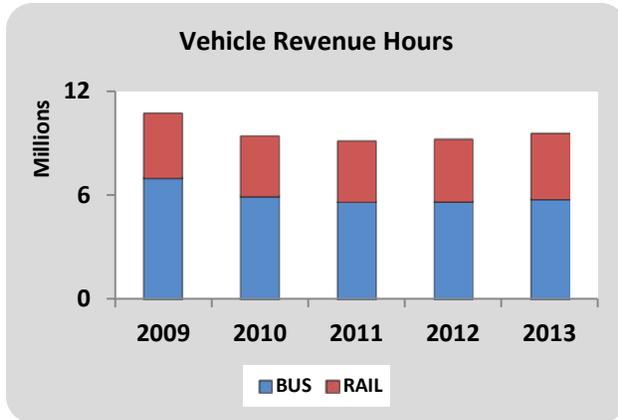
Ten-Year Capital Funding Needs: The capital funding that would be required to bring the condition of Service Board assets into a State of Good Repair, as projected for a ten-year time frame. The *backlog* value represents the replacement of assets that are already beyond their useful life. *Replacement* costs are the costs to replace assets that will reach the end of their useful life during the ten-year period. *Capital maintenance* refers to the costs of rehabilitation and other capital expenses associated with keeping an asset in a State of Good Repair.

Vehicle Revenue Hours: hours that vehicles travel while in revenue service.

Vehicle Revenue Miles: miles that vehicles travel while in revenue service.

CTA

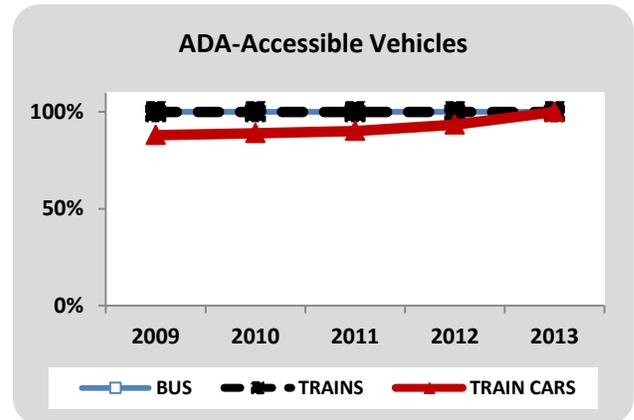
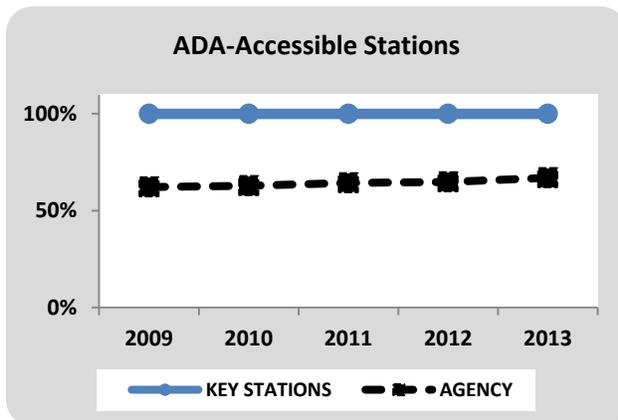
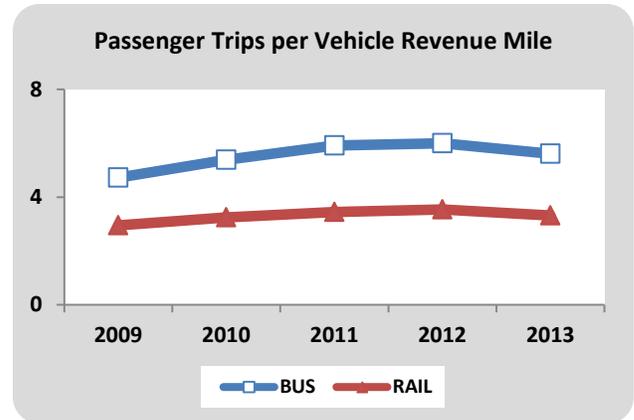
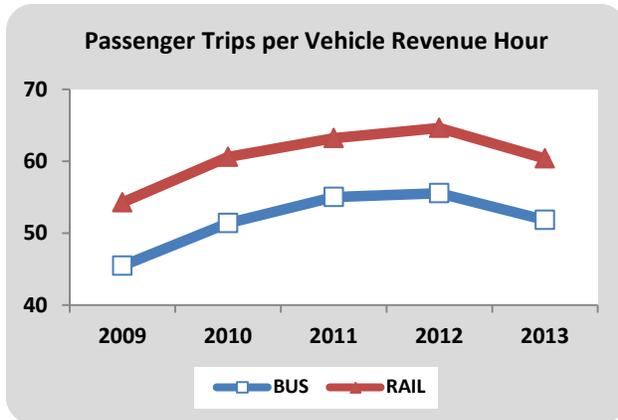
Service Coverage



- Following service reductions in 2010, CTA bus experienced two years of increased vehicle revenue hours and vehicle revenue miles in 2012 and 2013; the five-year trends are down 17.4% and 20.8%, respectively. Rail service was also reduced in 2010 and has seen steady gains in the following years for a net gain of 1.7% for vehicle revenue hours and 0.7% for vehicle revenue miles compared to 2009.
- 2013 ridership was impacted by a fare increase implemented in January and the Red Line reconstruction project from May-October. Rail ridership, which steadily increased each year from 2007 to a 50-year high in 2012, decreased 0.9% in 2013, but was 13.1% higher compared to 2009. Increases in rail ridership have created infrastructure capacity and crowding challenges for CTA. Their capital program includes upgrades to power and signal systems and new vehicles to address growing demand. CTA bus, which has experienced a pattern shift throughout the report period, saw larger ridership decreases of 4.6% for 2013 and was 5.8% lower than 2009.
- CTA bus saw its third consecutive year of increases in passenger miles traveled, up 0.5% in 2013; for the 5-year period passenger miles were 1.4% below 2009 performance. CTA rail, having experienced five consecutive years of increases for this indicator through 2012, decreased 6.5% in 2013 coincidental to the Red Line-Dan Ryan branch closure, yet was 20.0% higher than 2009.

CTA

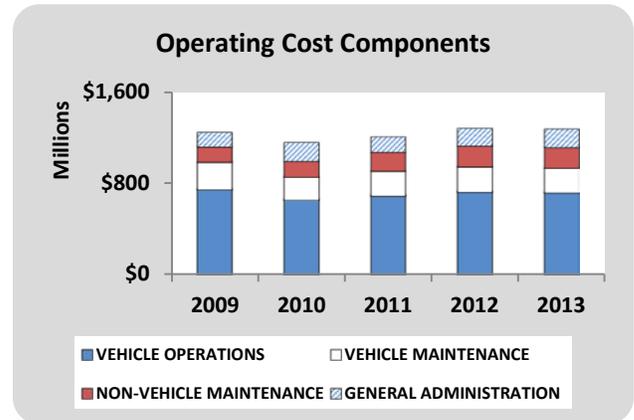
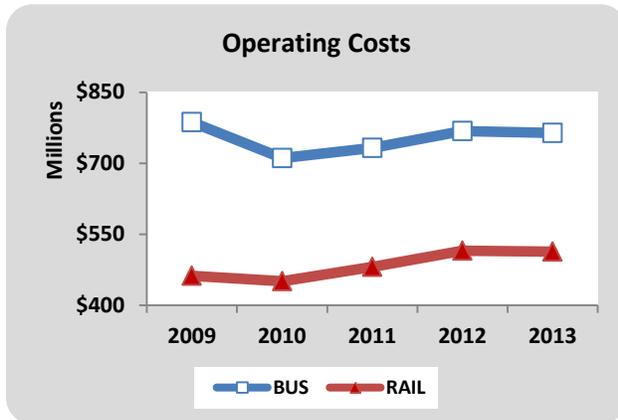
Service Coverage



- Two service performance measures, passenger trips per vehicle revenue hour and passenger trips per vehicle revenue mile, were negatively affected in 2013 by the reduction in ridership occurring in conjunction with increased service provided. However, five-year trends for both measures are positive for bus and rail, with a combined 13.8% increase in passenger trips per vehicle revenue hour and 12.8% increase in passenger trips per vehicle revenue mile.
- Agency-wide, CTA has reduced vehicle revenue hours by 10.8% and vehicle revenue miles by 10.0%, yet realized a ridership gain of 1.5% -- indicative of improved service effectiveness.
- Compared to 2009, CTA had eight more ADA-accessible stations in 2013.
- All CTA buses are ADA-accessible, as are all CTA train sets. As of 2013, each CTA train car is ADA-accessible.

CTA

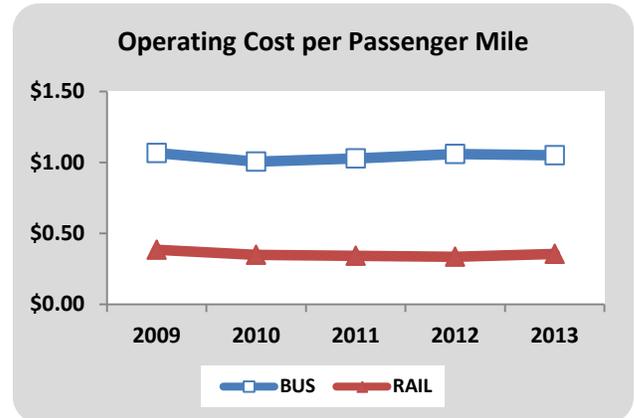
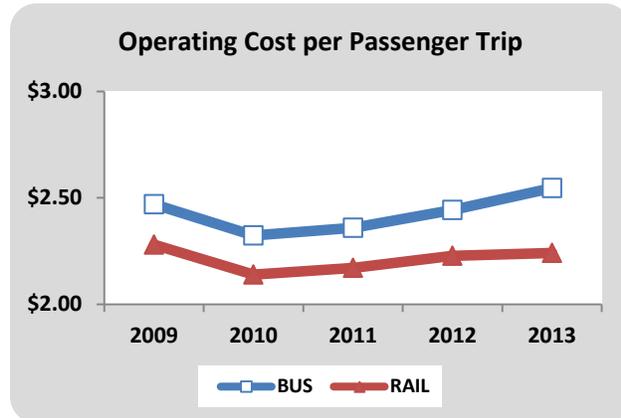
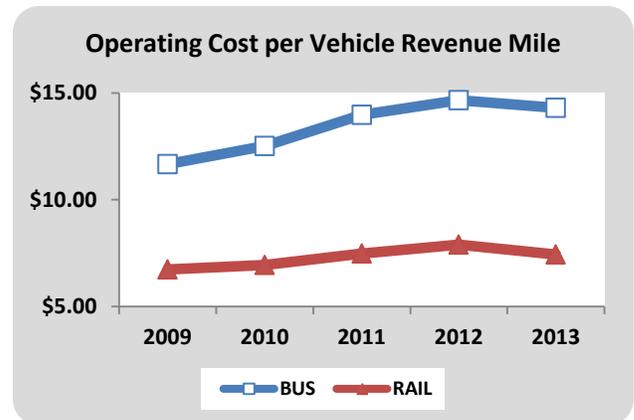
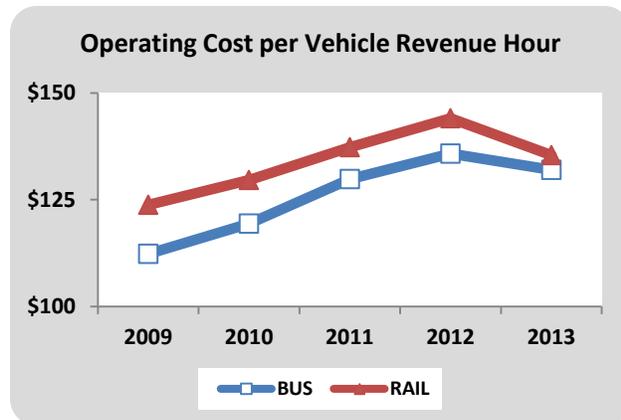
Service Efficiency and Effectiveness



- Both bus and rail had operating cost decreases in 2013. CTA bus saw a 5-year decrease of 2.9% for operating costs, primarily due to the implementation of service cuts in 2010. CTA rail operating costs have increased 11.2% since 2009.
- Key drivers of CTA operating cost increases are: operator salaries, fringe benefits, and fuel expenditures.
- The largest component of CTA’s operating cost is vehicle operations, which comprised 57% of the operating cost in 2013, a decrease of 3 percentage points compared to 2009. Vehicle maintenance is the second-largest component of CTA’s operating cost, comprising 17-19% of the operating costs for each year. Non-vehicle maintenance costs relate to the cost of maintaining an extensive right-of-way and passenger station network; these costs have comprised an increasing share of operating costs, from a low of 11% in 2009 to a high in 2013 of 14%. General administration expenses have generally increased as a percentage of operating costs, from a low 10% in 2009 to 13% in 2013.
- CTA’s overall operating cost decrease of 0.4% in 2013 was the result of savings in labor, fuel, and in particular, materials and supplies.

CTA

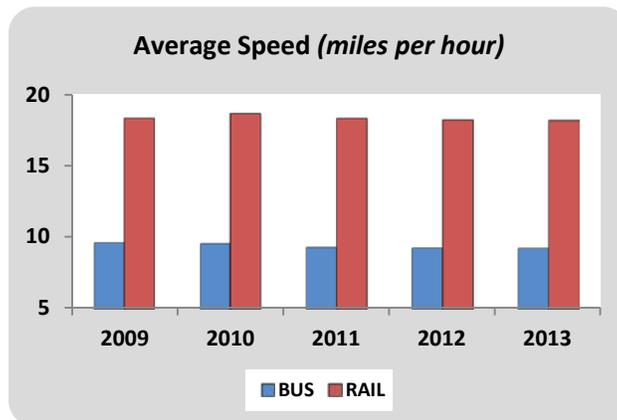
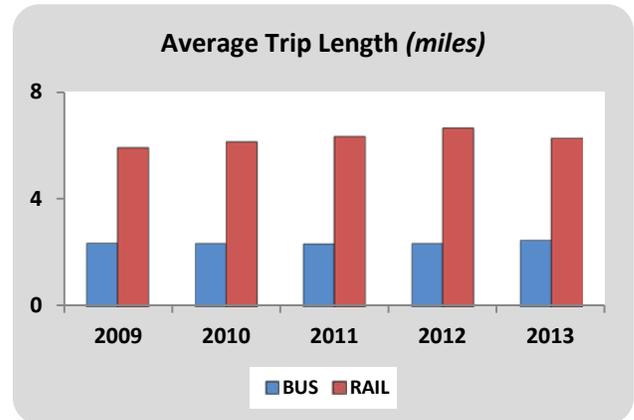
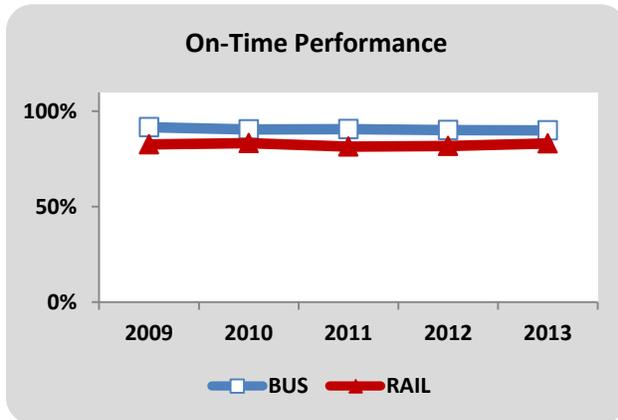
Service Efficiency and Effectiveness



- CTA saw improved service efficiency in 2013 for both bus and rail, as vehicle revenue hours and miles increased while operating costs decreased. Bus operating cost per vehicle revenue hour was down 2.8% for the year, while rail decreased by 6.0%. Similarly, bus operating cost per vehicle revenue mile was down 2.4% and rail was down 5.8% in 2013.
- Five-year trends show that operating cost per vehicle revenue hour and per vehicle revenue mile have increased for bus, up 17.6% and 22.6%, respectively, due to the significant service reductions in 2010. Rail, which increased vehicle revenue hours and miles over the 5-year period, had less steep increases of 9.4% and 10.4%, respectively, for these measures.
- Operating cost per passenger trip and per passenger mile, two measures of cost effectiveness, did not rise as steeply given the overall increase in ridership and passenger miles traveled. Each bus trip cost CTA \$2.55 to provide in 2013, up from \$2.47 in 2009. The cost of each rail trip dropped from \$2.28 in 2009 to \$2.24 in 2013, as operating costs were spread over a wider ridership base.
- Operating cost per passenger mile for both modes remained fairly stable throughout the trend period due to cost reductions for bus, increased ridership on rail, and longer passenger trip lengths for both modes.

