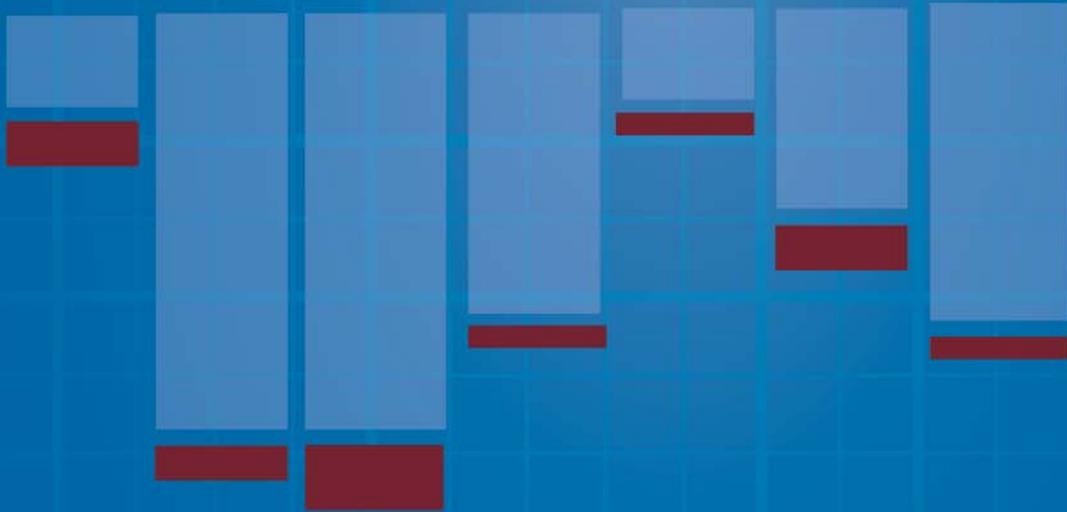




2019 REGIONAL REPORT CARD



PERFORMANCE MEASURES

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

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

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

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EXECUTIVE SUMMARY

The regional report card was created in response to the enactment of the 2008 RTA Act amendment. In the interest of increased public accountability and transparency, the Act amendment required the development of performance measures for regional transit that are reported on an annual basis. With cooperation and input from the region's Service Boards (CTA, Metra, and Pace), a set of twenty measures were selected for reporting across five service areas: coverage, efficiency and effectiveness, delivery, maintenance and capital investment, and solvency. The Regional Report Card uses data submitted to the Federal Transit Administration's National Transit Database (NTD) as well as some directly-reported indicators. The results from each Service Board are aggregated for the purpose of describing the performance level of the Chicagoland transit system as a whole. This report covers the period 2015-2019, the most recent data available, which was finalized in August 2020. Key points of 2019 performance include:

- System ridership was down for the seventh consecutive year; ridership of 549.7 million passenger trips was over 109 million passenger trips lower compared to the ridership highs seen in 2012.
- Capital investment saw a significant, positive shift as the State of Illinois approved a new capital construction bill, its first in a decade. The "Rebuild Illinois" program includes a one-time infusion of \$2.7 billion of bond series proceeds from 2020-2025 to fund capital projects at all three Service Boards. Additionally, a new funding stream enabled by an increase in the state's gas tax and vehicle registration fees offers the region's service operators stable capital dollars that are now indexed to inflation and will continue indefinitely, the first time the State has provided a recurring revenue stream of annual capital funding.
- The impacts of the COVID-19 pandemic are not apparent in the data contained within this report, but will greatly affect every aspect of transit performance in subsequent report years.

Service coverage indicators monitor how much service is available to the region's residents (supply) and how much of that supply is actually used by the public (consumption). This report describes supply in terms of transit capacity per area resident, which takes into account the number of seats available to be filled as well as the total number of vehicle revenue miles of service offered by the transit agencies. This performance measure has trended downward primarily due to the restatement of CTA train capacities and the use of smaller vehicles for ADA Paratransit service.

Service consumption, as expressed by unlinked passenger trips and passenger miles traveled, decreased in 2019. Unlinked passenger trips, which had peaked in 2012, decreased each year through 2019, with a five-year loss of 12.2%, a difference of 76.2 million trips. In 2019, each

regional resident took an average of 66 trips on transit, compared to the peak of 74 trips in 2015. Fewer trips resulted in reduced effectiveness as the region saw fewer passenger trips per vehicle revenue mile each year 2015-19, ending 12.1% lower compared to 2015. Passenger miles traveled followed the same general trend as ridership, with a peak in 2012 followed by years of declines; this indicator ended the five-year period 12.3% lower.

Service efficiency and effectiveness measures evaluate the cost of supplying transit services. In 2019, regional operating costs increased by approximately \$45.7 million, an inflation-adjusted increase of 0.3%. The regional inflation-adjusted operating cost per vehicle revenue mile was 0.3% higher in 2019 as costs increased while the service level remained unchanged from the prior year; over the five-year period, the operating cost per vehicle revenue mile increased 2.4%. The inflation-adjusted operating cost per unit of transit capacity was 5.3% higher in 2019 than 2018 and 13.4% higher over the five-year period as operating costs increased and reported transit capacities decreased.

Cost effectiveness measures trended unfavorably over one- and five-year bases as ridership and passenger miles traveled were down for each of the five years under review. After adjusting for inflation, the regional operating cost per passenger trip increased 4.1% in 2019, to \$4.58. With the overall five-year ridership loss of 12.2%, the operating cost per passenger trip rose 16.5% since 2015 after adjusting for inflation. Since passenger miles traveled decreased at roughly the same rate as ridership over the five-year period, the operating cost per passenger mile increased by 16.6%. Over the five-year trend period, cost effectiveness results were negatively impacted by cost increases and ridership losses, while cost efficiency measures were unfavorable to a lesser degree, as service levels remained approximately equal to 2015.

Service delivery indicators focus on customer service and safety. On-time performance is a key indicator of service delivery, and although the Service Boards use different methodologies to assess on-time performance for each mode, weighting their values by ridership provides a regional measure that shows an on-time performance of 83.2% for 2019. The number of reportable safety and security incidents increased by 85 in 2019, an increase of 12.6%, to 1.4 incidents per million passenger trips.

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

five years averaged \$733 million, which does not fulfill the annual needs for regular replacement and maintenance costs, or address backlog projects.

Actual capital expenditures totaled \$3.67 billion between 2015 and 2019. The largest component of that investment went toward rolling stock, for the purchase and maintenance of service vehicles. However, the reliability measure, miles between major mechanical failures, has trended downward for four consecutive years, decreasing 31% lower over the five-year period.

