Regional Transportation Authority

Sub-Regional Peer Review

Report Year 2020

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Contents

Executive Summary

The Sub-Regional Peer Review has been developed by the RTA as part of its oversight function to support the evaluation and management of the region's public transportation system. Since there are no federal or industry standards for transit performance metrics, peer comparisons provide the best way to benchmark performance and identify best practices; further research can then be conducted to gain a better understanding of the factors contributing to observed levels of performance. The selection of appropriate peers was carefully performed to allow for the closest possible match of operating characteristics. For each service mode operated in the RTA region – urban bus, heavy rail, commuter rail, suburban bus, and ADA paratransit – a peer group of five agencies has been chosen.

RTA staff, in cooperation with a Performance Measurement Task Force, periodically re-evaluates the process by which peer agencies are included for comparison within this report. The primary selection criteria for the peer agencies were determined to be: vehicle revenue hours and miles, unlinked passenger trips, number of vehicles operated in maximum service, and directional route miles (for rail modes). Although much care was used in selecting meaningful peers, no two transit agencies are perfectly comparable. Each agency has unique circumstances and a unique operating environment, and those differences should be kept in mind when making comparisons. The goal of the RTA performance measurement program is to point toward areas of improvement within the constraints and resources of our region.

COVID-19 was declared a global pandemic on March 11, 2020. In the following days, each of the peer agencies included in this report implemented a variety of stay-at-home orders and sweeping mandates that restricted business operations and functions to essential activities. Public transportation ridership took an immediate plunge and stayed historically low in the ensuing months as work and social trips continued to be curtailed; additionally, social unrest activities throughout the summer of 2020 negatively impacted service provision and demand. The pandemic's impact on public transportation ridership remains significant; at the time of this report (early 2022) systemwide ridership has improved to roughly half of pre-pandemic levels.

Agencies dealt with the COVID-19 in a variety of ways which directly affected their operations and ability to accurately report performance. Reducing or eliminating service hours, eliminating fares, implementing rear boarding, and instituting capacity restrictions were a few strategies to deal with the pandemic and attempt to maintain service for those who relied on it while protecting riders and operators. In addition to service changes, agencies increased sanitization procedures, which significantly increased operating cost and put additional strain on already-reduced work forces. Capital work was also constrained, as worker shortages and supply chain issues limited the ability to work on projects, although some agencies attempted to boost their capital project progress while ridership remained low.
The impacts of the pandemic on public transit provision and usage have been significant and will likely continue to impact most performance results for years to come.

This report is based on published data from the National Transit Database (NTD) to ensure as much comparability between agencies in definition and collection of data elements as possible. It covers data reported for 2020, the most current year available, which was released in November 2021. 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). Although this report reflects the 2020 report year for each agency, the time period that constitutes the 2020 report year varies by agency. Chicago, New York, and Minneapolis transit agencies use the calendar year as their NTD report year, while other regions use their state fiscal year as their NTD report year. Accordingly, the other regions' 2020 report year reflects performance for either July 1, 2019 – June 30, 2020 or October 1, 2019 – September 30, 2020, and as such does not reflect as much of the downward trend related to the COVID pandemic as is reflected in the Chicago, New York, and Minneapolis performance data. Thus, peer comparisons for measures that reflect service, operating cost, and fare revenue are not reasonable; **results are stated herein to maintain continuity of the performance reporting effort and to provide general information regarding each agency's operations.**

Notes/Methodology

1. To address differences resulting from the use of varying report year time periods, this report omits agency performance rankings and instead illustrates percentage changes from the last report year, and the actual results for the current report year.

2. The fare recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenues paid by passengers. The NTD recovery ratio differs from the RTA recovery ratio, which takes into account certain adjustments as enumerated in the RTA Act, such as the exclusion of various costs, the treatment of depreciation, and the inclusion of in-kind services. The RTA recovery ratio also includes system-generated revenue other than fares in its formula calculation.

3. In the instances where a reporting agency did not provide a revenue vehicle's useful life benchmark, the default Federal Transit Administration (FTA) benchmark specific to each revenue vehicle type was used for peer agency calculations.

Peer Agencies

Mode	Peer Group
CTA **Urban Bus**	**METRO**: Los Angeles County Metropolitan Transportation Authority **MBTA**: Massachusetts Bay Transportation Authority **NYCT**: New York City Transit **SEPTA**: Southeastern Pennsylvania Transportation Authority **WMATA**: Washington Metropolitan Area Transit Authority
CTA **Heavy Rail**	**MARTA**: Metropolitan Atlanta Rapid Transit Authority **MBTA**: Massachusetts Bay Transportation Authority **NYCT**: New York City Transit **SEPTA**: Southeastern Pennsylvania Transportation Authority **WMATA**: Washington Metropolitan Area Transit Authority
Metra **Commuter Rail**	**LIRR**: Long Island Rail Road **MBTA**: Massachusetts Bay Transportation Authority **MNCR**: Metro-North Commuter Railroad **NJT**: New Jersey Transit **SEPTA**: Southeastern Pennsylvania Transportation Authority
Pace **Suburban Bus**	**ACT**: Alameda-Contra Costa Transit **BCT**: Broward County Transit Division **OCTA**: Orange County Transportation Authority **VTA**: Santa Clara Valley Transportation Authority **RIDE ON**: Ride-On Montgomery County Transit
Pace **ADA Paratransit**	**MBTA**: Massachusetts Bay Transportation Authority **MM**: Metro Mobility (Minneapolis) **NYCT**: New York City Transit **ACCESS**: Access Services (Los Angeles) **WMATA**: Washington Metropolitan Area Transit Authority

Urban Bus

The peers selected for urban bus are those that serve the nation's largest urbanized areas with the most extensive, well-developed transit systems. These cities – Boston, Los Angeles, New York, Philadelphia, and Washington, DC – rank within the top ten in the country for metropolitan area population and bus ridership. They each also have both urban rail and bus services, which provide coordinated service throughout the metropolitan area.

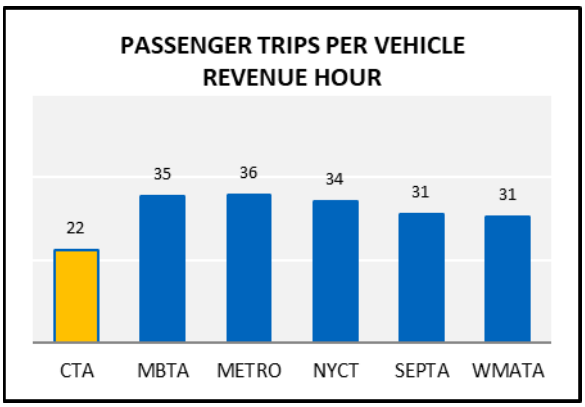
Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. CTA and NYCT are the only two of the six bus agencies that report on a calendar-year basis, which makes peer comparisons for the 2020 report year uniquely difficult as their data will reflect nine months of pandemic-impacted results while the other four agencies' data will reflect only three months of pandemic-impacted results. Thus, direct peer comparisons for measures that reflect service, operating cost, and fare revenue are not reasonable; results are stated herein to maintain continuity of the performance reporting effort and to provide general information regarding each agency's operations. For each measure, performance is stated in nominal terms and as a percent change from the prior year result.

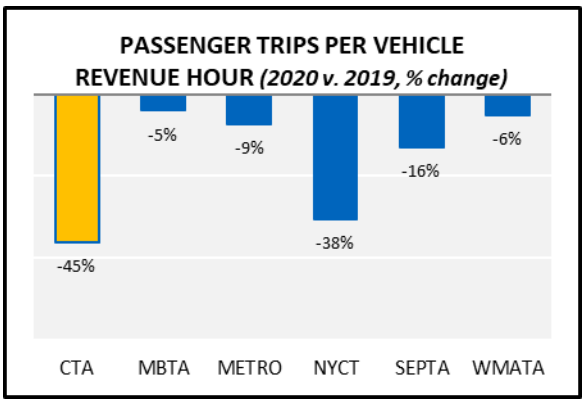
Urban Bus Characteristics	CTA	MBTA	METRO	NYCT	SEPTA	WMATA
	Chicago	Boston	Los Angeles	New York	Philadelphia	Washington, DC
Service Area Population	3,207,635	3,109,308	8,621,928	8,336,817	3,432,361	3,719,567
Service Area (square miles)	310	3,244	1,469	321	839	950
Population Density	10,347	958	5,869	25,971	4,091	3,915
Vehicle Revenue Miles	49,278,477	21,953,081	66,723,008	91,960,209	38,059,542	31,622,828
Vehicle Revenue Hours	5,423,534	2,570,021	6,352,449	12,475,367	3,807,150	3,182,178
Passenger Trips	121,449,922	90,859,646	227,577,351	425,319,383	118,826,128	97,210,648
Passenger Miles	301,677,908	229,674,875	925,472,725	985,441,399	369,473,558	275,963,172
Operating Cost	$803,993,337	$503,883,340	$1,240,545,526	$2,936,570,085	$649,456,479	$706,322,337
Fare Revenue	$133,760,413	$84,785,548	$138,054,157	$406,705,035	$129,986,083	$83,515,972
Capital Funds Expended	$68,824,004	$79,298,697	$372,368,586	$154,156,187	$160,751,095	$94,473,820
Average Speed (miles per hour)	9.1	8.5	10.5	7.4	10.0	9.9
Average Trip Length (miles)	2.5	2.5	4.1	2.3	3.1	2.8
Average Vehicle Passenger Capacity	87	74	56	82	82	66
Average Vehicle Age (years)	10.6	7.8	6.8	6.3	7.3	8.5
Vehicles Operated in Maximum Service	1,555	885	1,944	3,792	1,223	1,278

Service Coverage

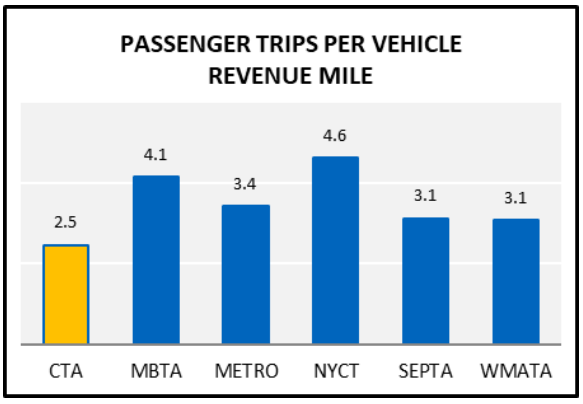
NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

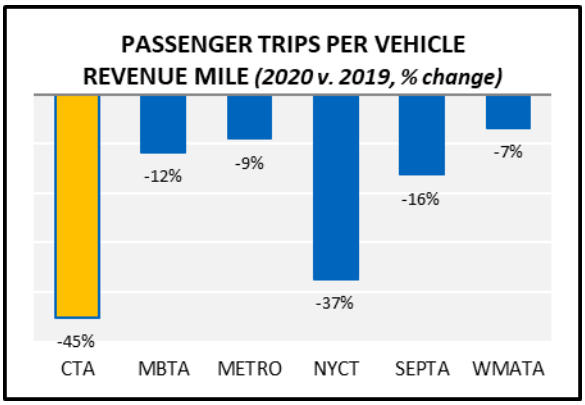
Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Vehicle revenue hours include layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.





Passenger trips per vehicle revenue mile: the total number of unlinked passenger trips divided by the total number of miles vehicles travel while in revenue service, including layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.

