

Meeting of the RTA Board of Directors

February 20, 2025

Welcome! Meeting Starts at 9 a.m.

Meeting Agenda: rtachicago.org



1. Call to order

Pledge of allegiance



RTA Board of Directors meeting

- Roll call
- Approval of minutes

4. Public comment



5. Executive Director's report



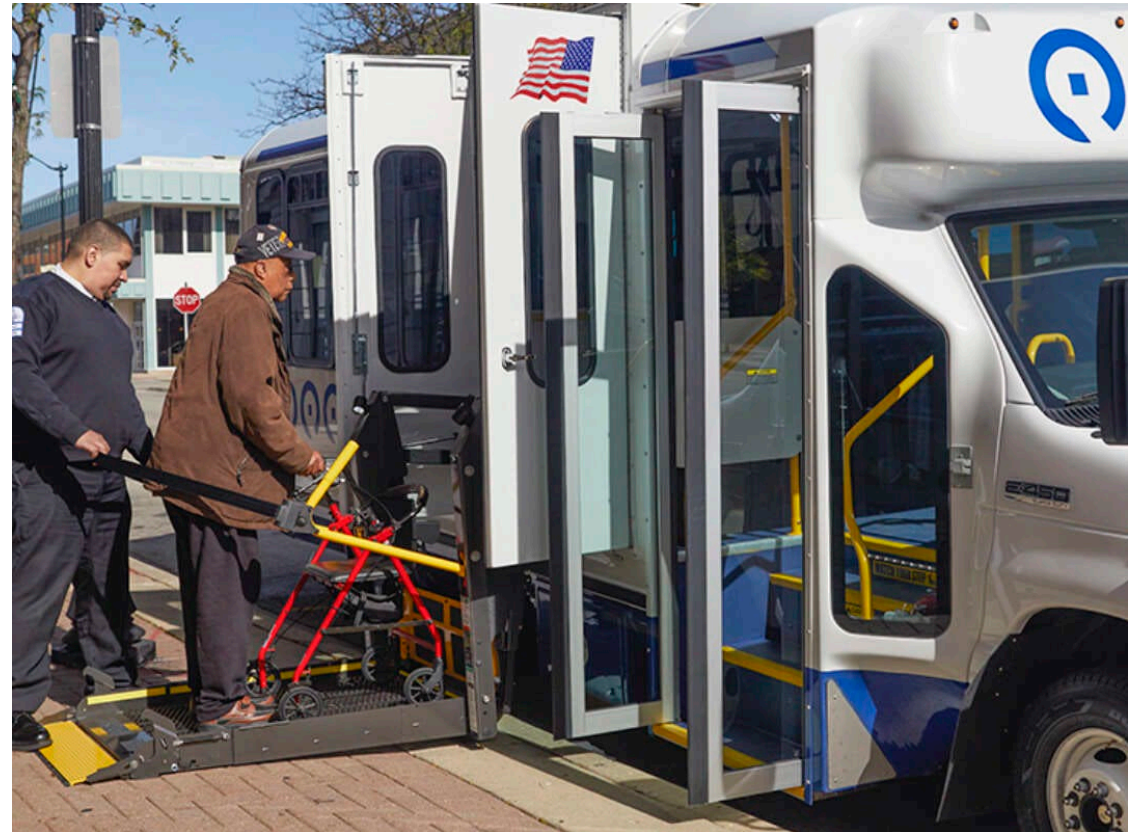
2025 Community Planning Program: Call for Projects

- Call open March 10 – April 4
- Call is conducted jointly with CMAP
- Seeking applications for planning and implementation projects that support Transit is the Answer
- Priority given to applicants from High and Very High need municipalities
- Awards expected to be announced in July
- rtachicago.org/cp



Section 5310 Call for Projects

- Call open March 20 – April 24
- Section 5310 funding is available through a competitive call for projects
- Approximately \$15.3M in federal funds for FY2024 & FY2025 are available
- Recommended Program of Projects will be presented this Fall
- Online application and program information available at: rtachicago.org/region/section-5310



Legislative update



Today's agenda



6. Information items

6a. Update on the activities of the RTA Transit Access Citizens' Advisory Board



6b. Transit is the Answer Update

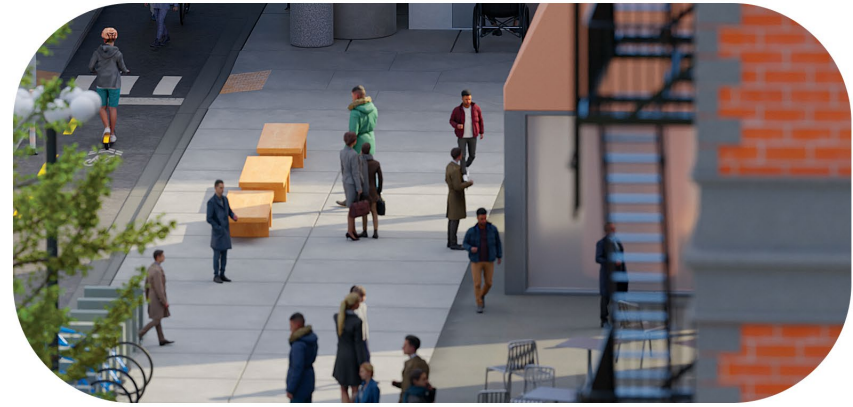


New York City Congestion Relief Zone (CRZ)

- \$9-\$21 per vehicle to enter/exit CRZ during peak hours
- Daily vehicle entries into CRZ down 9% and weekday travel-times down 10%-30%
- Vehicle crashes in CRZ down 70%
- Transit ridership on subway and commuter rail increased, crime rates on subway is down
- Foot traffic to businesses in CRZ increased
- Estimated to generate \$500M/year in revenue
- Planning and coordination took 10+ years



Source: MTA



PROJECT UPDATE



Access Pilot Program



Access Pilot Program

- Reduced fare on Metra for any regional resident currently in the Supplemental Nutritional Assistance Program (SNAP)
- 18-month pilot – 1 year mark
- Partnership between RTA, Metra, and Cook County
- Year to Date
 - +117,000 rides
 - +4,600 approved permit holders