Service level solvency measures reflect the region's financial condition to ensure there are sufficient resources to meet current and ongoing budgetary needs. Regionally, there was a 5-year net improvement in fare revenues from 2015-2019, with a gain of 2.4%. Fare and pass price increases were implemented at all three Service Boards in 2018; each Service Board has also made fare policy adjustments within the past five years that contributed to increased fare revenue receipts. Additionally, improved fare revenue has occurred since the implementation of the Ventra fare payment system as riders have relied more heavily on pay-as-you-go fare options in lieu of discounted monthly passes. In 2019, each Service Board reported increased fare revenue per passenger trip, with an average regional fare of \$1.82, an inflation-adjusted increase of 1.2% from 2018 and 10.1% or \$0.16 higher compared to 2015. However, the inflation-adjusted fare revenue shortfall per passenger trip continued to increase, ending the five-year period 20.8% higher; compared to 2015, this represents an increase of \$0.49 that was required from public funding subsidies to cover the cost of each trip.

Capital expenditure is another measure of service level solvency. This indicator reached a ten-year high in 2013, followed by a downward trend through 2018. Capital expenditure, totaling \$759.2 million in 2019, must be considered in relation to the \$37.7 billion 10-year need to achieve and maintain a state of good repair for the region's assets. Capital program funding remains a critical issue for each Service Board and for the RTA system as a whole.

SNAPSHOT

Performance Measure	2019 Value	1-Year Trend	5-Year Trend
SERVICE COVERAGE			
Transit Capacity per Capita (trips)	278	↓	↓
Vehicle Revenue Miles per Service Area Square Mile	64,824	↔	↔
Unlinked Passenger Trips (Ridership)	549.7 million	↓	↓
Passenger Trips per Capita	66	↓	↓
Passenger Trips per Vehicle Revenue Mile	2.31	↓	↓
Passenger Miles Traveled	3.56 billion	↓	↓
SERVICE EFFICIENCY AND EFFECTIVENESS			
Operating Cost per Unit of Transit Capacity	\$0.178	↑	↑
Operating Cost per Vehicle Revenue Mile	\$11.18	↔	↑
Operating Cost per Passenger Trip	\$4.85	↑	↑
Operating Cost per Passenger Mile	\$0.75	↑	↑
SERVICE DELIVERY			
On-Time Performance	83.2%	↓	↓
Reportable Safety Incidents per Million Passenger Trips	0.94	↑	↑
Reportable Security Incidents per Million Passenger Trips	0.44	↑	↑
SERVICE MAINTENANCE AND CAPITAL INVESTMENT			
10-Year Capital Funding Needs	\$3.77 billion	↔	↔
Miles Between Major Mechanical Failures	18,024	↓	↓
Percent of Vehicles Beyond Useful Life	17.6%	N/A	N/A
SERVICE LEVEL SOLVENCY			
Fare Revenue per Passenger Trip	\$1.82	↑	↑
Fare Revenue Shortfall per Passenger Trip	\$3.03	↑	↑
Capital Expenditures	\$759.2 million	↑	↓

Direction of arrows indicates 2019 value in comparison to 2018 (1-year) and to 2015 (5-year) figures. Arrow color indicates whether the change is favorable (green), unfavorable (red), or is equal (black) to comparison figure; changes totaling less than 1% are considered equal to the comparison data and are given black arrows. Operating cost data are adjusted for inflation for the one- and five-year comparison results.

NOTES/METHODOLOGY

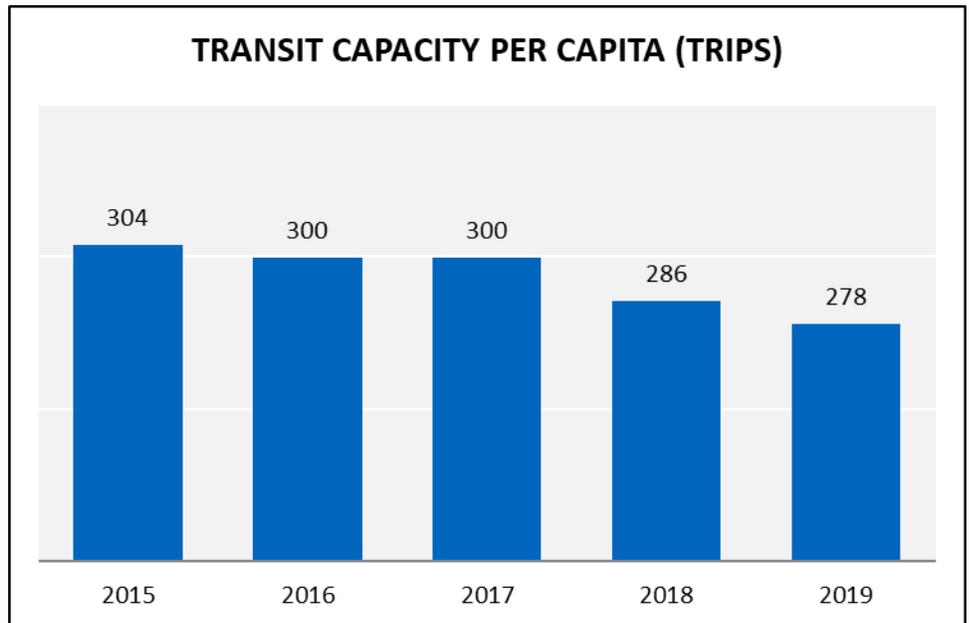
1. This analysis is based on 2019 data submitted to the National Transit Database (NTD) by each Service Board. Annual data submission by transit agencies is a requirement of receiving federal funding and thus follows guidelines and procedures established by the Federal Transit Administration (FTA). Commuter rail safety incident data is collected from the Federal Railroad Administration (FRA).
2. Inflation adjustments have been made for monetary measures utilizing the annual Consumer Price Index (Series ID CUURA207SA0, Chicago-Gary-Kenosha) provided by the Bureau of Labor Statistics. The 2022 financial projections include inflation adjustments, using inflation rates of 1.2% for 2020, 2.0% for 2021, and 1.9% for 2022, per the Federal Reserve Summary of Economic Projections (accessed November 17, 2020).
3. Area resident (per capita) data is the sum of populations of the six counties that form the RTA service area (Cook, DuPage, Kane, Lake, McHenry, and Will). US Census Bureau Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2019.
4. 20-year annual capital investment need and 10-year capital funding need by asset type are taken from the Capital Asset Condition 2016: Year 5 Assessment (December 2016).
5. Operating cost measures include those of each Service Board as well as the Regional Transportation Authority (RTA), which provides financial oversight, funding, and regional transit planning as well as services such as a Travel Information Center, travel training, and the issuance of reduced fare and free ride permits.
6. This report shows 2015-2019 performance results and projections for selected measures for the year 2022. As done in prior year reports, projections are made using budget assumptions taken from the current year's adopted budget. In this case, the initial projection uses assumptions taken from the original (pre-COVID) adopted 2020 budget. Given the unique circumstances occurring as this report was being produced, an additional projection is included for 2022; this revised projection uses assumptions from the current proposed 2021 budget, released in mid-November 2020. Both sets of assumptions were applied to 2019 data submitted by each Service Board to the National Transit Database. **Projections are reported to illustrate the direction of expected performance within the resources of the current operating and financial plans and budget assumptions.**
7. In 2018, CTA changed its methodology for counting standing capacity in its rail cars to more accurately reflect their target rush hour standard. This reporting change resulted in a reduction in the rail car average capacity from 106 to 80, a decrease of 25%, which impacted the two measures that include capacity within this report: transit capacity per capita and operating cost per unit of transit capacity.
8. In 2019, Metra refined its methodology for counting passenger trips taken; this reporting change resulted in a Metra ridership reduction of roughly 7%, which will impact each measure that includes ridership within this report.