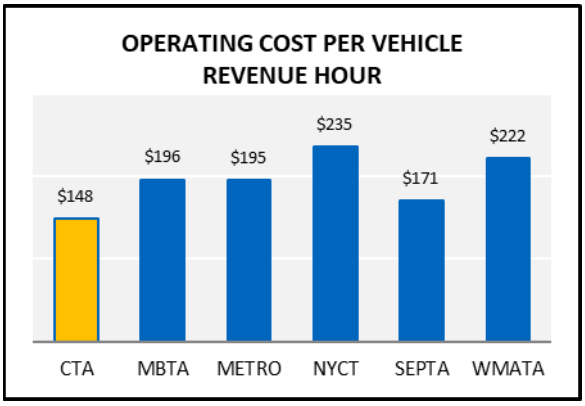


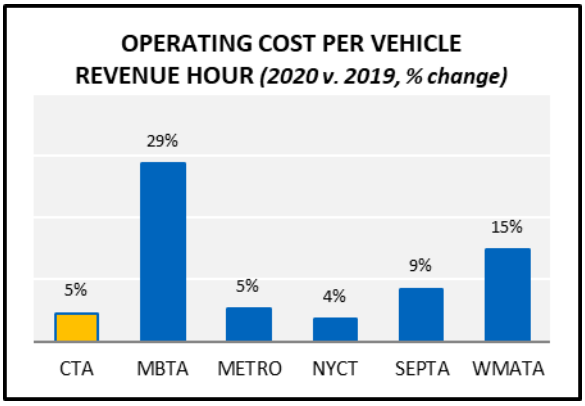


Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

Operating Cost per Vehicle Revenue Hour: Total operating cost is comprised of expenses associated with the operation of the transit agency, and classified by function or activity, and the goods and services purchased. The basic functions and object classes are defined in Section 5.2 and 6.2 of the Uniform System of Accounts (USOA). These are consumable items with a useful life of less than one year or an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or $5,000. This measure of cost efficiency is expressed as the total operating cost divided by the hours that vehicles travel while in revenue service

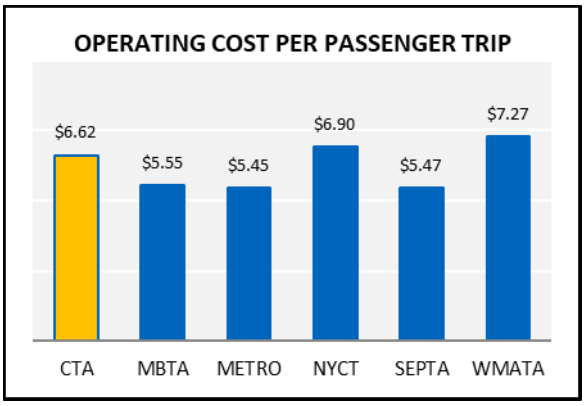


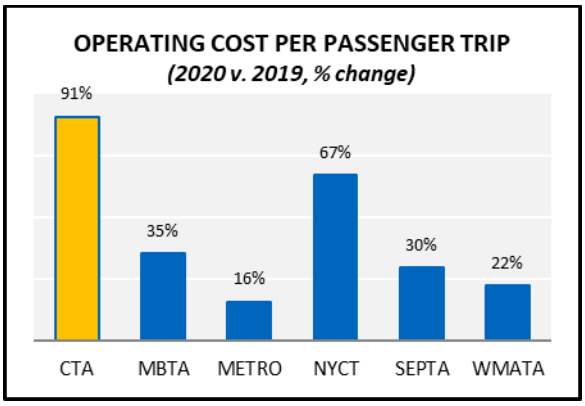


Service Efficiency & Effectiveness

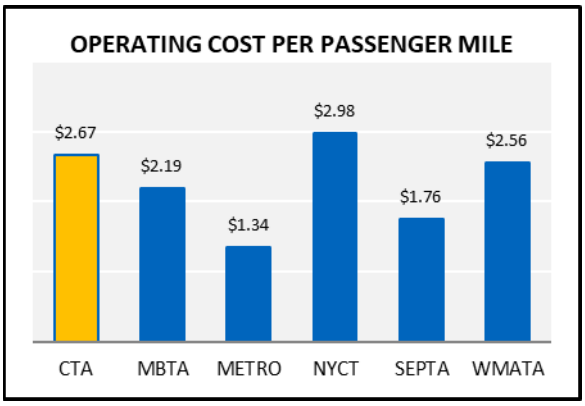
NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

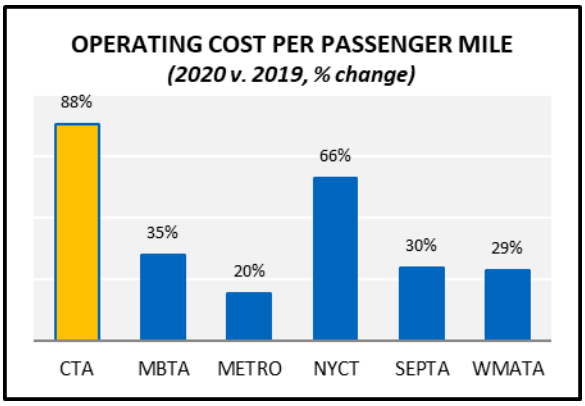
Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips.





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

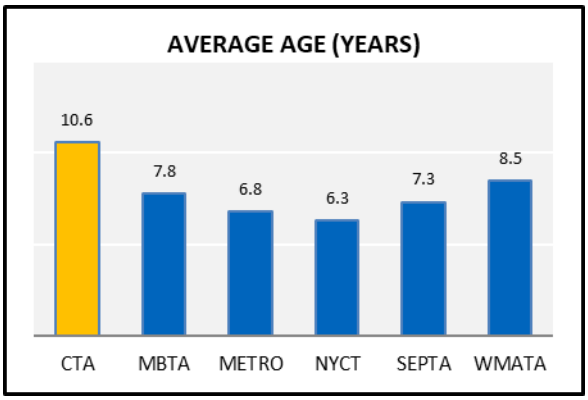


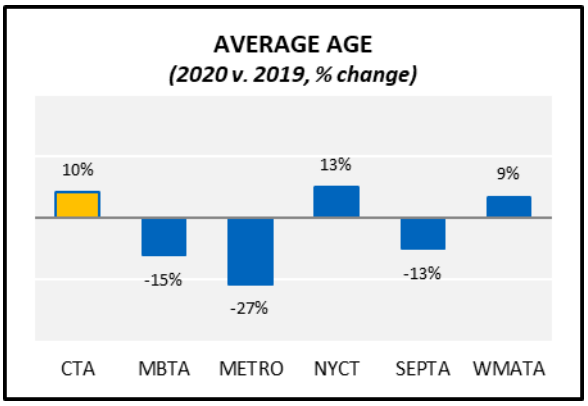


Service Maintenance & Capital Investment

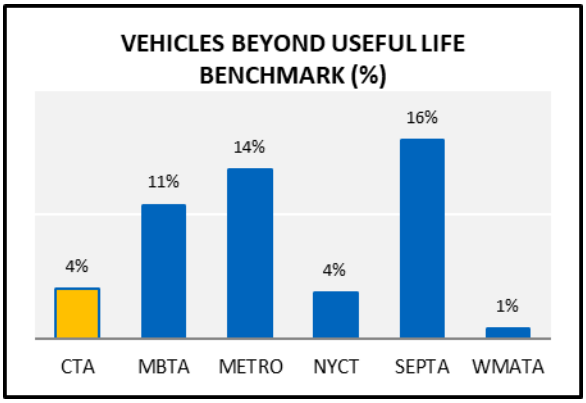
NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

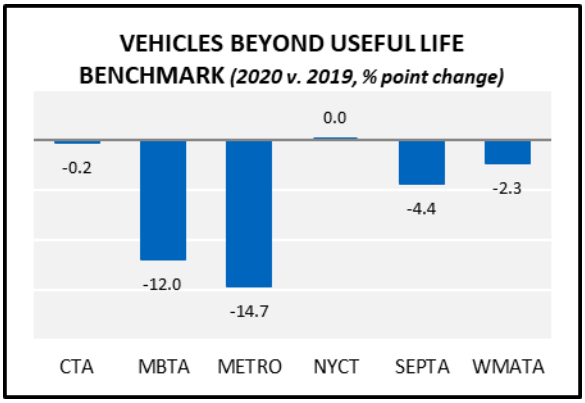
Average Age: The average number of years since the manufacture date of a vehicle fleet.





Vehicles Beyond Useful Life Benchmark: The percentage of revenue vehicles in the total active fleet beyond their useful life benchmark as allowed by the FTA. As a default, the FTA defines useful life as 8 years for automobiles and vans, 14 years for buses, 31 years for heavy rail cars, and 39 years for commuter rail vehicles. However, each reporting agency may petition the FTA to allow differing benchmarks that more adequately reflect unique operating environments and circumstances that may impact their vehicles' useful life expectancies. In addition, the benchmark reflects life-extending rehabilitations and vehicle overhauls that may increase the useful life of a vehicle.

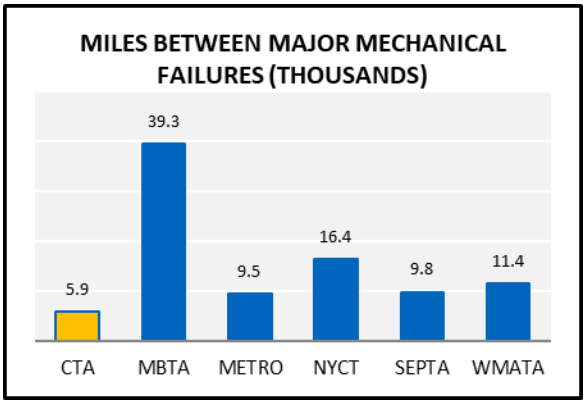


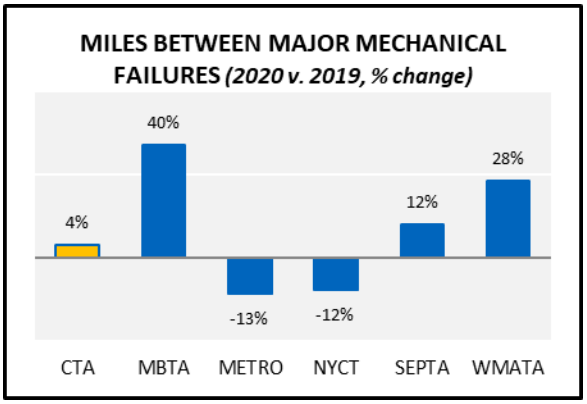


Service Maintenance & Capital Investment

NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

Miles Between Major Mechanical Failures: The average number of miles that vehicles travel while in revenue service between failures of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.

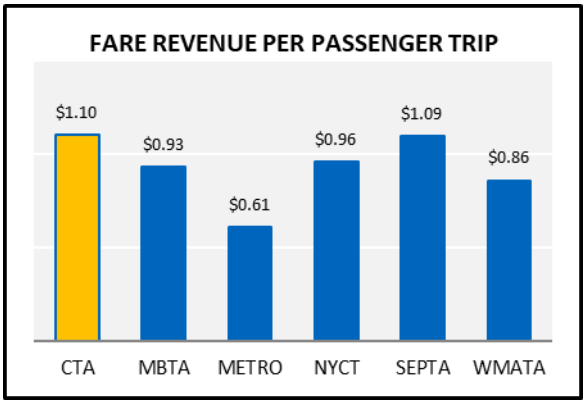


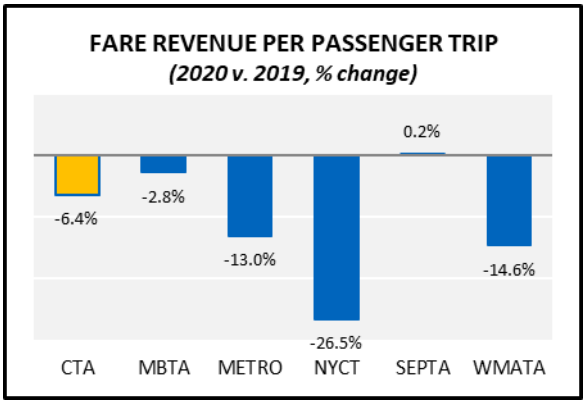


Service Level Solvency

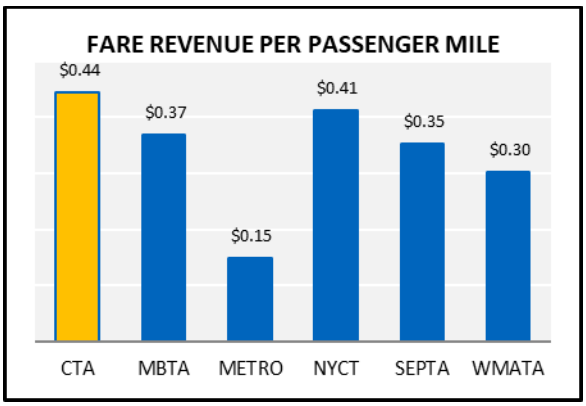
NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

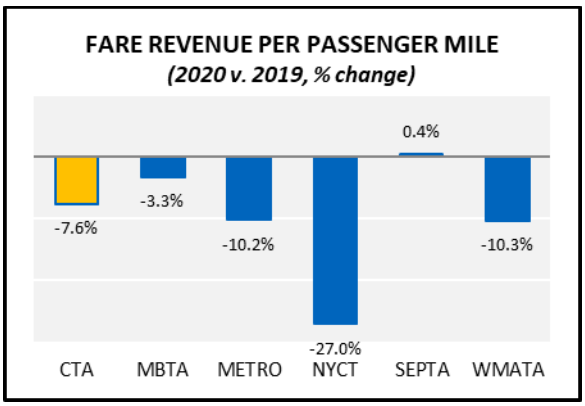
Fare Revenue per Passenger Trip (Average Fare): All income received directly from passengers (paid either in cash or through pre-paid tickets, passes, etc., and including the reduced fares paid by passengers in a user-side subsidy arrangement) divided by the total number of unlinked passenger trips provided.