**SNAP recipients
can ride Metra
for a reduced fare**

**Sign up at
GetAccess.org**

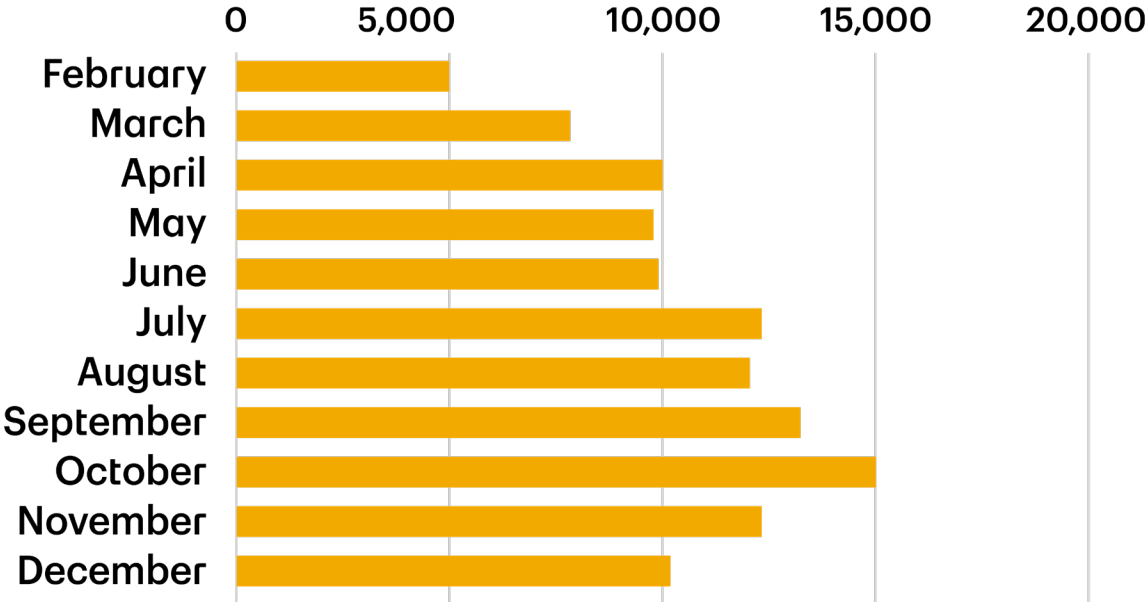
 **Access**

rt *Metra* 

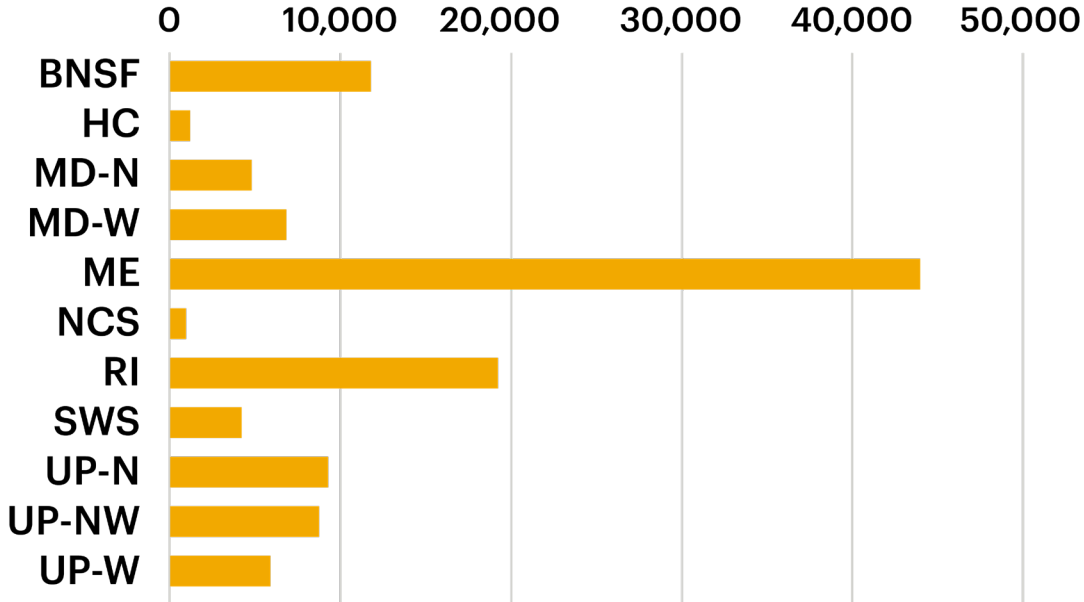
Access Pilot Terms and Conditions
The holder of the Access Pilot permit is eligible to purchase an Access reduced fare Metra ticket. The Access Pilot permit must be displayed to a Metro Conductor when boarding and/or using an Access reduced fare ticket onboard the train. Failure to display the permit will necessitate the purchase of a full fare ticket. All tickets are available to purchase through the Metra app, vending machines, and onboard the train. Access is a pilot program that ends on 7/31/2023. The Access Pilot permit will no longer be valid after that date.

Access Rides

**February - December 2024
Access Rides by Month**



**February - December 2024
Access Rides by Line**



Access Administration

- RTA certification process and permit is the same as other fare programs
- GetAccess.org
- Improved application process but user error remains a challenge
- 75% of permit holders live in Cook



Next Steps

- Discussions on the future of the pilot before it expires in July this year
- Opportunities to make the pilot permanent and expand to CTA and Pace next year if our fiscal cliff is funded and we receive additional state funds to pay for this program.
- Analysis suggests expansion would broadly increase impact of the program and create a permanent equitable option for eligible riders.

Transit-Friendly Communities Guide



Background

- Implement an action item from *Transit is the Answer*
- Update similar guide from 2012 to reflect changes in mobility, housing and other market trends
- Support, encourage and educate decision-makers on ways to make their communities more transit-friendly
- Identify barriers, opportunities and strategies to transit-friendly development



Project Engagement

- Project Steering Committee included representatives from municipal and county government, CTA, Metra, Pace, nonprofit and advocacy organizations, and developers
- Committee provided feedback at every key phase of the project
- Focus groups were conducted with individuals from transportation agencies, developers, municipalities and counties, and nonprofit and community-based organizations



Guide Organization



CHAPTER 1
Introduction



CHAPTER 2
Transit-Friendly
Design Concepts



CHAPTER 3
Transit Services
& Transportation
Trends



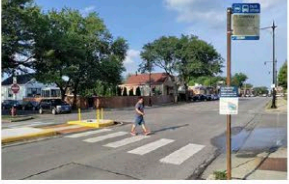
CHAPTER 4
Land Use &
Market Trends



CHAPTER 5
Equity &
Engagement



CHAPTER 6
Transportation &
Land Use Policies



CHAPTER 7
Access
Infrastructure



CHAPTER 8
Case Studies



CHAPTER 9
Implementation



Transit-Friendly Communities Guide



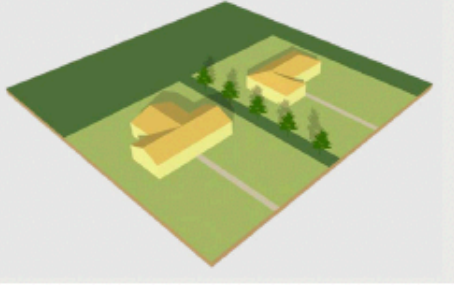



Transit Service	Characteristics	Optimum Density Needed		Examples
Pace On Demand & Pace Dial-A-Ride	<ul style="list-style-type: none"> Reservation-based, ADA accessible shared-ride service in 11 designated service areas 	Single-family neighborhood 4-6 du per acre -and/or- Employment density varies		Arlington Heights-Rolling Meadows, Naperville-Aurora, Wheaton-Winfield
Pace Fixed Bus Route	<ul style="list-style-type: none"> Operates on set schedules, primarily in the suburbs Frequencies tailored to demand Frequent stops 	Attached and detached single-family and commercial 8-12 du per acre -and/or- 30 employees per acre		Golf Road, Busse Highway, Lincoln Avenue, Green Bay Road, Wolf Road, Mannheim-La Grange Roads
Metra Rail	<ul style="list-style-type: none"> Regional rail service connecting suburban communities among each other and to the City of Chicago High capacity and speed Wide station spacing 	Suburban downtown 10+ du per acre -and/or- Employment density varies		143rd Street Metra Station, Orland Park, Tinley Park, Arlington Heights, Ravenswood, Winnetka
CTA Fixed Bus Route	<ul style="list-style-type: none"> Frequent service High capacity buses Frequent stops Operates primarily in the City of Chicago 	Mixed residential and commercial 12-18 du per acre -and/or- 75 employees per acre		Lawrence Avenue, 79th Street, Western Avenue, Stony Island