RESULTS

Service Coverage

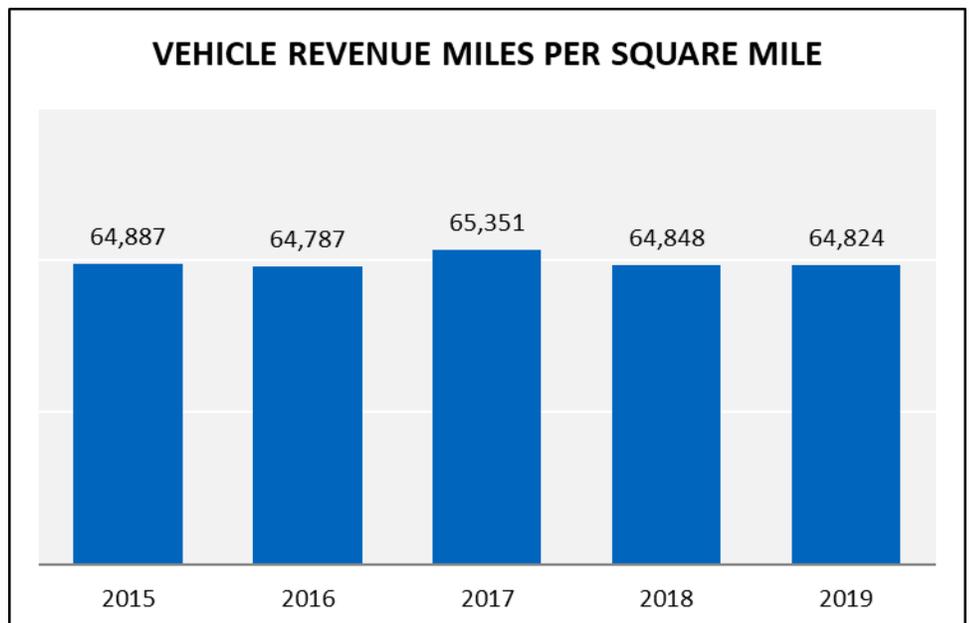
Transit Capacity per Capita

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



Vehicle Revenue Miles per Square Mile

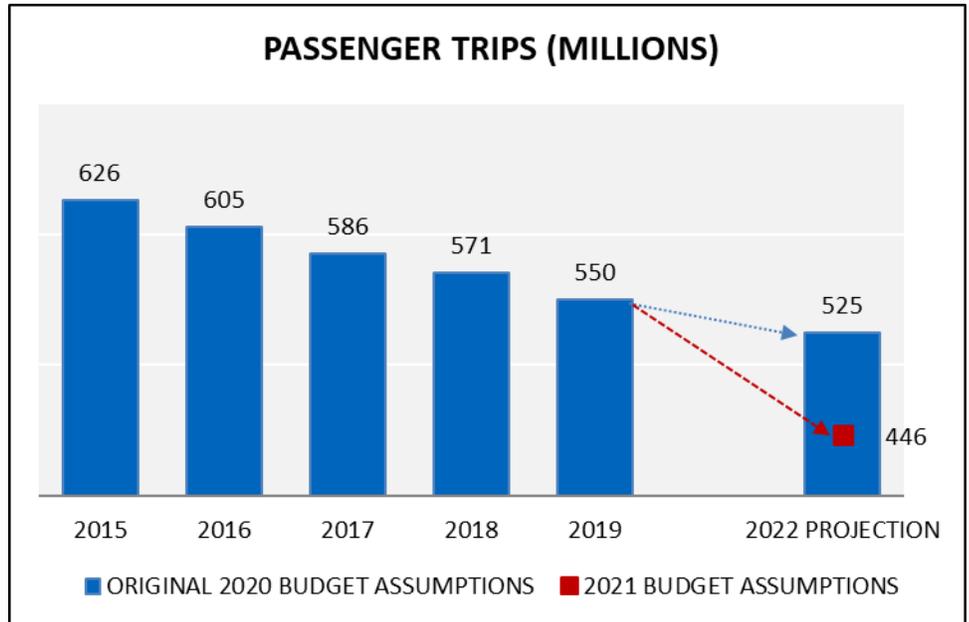
The total number of miles traveled annually by CTA, Metra, and Pace per square mile of the six-county region.



Service Coverage

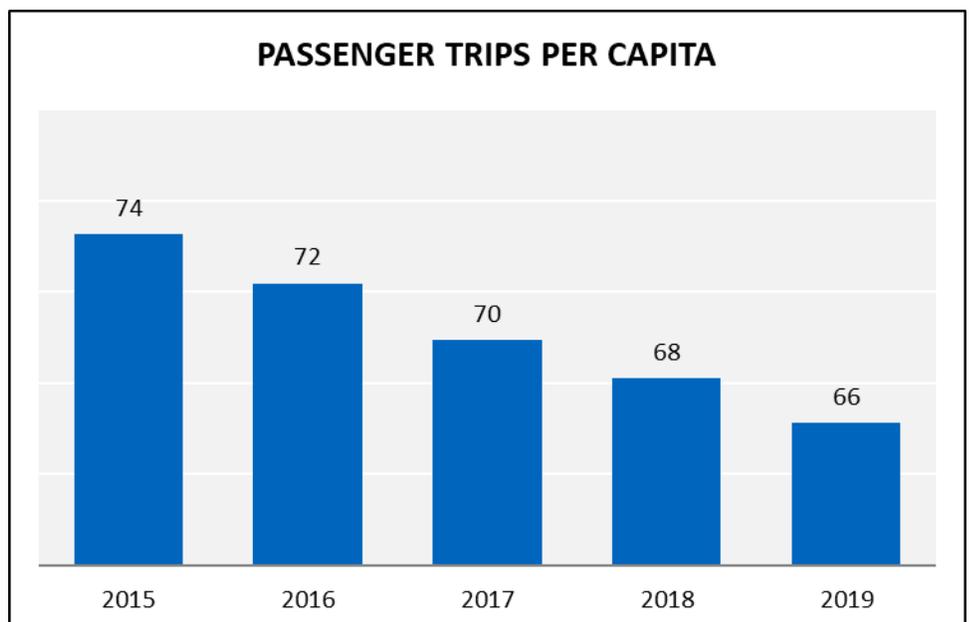
Unlinked Passenger Trips

Also known as ridership, refers to the number of trips taken on public transportation. A trip is counted each time a public transit bus or train is used. Each transfer between vehicles from the beginning to the end of an individual journey is counted as a separate “unlinked” trip.