CTA

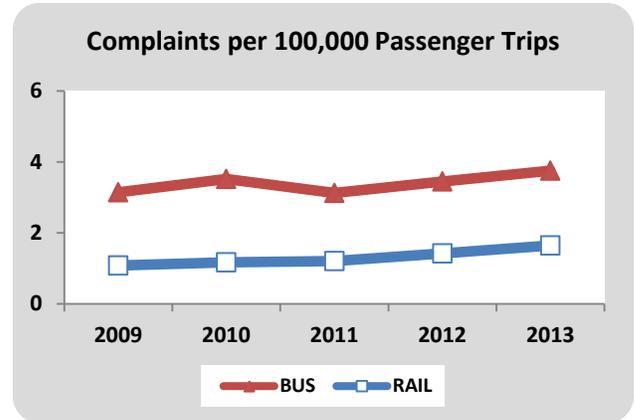
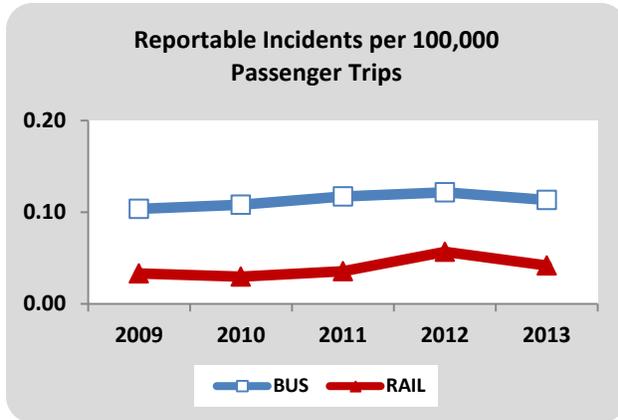
Service Delivery



- CTA bus on-time performance has remained at or above 90% for each of the past five years, significantly higher than the preceding five-year period. CTA has made concerted efforts to improve on-time performance through increased coordination with Pace, more efficient use of its fleet (e.g., putting more 60-foot buses into service), the installation of computer-aided dispatch systems, and storing buses mid-day at downtown locations. Rail on-time performance improved in 2013 to 83.1%, its highest level since 2010.
- The average bus passenger trip length is 2.4 miles, a 4.6% increase from 2009. The average rail passenger trip length is 6.3 miles, a 6.1% increase from 2009.
- Average bus speed has decreased each year since 2008 to an average of 9.2 miles per hour in 2013, reflecting increased congestion on city streets; the five-year trend is down 4.1%. Rail average speeds peaked in 2010 at 18.7 miles per hour; the five-year trend is down 1.0%.

CTA

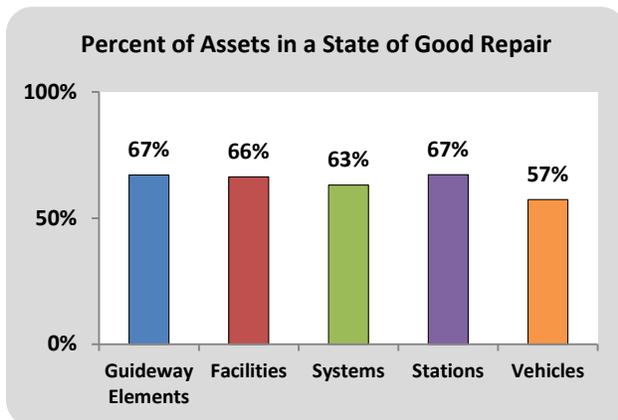
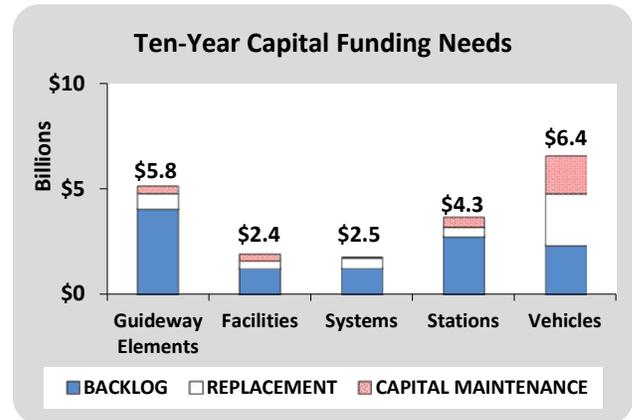
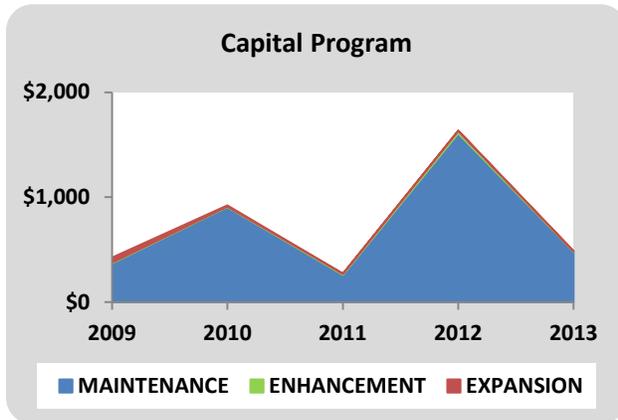
Service Delivery



- The total number of reportable incidents decreased significantly for both modes in 2013; bus was down 11.2% and rail was down 26.7%. Overall bus and rail safety is demonstrated by very low reportable incident rates of 0.113 per 100,000 bus passenger trips and 0.042 incidents per 100,000 rail passenger trips.
- CTA bus and rail complaint rates increased in 2013, a year characterized by a fare increase, significant scheduling changes resulting from a five-month shutdown of the southern portion of the Red Line for reconstruction, and introduction of the new Ventra fare payment system. The increase in the number of complaints is compounded by the reduction in ridership, resulting in an 8.8% increase for bus and 15.3% increase for rail.

CTA

Service Maintenance and Capital Investment

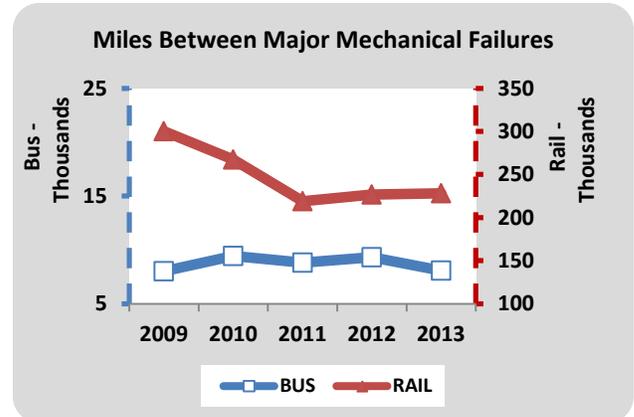
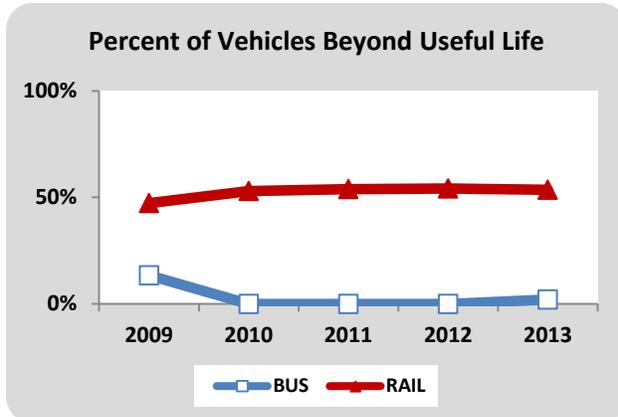


NOTE: All assets are maintained in safe operating condition through additional capital and operating expenditures on maintenance and rehabilitation.

- CTA’s capital program peaked in 2012 with the purchase of new rail cars and as the major Red Line rail reconstruction project was being scheduled. CTA’s capital program in 2013 totaled \$486.8 million, 70% lower than 2012. CTA programmed \$3.74 billion in capital projects from 2009-2013; 97% of that total was allocated to maintenance projects, 1.3% to enhancement projects, and 1.7% to expansion projects. The variability in capital funding highlights the need for a continued source of state funding to support capital programming.
- 10-year capital funding needs for CTA exceed \$21.4 billion, with over \$12.9 billion in already-overdue projects (backlog). The largest portion of capital funding needs, \$6.4 billion, is needed for vehicles, followed by a \$5.8 billion need for guideway elements, which consists of track, rail, bridges, and ties. \$4.3 billion is needed for the passenger facilities and parking lots included in the stations category. Another \$2.5 billion is needed for systems, which includes signals, fare collection equipment, radios, phones, and interlockings. Maintenance garages and yards, comprising the facilities component, have over \$2.4 billion in capital funding needs.
- The percent of assets in a state of good repair illustrates the physical condition and age distribution of CTA’s capital assets. Assets are rated on a scale of 1 (worn) to 5 (excellent); assets rated 2.5 or better are considered in this report to be in a state of good repair.

CTA

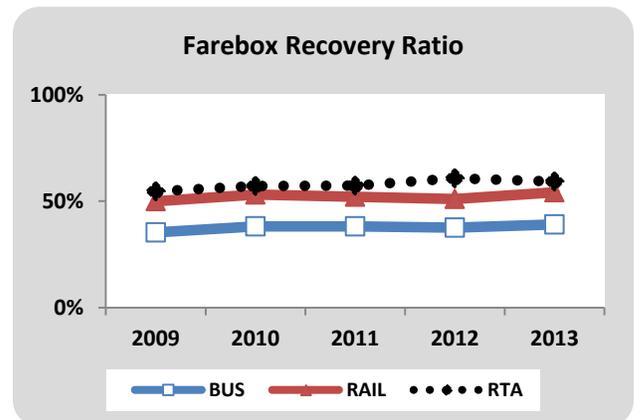
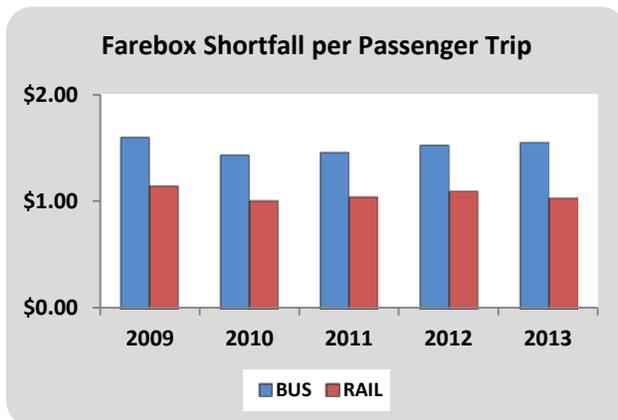
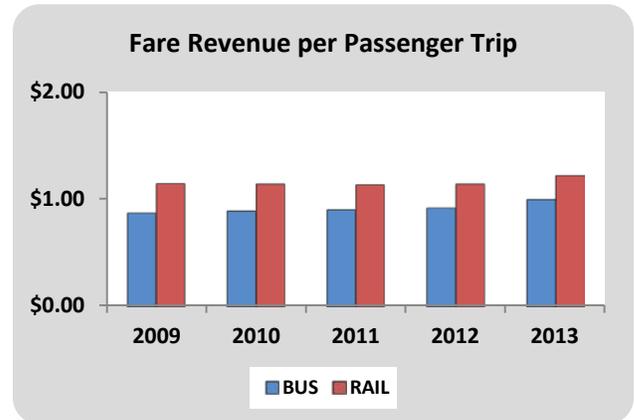
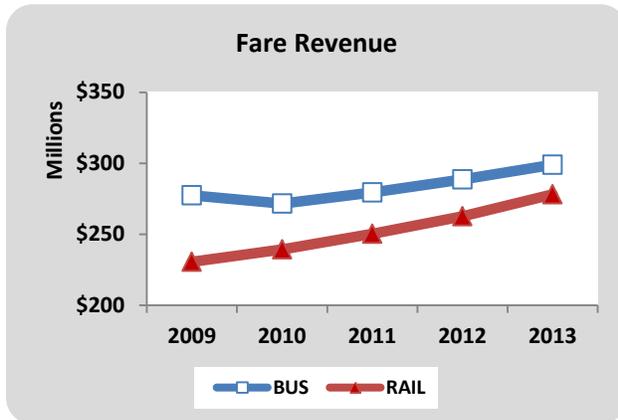
Service Maintenance and Capital Investment



- 37 CTA buses reached their minimum useful life in 2013, or 2% of its active fleet.
- CTA rail performance for this measure had consistently increased each year from 2006 to 2012; with 192 new rail cars put into service in 2013, there was a 0.5 percentage point decrease for this metric. CTA has plans to replace more than 800 of its railcars, about 60% of its fleet, in the near future.
- On average, CTA buses travel about 8,000 miles between major mechanical failures; there are some fluctuations year-to-year but the five year-trend shows a 0.8% improvement. A significant improvement occurred in 2010, when CTA brought the average age of its fleet down and had 0% of the bus fleet beyond its useful life.
- Rail cars travel about 228,000 miles between major mechanical failures. Performance for this measure has decreased 24.0% since 2009.