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

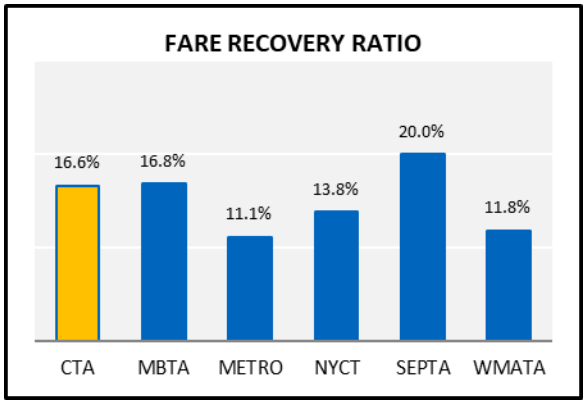


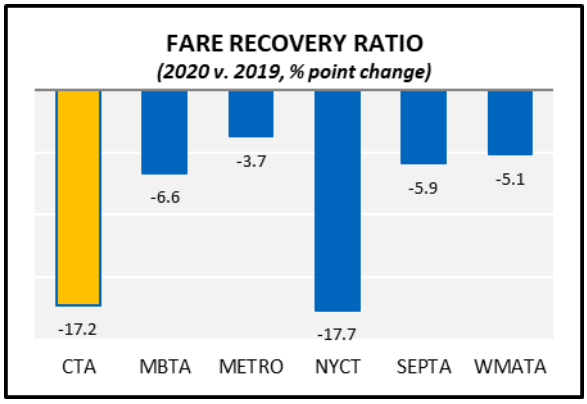


Service Level Solvency

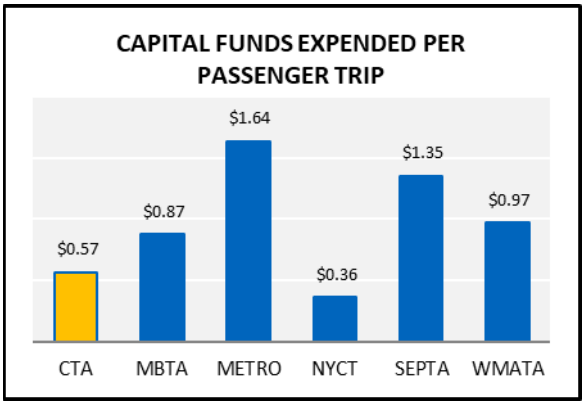
NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

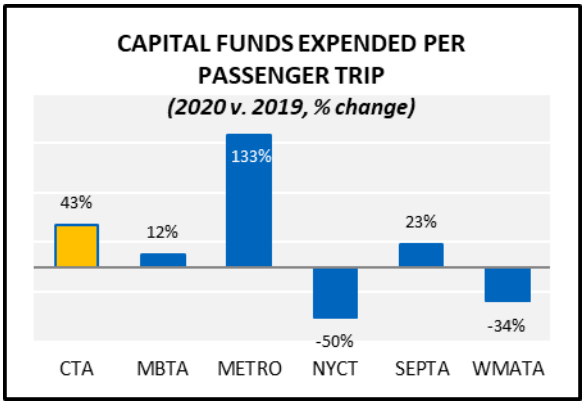
Fare Recovery Ratio: The recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenue paid by passengers. The NTD recovery ratio differs from the RTA recovery ratio, which takes into account other system-generated revenue and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





Capital Funds Expended per Passenger Trip: Expenses related to the purchase of equipment, expressed on a per-passenger trip basis. Equipment means an article of non-expendable tangible personal property having a useful life of more than one year and an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or $5,000. Capital expenses do not include operating expenses that are eligible to use capital funds.





Heavy Rail

The peers selected for CTA heavy rail were chosen from the largest rapid transit systems in the country. NYCT, MBTA, and SEPTA are all natural peers as older rail systems serving the urban center of large metropolitan areas. MARTA and WMATA, although relatively newer heavy rail systems, were chosen as peers due to their large sizes and mostly urban settings.

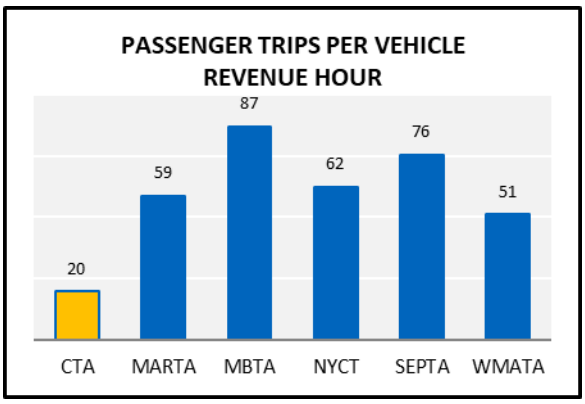
Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. CTA and NYCT are the only two of the six rail operators to report on a calendar-year basis, which makes peer comparisons for the 2020 report year uniquely difficult as their data will reflect nine months of pandemic-impacted results while the other four agencies' data will reflect only three months of pandemic-impacted results. Thus, peer comparisons for measures that reflect service, operating cost, and fare revenue are not reasonable; results are stated herein to maintain continuity of the performance reporting requirement and to provide general information regarding each agency's operations.

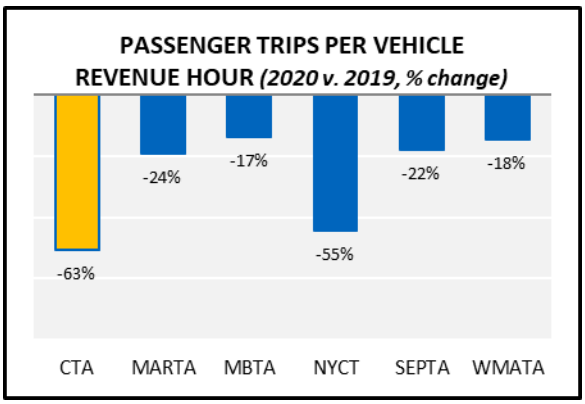
Heavy Rail Characteristics	CTA Chicago	MARTA Atlanta	MBTA Boston	NYCT New York	SEPTA Philadelphia	WMATA Washington, DC
Service Area Population	3,207,635	2,020,636	3,109,308	8,336,817	3,432,361	3,719,567
Service Area (square miles)	310	938	3,244	321	839	950
Population Density	10,347	2,154	958	25,971	4,091	3,915
Directional Route Miles	208	96	76	494	75	234
Vehicle Revenue Miles	69,510,641	20,430,752	22,203,578	324,782,077	16,089,713	79,847,615
Vehicle Revenue Hours	3,855,798	771,146	1,328,990	17,829,918	941,080	3,421,264
Passenger Trips	76,049,871	45,302,714	115,683,733	1,112,653,405	71,064,786	174,540,714
Passenger Miles	480,210,760	329,631,085	407,181,618	4,676,670,633	314,489,396	985,922,295
Operating Cost	$632,460,361	$206,682,269	$323,930,534	$4,936,965,252	$200,558,724	$1,153,775,048
Fare Revenue	$102,541,273	$64,069,974	$177,898,047	$1,609,953,703	$86,166,256	$402,762,189
Capital Funds Expended	$469,318,946	$237,809,531	$140,295,441	$2,760,924,510	$97,516,638	$616,437,855
Average Speed (mph)	18.0	26.5	16.7	18.2	17.1	23.3
Average Trip Length (miles)	6.3	7.3	3.5	4.2	4.4	5.6
Average Vehicle Passenger Capacity	80	95	216	143	112	238
Average Vehicle Age (years)	19.9	30.7	30.3	24.1	27.8	5.0
Vehicles Operated in Maximum Service	1,148	212	338	5,413	286	998

Service Coverage

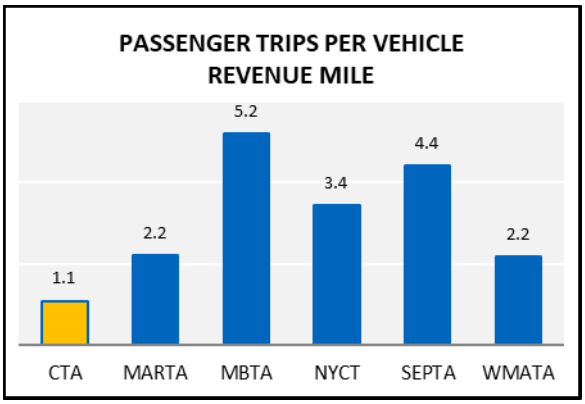
NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

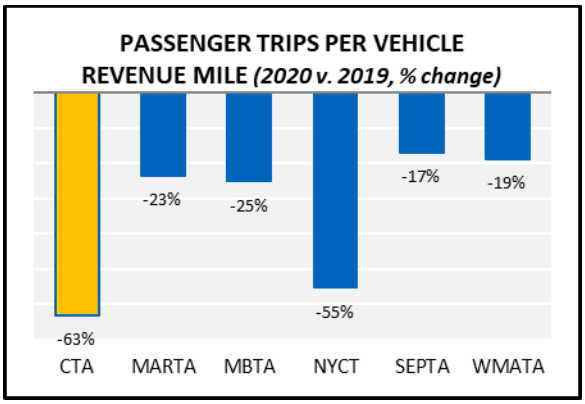
Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Vehicle revenue hours include layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.





Passenger trips per vehicle revenue mile: the total number of unlinked passenger trips divided by the total number of miles vehicles travel while in revenue service, including layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.

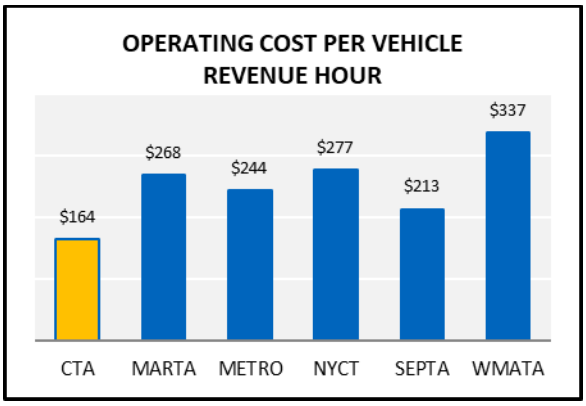


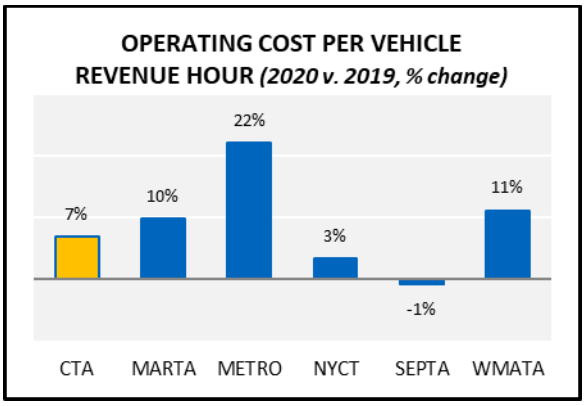


Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

Operating Cost per Vehicle Revenue Hour: Total operating cost is comprised of expenses associated with the operation of the transit agency, and classified by function or activity, and the goods and services purchased. The basic functions and object classes are defined in Section 5.2 and 6.2 of the Uniform System of Accounts (USOA). These are consumable items with a useful life of less than one year or an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or $5,000. This measure of cost efficiency is expressed as the total operating cost divided by the hours that vehicles travel while in revenue service.