Passenger Trips per Capita

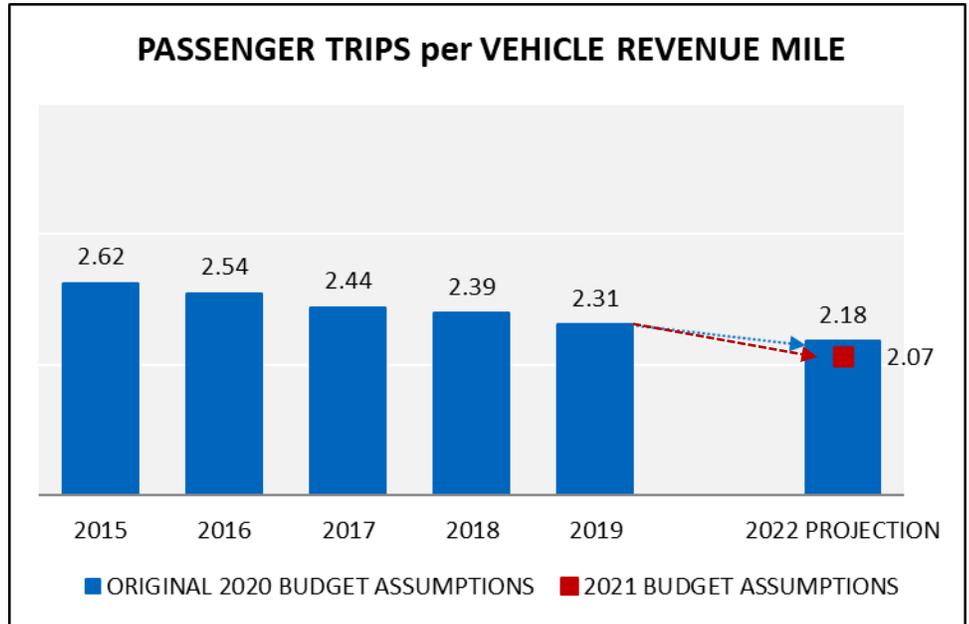
The average number of rides taken per resident annually.



Service Coverage

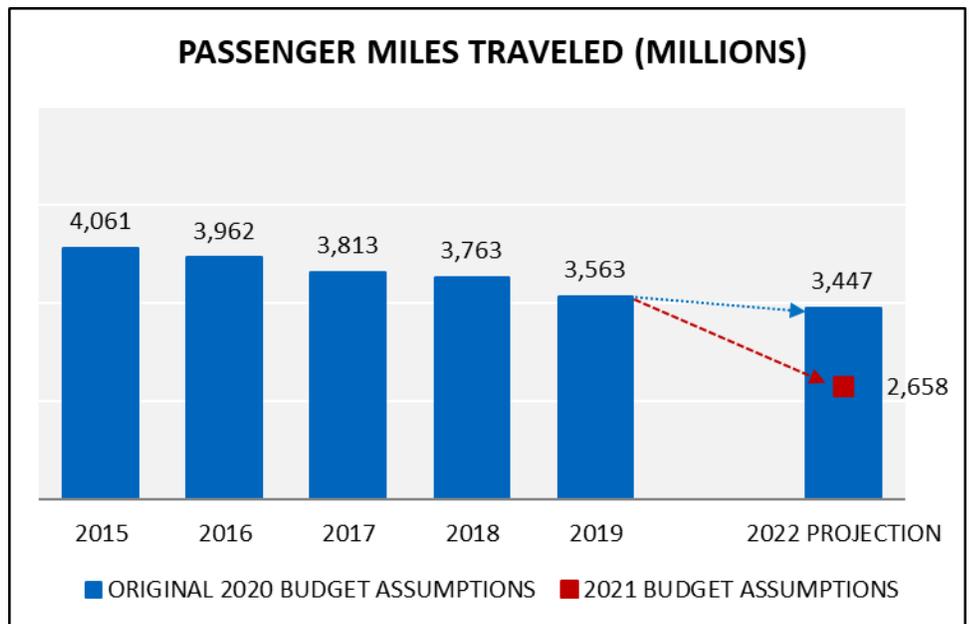
Passenger Trips per Vehicle Revenue Mile

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



Passenger Miles Traveled

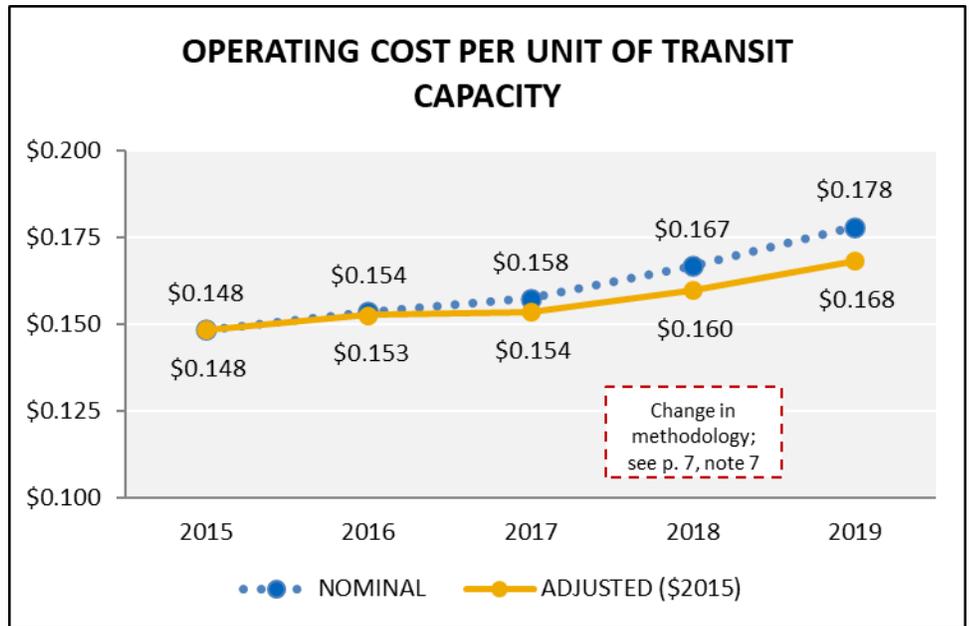
The cumulative sum of the distances ridden by passengers.