CTA

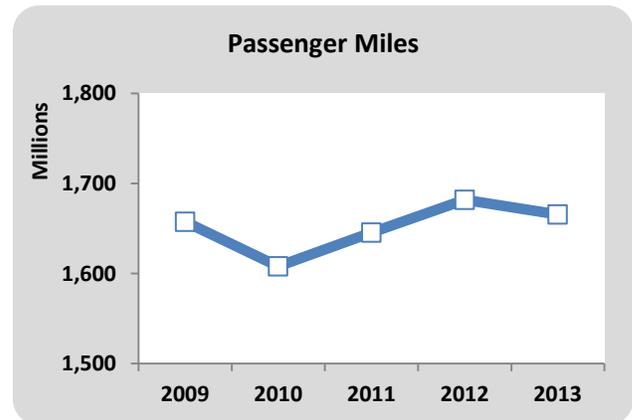
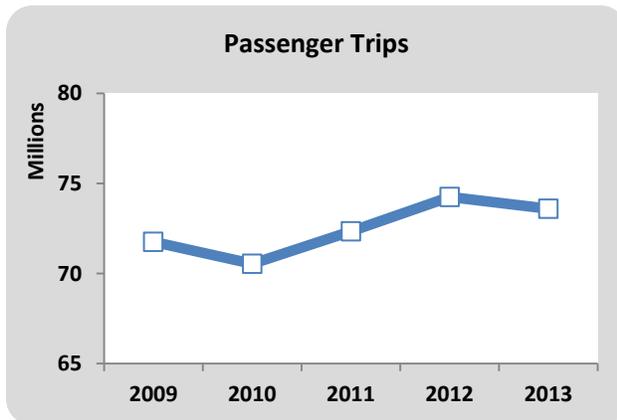
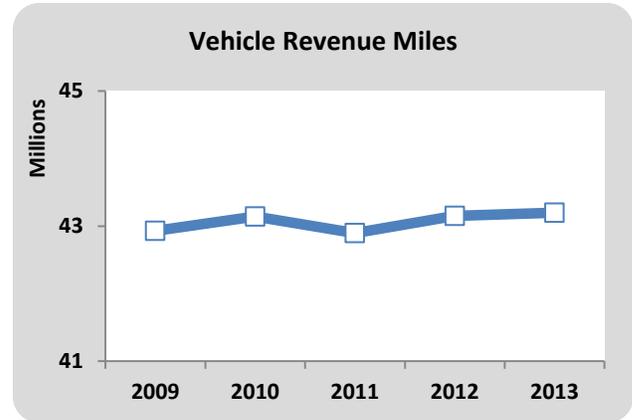
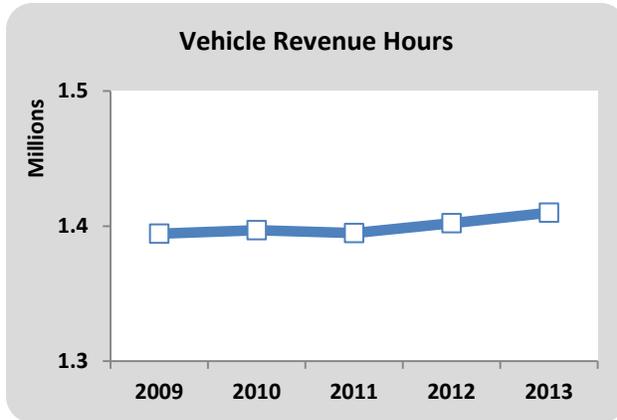
Service Level Solvency



- CTA bus had its third consecutive year of improved fare revenue and is 7.7% higher than in 2009. Rail has seen yearly improvements and stands 20.6% higher than 2009. Fare increases were implemented in January 2009 and January 2013.
- Bus and rail each saw improved fare revenue and decreased ridership in 2013, resulting in 8.5% and 6.9% improvements, respectively, for fare revenue per passenger trip.
- The farebox shortfall per bus passenger trip increased by \$0.03 or 1.7% in 2013, while the farebox shortfall per rail passenger trip decreased by \$0.06, a 5.9% decrease. Since 2009 this metric has improved 6.8%, with the farebox shortfall dropping \$0.10 per trip on an agency-wide basis, indicating a reduced reliance on non-fare revenue to cover operating expenses.
- Two measures of recovery ratio are shown above. The National Transit Database (NTD) fare recovery ratio is the percentage of actual operating cost of service delivery that is covered by passenger fares, and differs from the RTA recovery ratio, which takes into account certain adjustments as enumerated in the RTA Act. CTA's NTD fare recovery ratio has improved 4.5 percentage points compared to 2009. The recovery ratio for bus peaked in 2013 at 39.1%; the rail recovery ratio also peaked in 2013 at 54.2%.

Metra

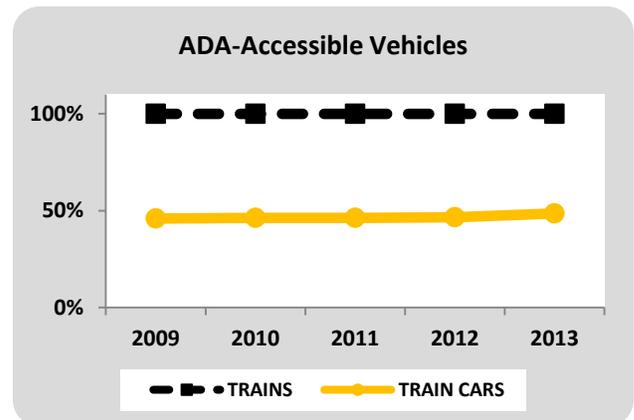
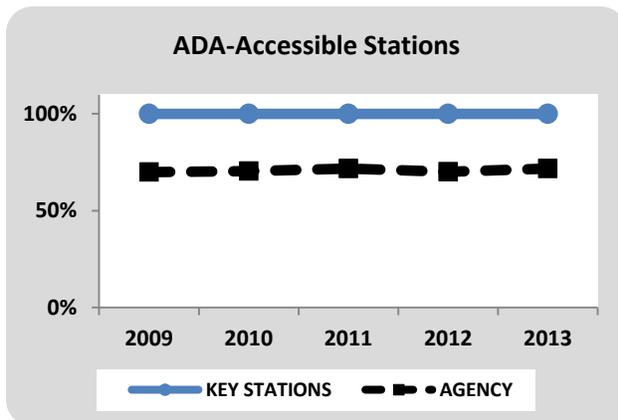
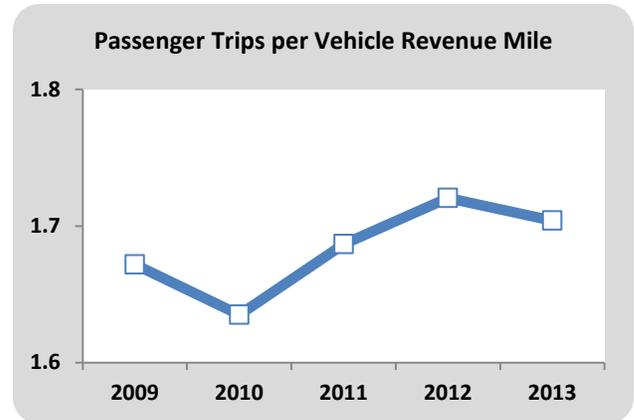
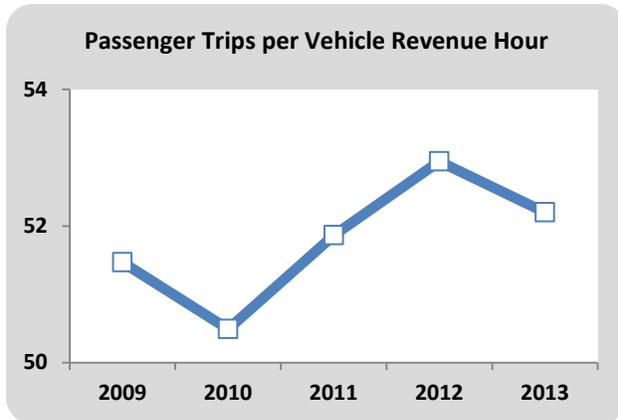
Service Coverage



- Metra’s service provision, as measured by vehicle revenue hours and vehicle revenue miles, remained stable throughout the economic downturn and over the five-year period. Increases for these indicators, respectively, were 1.1% and 0.6% compared to 2009.
- Ridership saw a decline related to the economic recession that began in 2008 and continued through 2010. Increases to ridership, totaling 2.6%, occurred in each year 2011 and 2012, followed by a 0.9% decrease in 2013. Part of the recorded increases relates to a change in the reporting of senior ridership to NTD following the end of the Senior Ride Free program in September 2011, but some improvements were seen as the general economic climate improved. The five-year ridership trend is improving, with a net 2.6% gain compared to 2009.
- Passenger miles traveled is directly tied to passenger trips taken, thus, the gains seen in 2011 and 2012 were followed by a 1.0% decrease in 2013. The five-year trend for passenger miles traveled is a 0.5% gain.

Metra

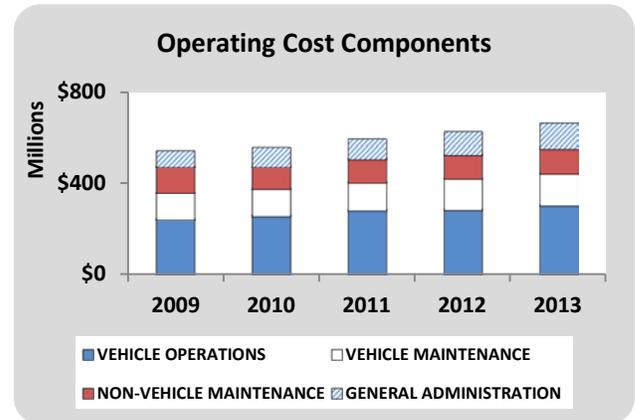
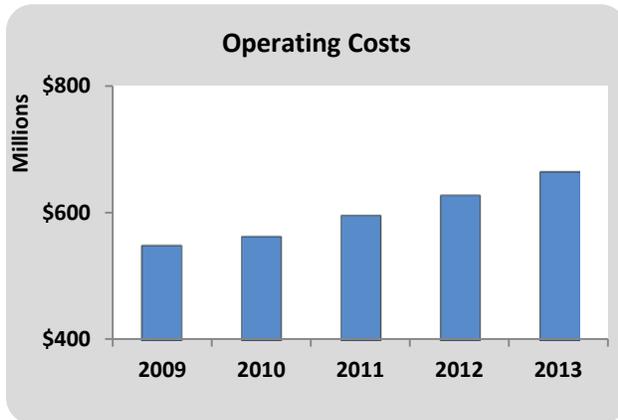
Service Coverage



- Gains in Metra’s ridership in 2011 and 2012, combined with stable service levels, resulted in improvements for the passenger trips per vehicle revenue hour and passenger trips per vehicle revenue mile measures, followed by reductions of 1.4% and 1.0%, respectively, in 2013. The five-year trend for both measures shows improvement of 1.4% and 1.9%, respectively.
- All of Metra’s key stations are ADA-accessible. Compared to 2009, five more Metra stations are ADA-accessible.
- All Metra train sets are ADA-accessible, with at least one accessible train car on each train set. In 2013, Metra added 56 ADA-accessible trains into its fleet; 49% of Metra’s fleet is ADA-accessible.

Metra

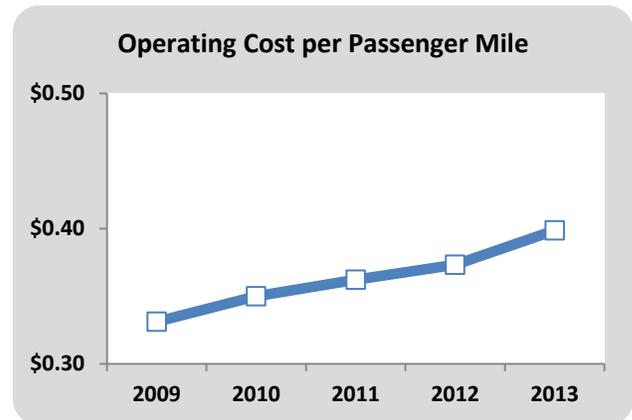
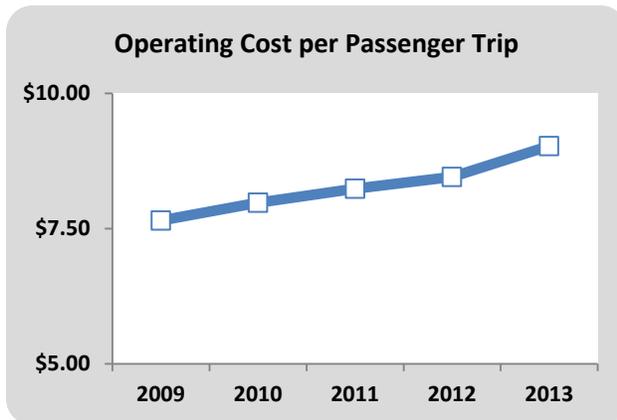
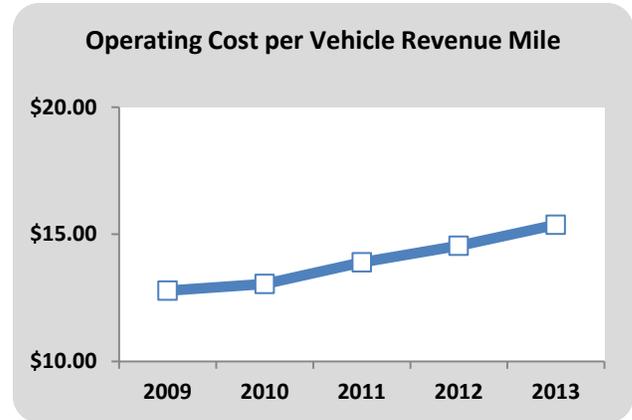
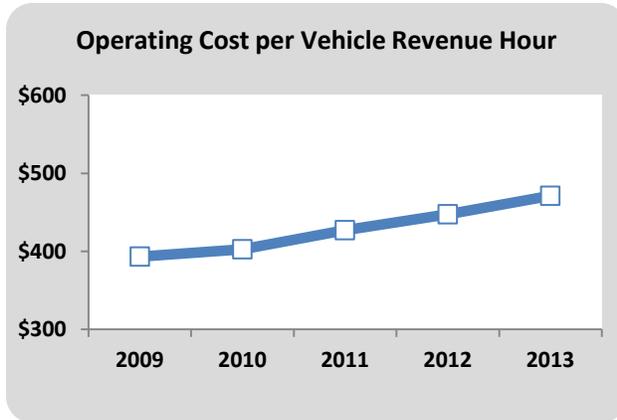
Service Efficiency and Effectiveness



- Metra’s operating costs have increased steadily from 2009, ending 21.0% higher over the five-year period.
- Key drivers of Metra’s operating cost increases are: rising diesel fuel prices, higher health insurance premiums, and the high cost of keeping its older fleet of vehicles and infrastructure operational.
- The largest component of Metra’s operating cost is driven by vehicle operations, which comprised 46% of the operating cost in 2013, a growth of 2 percentage points compared to 2009. Vehicle maintenance is the second-largest component of Metra’s operating cost, comprising 21-22% of the operating costs for each year. Non-vehicle maintenance costs relate to the cost of maintaining an extensive right-of-way and passenger station network; these costs have comprised a decreasing share of operating costs, from a high of 21% in 2009 to a five-year low in 2013 of 16%. General administration expenses have generally increased as a percentage of operating costs, from a low 13% in 2009 to 17% in 2013.

Metra

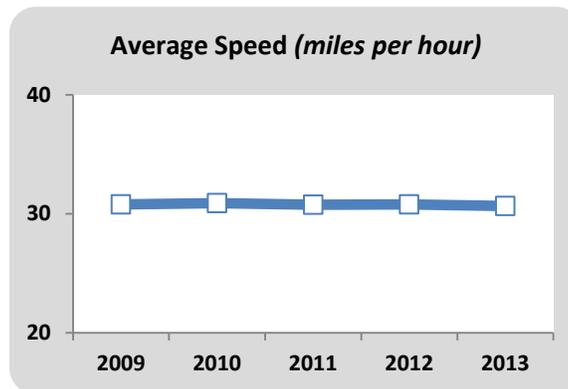
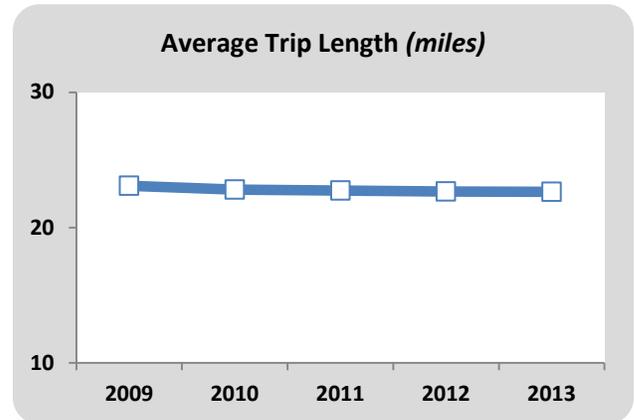
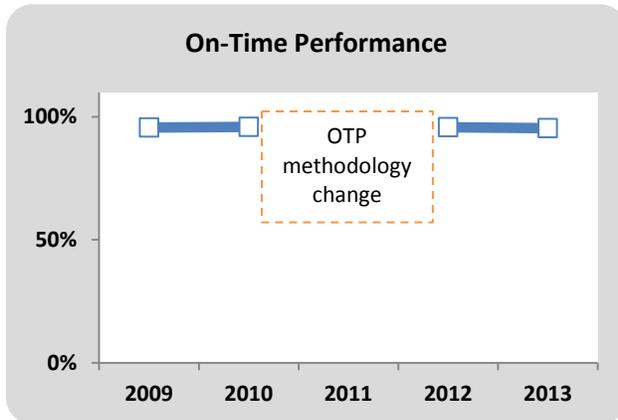
Service Efficiency and Effectiveness



- With stable service levels for the vehicle revenue hours and vehicle revenue miles, increases for the top two measures shown are driven by increased operating costs.
- Operating cost per vehicle revenue hour increased by 5.2% in 2013 and was 19.7% higher compared to 2009. Similarly, operating cost per vehicle revenue mile increased 5.7% in 2013 and was 20.3% higher compared to 2009.
- The cost to provide an individual trip increased by \$0.57 in 2013 and was \$1.38 higher compared to 2009. The increase in 2013 of 6.7% is due to the compounded effect of higher operating cost occurring in conjunction with a reduction in passenger trips taken.
- Metra expends \$0.40 to provide each passenger mile of service, an increase of 6.8% in 2013. This cost has trended upward from 2009, when Metra expended \$0.33 per passenger mile.