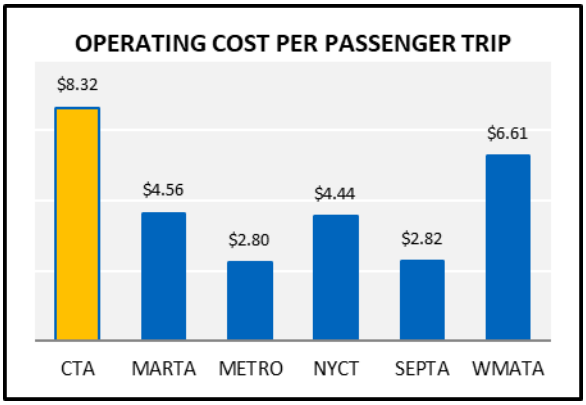


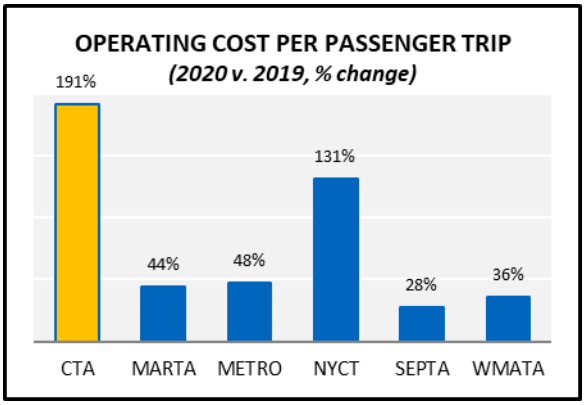


Service Efficiency & Effectiveness

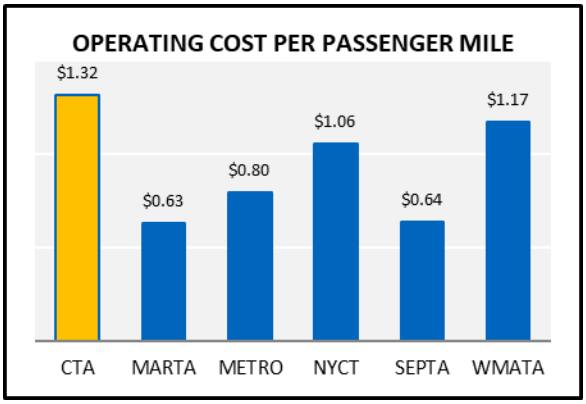
NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

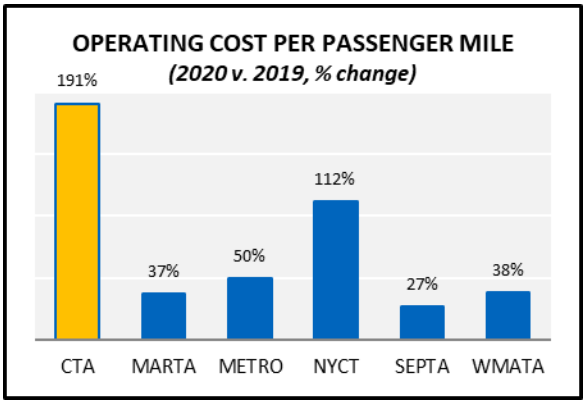
Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips.





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

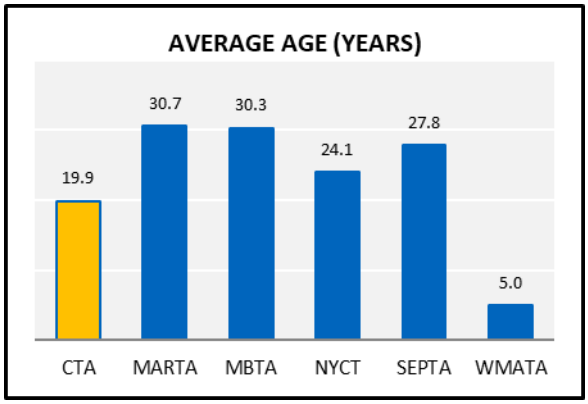


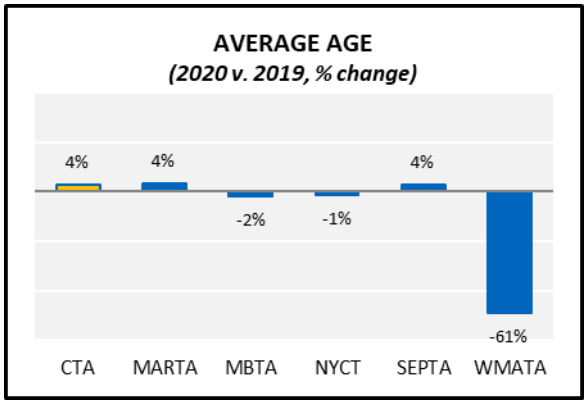


Service Maintenance & Capital Investment

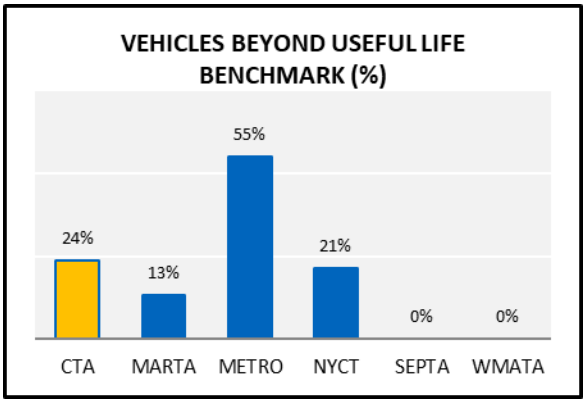
NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

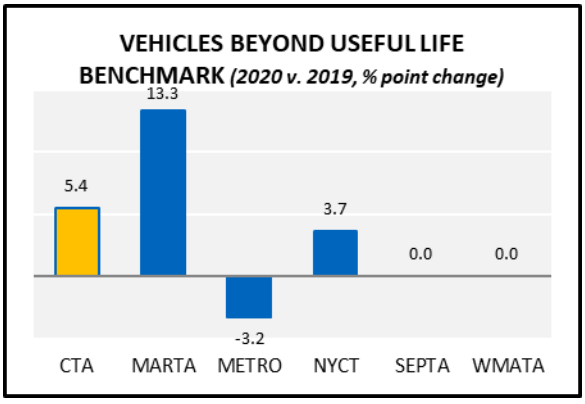
Average Age: The average number of years since the manufacture date of a vehicle fleet.





Vehicles Beyond Useful Life Benchmark: The percentage of revenue vehicles in the total active fleet beyond their useful life benchmark as allowed by the FTA. As a default, the FTA defines useful life as 8 years for automobiles and vans, 14 years for buses, 31 years for heavy rail cars, and 39 years for commuter rail vehicles. However, each reporting agency may petition the FTA to allow differing benchmarks that more adequately reflect unique operating environments and circumstances that may impact their vehicles' useful life expectancies. In addition, the benchmark reflects life-extending rehabilitations and vehicle overhauls that may increase the useful life of a vehicle.

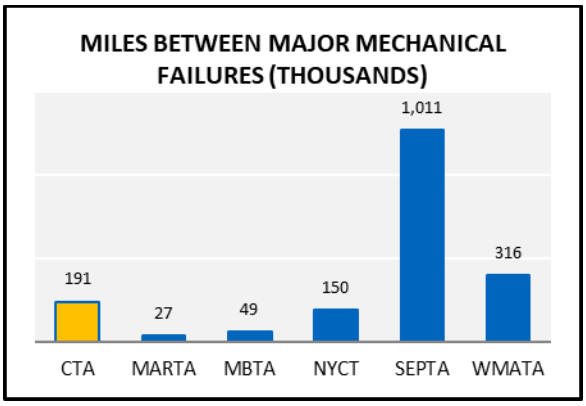


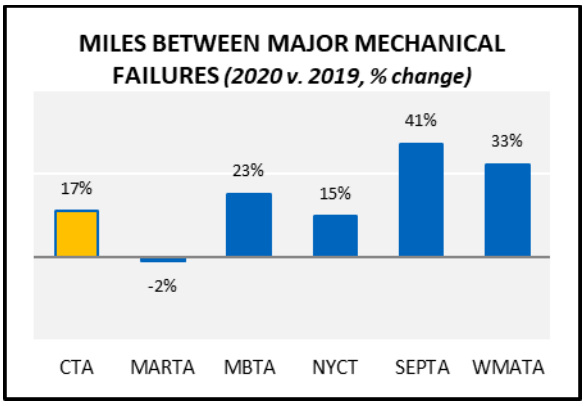


Service Maintenance & Capital Investment

NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

Miles Between Major Mechanical Failures: The average number of miles that vehicles travel while in revenue service between failures of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.

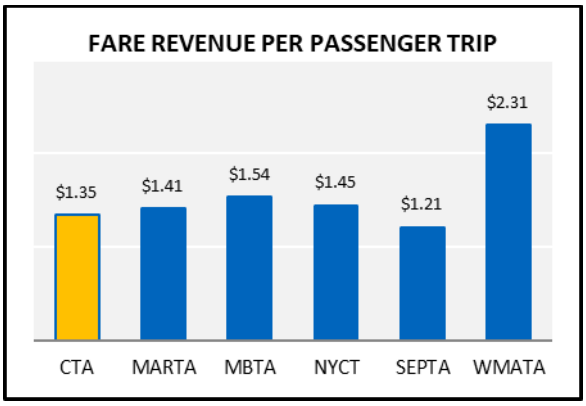


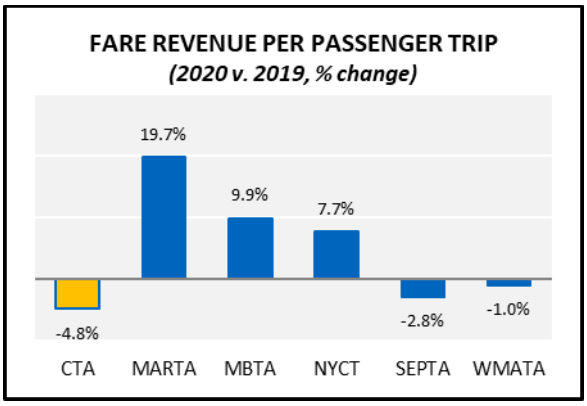


Service Level Solvency

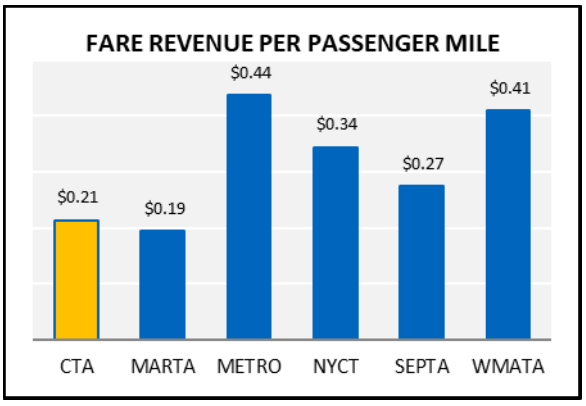
NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

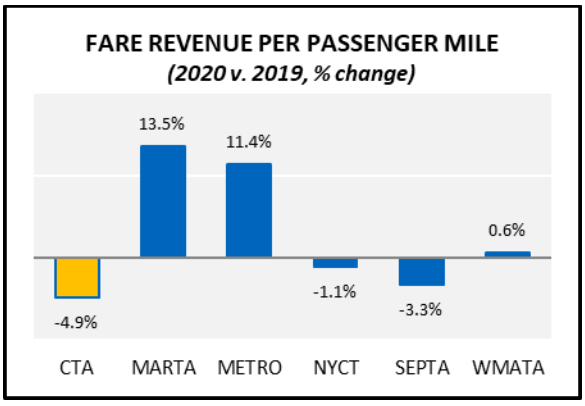
Fare Revenue per Passenger Trip (Average Fare): All income received directly from passengers (paid either in cash or through pre-paid tickets, passes, etc., and including the reduced fares paid by passengers in a user-side subsidy arrangement) divided by the total number of unlinked passenger trips provided.