Figure 4.2 CTA 1/4 Mile Station Area Dwelling Units (DU) Per Acre

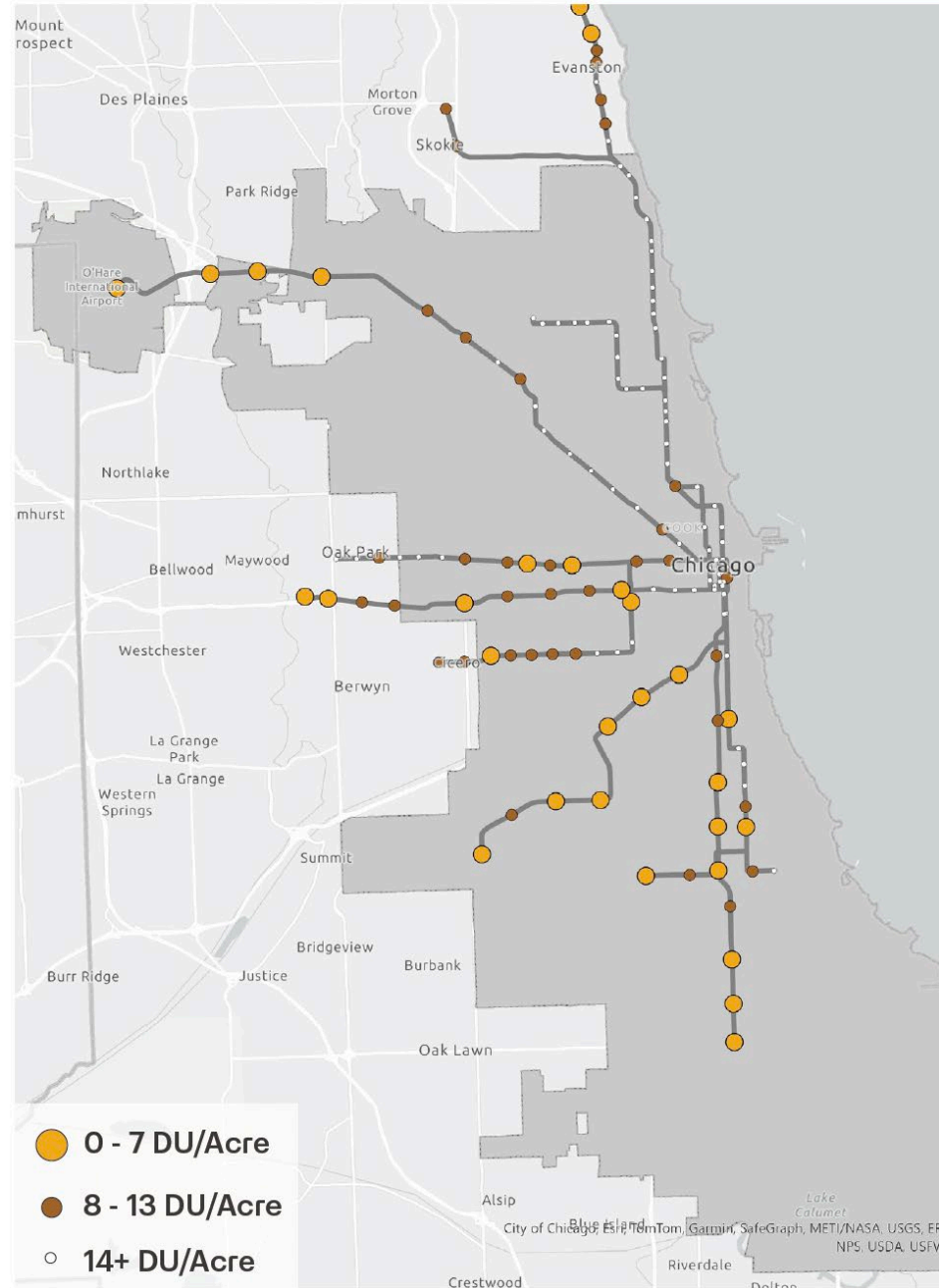
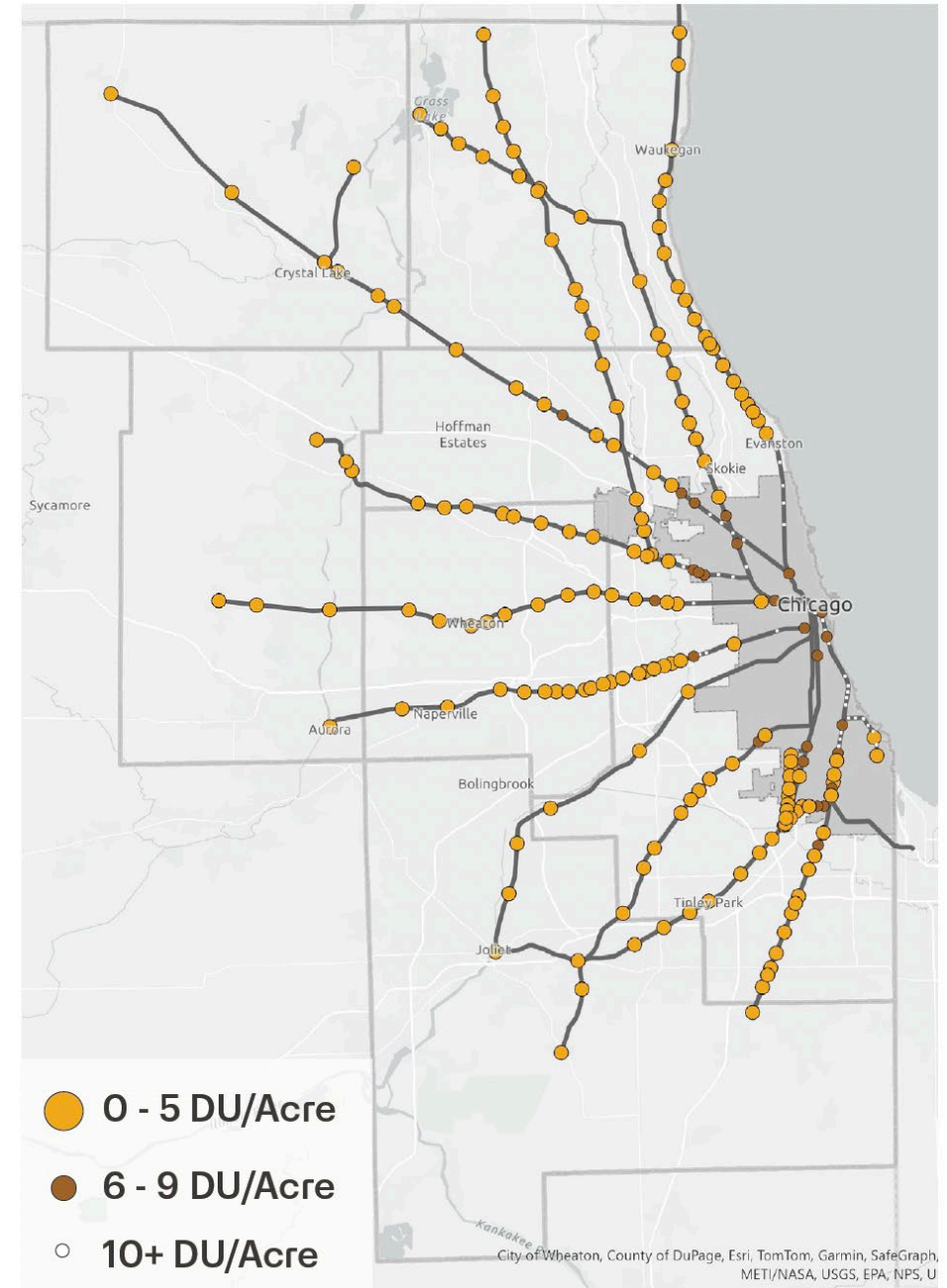


Figure 4.3 Metra 1/4 Mile Station Area Dwelling Units (DU) Per Acre



Next Steps and Joint Development

- Guide available on the RTA website
- March 4, Noon webinar
- Joint Development Study beginning this Spring
- Joint development can provide revenue to the transit system and help achieve ETOD goals, such as adding affordable housing
- Two-phase process to (1) Determine if a Joint Development program should be pursued and (2) If so, design the program for our region.