Metra

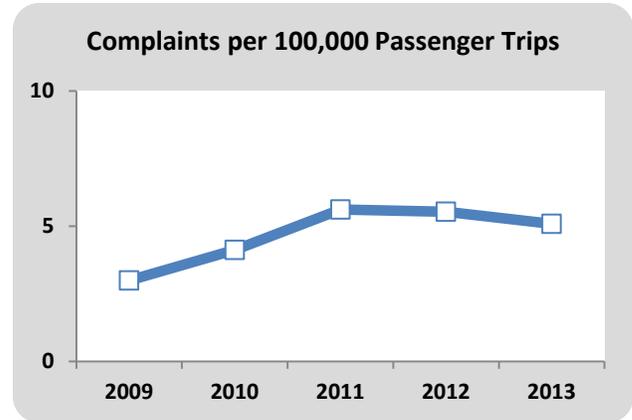
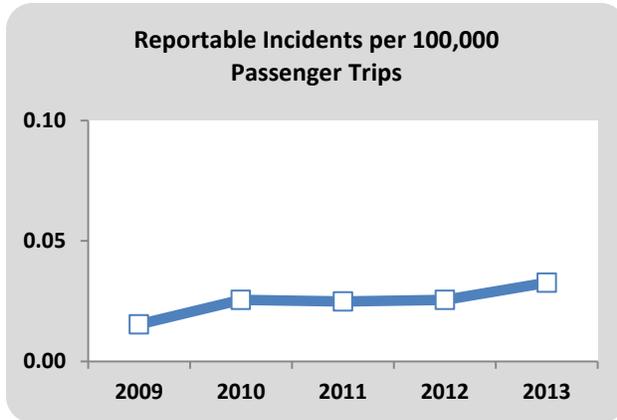
Service Delivery



- Metra’s on-time performance experienced a downtick in 2011 due to more stringent reporting standards, but returned to mid-90% in the following years. Metra has increasingly focused on working with its freight partners to improve on-time performance results, as well as examining every aspect of service that impacts on-time performance: weather, rolling stock investments, and track improvements all play key roles in achieving on-time performance and are being evaluated in efforts to maintain or even improve this metric.
- Metra passengers travel the longest average distance of all the RTA system modes at 22.6 miles. The average trip length has steadily decreased over the past five years and stands 2.0% lower compared to 2009.
- Metra consistently achieves average speeds of approximately 30 miles per hour.

Metra

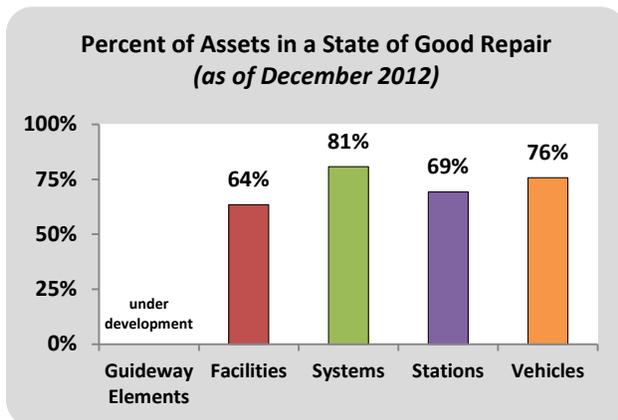
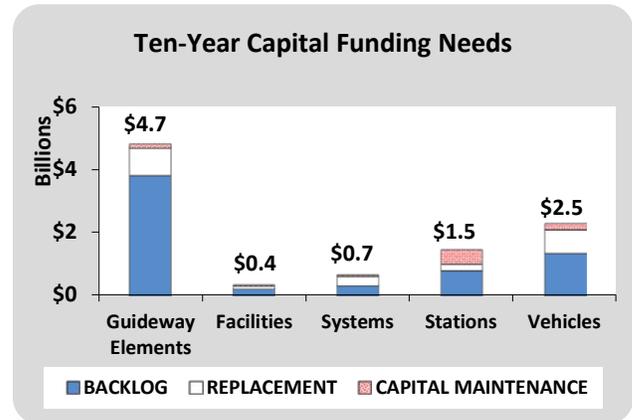
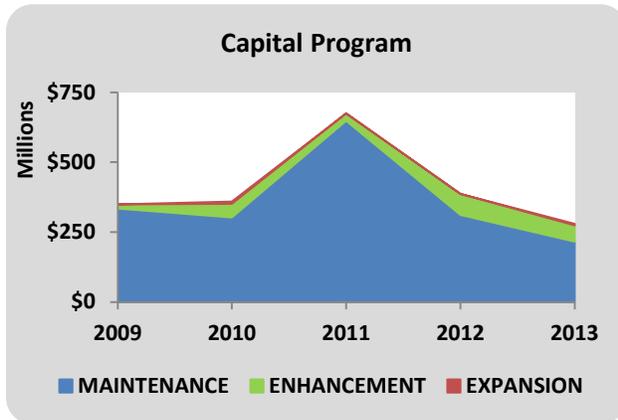
Service Delivery



- Metra reported five more safety and security incidents in 2013; Metra’s rate of safety and security incidents has more than doubled since 2009 but remains very low at a rate of 0.033 per 100,000 passenger trips.
- Complaints to Metra increased in 2010 in response to proposed service restrictions from a construction project, then peaked in 2011 coinciding with a proposed significant fare increase. Decreases in complaint rates were reported in each year 2012 and 2013.

Metra

Service Maintenance and Capital Investment

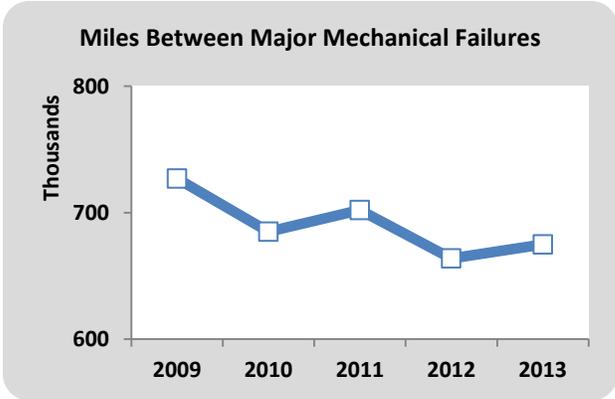
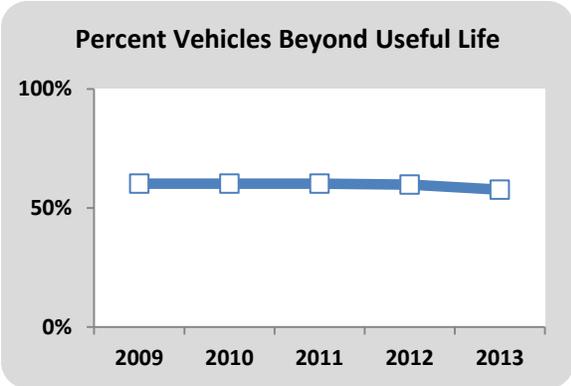


NOTE: All assets are maintained in safe operating condition through additional capital and operating expenditures on maintenance and rehabilitation.

- Metra’s capital program peaked in 2011 with the receipt of an infusion of State of Illinois bond funds to purchase railcars, followed by a return to 2010 levels and another decline in 2013. Metra’s capital program in 2013 totaled \$279.1 million, more than 20% lower than 2009. This variability in capital funding highlights the need for a continued source of state funding to support capital programming.
- 10-year capital funding needs for Metra are approximately \$9.9 billion, with over \$6.6 billion in already-overdue projects (backlog). The largest portion of capital funding needs, over \$4.7 billion, is needed for guideway elements, which consists of track, rail, bridges, and ties, followed by a \$2.5 billion need for vehicles. \$1.5 billion is needed for the passenger facilities and parking lots included in the stations category. Another \$0.7 billion is needed for systems, which includes signals, fare collection equipment, radios, phones, and interlockings. Maintenance garages and yards, comprising the facilities component, have roughly \$0.4 billion in capital funding needs.
- The percent of assets in a state of good repair illustrates the physical condition and age distribution of Metra’s capital assets. Assets are rated on a scale of 1 (worn) to 5 (excellent); assets rated 2.5 or better are considered in this report to be in a state of good repair.

Metra

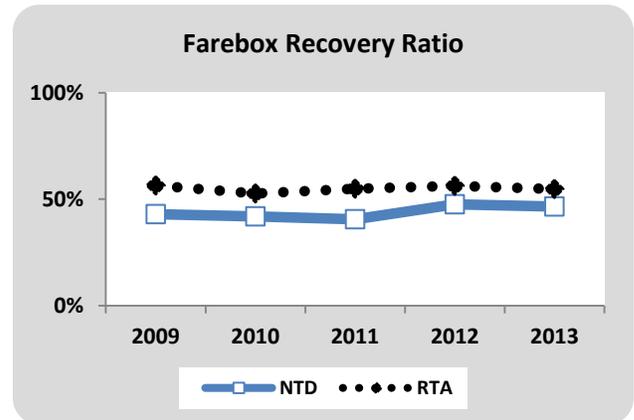
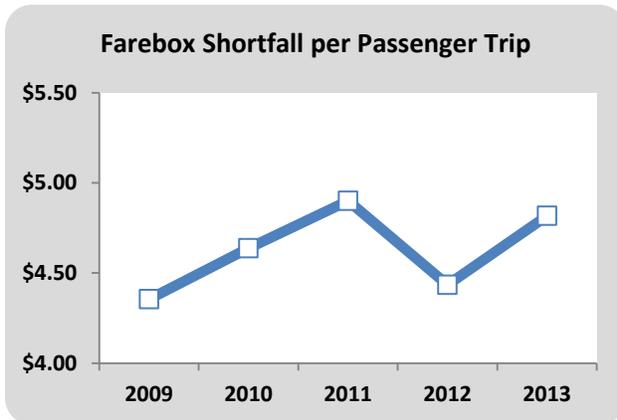
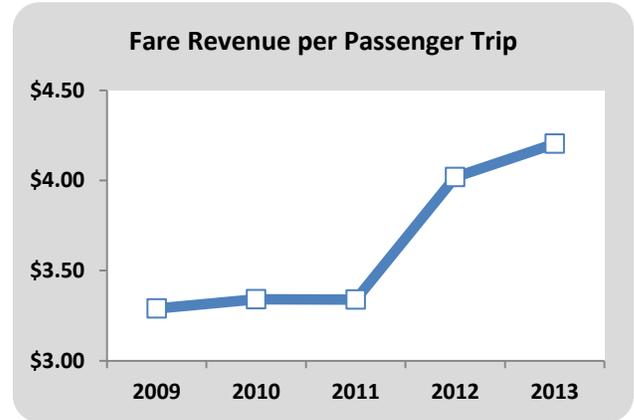
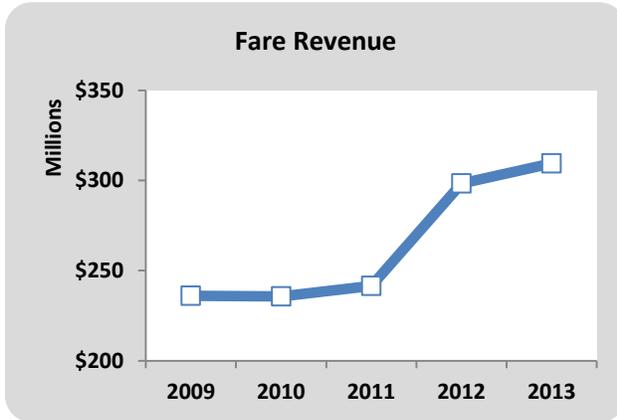
Service Maintenance and Capital Investment



- Metra added 56 new rail cars into its fleet in 2013, resulting in a 2.2 percentage point decrease for vehicles beyond useful life. Approximately another 100 new railcars will be added into the Metra fleet over the next few years as Metra replaces the Electric District Line vehicles.
- Metra saw fluctuating performance for the miles between major mechanical failures metric through 2012, ending with a 1.7% uptick in 2013.
- On average, Metra vehicles travel over 670,000 between major mechanical failures owing to vehicle mid-life rehabilitation and end-of-life rebuild schedules, which enable Metra to maintain its older vehicle fleet in reliable operating condition.

Metra

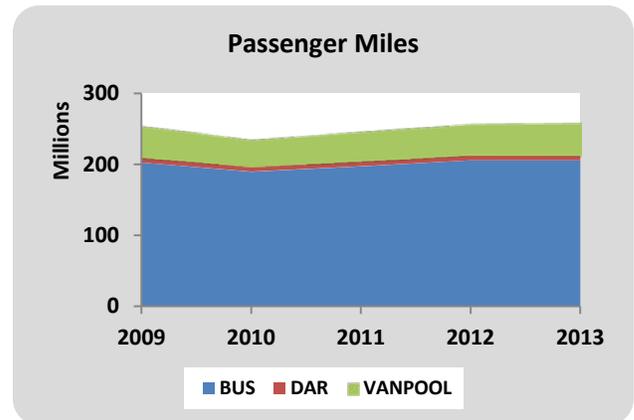
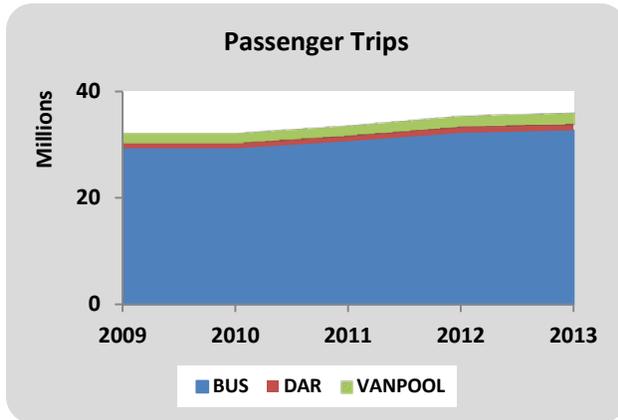
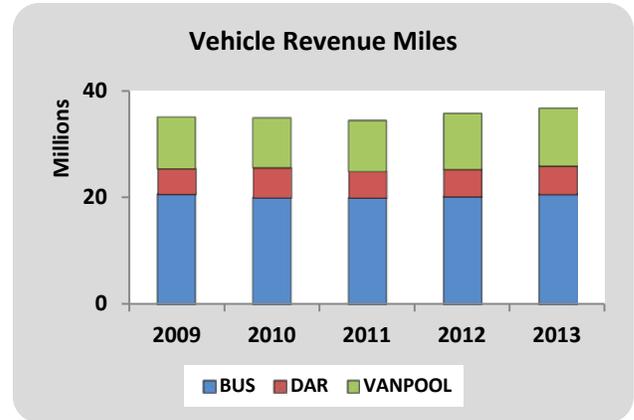
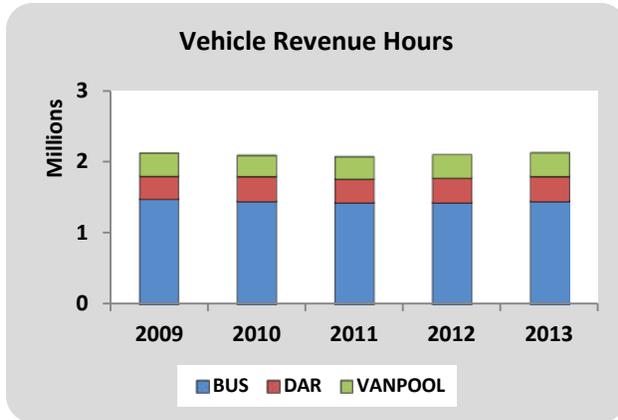
Service Level Solvency



- Metra had its third year of increased fare revenue with a 3.7% increase in 2013. The large spike of 2012 resulted from implementation of a fare increase in February.
- The average fare paid, or fare revenue per passenger trip, was \$4.20 in 2013, a 4.6% improvement from 2012, which resulted from increased fare revenue spread among fewer riders. Since 2009, this measure has improved 27.8%, or \$0.91.
- The farebox shortfall per passenger trip, or the amount of non-fare revenue needed to cover expenses, increased by \$0.39 or 8.7% in 2013, impacted by operating expense rate increases that exceeded the increase in farebox receipts.
- Two measures of recovery ratio are shown above. The National Transit Database (NTD) fare recovery ratio is the percentage of actual operating cost of service delivery that is covered by passenger fares, and differs from the RTA recovery ratio. The RTA recovery ratio also takes into account certain adjustments as enumerated in the RTA Act. Metra's NTD fare recovery ratio has improved 3.6 percentage points compared to 2009, the result of improved ridership and the 2012 fare increase.