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

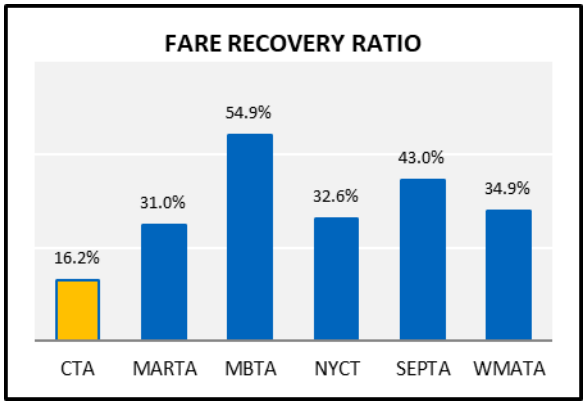


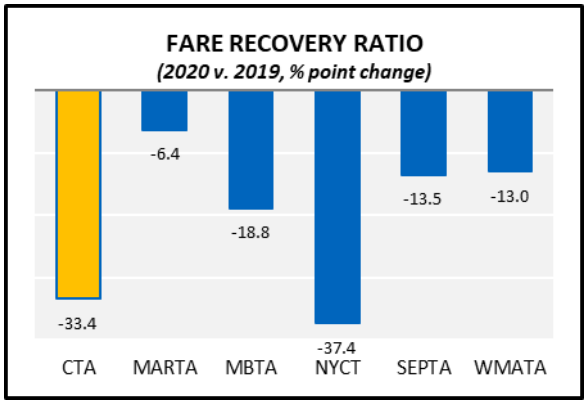


Service Level Solvency

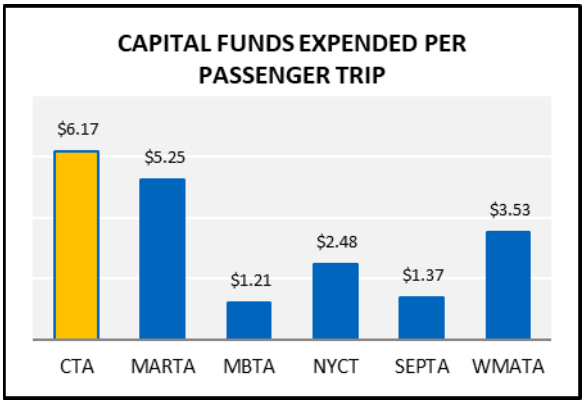
NOTE: Report Year time periods vary by agency. CTA and NYCT data is for 1/1/20 – 12/31/20, all other agencies' data is for 7/1/19 – 6/30/20.

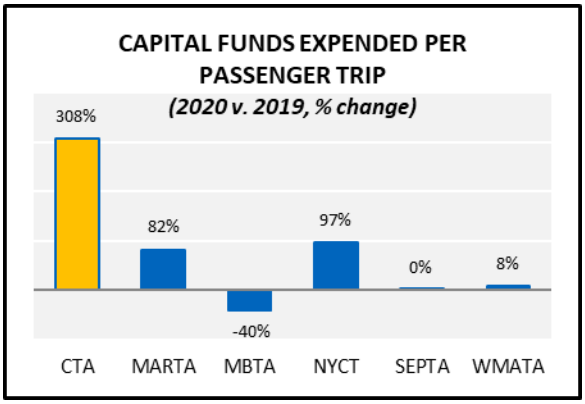
Fare Recovery Ratio: The recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenue paid by passengers. The NTD recovery ratio differs from the RTA recovery ratio, which takes into account other system-generated revenue and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





Capital Funds Expended per Passenger Trip: Expenses related to the purchase of equipment, expressed on a per-passenger trip basis. Equipment means an article of non-expendable tangible personal property having a useful life of more than one year and an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or $5,000. Capital expenses do not include operating expenses that are eligible to use capital funds.





Commuter Rail

Peers selected for this mode represent the largest commuter rail systems in the United States. Three peers provide service to New York City from the states of New York, New Jersey, and Connecticut; Boston and Philadelphia are the other peer cities.

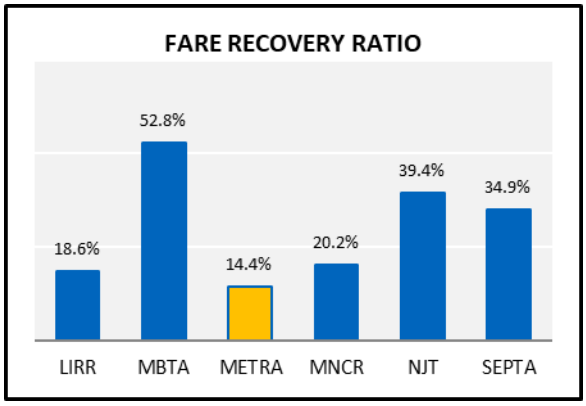
Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. Metra, MNCR, and LIRR report on a calendar-year basis, which makes peer comparisons for the 2020 report year uniquely difficult as their data will reflect nine months of pandemic-impacted results while the other three agencies' data will reflect only three months of pandemic-impacted results. Thus, peer comparisons for measures that reflect service, operating cost, and fare revenue are not reasonable; results are stated herein to maintain continuity of the performance reporting requirement and to provide general information regarding each agency's operations.

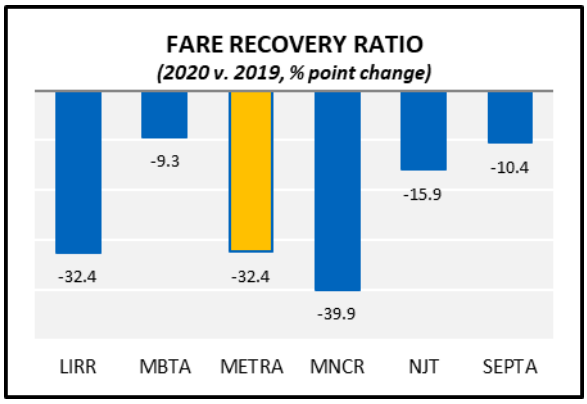
Commuter Rail Characteristics	Metra	MBTA	LIRR	MNCR	NJT	SEPTA
	Chicago	Boston	New York	New York	Newark	Philadelphia
Service Area Population	7,261,176	3,109,308	11,170,342	6,503,894	10,594,013	3,432,361
Service Area (square miles)	1,940	3,244	2,967	527	5,325	839
Population Density	3,743	958	3,765	12,341	1,989	4,091
Directional Route Miles	975	776	638	546	920	447
Vehicle Revenue Miles	30,661,751	22,300,695	61,766,650	48,719,168	54,301,350	16,621,821
Vehicle Revenue Hours	1,022,657	750,128	2,114,409	1,556,539	1,657,653	844,136
Passenger Trips	16,731,031	24,761,705	43,484,907	29,391,259	66,330,426	25,150,117
Passenger Miles	359,336,190	513,830,968	1,229,284,540	671,661,254	1,459,936,301	338,253,606
Operating Cost	$710,195,494	$384,240,499	$1,464,445,571	$1,202,776,528	$1,083,549,849	$307,480,305
Fare Revenue	$102,350,491	$202,929,763	$272,532,791	$243,426,102	$426,541,303	$107,244,993
Capital Funds Expended	$284,913,802	$345,399,557	$1,293,705,932	$574,199,247	$494,723,496	$188,239,408
Average Speed (mph)	30.0	29.7	29.2	31.3	32.8	19.7
Average Trip Length (miles)	21.5	20.8	28.3	22.9	22.0	13.4
Average Vehicle Passenger Capacity	149	213	218	150	132	153
Average Vehicle Age (years)	28.0	26.3	16.0	18.1	21.8	31.1
Vehicles Operated in Maximum Service	1,066	436	1,022	1,122	904	357

Service Level Solvency

NOTE: Report Year time periods vary by agency. Metra, LIRR, and MNCR data is for 1/1/20 – 12/31/20; all other agencies' data is for 7/1/19 – 6/30/20.

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.





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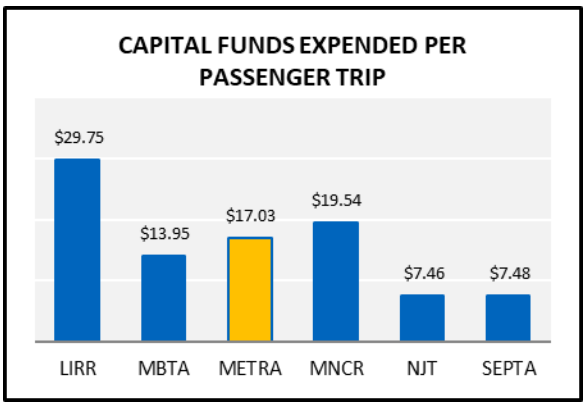
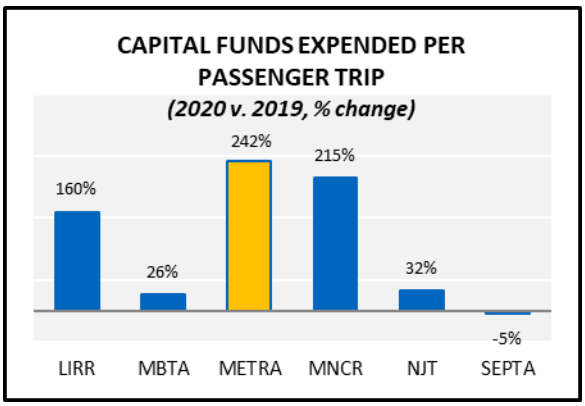




Suburban Bus

The most comparable peers for inclusion for the suburban bus mode are relatively large bus systems that operate in predominantly suburban areas adjacent to a major U.S. city, with Pace serving a geographic region more than six times the size of the next largest peer.

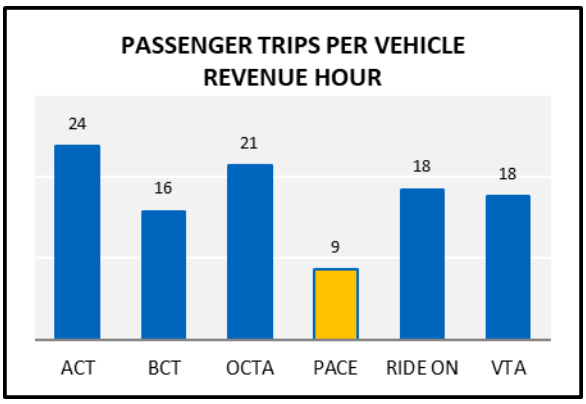
Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. Pace is the only agency of its peer group to report on a calendar-year basis, which makes peer comparisons for the 2020 report year uniquely difficult as its data will reflect nine months of pandemic-impacted results, while Broward County's data will reflect six months of pandemic-impacted results, and the other four agencies' data will reflect only three months of pandemic-impacted results. Thus, peer comparisons for measures that reflect service, operating cost, and fare revenue are not reasonable; results are stated herein to maintain continuity of the performance reporting requirement and to provide general information regarding each agency's operations.

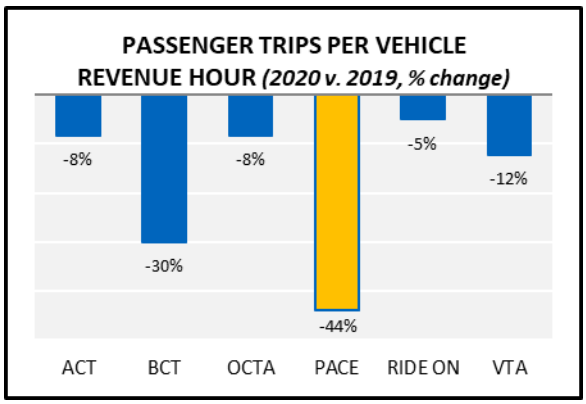
Suburban Bus Characteristics	Pace	BCT	OCTA	ACT	VTA	RIDE ON
	Chicago	Broward Co	Orange County	Oakland	Santa Clara	DC
Service Area Population	5,666,540	1,952,778	2,909,983	1,425,275	1,954,286	1,050,688
Service Area (square miles)	3,519	428	438	364	346	495
Population Density	1,610	4,563	6,644	3,916	5,648	2,123
Vehicle Revenue Miles	22,179,488	14,629,483	17,070,697	19,345,596	14,442,069	11,342,033
Vehicle Revenue Hours	1,587,771	1,132,729	1,443,821	1,876,274	1,254,881	884,194
Passenger Trips	13,594,308	17,861,882	30,825,905	44,591,533	22,009,575	16,305,392
Passenger Miles	86,738,166	85,848,742	112,142,669	169,632,512	112,025,188	70,714,968
Operating Cost	$182,027,055	$133,582,763	$198,989,666	$460,826,678	$258,776,144	$126,723,743
Fare Revenue	$14,565,731	$13,335,901	$29,280,655	$64,545,408	$21,269,415	$13,380,788
Capital Funds Expended	$74,879,296	$93,573,641	$9,954,433	$58,628,501	$25,733,387	$44,746,468
Average Speed (mph)	14.0	12.9	11.8	10.3	11.5	12.8
Average Trip Length (miles)	6.4	4.8	3.6	3.8	5.1	4.3
Average Vehicle Passenger Capacity	51	55	74	76	65	54
Average Vehicle Age (years)	6.0	4.1	8.7	8.3	9.2	5.3
Vehicles Operated in Maximum Service	616	510	449	550	389	310

Service Coverage

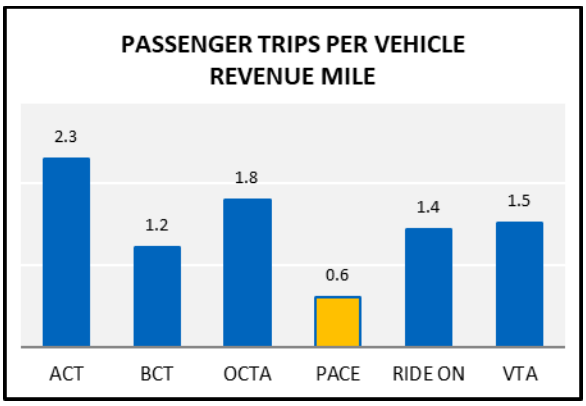
NOTE: Report Year time periods vary by agency. Pace data is for 1/1/20 – 12/31/20; ACT, OCTA, Ride-On, and VTA data is for 7/1/19 – 6/30/20; BCT is for 10/1/19 - 09/30/20.