Questions

Travel Information Review Study

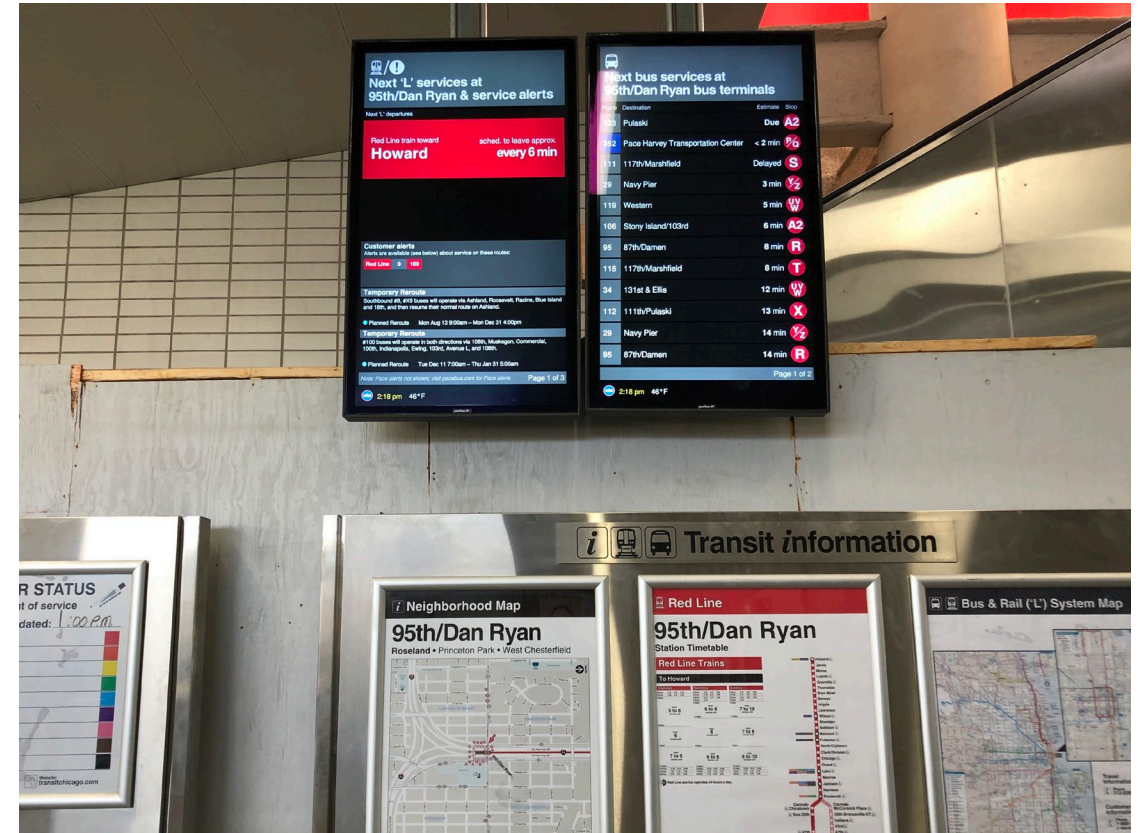


Regional Coordination

- Interagency Signage Program
- RTA Printed Paper Maps
- Service Planning Coordination
- Real-Time Transit Feed Coordination
- RTA Transit Benefit Fare Program
- Transit Signal Priority

Background

- Transit Is The Answer Action Item:
 - Provide more accurate, real-time travel information for riders
- Expanded the scope to include a review and assessment of all information provided to transit riders

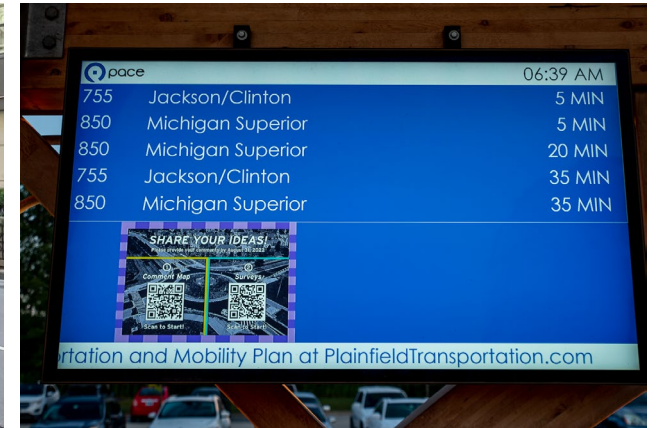


Project Tasks

- Review Customer Information Changes Since 2005 RTA Research
- Steering Committee Engagement
- Inventory & Quantification of Customer Information
- User Experience (UX) Testing
- Identify Coordination Opportunities
- Develop Action Plan

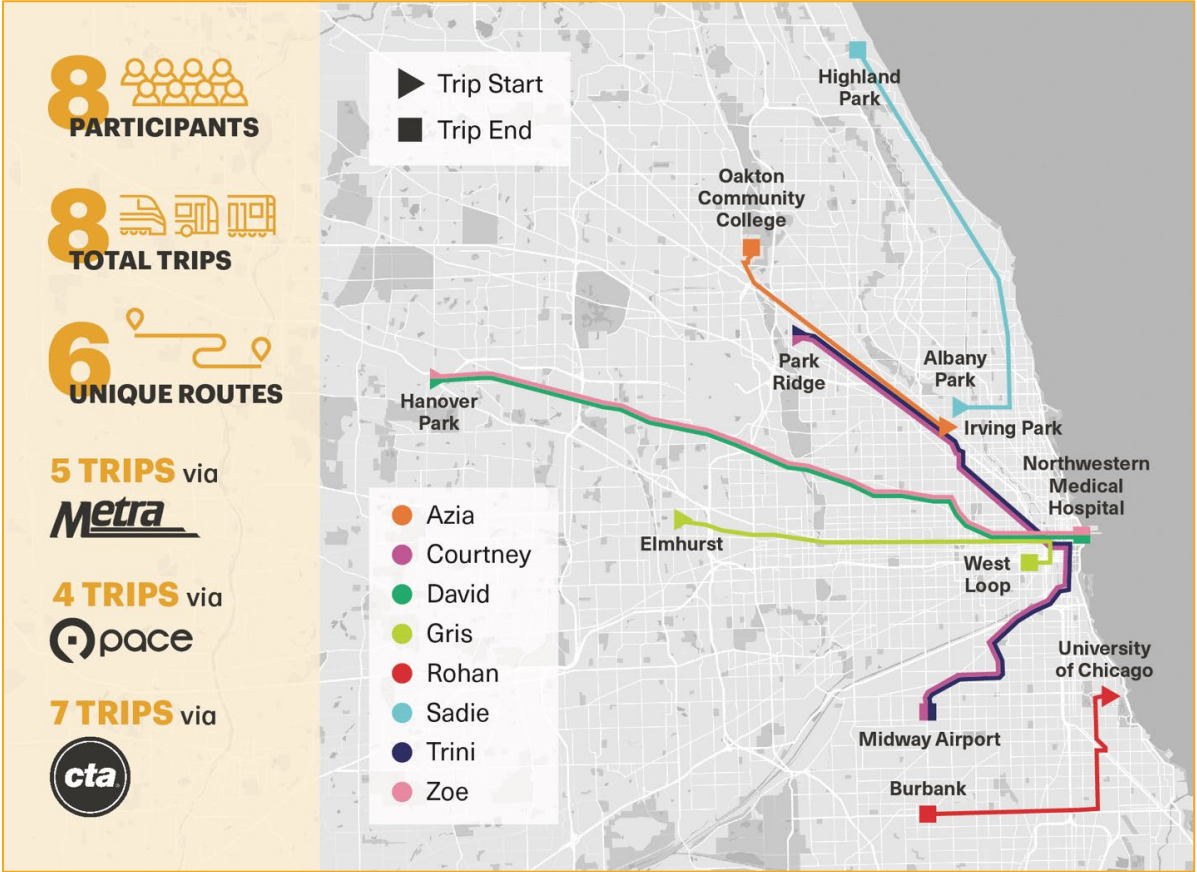
Inventory & Quantification of Customer Information