Service Efficiency and Effectiveness

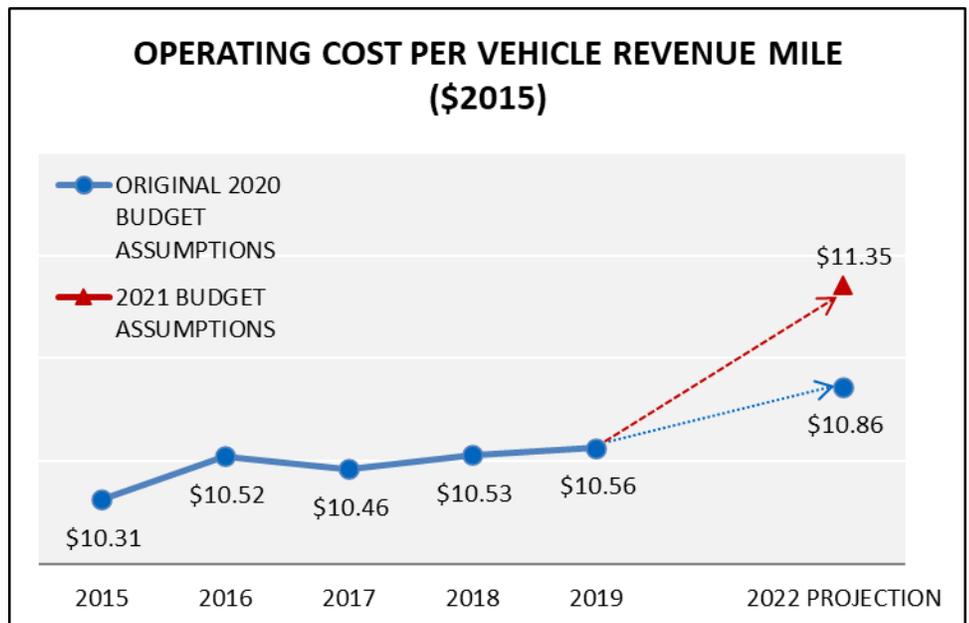
Operating Cost per Unit of Transit Capacity

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



Operating Cost per Vehicle Revenue Mile

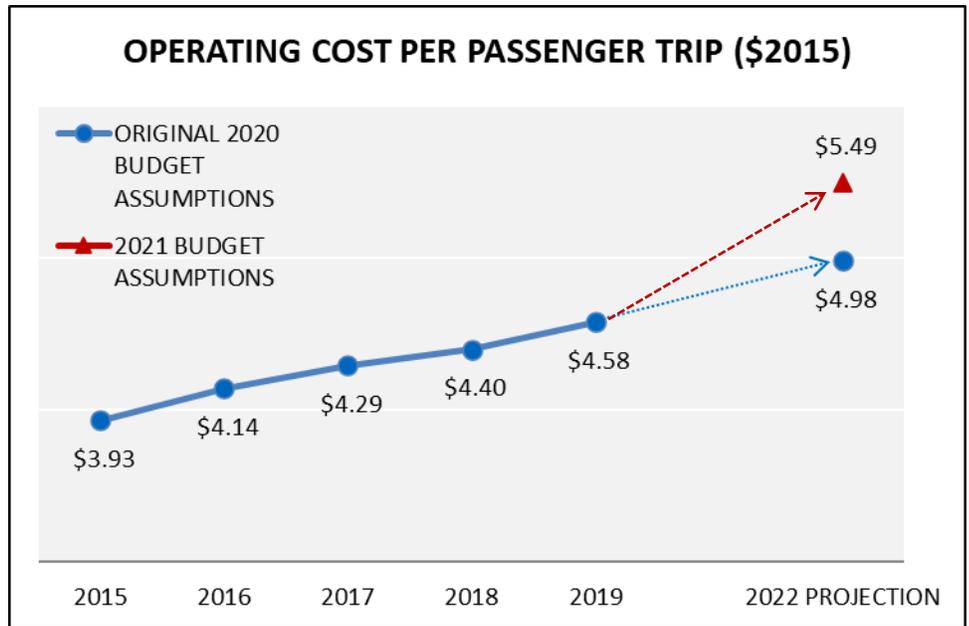
The average cost of providing each vehicle revenue mile of service.