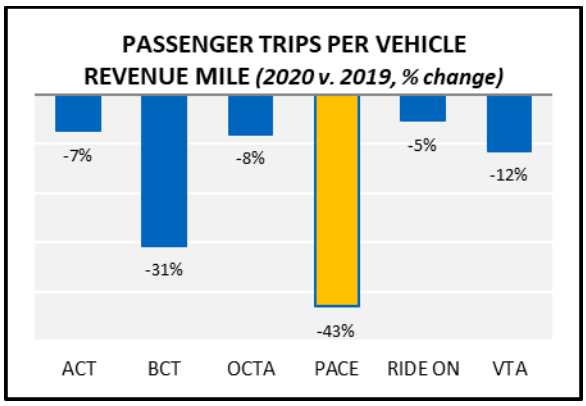
Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Vehicle revenue hours include layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.





Passenger trips per vehicle revenue mile: the total number of unlinked passenger trips divided by the total number of miles vehicles travel while in revenue service, including layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.

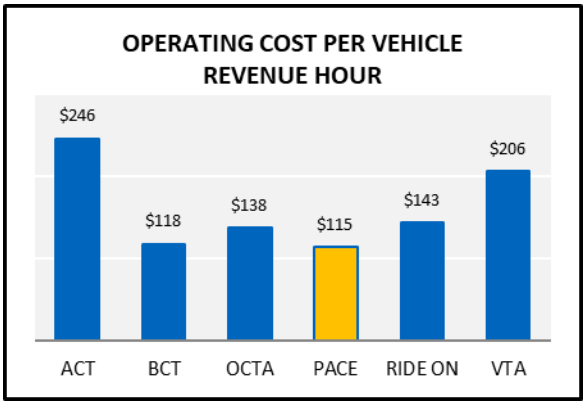


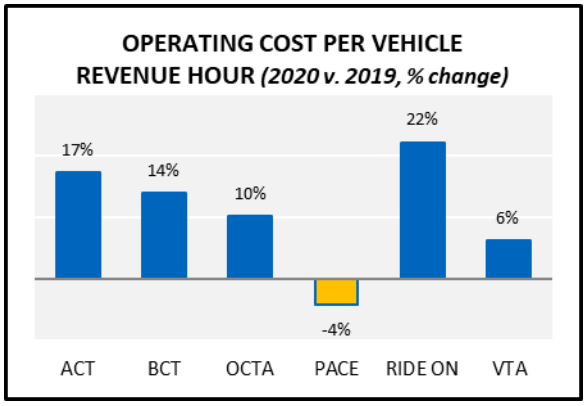


Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. Pace data is for 1/1/20 – 12/31/20; ACT, OCTA, Ride-On, and VTA data is for 7/1/19 – 6/30/20; BCT is for 10/1/19 - 09/30/20.

Operating Cost per Vehicle Revenue Hour: Total operating cost is comprised of expenses associated with the operation of the transit agency, and classified by function or activity, and the goods and services purchased. The basic functions and object classes are defined in Section 5.2 and 6.2 of the Uniform System of Accounts (USOA). These are consumable items with a useful life of less than one year or an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or $5,000. This measure of cost efficiency is expressed as the total operating cost divided by the hours that vehicles travel while in revenue service.





Service Efficiency & Effectiveness

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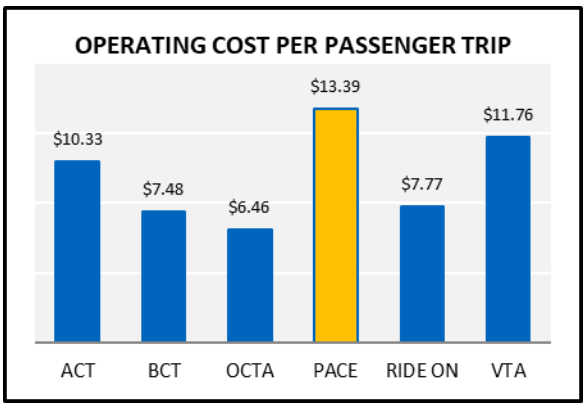
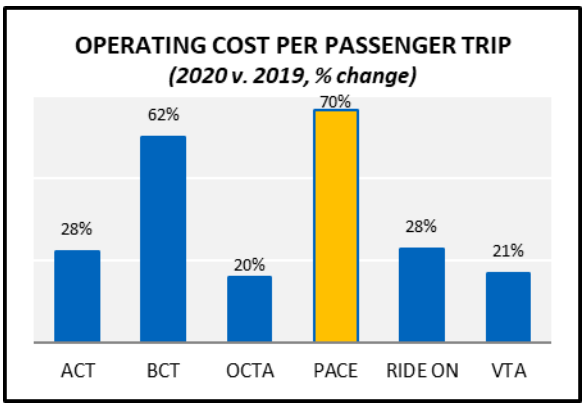
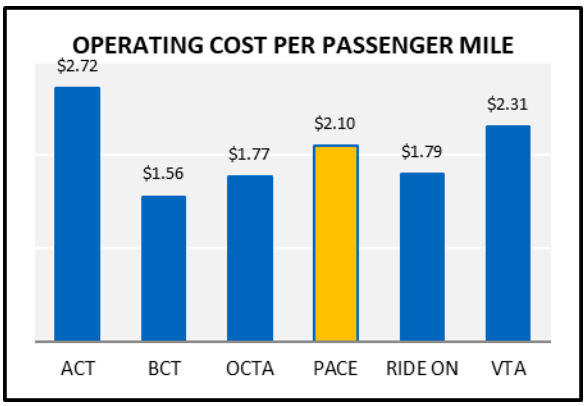
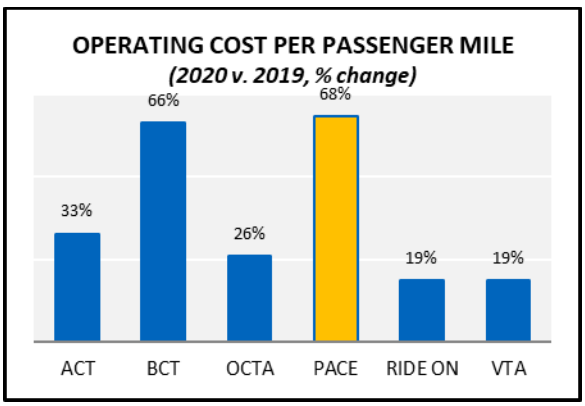
Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips.





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

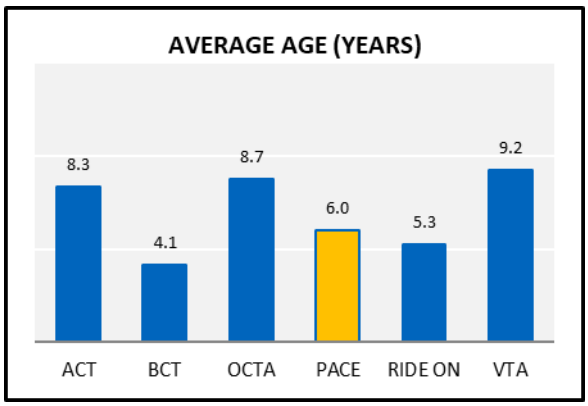


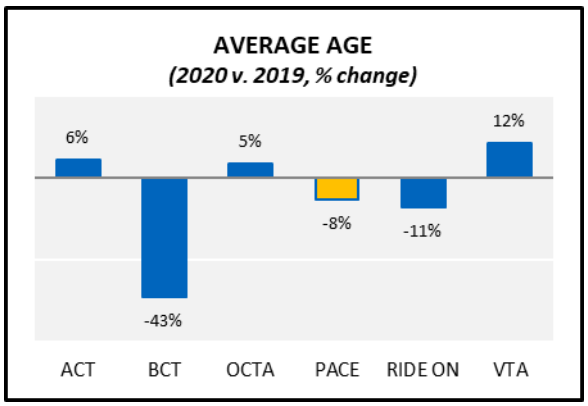


Service Maintenance & Capital Investment

NOTE: Report Year time periods vary by agency. Pace data is for 1/1/20 – 12/31/20; ACT, OCTA, Ride-On, and VTA data is for 7/1/19 – 6/30/20; BCT is for 10/1/19 - 09/30/20.

Average Age: The average number of years since the manufacture date of a vehicle fleet.





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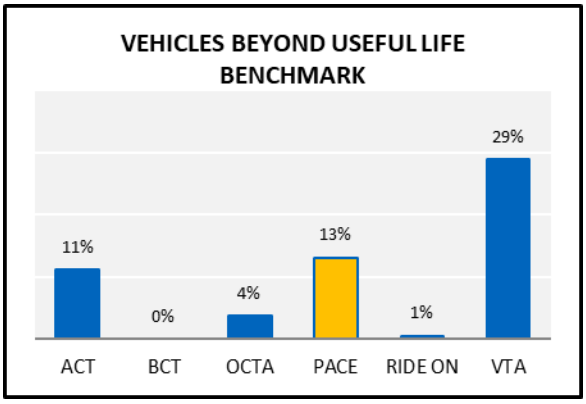

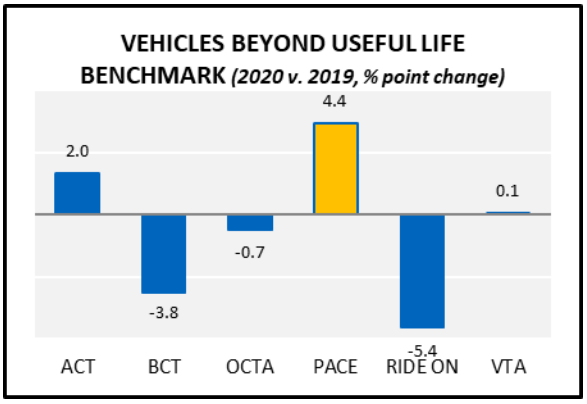

Service Maintenance & Capital Investment

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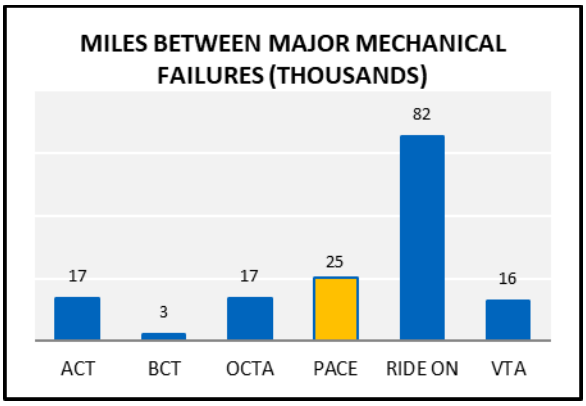