Pace

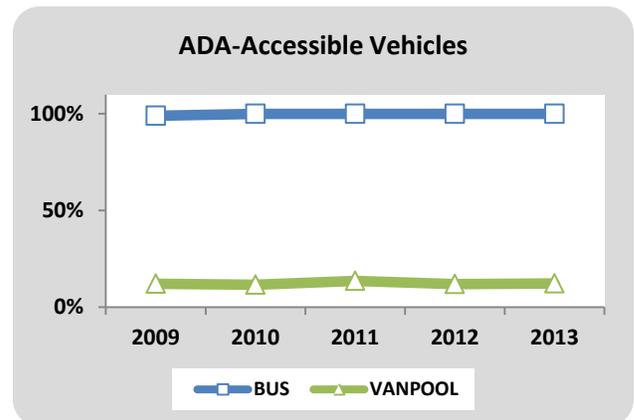
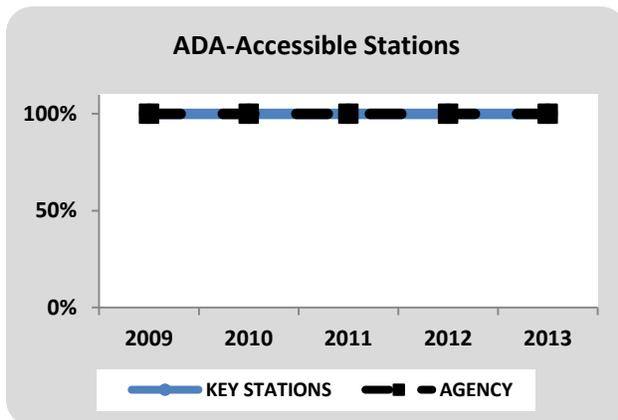
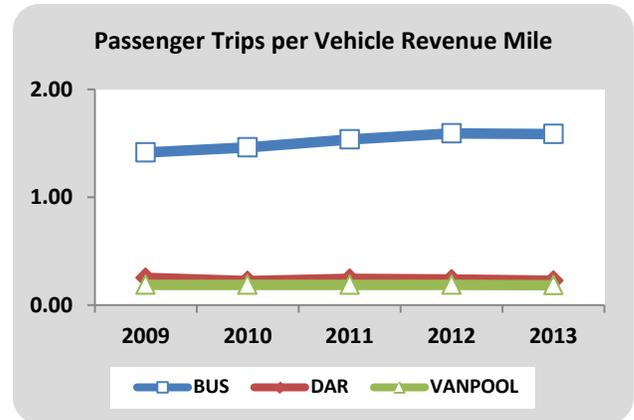
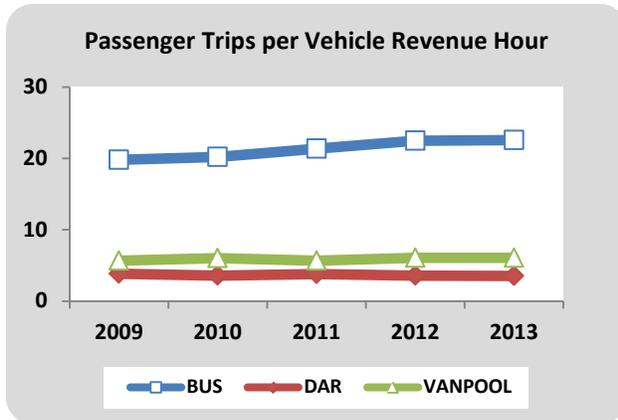
Service Coverage



- Pace bus revenue hours declined each year from 2010-2012 then increased 1.3% in 2013, for an overall 5-year 2.2% loss. Dial-a-ride experienced increases in 2012 and 2013, ending the five-year period 9.1% higher compared to 2009. Vanpool has seen three consecutive years of increased vehicle hours, ending 3.3% higher than 2009.
- Trends in vehicle revenue miles closely follow vehicle revenue hours; gains were noted for all three modes in 2013. Bus vehicle miles have nearly recovered to pre-recession levels, standing 0.5% below 2009 levels. Dial-a-ride and vanpool have each experienced double-digit increases compared to 2009 with 11.2% and 12.1% gains, respectively.
- Bus and vanpool modes saw three consecutive years of ridership increases (2011-2013), ending the five-year period higher by 11.6% and 10.5%, respectively. Dial-a-ride ridership has remained more stable over the years, ending 2013 0.5% higher compared to 2009.
- As with ridership, passenger miles traveled for bus and vanpool shows a generally increasing trend from 2010, with overall 5-year increases of 1.5% and 3.6%, respectively. Dial-a-ride passenger miles experienced a 5.6% decrease in 2013 and ended the five-year period 8.4% lower compared to 2009.

Pace

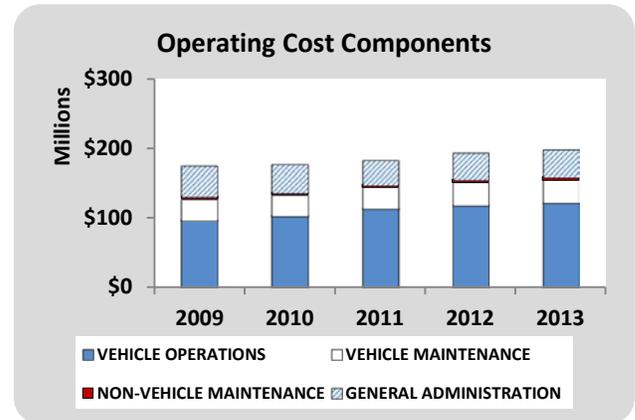
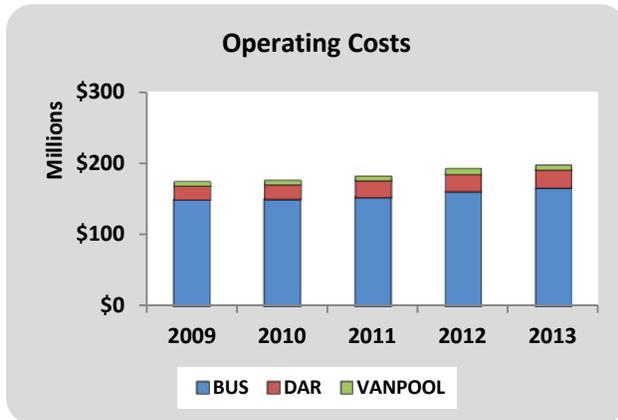
Service Coverage



- Pace bus has seen four consecutive years of improvement for the passenger trips per vehicle revenue hour measure, ending the five-year period 14.0% higher than 2009. Vanpool has also seen improvement in this measure of service effectiveness, with a 7.0% increase from 2009. Dial-a-ride, the only Pace mode to see a decline in passenger trips in 2013, saw a decrease for this measure for 2013 and ended the five-year period 7.9% lower.
- Each Pace mode saw decreases for passenger trips per vehicle revenue mile in 2013, due to vehicle revenue miles increasing at higher rates than passenger trips. Since 2009, Pace bus has seen a 12.1% improvement for this measure; dial-a-ride and vanpool have seen decreases of 9.6% and 1.5%, respectively.
- All Pace stations are fully ADA-accessible.
- Since 2010, all Pace buses are ADA-accessible. Roughly 12% of the vanpool fleet has been ADA-accessible in each year under review.

Pace

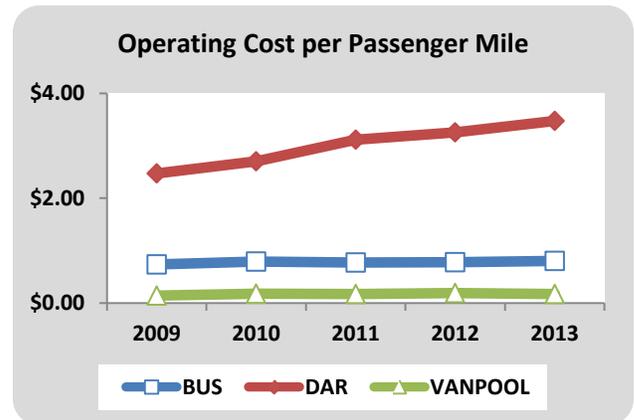
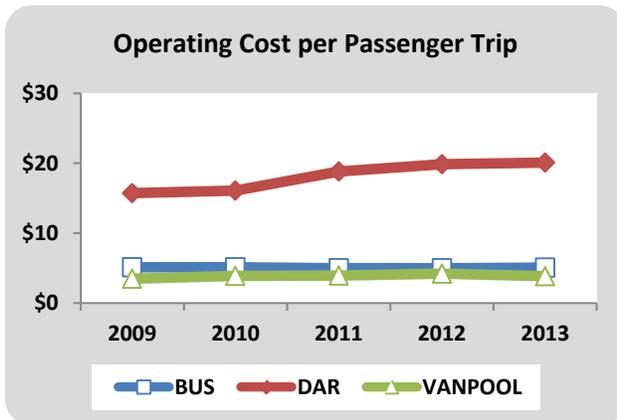
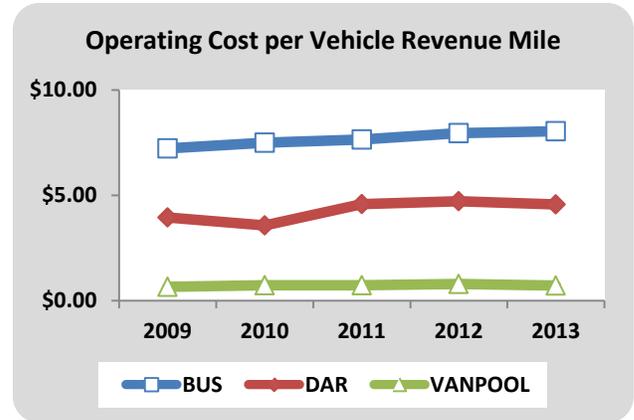
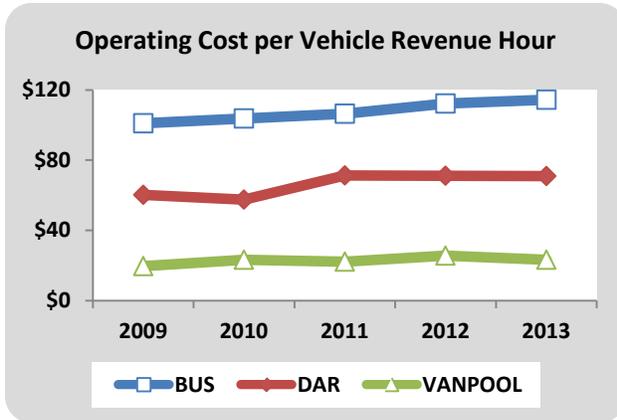
Service Efficiency and Effectiveness



- Pace bus operating expenses grew 3.1% in 2013 and have a five-year growth of 10.9%. Dial-a-ride expenses for 2013 were roughly equal to 2012, but have seen an increase of 28.6% compared to 2009, mostly driven by increases in service. Vanpool was the only Pace mode to see a decline in operating cost for 2013, down 7.2%, although the 5-year growth in cost is at 21.9%.
- Pace’s primary operating cost component is vehicle operations, resulting from the labor-intensive characteristics of bus operations, its predominant service mode. In 2013, 61% of Pace’s operating costs were related to vehicle operations; this component has steadily increased from 56% in 2009. Conversely, the general administration cost category was at its highest in 2009 at 25% of the operating costs; this component decreased to 20% of the 2013 budget. Vehicle maintenance and non-vehicle maintenance costs remained more stable at 16% and 2%, respectively, with little change from 2009.

Pace

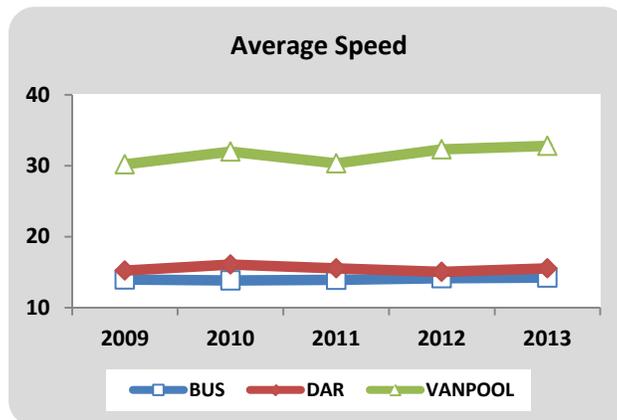
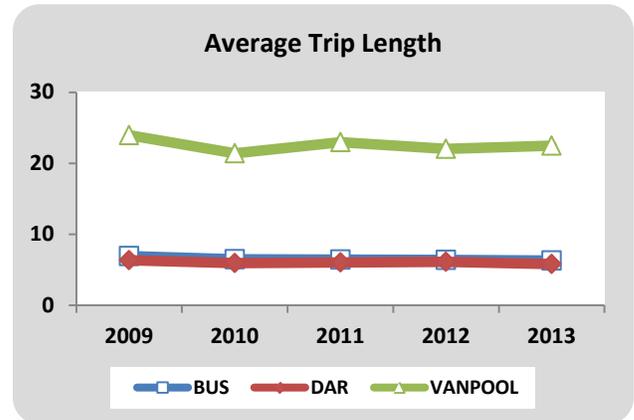
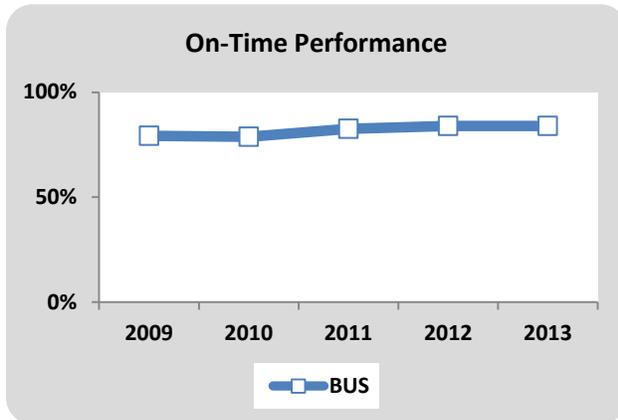
Service Efficiency and Effectiveness



- An overall 2.2% decrease in Pace bus vehicle revenue hours and 10.9% increase in operating cost resulted in a five-year 13.3% increase for this measure. After experiencing a significant increase in 2011, dial-a-ride has held steady, and ended the five-year period with a 17.8% increase in operating cost per vehicle revenue hour. Vanpool had a 7.2% decrease in operating costs in 2013, which held the five-year operating cost per hour growth to 18.1%.
- Pace bus operating cost per vehicle mile has increased steadily in response to cost increases, as vehicle revenue miles are roughly equal to 2009. Dial-a-ride and vanpool each experienced decreases for this measure in 2013 as revenue service miles increased for both modes; five-year trends show increases of 15.6% and 8.8%, respectively.
- Three consecutive years of Pace bus ridership increases contributed to a 0.6% decline in operating cost per passenger trip compared to 2009. Dial-a-ride cost increases have outpaced ridership increases and ended the five-year period 27.9% higher for this metric. With lower operating costs in 2013, vanpool's performance for this metric improved 9.0% for the year but remains 10.4% more costly than in 2009.
- While the cost per passenger mile produces similar trends as cost per trip, dial-a-ride stands out with a steeper increase because its passenger average trip length decreased 5.2% in 2013.