Service Efficiency and Effectiveness

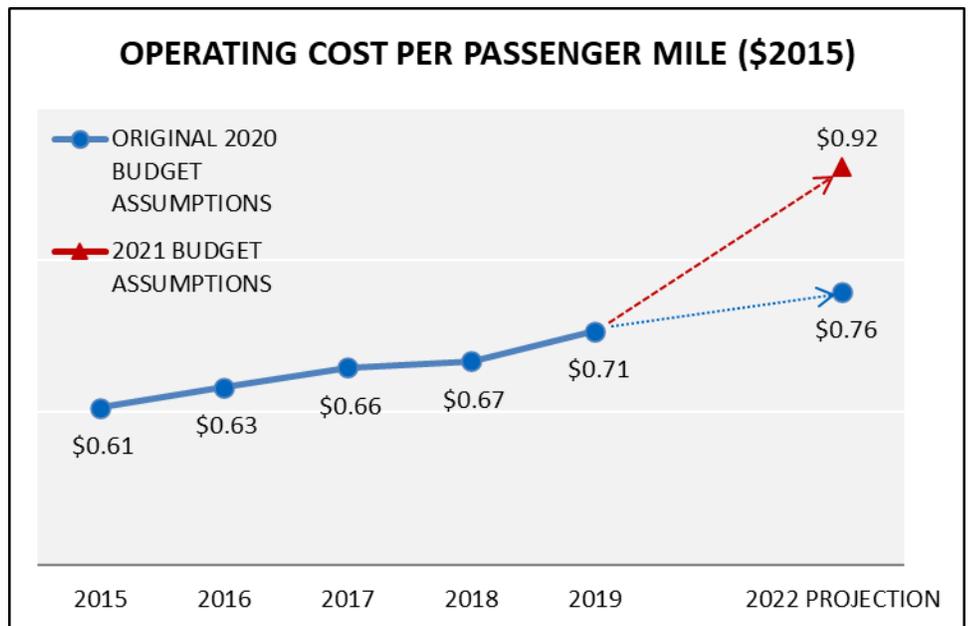
Operating Cost per Passenger Trip

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



Operating Cost per Passenger Mile

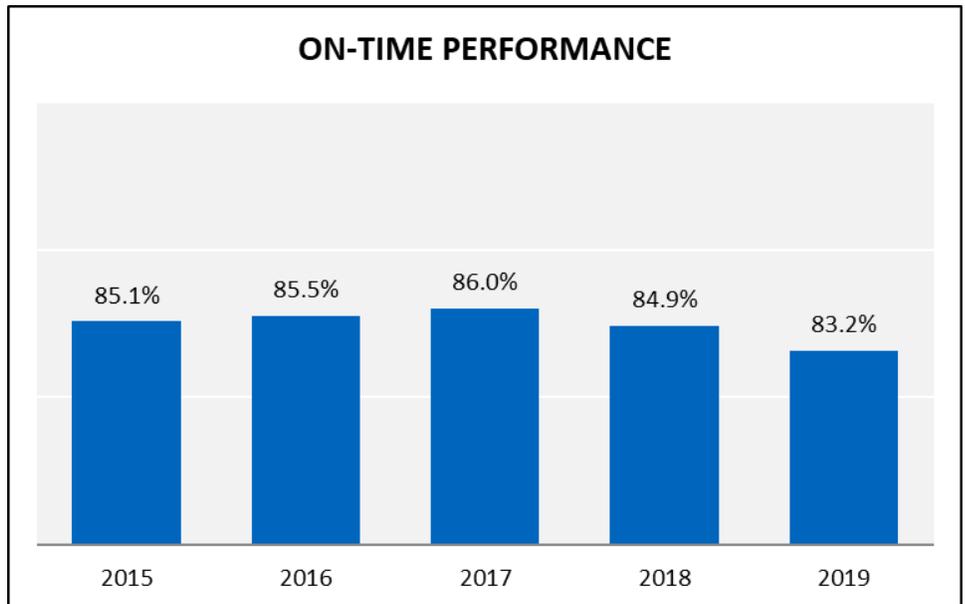
The total operating cost divided by the total number of miles traveled by passengers.



Service Delivery

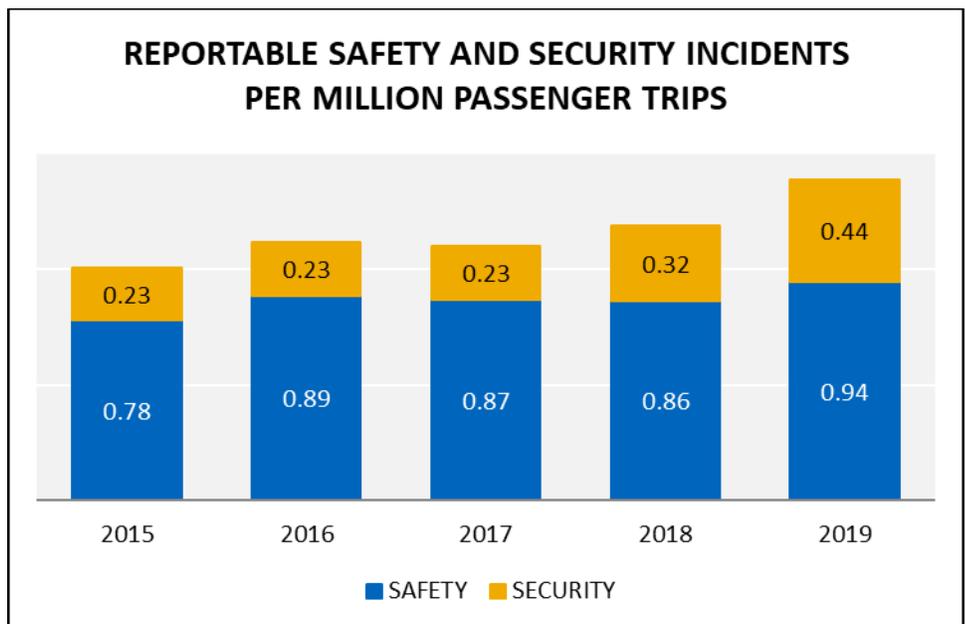
On-Time Performance

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



Reportable Safety and Security Incidents per Million Passenger Trips

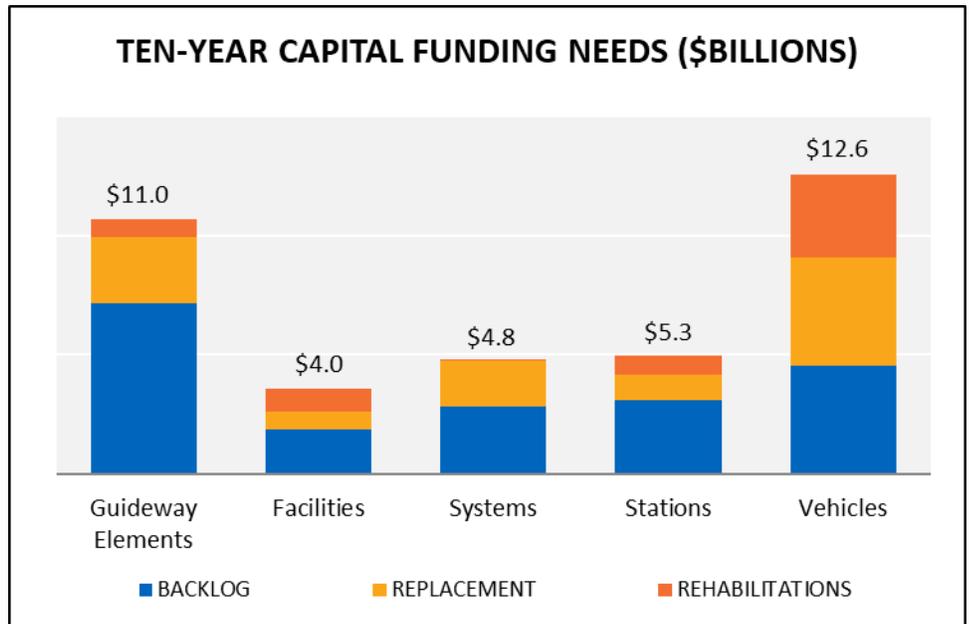
The number of major reportable safety and security incidents per million passenger trips taken.