- RTA and Consultant Team prepared the Transit Customer Information Inventory & Quantification Report
- Report summarizes communication methods, services, websites, and hardware utilized by CTA, Metra, Pace, and the RTA



User Experience Testing

- Consultant team analyzed and summarized the experiences and interview responses from the user testing.
- Key findings helped inform the recommendations in the Coordination Opportunities Report

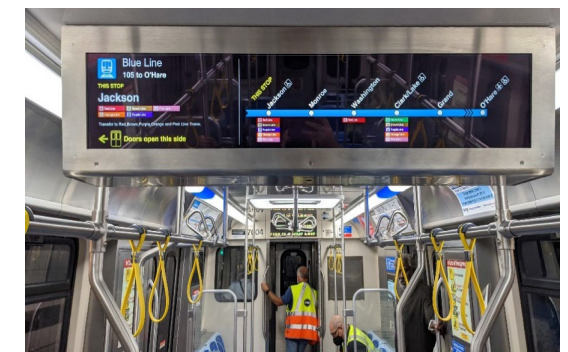
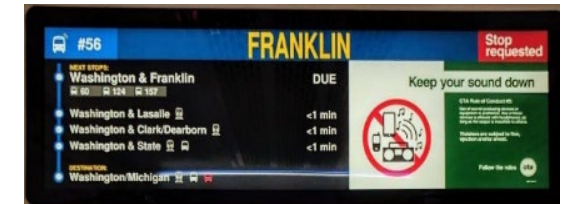


Coordination Opportunities

1. Develop a standard means of information reporting using the General Transit Feed Specification (GTFS)
2. Improve delivery of service alerts
3. Expand utility of dynamic signage at stations and on transit vehicles
4. Refine communication strategies around special events
5. Improve interagency signage for clarity and accessibility
6. Improve dynamic audio and visual announcements at stations and in transit vehicles
7. Standardize and improve support for multiple languages

Expand Utility of Dynamic Signage at Stations and on Transit Vehicles

- Expand Use of Dynamic Signs to Facilitate Transfers
- Shared Display Terminals



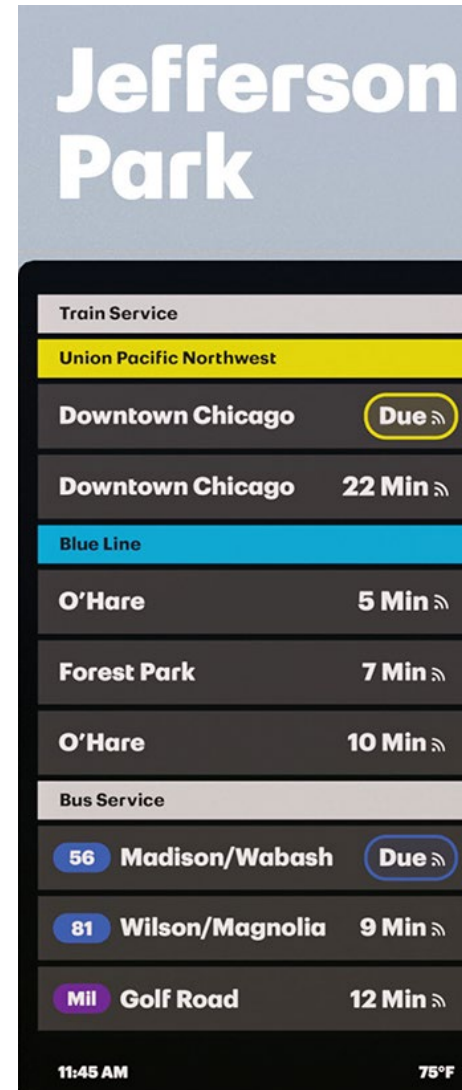
Improve Signage for Clarity and Accessibility

- Incorporate Bus Stop Identification Letters in Displays Provided to Customers
- Continue Replacement of Metra Station Platform Signs to Show End-of-Line Destinations



Next Steps

- Action Plan (March 2025)
 - Action Items for RTA and the Service Boards
 - RTA, CTA, Metra, Pace roles and responsibilities
 - Timeline for actions
 - RTA-led expansion of digital signs to show riders consolidated real time information of all agencies at transfer locations



Questions



ENGAGEMENT



Transit is the Answer Coalition

- Sixth quarterly meeting with nearly 200 attendees
- Multiple legislators and elected staff as well as staff from local governments and Service Boards
- Transforming Transit overview, Q&A, breakout discussions
- Recap blog and video in tomorrow's Regional Transit Update

COALITION

Join the Transit is the Answer Coalition

Transit is the answer to many of the region's challenges but is threatened by lack of sufficient operating and capital funding after years of disinvestment and a global pandemic. Our region's current transit funding structure is also overly reliant on fares. Together this leaves our transit agencies to face an existential crisis that neither fare hikes nor service cuts can solve while preserving a useful and equitable system.

We need your help to win sustainable funding for transit and build a better system for everyone who relies on it.



Campaign Research and Planning

- Two focus groups: Suburban and City/Cook
- Awareness and concerns vary widely by geography and system most used
- Safety and convenience/frequency are barriers to riding and resonant messages
- Media plan in development based on findings
- Prepared for early April launch, could hold as late as early May