Pace

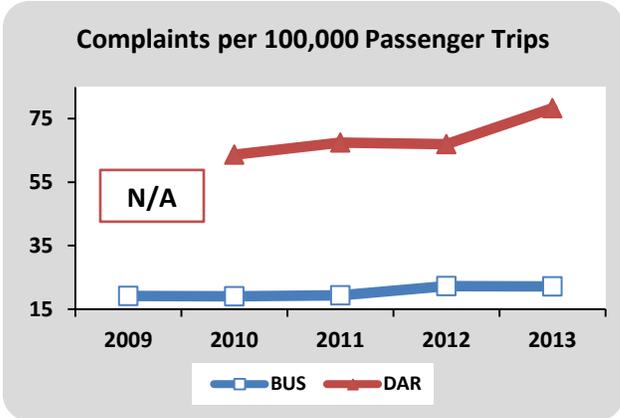
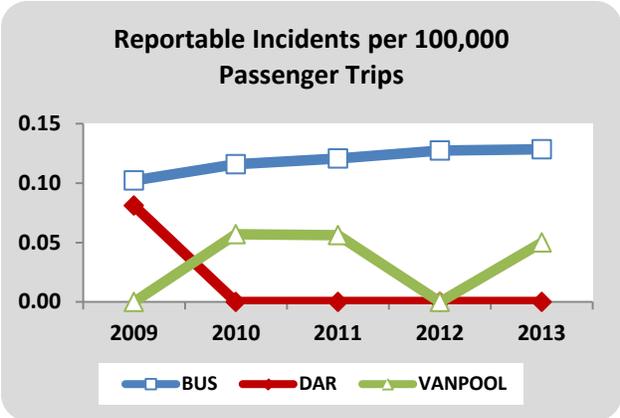
Service Delivery



- Pace bus has had generally improving on-time performance, peaking in 2013 at 84.0%. Pace has achieved more efficient, timely service by streamlining service, reducing passenger transfers, and improving adherence through GPS systems.
- Pace bus, dial-a-ride, and vanpool have each seen shorter average trip lengths; bus trips are 9.0% shorter, dial-a-ride is 8.9% shorter, and vanpool is 6.2% shorter compared to 2009.
- Pace bus average speeds have increased each year since 2010, reaching 14.2 miles per hour in 2013. Vanpools achieve the highest average speeds of all regional modes, peaking in 2013 at 32.8 miles per hour.

Pace

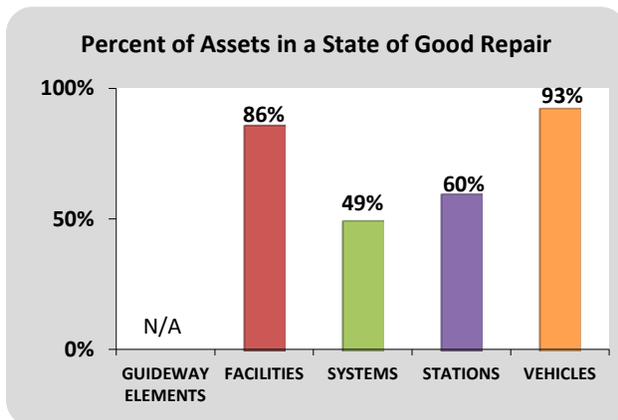
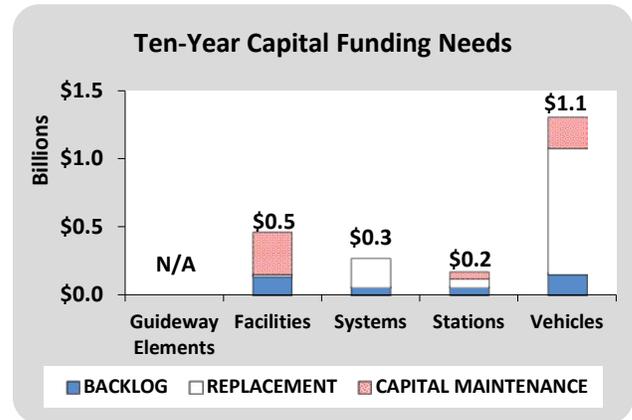
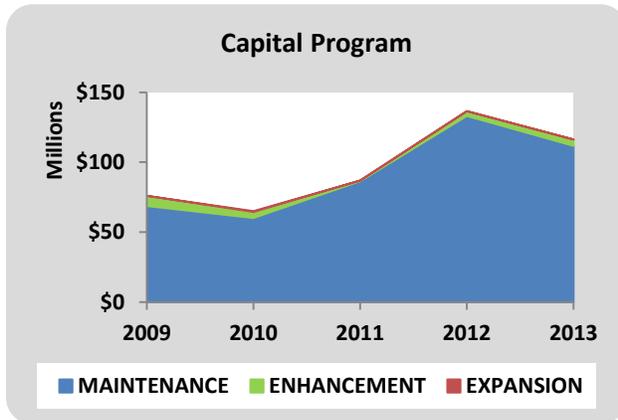
Service Delivery



- Pace bus reported 42 safety and security incidents in 2013; although this measure has shown steady increases over the past five years, the incident rate for bus remains very low at 0.128 incidents per 100,000 passenger trips. No reportable incidents have been stated for dial-a-ride service since 2009, when there was one. Vanpool has either reported zero or one incident each year since 2009.
- Pace bus complaint rates dropped by 0.6% in 2013 but have grown by 16% since 2009. Dial-a-ride logged more complaints, spread out over fewer passenger trips, resulting in a 17.0% rate increase for 2013 and overall 22.9% increase compared to 2010.

Pace

Service Maintenance and Capital Investment

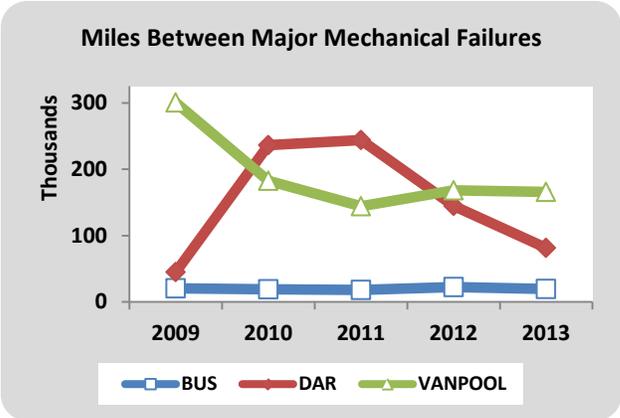
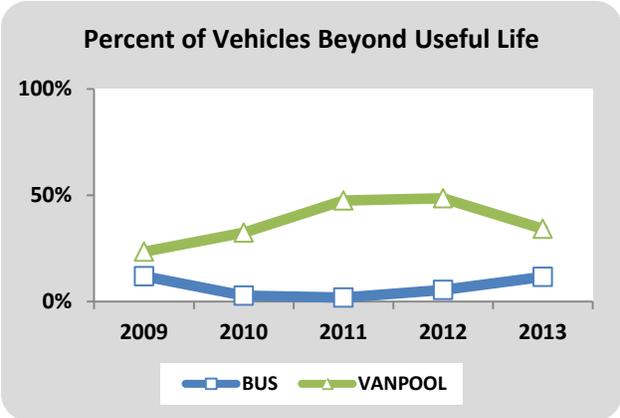


NOTE: All assets are maintained in safe operating condition through additional capital and operating expenditures on maintenance and rehabilitation.

- Pace suburban capital maintenance allocations increased through 2012, in total dollars and as a percentage of total capital investments. Pace’s capital program in 2013 totaled \$116.3 million, a decline of 14.8% from the prior year.
- Pace programmed \$480.6 million in capital projects from 2009-2013; 95.7% of that total was allocated to maintenance projects, 4.2% to enhancement projects, and 0.1% to expansion projects.
- 10-year capital funding needs for Pace exceed \$2 billion, with over \$475 thousand in already-overdue projects (backlog). The largest portion of capital funding needs, \$1.1 billion, is needed for vehicles, followed by a nearly \$470 million need for facilities (maintenance garages). Another \$316 million is needed for systems, which includes signals, fare collection equipment, radios, and phones. Passenger stations and parking lots have over \$214 million in capital funding needs.
- The percent of assets in a state of good repair illustrates the physical condition and age distribution of Pace’s capital assets. Assets are rated on a scale of 1 (worn) to 5 (excellent); assets rated 2.5 or better are considered in this report to be in a state of good repair.

Pace

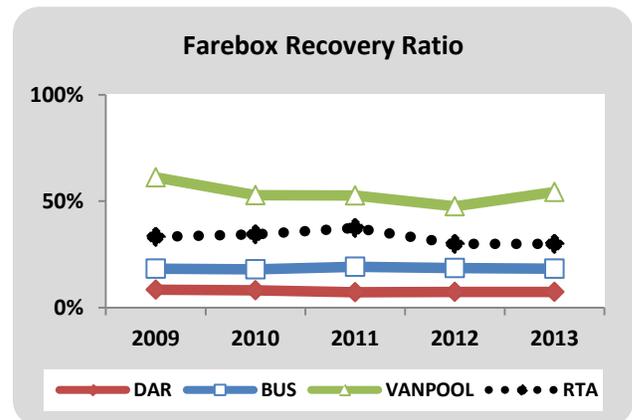
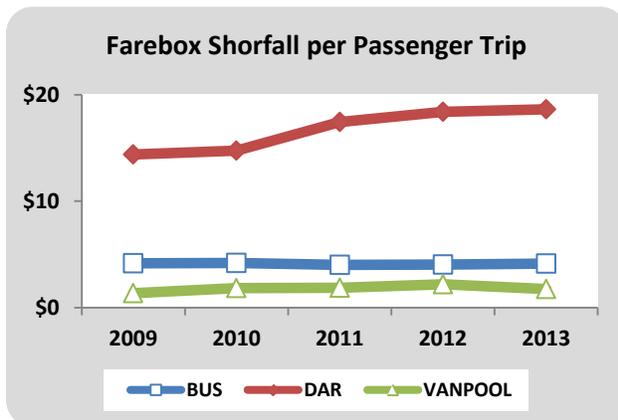
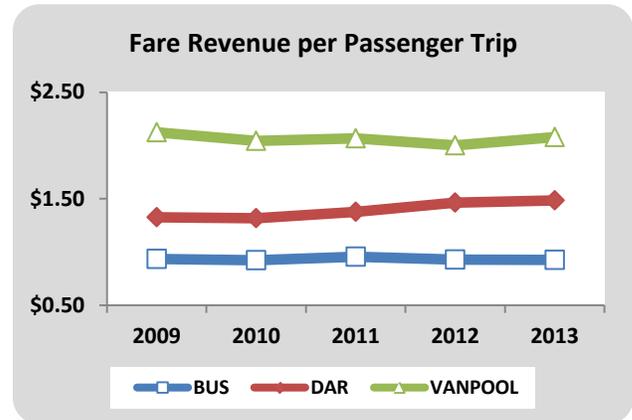
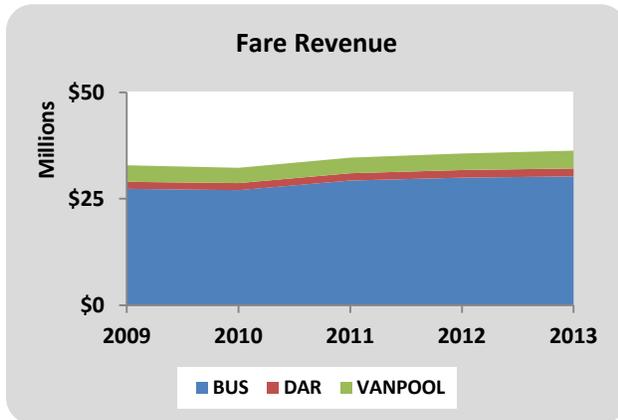
Service Maintenance and Capital Investment



- The percentage of Pace buses beyond useful life declined to a low of 1.9% in 2011 and rose in 2012 and 2013 to 11.7%. With a relatively short life expectancy of five years, the percent of vanpool vehicles beyond useful life has generally been at least 25% and peaked in 2012 at 48.5%. Roughly 48% of Pace’s total 2014-2018 capital program is devoted to rolling stock purchases.
- Pace bus saw a 13.7% drop in miles between failures in 2013 and ended the five-year period 4.8% lower than in 2009. Dial-a-ride has seen two years of declining performance after peaking in 2011. Vanpool performance was 44.8% lower for this measure in comparison to 2009.

Pace

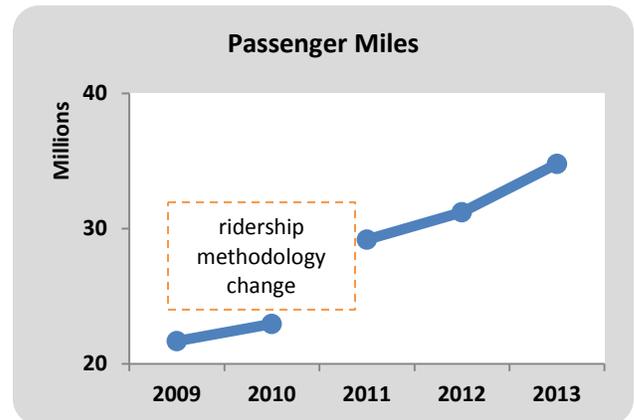
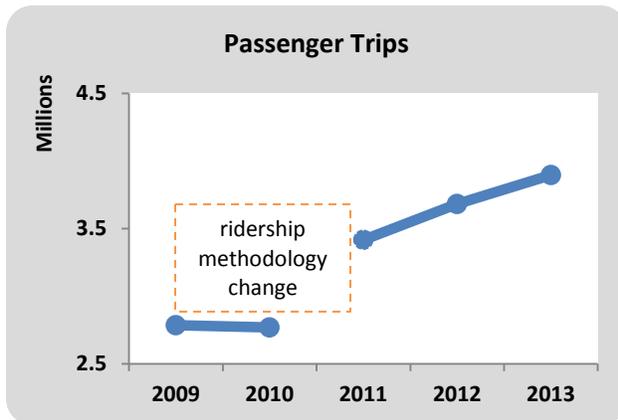
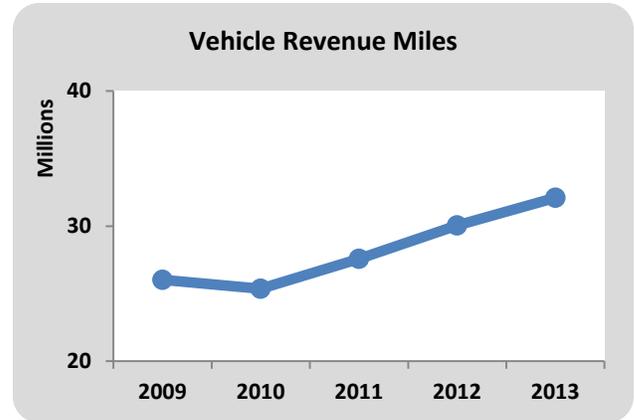
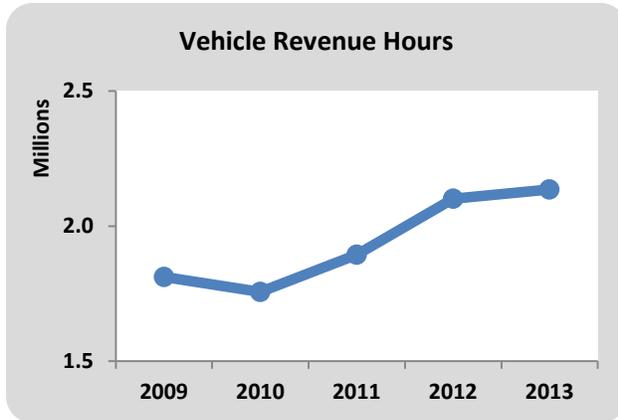
Service Level Solvency



- Pace bus and vanpool, without a fare increase since 2009, had three consecutive years of improved fare revenue through 2013, and dial-a-ride, the smallest component of Pace suburban service, realized improved fare revenue each of the years under review. Overall five-year fare revenues have improved: bus by 10.7%, vanpool by 8.2%, and dial-a-ride by 12.4%.
- Pace bus revenue per passenger trip decreased 0.3% in 2013 as a ridership increase of 1.5% overshadowed a 1.2% increase in fare revenue, with similar five-year results. Vanpool's average fare rose in 2013 as fare revenue increases outpaced ridership increases, but the five-year trend is 2.1% lower average fare as ridership increases have outpaced fare revenue increases.
- Pace bus farebox shortfall declined \$0.02 (0.06%) per passenger trip, while vanpool and dial-a-ride shortfalls increased by \$0.40 (30.0%) and \$4.23 per trip (29.4%), respectively, since 2009.
- The Pace bus recovery ratio peaked in 2011 at 19.2% and declined in 2012 and 2013 as expense increases outpaced fare increases. The recovery ratio for dial-a-ride has stayed around 7.4% since 2011. The vanpool recovery ratio, which peaked at 61.2% in 2009, declined seven percentage points in the following four years.