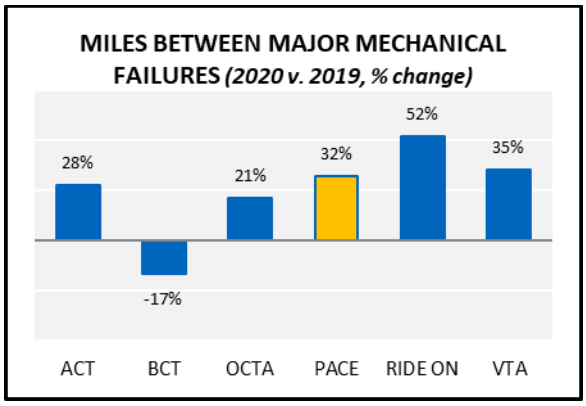

Service Level Solvency

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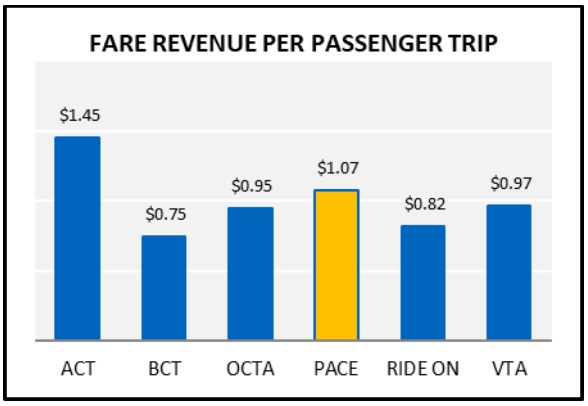
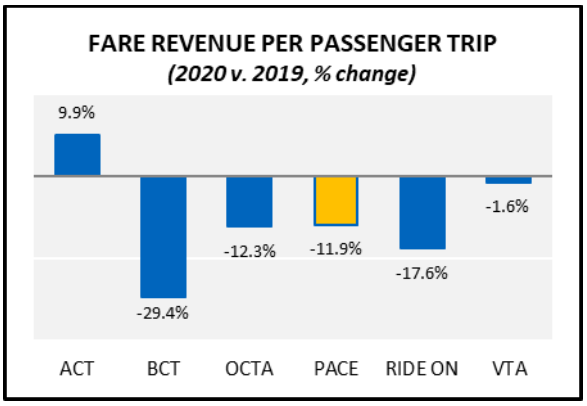
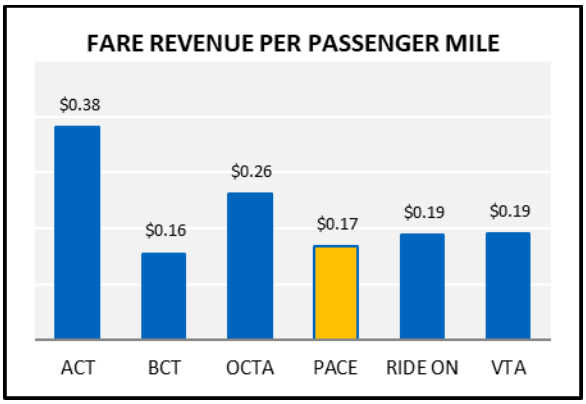
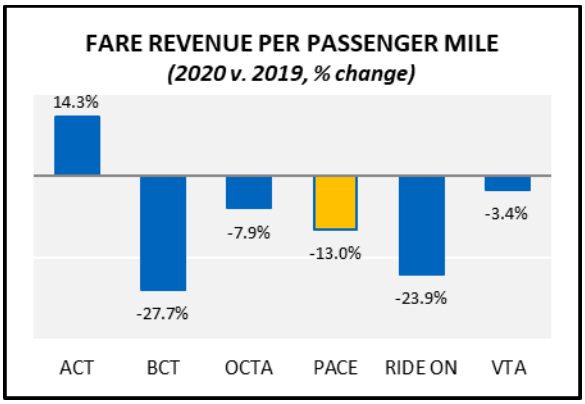




Fare Revenue per Passenger Mile: All income received from passengers divided by the total number of passenger miles traveled.





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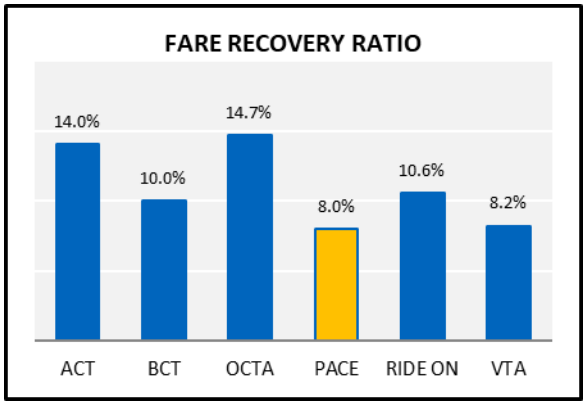
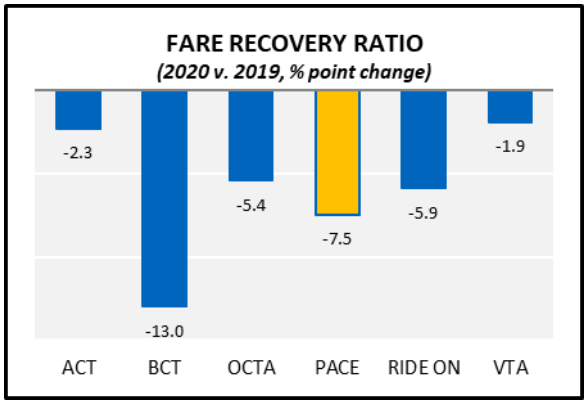
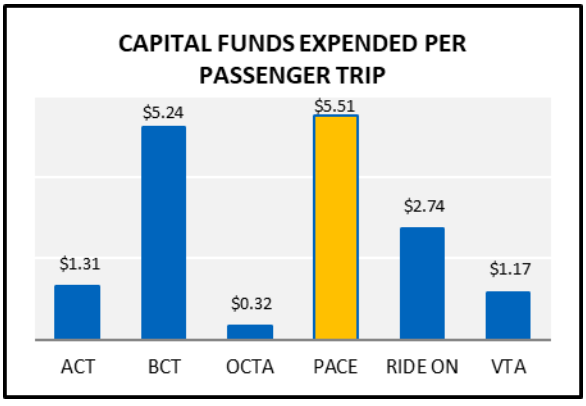
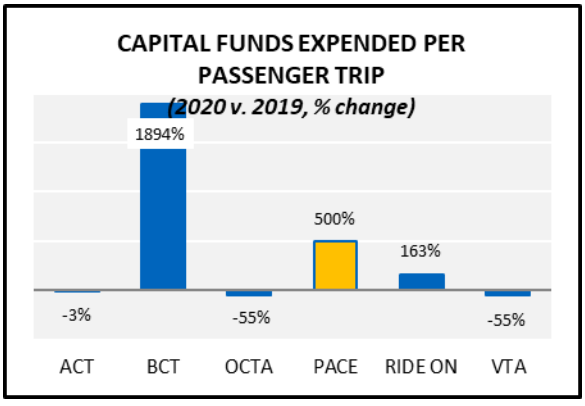




Capital Funds Expended per Passenger Trip: Expenses related to the purchase of equipment, expressed on a per-passenger trip basis. Equipment means an article of non-expendable tangible personal property having a useful life of more than one year and an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or $5,000. Capital expenses do not include operating expenses that are eligible to use capital funds.





ADA Paratransit

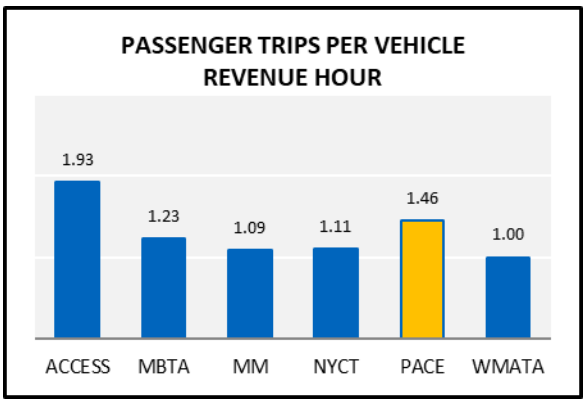
Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. Pace is one of three agencies of its peer group to report on a calendar-year basis, which makes peer comparisons for the 2020 report year uniquely difficult as their data will reflect nine months of pandemic-impacted results, while the other three agencies' data will reflect only three months of pandemic-impacted results. Thus, peer comparisons for measures that reflect service, operating cost, and fare revenue are not reasonable; results are stated herein to maintain continuity of the performance reporting requirement and to provide general information regarding each agency's operations.

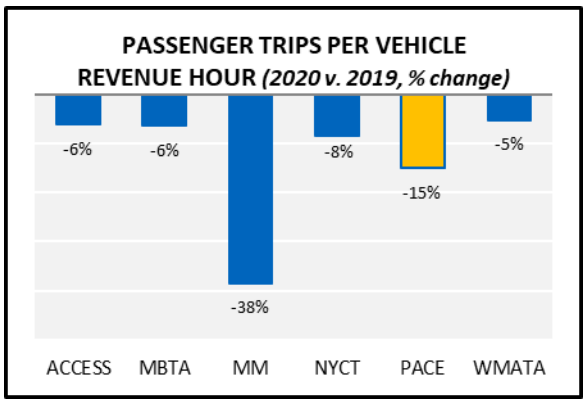
ADA Paratransit Characteristics	PACE Chicago	MM Minneapolis	MBTA Boston	NYCT New York	ACCESS LA	WMATA Washington, DC
Service Area Population	6,603,537	2,849,712	3,109,308	8,336,817	11,638,106	3,719,567
Service Area (square miles)	1,337	2,975	3,244	321	1,621	950
Population Density	4,939	958	958	25,971	7,180	3,915
Vehicle Revenue Miles	21,723,273	21,404,785	12,048,450	24,052,883	33,095,070	17,366,054
Vehicle Revenue Hours	1,477,797	1,399,493	1,137,343	2,255,009	1,894,684	1,787,230
Passenger Trips	2,150,973	1,527,951	1,397,996	2,502,323	3,649,482	1,794,584
Passenger Miles	17,063,093	15,087,846	10,710,752	21,780,544	45,345,905	20,342,876
Operating Cost	$160,981,918	$87,009,720	$120,782,662	$384,800,386	$160,639,553	$168,787,736
Fare Revenue	$5,264,175	$4,358,060	$4,129,568	$1,837,164	$8,006,264	$6,675,614
Capital Funds Expended	$0	$10,872,141	$0	$4,768,471	$10,457,224	$6,079,733
Average Speed (mph)	14.7	15.3	10.6	10.7	17.5	9.7
Average Trip Length (miles)	7.9	9.9	7.7	8.7	12.4	11.3
Average Vehicle Passenger Capacity	9.4	8.9	6.9	5.1	3.6	4.7
Average Vehicle Age (years)	2.3	2.5	6.2	3.5	4.7	3.0
Vehicles Operated in Maximum Service	1,217	550	584	1,222	1,132	1,028

Service Coverage

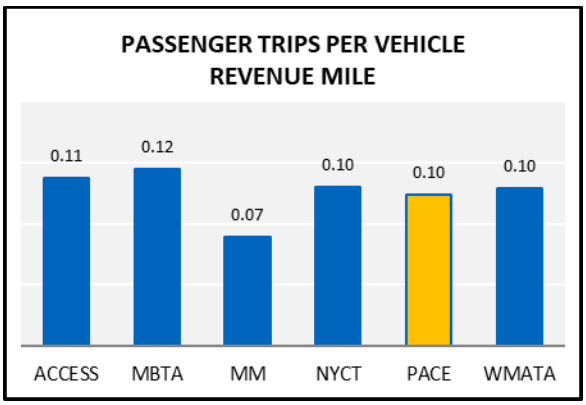
NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data is for 1/1/20 – 12/31/20; MBTA, WMATA, and Access data is for 7/1/19 – 6/30/20.

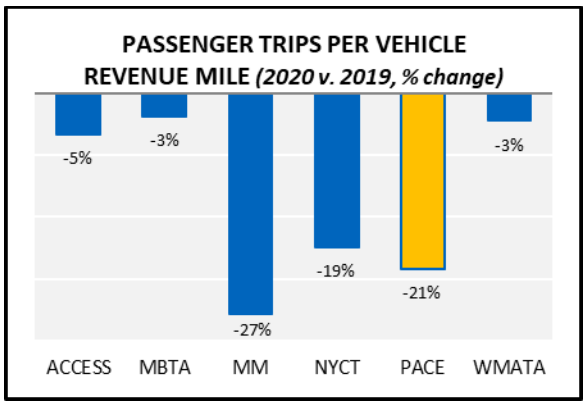
Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Vehicle revenue hours include layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.





Passenger trips per vehicle revenue mile: the total number of unlinked passenger trips divided by the total number of miles vehicles travel while in revenue service, including layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.