Service Maintenance and Capital Investment

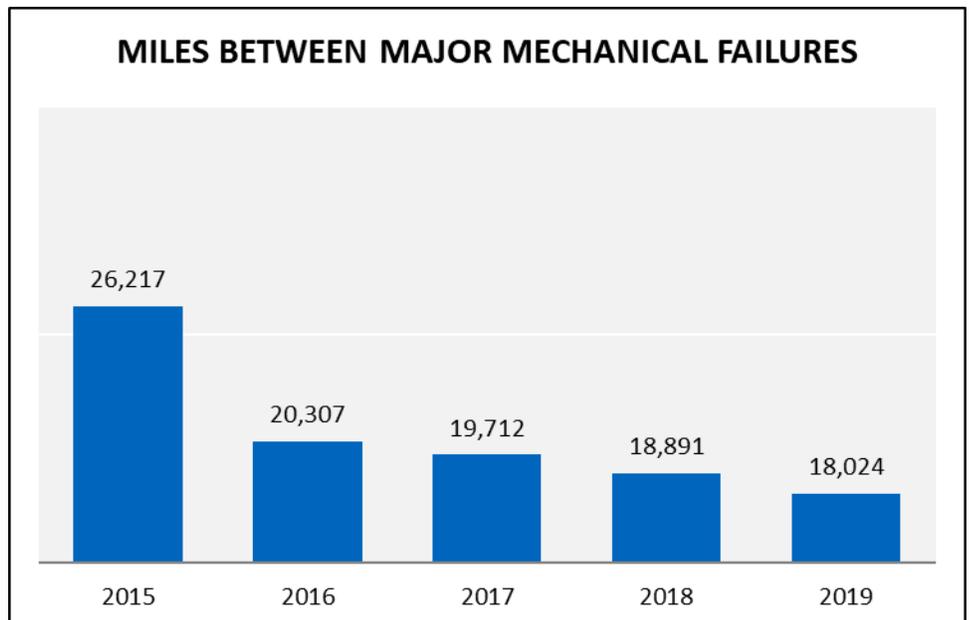
Ten-Year Capital Funding Needs

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



Miles between Major Mechanical Failures

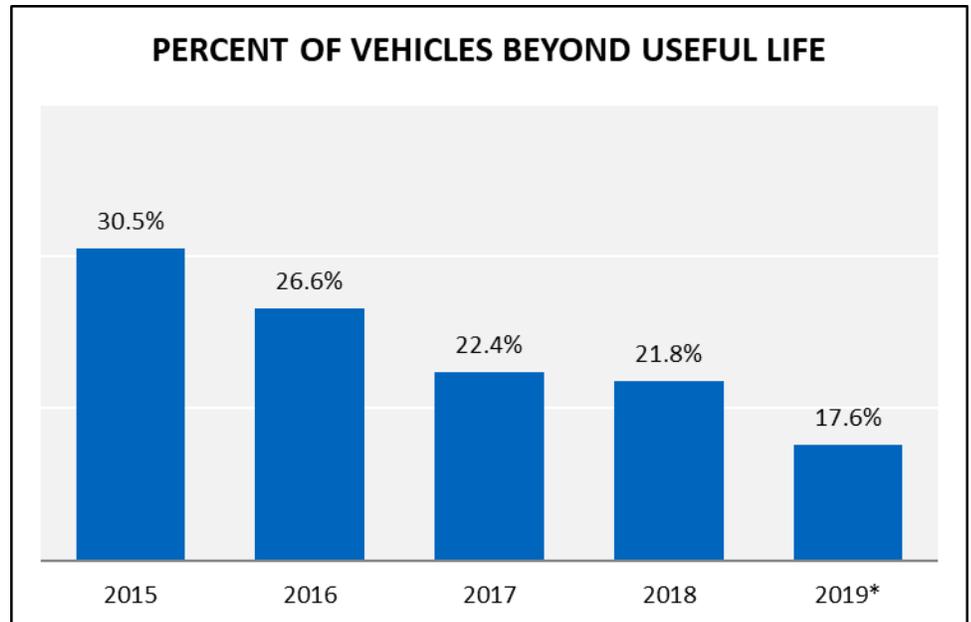
The average number of miles that vehicles travel while in revenue service between failures of some mechanical element or a safety concern that prevents a vehicle from completing a scheduled trip or from starting the next scheduled trip.



Service Maintenance and Capital Investment

Percent of Vehicles beyond Useful Life

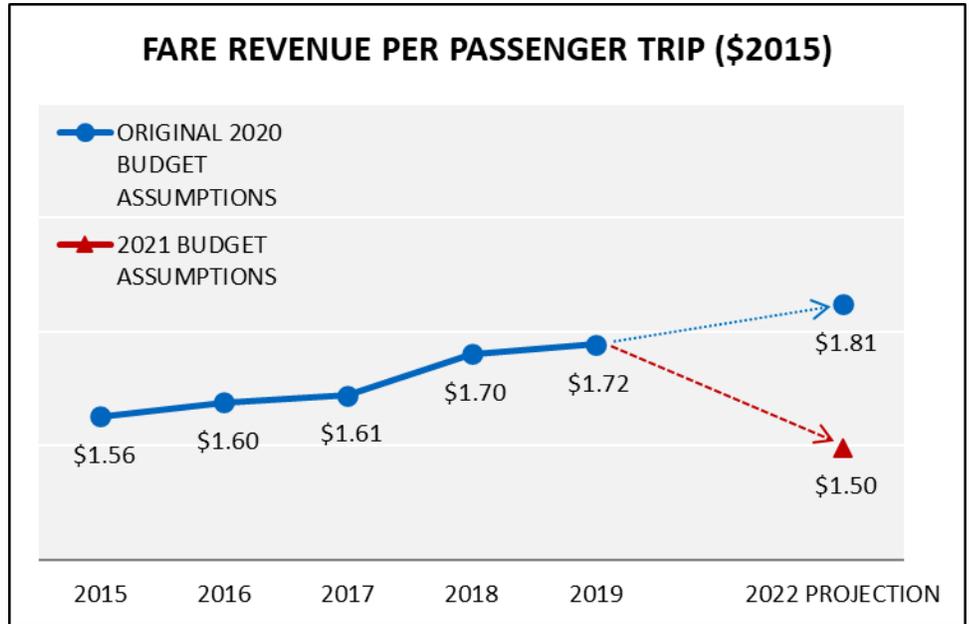
*2019 data reflect a change to represent the number of vehicles beyond their *useful life benchmark*, which shifts reporting from the lower limit of a vehicle's useful life expectation to an upper limit expectation, takes into account unique operating environments and circumstances, and will change as vehicles are rebuilt or overhauled. 2019 results are not directly comparable to prior years.