Pace ADA Paratransit

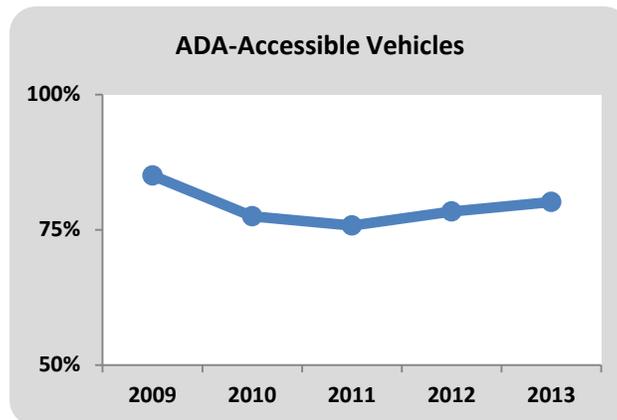
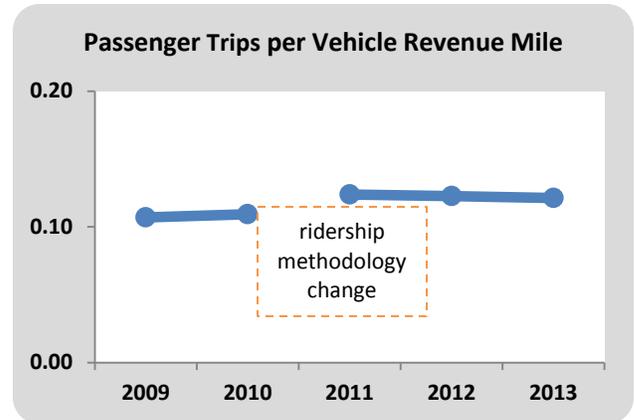
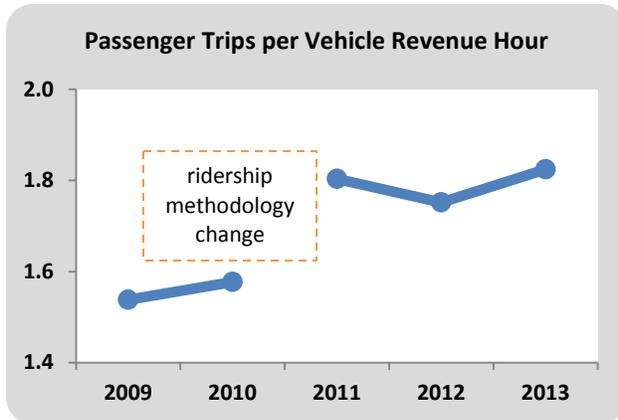
Service Coverage



- ADA paratransit vehicle revenue hours increased 1.6% in 2013 and were 17.9% higher compared to 2009.
- Likewise, vehicle revenue miles have been increasing, up 6.8% in 2013 and 23.3% since 2009.
- ADA paratransit ridership grew 5.8% in 2013 and is reported to be 39.9% higher compared to 2009. The substantial spike in 2011 is attributable to a new reporting methodology to include personal care attendants, who had been omitted in prior year reports to the National Transit Database. Ridership growth from 2011-13 has exceeded 14%
- ADA passenger miles traveled increased 11.4% in 2013 and have increased 19.3% since the ridership methodology change in 2011.

Pace ADA Paratransit

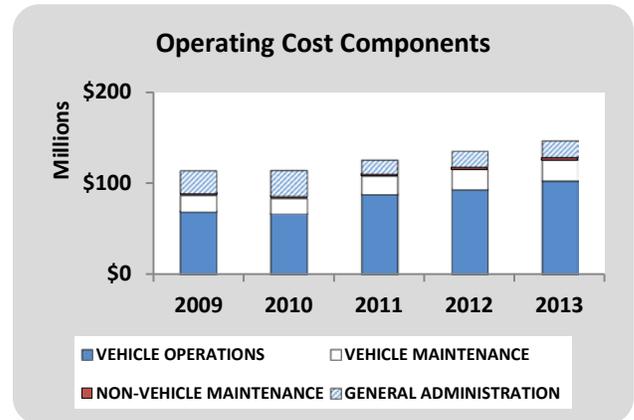
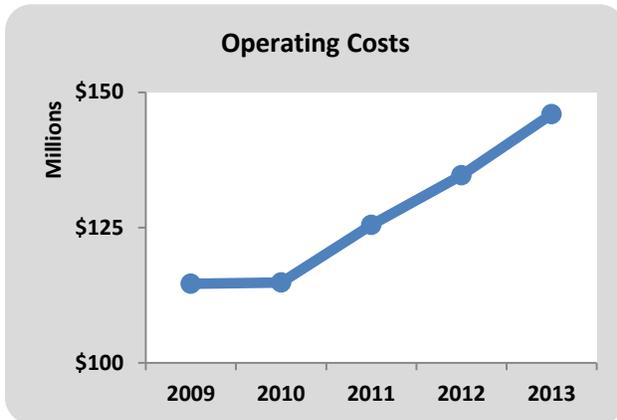
Service Coverage



- Pace ADA saw a 4.1% improvement in service effectiveness in 2013, reaching a high of 1.82 passenger trips per vehicle revenue hour. Since operating costs rise in direct relation to passenger trips, more effective scheduling is the primary way for Pace to control the cost of providing this type of service.
- The service effectiveness measure of passenger trips per vehicle revenue mile has remained mostly unchanged as the increase in vehicle miles more closely matches the increase to ridership.
- 80% of the ADA paratransit fleet is accessible, an increasing trend from 2011.

Pace ADA Paratransit

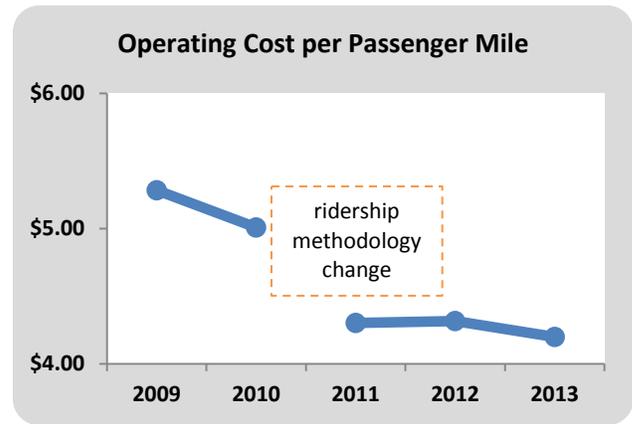
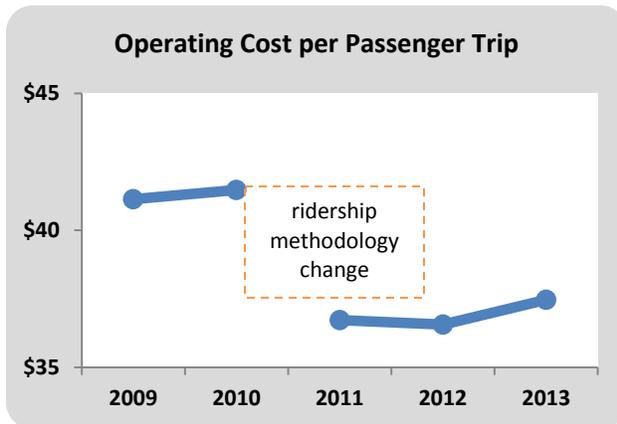
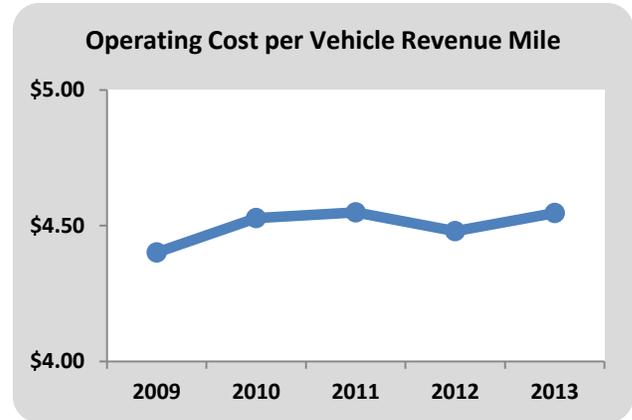
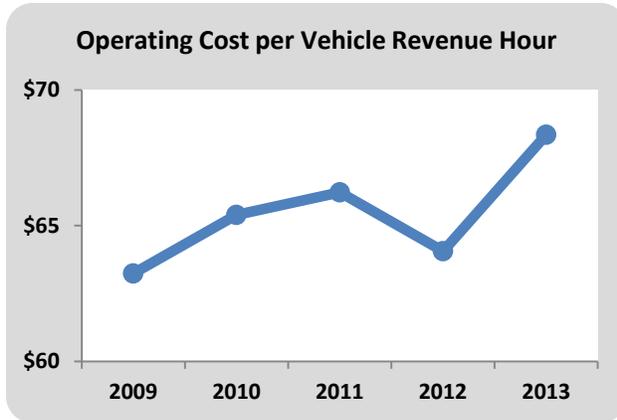
Service Efficiency and Effectiveness



- ADA paratransit operating costs steadily increase in step with ridership increases; over the past five years, costs grew 27.4% to a high of \$146 million in 2013.
- ADA paratransit has seen an increasing proportion of vehicle operations expenditures, from 61% in 2009 to 70% in 2013, mostly due to increasing labor expenses. Vehicle maintenance costs have stayed at approximately 16% of the operating budget. General administration costs have stayed at 12-13% for the past three years, and non-vehicle maintenance costs have stayed at 2% of the operating budget each year.

Pace ADA Paratransit

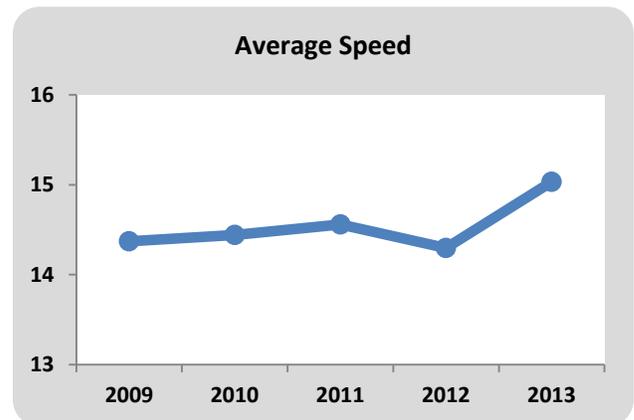
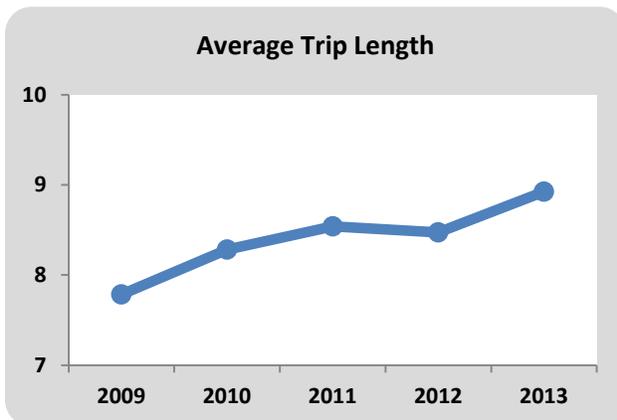
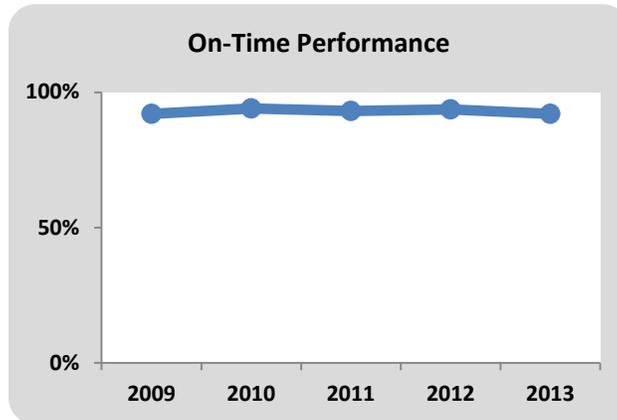
Service Efficiency and Effectiveness



- The growth in ADA Paratransit vehicle revenue hours slowed to 1.6% in 2013, yet costs grew by 8.4%, yielding an increase of 6.7% and 8.1%, respectively, for this metric for the one-year and five-year trends.
- A 6.8% increase in vehicle revenue miles traveled in 2013, paired with an 8.4% increase in operating cost resulted in a 1.5% increase for operating cost per vehicle revenue mile in 2013. The five-year increase for this metric is 3.3%.
- Operating cost per passenger trip is down over the five-year period due to the ridership methodology change in 2011. Since 2011, the cost per trip has increased \$0.74, or 2.1%, a positive indicator of cost control as ridership increased.
- Likewise, the large decrease in operating cost per passenger mile from 2009 is exacerbated by the ridership methodology change of 2011. Since 2011, the operating cost per passenger mile has decreased by \$0.10, or 2.4%.

Pace ADA Paratransit

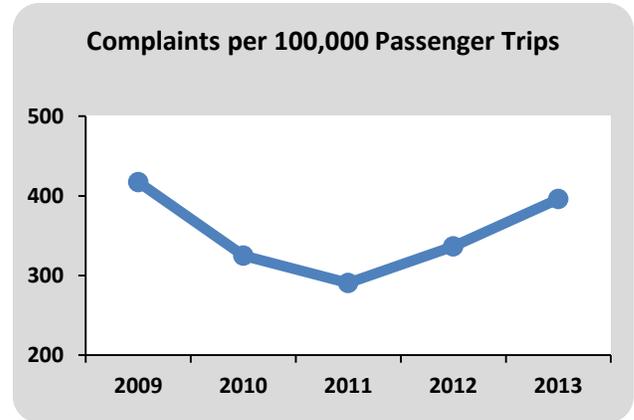
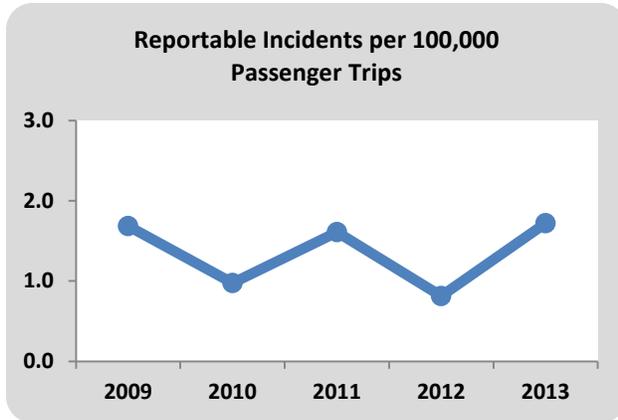
Service Delivery



- ADA paratransit started and ended the five-year period with 92.0% on-time performance, with results as high as 94.0% in the intervening years.
- ADA paratransit passenger trip lengths are trending upward, increasing 5.3% in 2013 and 14.6% since 2009.
- ADA paratransit achieved its highest average speed in 2013, at 15.0 miles per hour, a 4.6% improvement compared to 2009.