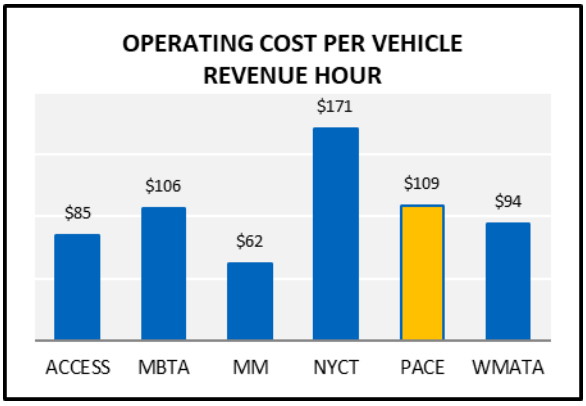


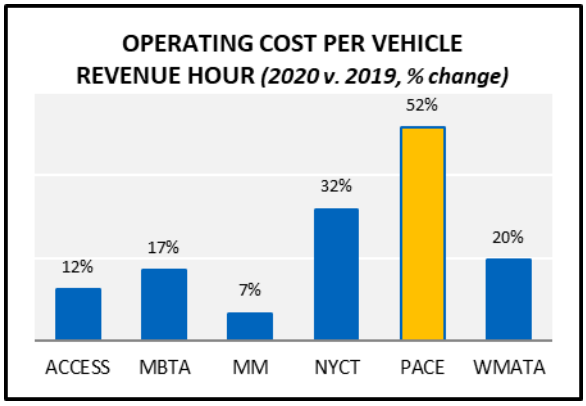


Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data is for 1/1/20 – 12/31/20; MBTA, WMATA, and Access data is for 7/1/19 – 6/30/20.

Operating Cost per Vehicle Revenue Hour: Total operating cost is comprised of expenses associated with the operation of the transit agency, and classified by function or activity, and the goods and services purchased. The basic functions and object classes are defined in Section 5.2 and 6.2 of the Uniform System of Accounts (USOA). These are consumable items with a useful life of less than one year or an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or $5,000. This measure of cost efficiency is expressed as the total operating cost divided by the hours that vehicles travel while in revenue service.





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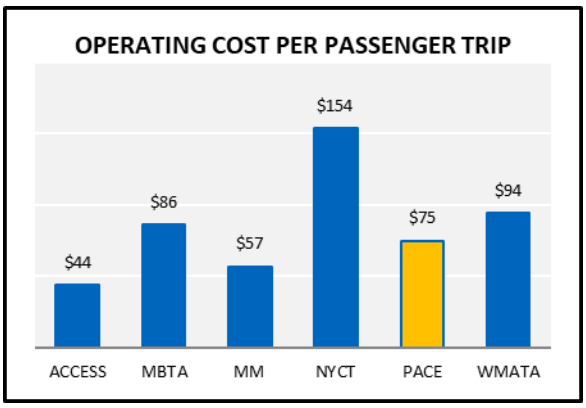
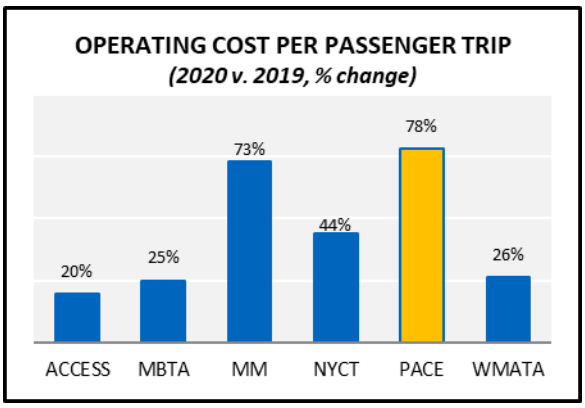
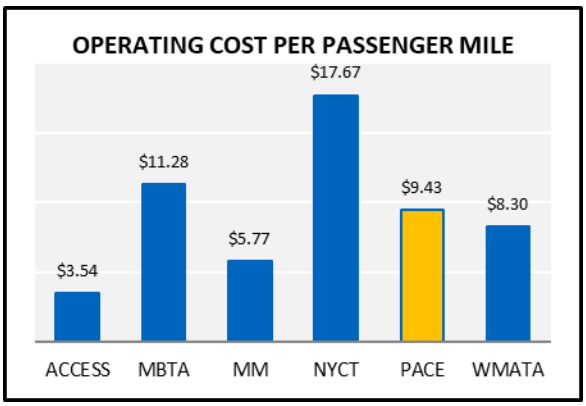
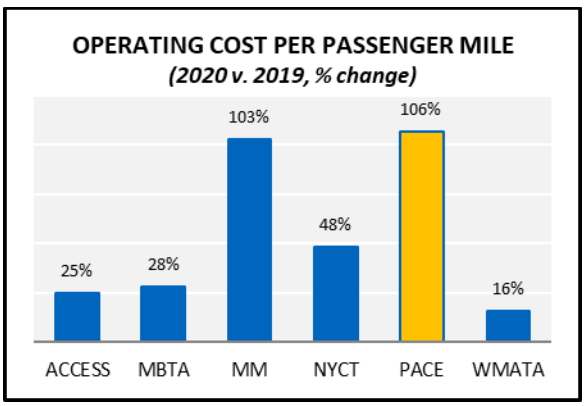
Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips.





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





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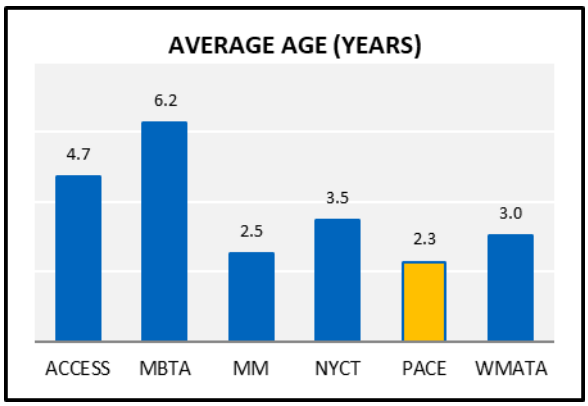

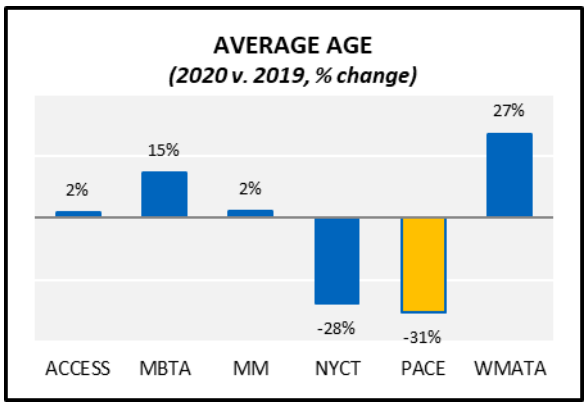

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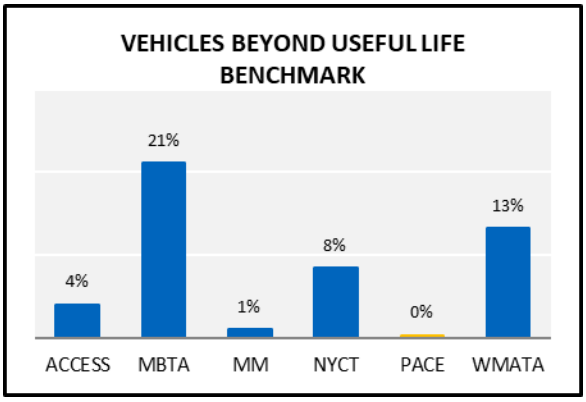

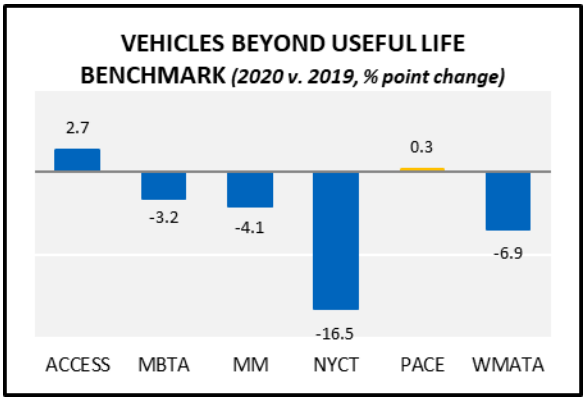

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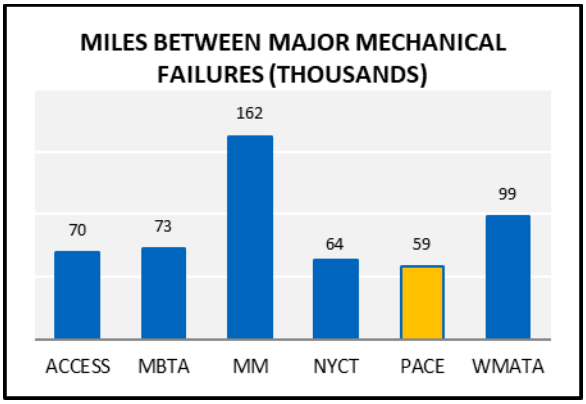

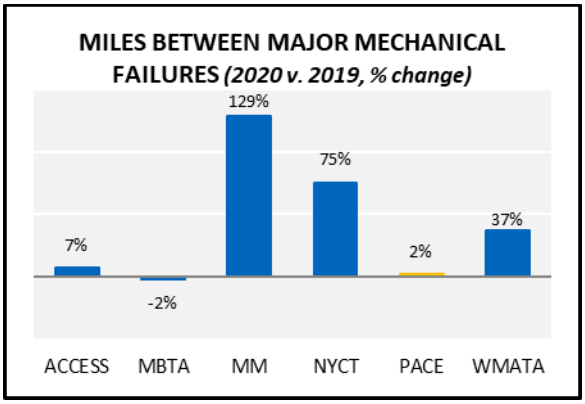

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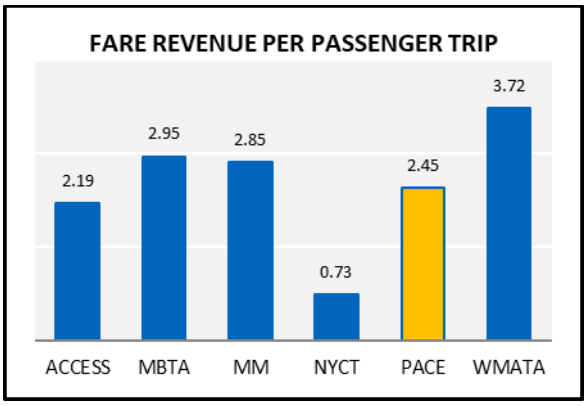

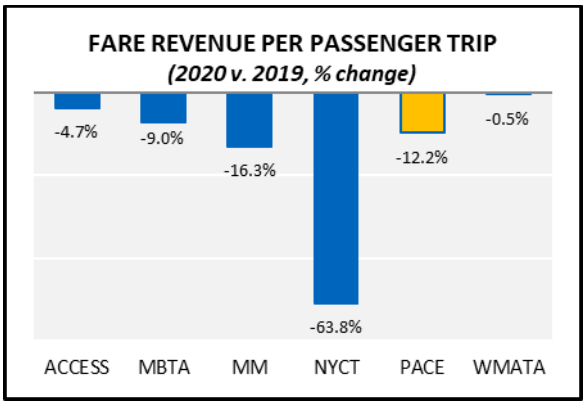

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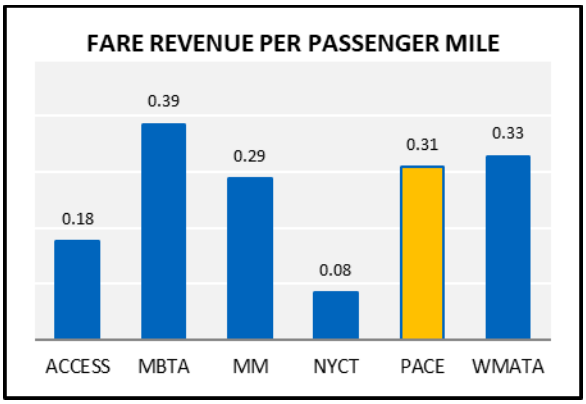

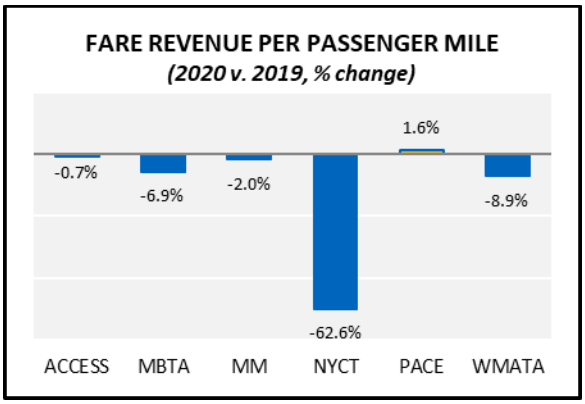

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