Service Level Solvency

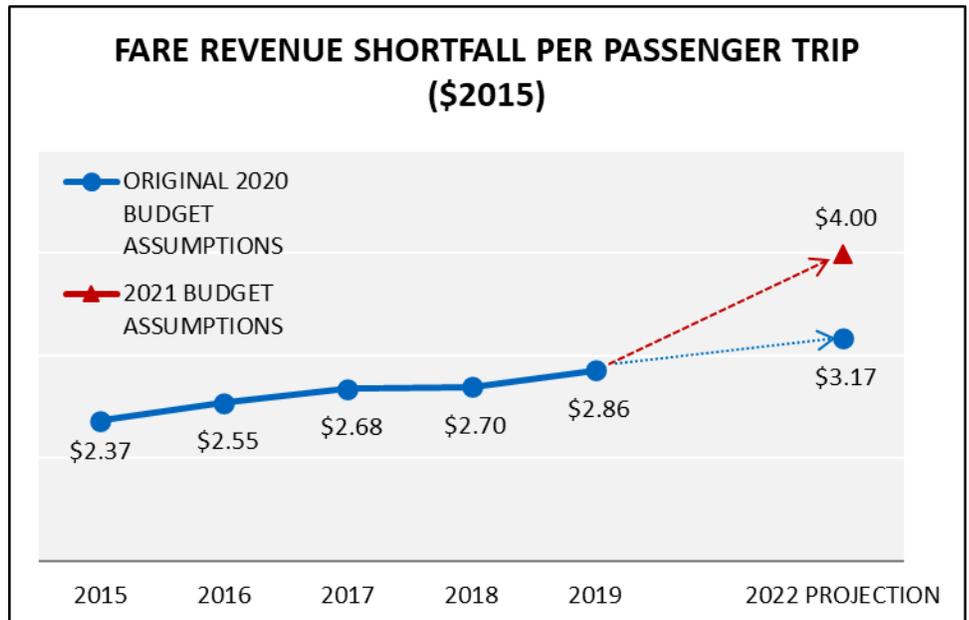
Fare Revenue per Passenger Trip

The average fare paid by customers per trip.



Fare Revenue Shortfall per Passenger Trip

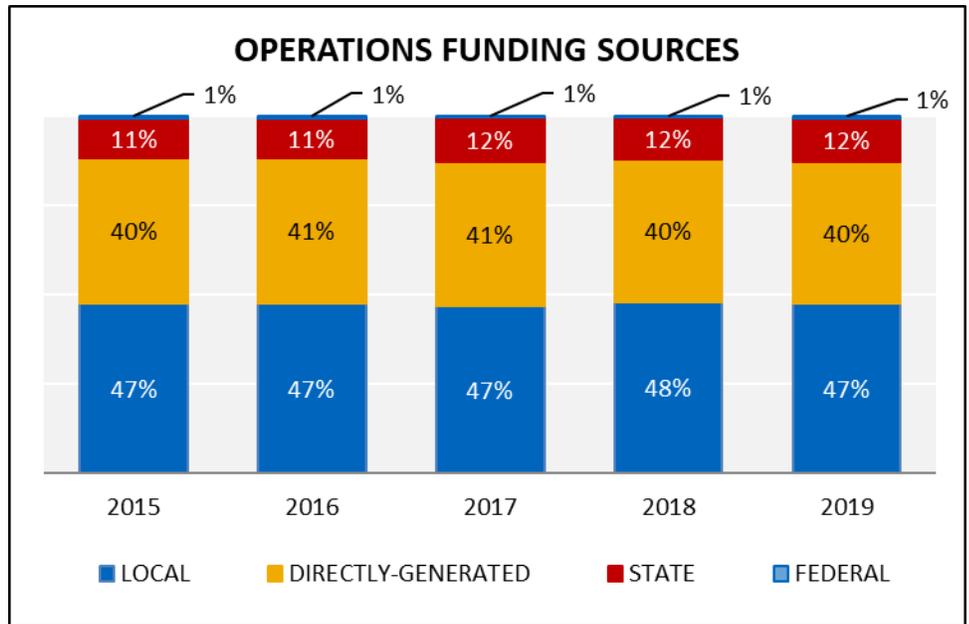
The average cost of each trip that is not covered by the fare paid by customers. The balance of operating costs is covered by other directly-generated revenue (advertising, concessions, etc.) and public funding (local, state, and federal).



Service Level Solvency

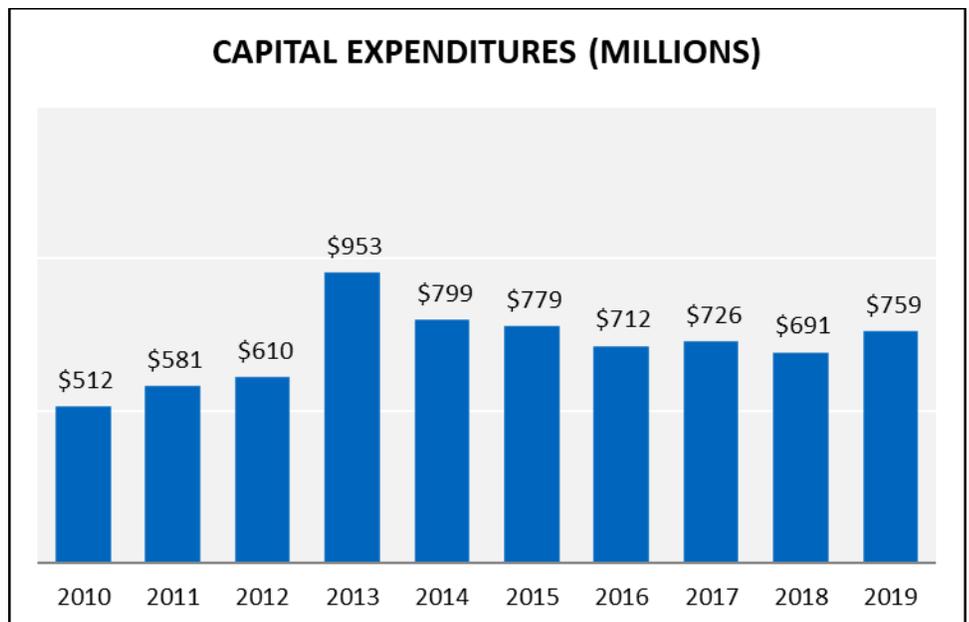
Operations Funding Sources

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



Capital Expenditures

The expenses related to purchasing or upgrading physical assets such as property, buildings, or equipment. Expenditures are shown over a 10-year time frame to illustrate the wide variability from year to year and over time.





175 West Jackson Boulevard, Suite 1650
Chicago, Illinois 60604
Phone: 312-913-3200
RTAChicago.org

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Chicago, IL 60661
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www.transitchicago.com



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Chicago, IL 60661
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Pace
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Arlington Heights, IL 60005
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www.pacebus.com