Pace ADA Paratransit

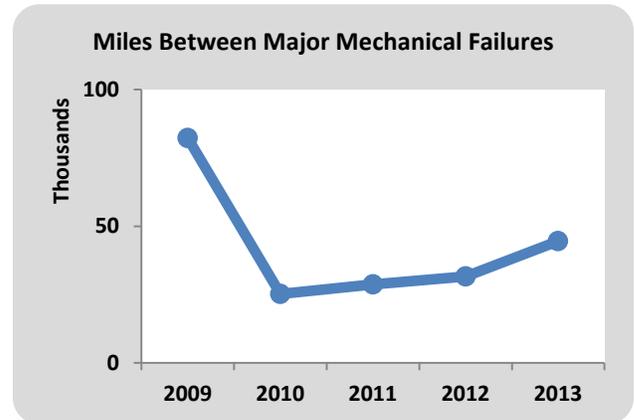
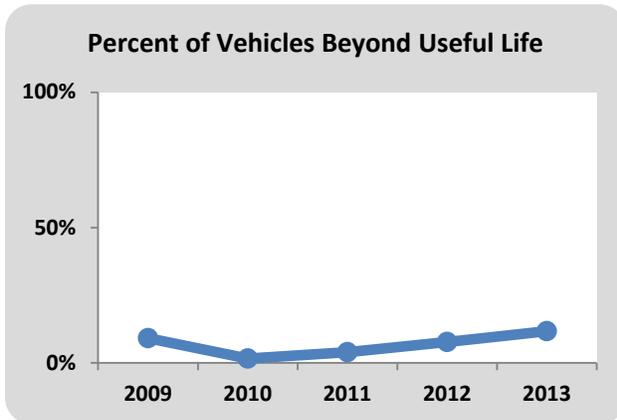
Service Delivery



- ADA paratransit reportable incidents have fluctuated somewhat over the years but have stayed at or below 1.7 incidents per 100,000 passenger trips since 2009.
- ADA paratransit complaint rates increased 13.7% in 2013 but remained 5.1% below 2009 results.

Pace ADA Paratransit

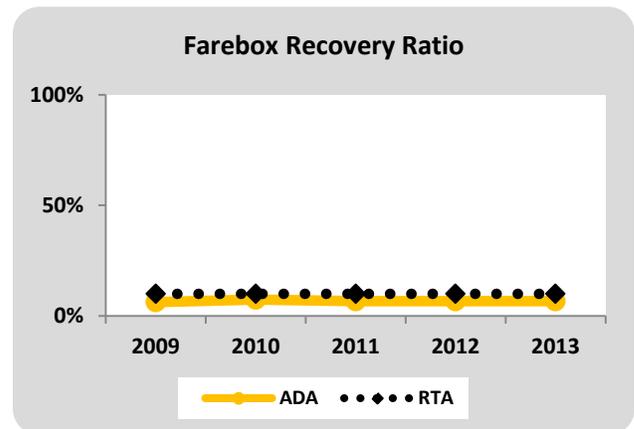
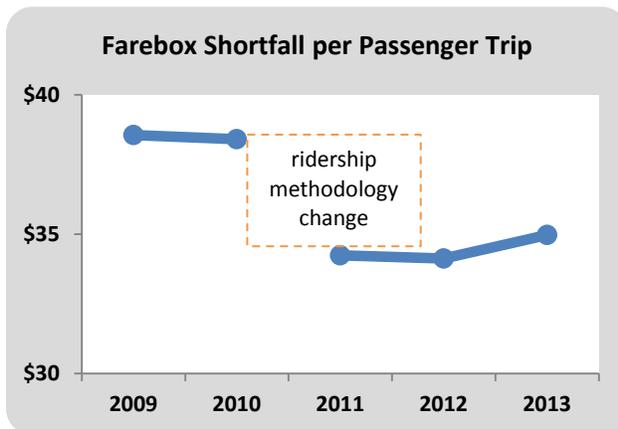
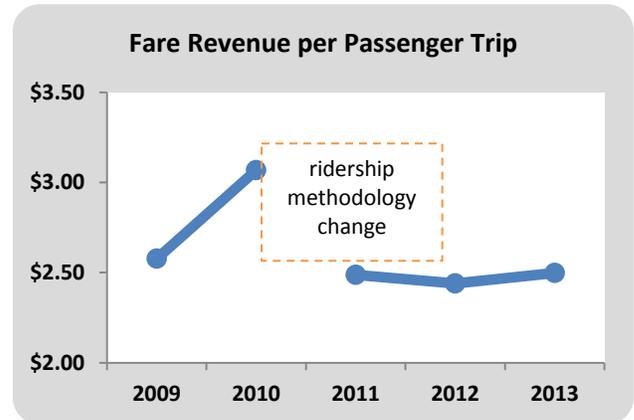
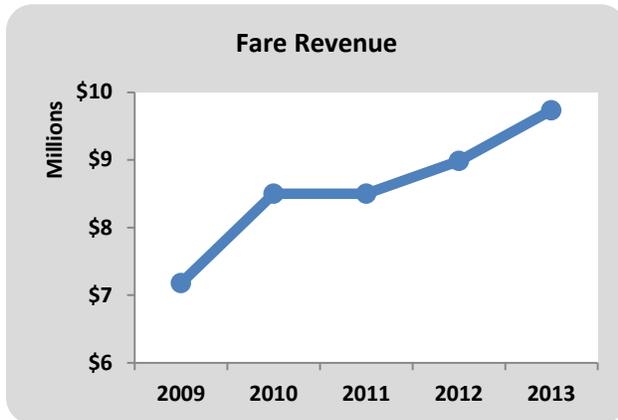
Service Maintenance and Capital Investment



- Pace paratransit vehicles have a very short, five-year life span; 11.7% of its vehicles were beyond their minimum useful lives in 2013, the highest percentage of the 5-year time period.
- ADA paratransit has seen steady improvement for miles between major mechanical failures since 2010 but has not returned to the high performance level seen in 2009.

Pace ADA Paratransit

Service Level Solvency



- ADA paratransit fare revenues continued to improve, up 8.3% in 2013 and up 35.6% from 2009, resulting from higher ridership and a fare adjustment in late 2009.
- ADA paratransit revenue per trip decline in 2011 is due to the increased ridership resulting from the inclusion of companions and personal care attendants, which also produces five-year results that are 3.1% below 2009. For 2013, fare revenue per passenger trip increased 2.4% for paratransit service as fare revenue increases outpaced ridership increases.
- ADA paratransit performance for farebox shortfall per passenger trip dropped significantly in 2011 as the dramatic increase in passenger trips (due to a methodology change) diluted the shortfall, which has actually increased each of the past three years.
- Two measures of recovery ratio are shown above. The National Transit Database (NTD) fare recovery ratio is the percentage of actual operating cost of service delivery that is covered by passenger fares, and differs from the RTA recovery ratio. The RTA recovery ratio also takes into account certain adjustments as enumerated in the RTA Act. The ADA paratransit recovery ratio has remained stable since 2011 at 6.7% and is 0.4 percentage points higher than 2009.

APPENDICES

APPENDIX A: CTA Bus Modal Characteristics

data source: National Transit Database	2009	2010	2011	2012	2013
Vehicles Operated in Maximum Service	1,737	1,707	1,781	1,578	1,663
Vehicle Revenue Hours	7,008,308	5,955,896	5,638,171	5,658,426	5,790,071
Vehicle Revenue Miles	67,442,222	56,821,006	52,405,033	52,427,711	53,446,534
Passenger Trips	318,672,798	306,023,976	310,381,447	314,423,578	300,116,357
Passenger Miles	739,267,903	707,314,873	712,866,883	725,064,380	728,561,319
Operating Cost	\$786,905,237	\$710,902,330	\$732,131,718	\$768,077,305	\$764,280,757
Average Passenger Trip Length	2.32	2.31	2.30	2.31	2.43
Average Speed	9.62	9.54	9.29	9.27	9.23
Miles Between Major Mechanical Failures	8,021	9,425	8,828	9,328	8,086
Fare Revenue	\$277,525,084	\$271,642,600	\$279,457,944	\$288,620,266	\$298,824,494
Non-Fare Revenue	\$509,380,153	\$439,259,730	\$452,673,774	\$479,457,039	\$465,456,263
Recovery Ratio	35.3%	38.2%	38.2%	37.6%	39.1%

APPENDIX B: CTA Rail Modal Characteristics

data source: National Transit Database	2009	2010	2011	2012	2013
Vehicles Operated in Maximum Service	1,002	980	1,200	1,070	1,070
Vehicle Revenue Hours	3,732,593	3,479,766	3,504,281	3,575,439	3,794,246
Vehicle Revenue Miles	68,592,225	65,033,869	64,340,151	65,222,890	69,046,006
Passenger Trips	202,569,039	210,849,074	221,587,192	231,154,339	229,113,934
Passenger Miles	1,201,135,716	1,296,492,619	1,408,768,355	1,541,186,268	1,441,290,899
Operating Cost	\$462,014,895	\$451,039,566	\$480,953,575	\$515,014,905	\$513,644,769
Average Passenger Trip Length	5.93	6.15	6.36	6.67	6.29
Average Speed	18.38	18.69	18.36	18.24	18.20
Miles Between Major Mechanical Failures	300,330	267,440	219,133	226,918	228,184
Fare Revenue	\$230,587,978	\$239,349,891	\$250,304,754	\$262,542,243	\$278,183,527
Non-Fare Revenue	\$231,426,917	\$211,689,675	\$230,648,821	\$252,472,662	\$235,461,242
Recovery Ratio	49.9%	53.1%	52.0%	51.0%	54.2%

APPENDIX C: Metra Modal Characteristics

data source: National Transit Database	2009	2010	2011	2012	2013
Vehicles Operated in Maximum Service	1,056	1,057	1,052	1,048	1,043
Vehicle Revenue Hours	1,394,322	1,397,021	1,394,927	1,402,260	1,410,016
Vehicle Revenue Miles	42,930,292	43,143,575	42,895,967	43,152,489	43,197,735
Passenger Trips	71,767,204	70,534,886	72,349,785	74,246,584	73,603,166
Passenger Miles	1,657,430,332	1,608,049,284	1,645,354,028	1,681,876,092	1,665,749,719
Operating Cost	\$548,648,030	\$562,779,173	\$596,040,975	\$627,591,444	\$664,075,548
Average Passenger Trip Length	23.09	22.80	22.74	22.65	22.63
Average Speed	30.79	30.88	30.75	30.77	30.64
Miles Between Major Mechanical Failures	727,072	684,997	702,060	663,707	674,887
Fare Revenue	\$236,067,676	\$235,643,554	\$241,577,676	\$298,394,322	\$309,448,078
Non-Fare Revenue	\$312,580,354	\$327,135,619	\$354,463,299	\$329,197,122	\$354,627,470
Recovery Ratio	43.0%	41.9%	57.3%	47.6%	46.6%

APPENDIX D: Pace Bus Modal Characteristics

data source: National Transit Database	2009	2010	2011	2012	2013
Vehicles Operated in Maximum Service	629	579	596	584	600
Vehicle Revenue Hours	1,479,917	1,447,614	1,433,342	1,429,762	1,447,836
Vehicle Revenue Miles	20,685,145	20,038,582	19,952,828	20,200,197	20,588,171
Passenger Trips	29,296,943	29,292,008	30,630,554	32,191,038	32,685,693
Passenger Miles	202,437,813	189,683,635	197,257,695	205,573,095	205,558,661
Operating Cost	\$149,331,611	\$150,136,535	\$152,568,250	\$160,555,855	\$165,574,646
Average Passenger Trip Length	6.91	6.48	6.44	6.39	6.29
Average Speed	13.98	13.84	13.92	14.13	14.22
Miles Between Major Mechanical Failures	20,298	18,913	17,909	22,386	19,314
Fare Revenue	\$27,350,008	\$27,015,467	\$29,262,270	\$29,460,258	\$30,290,079
Non-Fare Revenue	\$121,981,603	\$123,121,068	\$123,305,980	\$130,636,597	\$135,284,567
Recovery Ratio	18.3%	18.0%	19.2%	18.6%	18.3%

APPENDIX E: Pace Dial-a-Ride Modal Characteristics

data source: National Transit Database	2009	2010	2011	2012	2013
Vehicles Operated in Maximum Service	326	301	317	309	315
Vehicle Revenue Hours	322,207	353,736	328,458	348,392	351,563
Vehicle Revenue Miles	4,908,675	5,686,897	5,106,633	5,244,023	5,458,350
Passenger Trips	1,234,527	1,265,118	1,244,368	1,246,944	1,240,941
Passenger Miles	7,845,377	7,517,744	7,510,823	7,612,131	7,184,421
Operating Cost	\$19,404,323	\$20,326,193	\$23,406,371	\$24,763,341	\$24,947,657
Average Passenger Trip Length	6.35	5.94	6.04	6.10	5.79
Average Speed	15.23	16.08	15.55	15.05	15.53
Miles Between Major Mechanical Failures	45,032	236,281	243,815	144,771	81,328
Fare Revenue	\$1,638,065	\$1,667,170	\$1,712,833	\$1,823,731	\$1,841,371
Non-Fare Revenue	\$17,766,258	\$18,659,023	\$21,693,538	\$22,939,610	\$23,106,286
Recovery Ratio	8.4%	8.2%	7.3%	7.4%	7.4%

APPENDIX F: Pace Vanpool Modal Characteristics

data source: National Transit Database	2009	2010	2011	2012	2013
Vehicles Operated in Maximum Service	643	605	641	675	698
Vehicle Revenue Hours	318,517	291,431	313,324	322,582	329,031
Vehicle Revenue Miles	9,615,683	9,314,829	9,505,472	10,411,711	10,782,093
Passenger Trips	1,809,752	1,751,388	1,778,633	1,961,719	1,999,777
Passenger Miles	43,375,569	37,507,196	40,830,511	43,211,497	44,945,534
Operating Cost	\$6,287,346	\$6,782,420	\$6,980,968	\$8,263,453	\$7,667,230
Average Passenger Trip Length	23.97	21.42	22.96	22.03	22.48
Average Speed	30.19	31.96	30.34	32.28	32.77
Miles Between Major Mechanical Failures	300,490	182,644	144,022	167,931	165,878
Fare Revenue	\$3,845,001	\$3,578,691	\$3,675,781	\$3,926,622	\$4,158,845
Non-Fare Revenue	\$2,442,345	\$3,203,729	\$3,305,187	\$4,336,831	\$3,508,385
Recovery Ratio	61.2%	52.8%	52.7%	47.5%	54.2%

APPENDIX G: Pace ADA Paratransit Modal Characteristics

data source: National Transit Database	2009	2010	2011	2012	2013
Vehicles Operated in Maximum Service	754	785	785	767	828
Vehicle Revenue Hours	1,811,670	1,756,485	1,894,391	2,101,923	2,135,810
Vehicle Revenue Miles	26,036,382	25,365,727	27,580,943	30,054,040	32,108,683
Passenger Trips	2,785,569	2,769,464	3,416,326	3,682,388	3,896,206
Passenger Miles	21,685,948	22,935,897	29,169,187	31,202,307	34,772,932
Operating Cost	\$114,574,702	\$114,861,027	\$125,463,683	\$134,639,964	\$145,970,124
Average Passenger Trip Length	7.79	8.28	8.54	8.47	8.92
Average Speed	14.37	14.44	14.56	14.30	15.03
Fare Revenue	\$7,177,555	\$8,497,617	\$8,497,511	\$8,981,920	\$9,730,388
Non-Fare Revenue	\$107,397,147	\$106,363,410	\$116,966,172	\$125,658,044	\$136,239,736
Recovery Ratio	6.3%	7.4%	6.8%	6.7%	6.7%