LEGISLATIVE



UPDATE

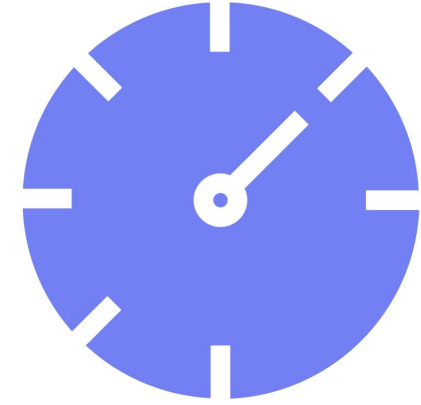
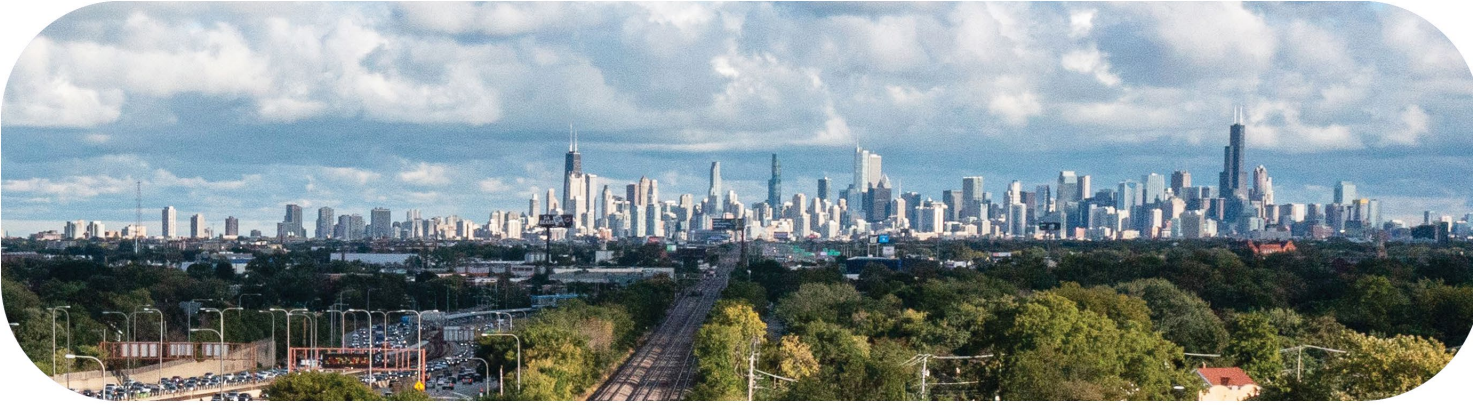
Critical 2025 state legislative session underway

- Governor's SFY26 Budget
 - Additional funding for ADA Paratransit and Free and Reduced Fare Programs
- *Transforming Transit* Update
- Notable Bill Filings
 - Labor Alliance for Public Transportation Proposal
- Key Session Dates
 - April 11: 3rd Reading Deadline
 - April 14 – 25: Legislative Break
 - May 31: Scheduled Adjournment

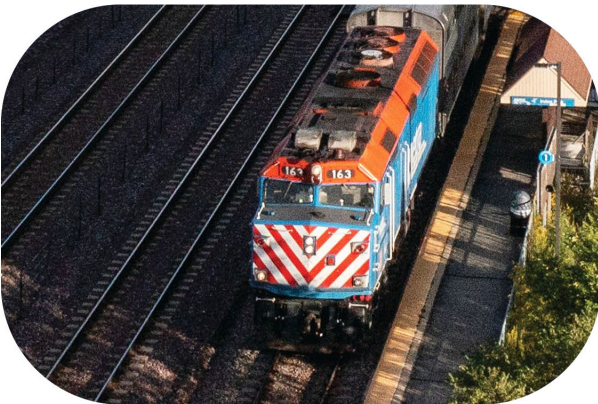
7. Action items

7a. Resolutions certifying Financial results - Fourth Quarter 2024





PERFORMANCE



MEASURES

Performance Reporting Program

- 2008 RTA Act Amendment
- Performance reporting program has evolved over time
 - Peer comparison reporting: Regional and Modal Peer Reviews
 - Quarterly Finance & Performance Report
 - Chicago Region Transit Dashboard
 - Omnibus data requirements

2023 Regional Peer Review Highlights

- Chicago ranked 2nd for two metrics:
 - passenger miles traveled (NY)
 - operating cost per passenger mile (NY)
- Chicago ranked 3rd for four metrics:
 - Vehicle miles per service area square mile (NY, LA)
 - Unlinked passenger trips (NY, LA)
 - Passenger miles traveled per capita (NY, BOS)
 - Fare revenue per passenger trip (NY, BOS)

2023 Modal Peer Review Highlights

- **CTA Bus**

- Highest fare revenue per passenger trip
- Highest fare revenue per passenger mile
- Highest fare recovery ratio

- **CTA Rail**

- Lowest operating cost per vehicle revenue hour

- **Pace Bus**

- Highest fare revenue per passenger trip
- Highest capital fund expenditure per passenger trip

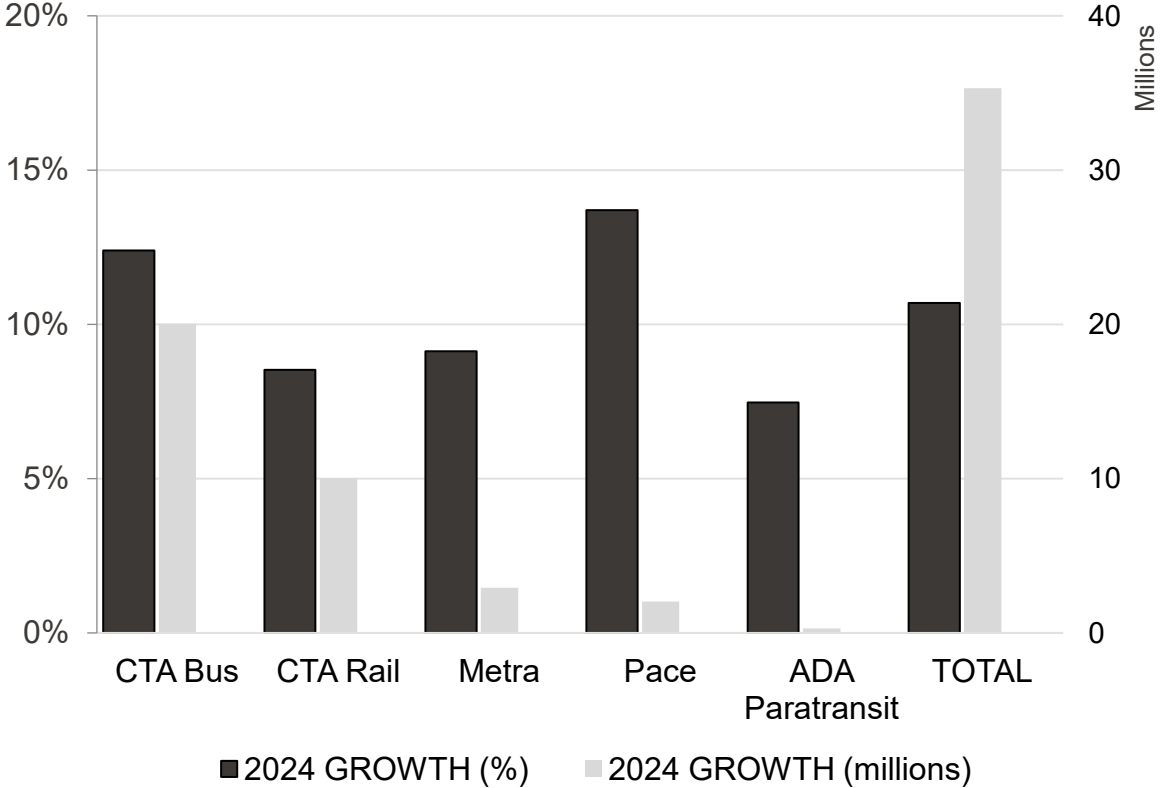
- **ADA Paratransit**

- Lowest average vehicle age
- Lowest percent of vehicles in service beyond useful life

Quarterly Finance & Performance Report



2024 Ridership Growth

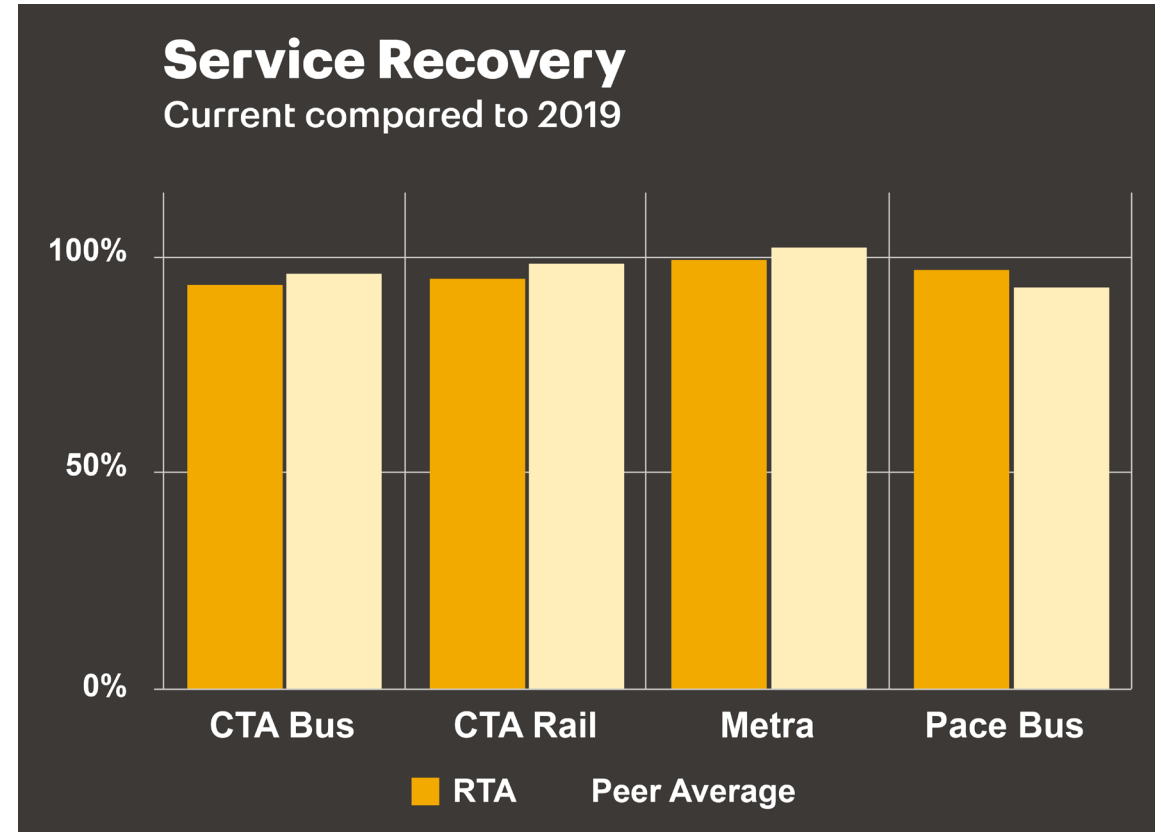


2024 regional ridership up 10.7%, a difference of 35 million trips



Chicago Region Transit Dashboard

- Relunched October 2024
- Five functional areas
- Most data elements updated monthly



Illinois Public Act 103-0281

- 2024 Performance overview
- Operations-based performance reporting
- Board certified substantial compliance in December
- Work to do in 2025:
 - Monthly updates/refresh of data
 - Further development of public safety efficiency metrics
 - Continue to seek public input and feedback

Illinois Public Act 103-0281: CTA



Courteous:
Customer Service
Performance Metrics



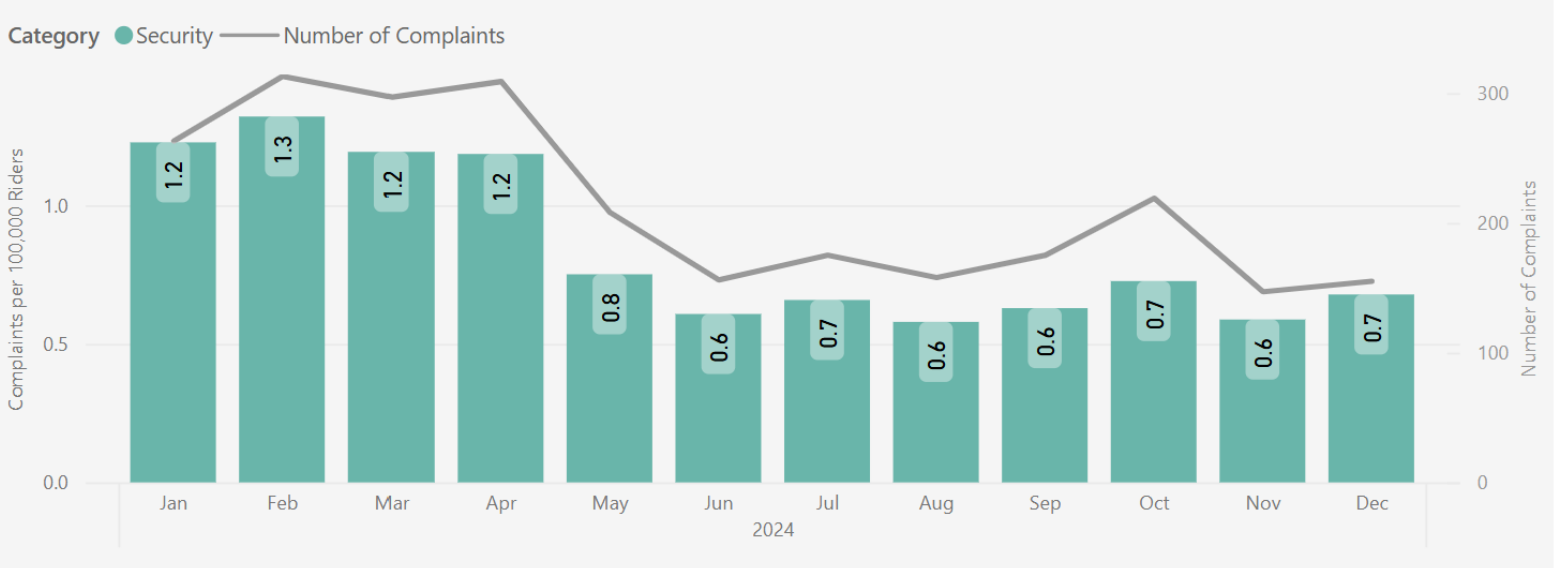
Monthly figures are subject to change. Data normalized by ridership is available on a one month lag.
Complaints and commendations are reported to and recorded by Customer Service department.
Calls about account management, general inquiries, balances, etc. are excluded.

Reported Complaints

Complaints normalized by 100,000 riders and number of reported complaints.

Security complaints includes smoking, irate passengers and soliciting.

- | | |
|------------|-----------------|
| System | Schedule |
| Personnel | Security |
| Facilities | Operations |
| Vehicles | ADA |



Illinois Public Act 103-0281: Metra

Safety & Security

Metric	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024
Safety Incidents (Federally Reportable)*	7	4	6	3	7	3	3	5	5	4	4	0
Grade Crossing Enforcement Details**	-	-	3	5	0	11	2	0	25	6	0	7
Police Officer Train Rides**	-	-	92	84	30	62	22	14	70	120	117	124
Police Officer Station Checks**	-	-	2,486	2,744	2,966	3,006	3,213	2,866	3,525	3,690	3,720	3,439

*Includes events that meet the National Transit Database S&S-40 and S&S-50 reporting thresholds and criteria. Such events include non-physical and physical worker assaults and railway suicides.

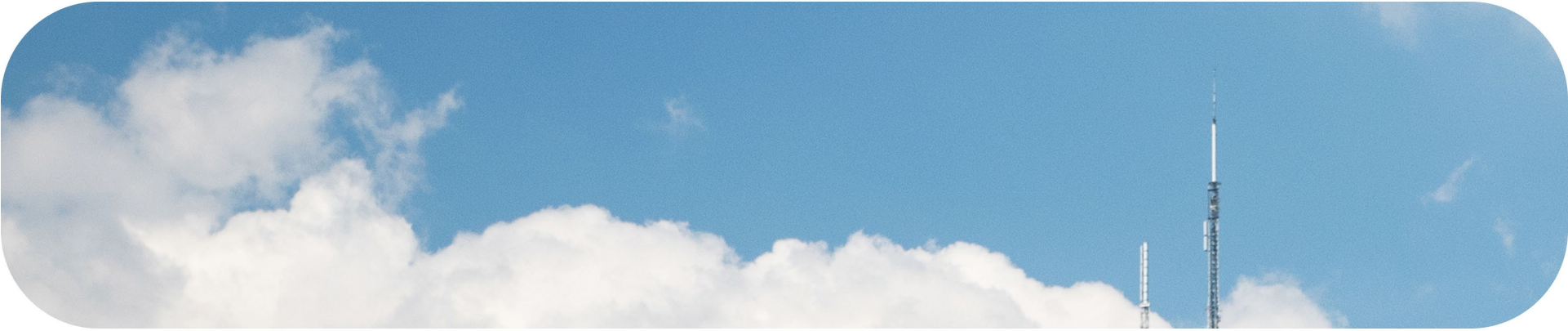
**Some metrics are unavailable prior to March 2024 due to implementation of a new data system



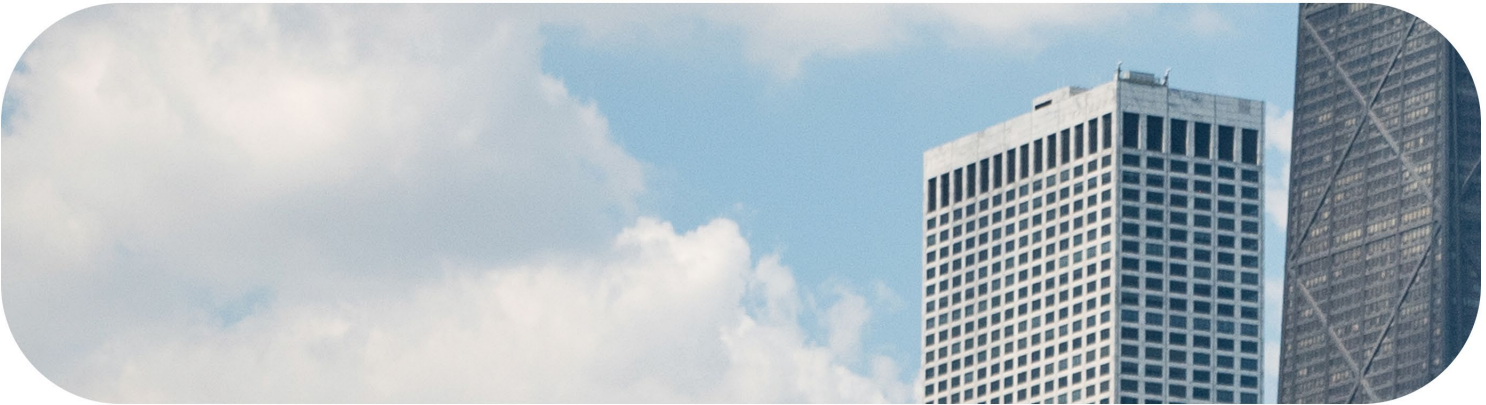
Illinois Public Act 103-0281: Pace

metric	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	June 2024	July 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024
Number of budgeted positions as of first of the month	1,138	1,138	1,137	1,137	1,137	1,141	1,141	1,159	1,159	1,159	1,159	1,171
Current positions employed as of first of the month	981	995	1,005	1,005	997	1,007	1,013	1,032	1,039	1,048	1,058	1,063
Operators hired during the month	34	28	26	28	19	32	30	43	34	31	35	25
Operators lost to attrition during the month	19	14	15	28	27	22	24	24	27	22	25	20
Operators in training as of first of the month	79	75	68	90	112	136	115	107	125	125	137	169
Operator absenteeism rate during the month	12.15%	11.92%	12.51%	12.48%	12.01%	12.74%	13.75%	13.44%	12.99%	14.0%		

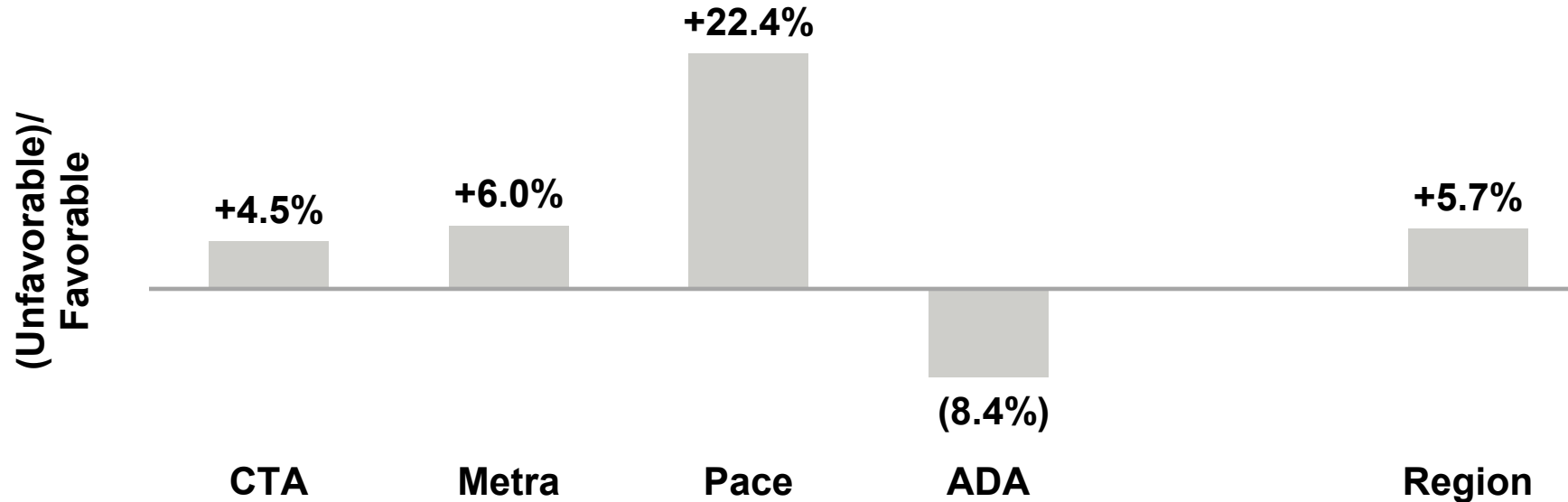




FINANCE



Operating deficit variances from budget YTD through December



(in millions)

	CTA	Metra	Pace	ADA	Region
Budget	(\$1,568.4)	(\$784.1)	(\$292.8)	(\$236.0)	(\$2,881.2)
Actual	(\$1,497.9)	(\$736.8)	(\$227.2)	(\$255.8)	(\$2,717.7)
Variance	\$70.5	\$47.3	\$65.5	(\$19.8)	\$163.5



Proposed resolution for approval

Ordinance Certifying Financial results - Fourth
Quarter 2024

7b. Resolution honoring Dorval Carter, Jr.



7c. Approval of travel expense reimbursement(s)



8. New business

Adjournment

The next meeting of the RTA Board of Directors is scheduled for Thursday, March 27.

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rt transitistheanswer.org

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