Regional Performance Measures

Atlanta

Boston

Chicago

Dallas

Houston

Los Angeles

Miami

New York

Philadelphia

Washington, DC

2010 Regional Peer Report Card

Regional Transportation Authority

The six-county public transportation system serving northeastern Illinois

Prepared by Department of Finance & Performance Management • February 2012

REGIONAL PERFORMANCE MEASURES

2010 Regional Peer Report Card

RTA staff has undertaken the development of a performance measurement and reporting program to evaluate the impact and effectiveness of public transit in northeastern Illinois.

Overall regional performance is a function of five major areas:

- **Service Coverage** – monitors both how much service is available to people in the region (in terms of population and square miles) and how much of that service capacity is used.

- **Service Efficiency and Effectiveness** – evaluates the level of resources spent for delivery of 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 the system's financial condition to ensure that there are sufficient resources to meet current and ongoing budgetary needs (both operating and capital).

Prepared by the Department of Finance and Performance Management
Division of Budget, Performance & Business Analysis
February 2012

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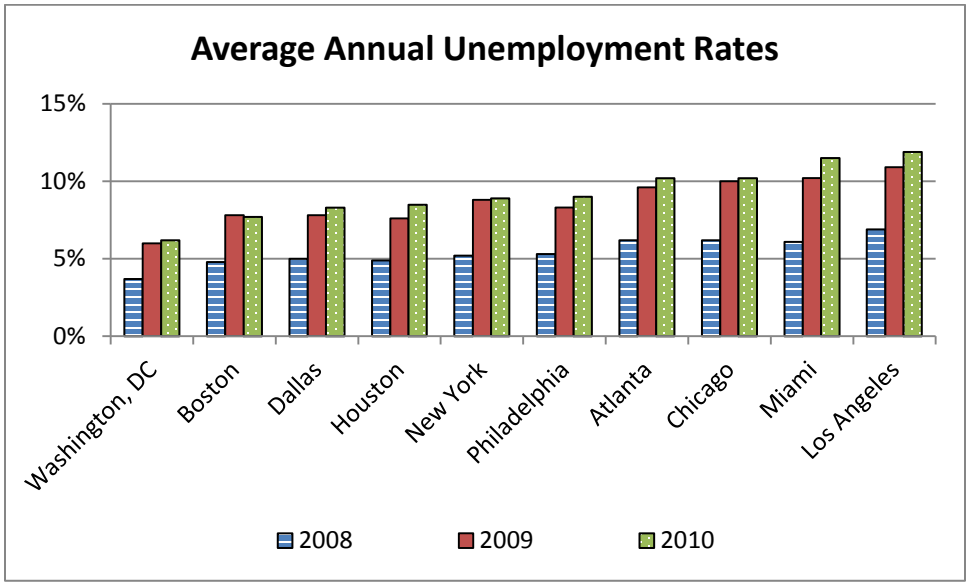
EXECUTIVE SUMMARY

The Regional Peer Report Card was developed to provide context to the performance of the Chicago region's transit service by relating it to comparable peer regions from across the country. To accomplish this goal, the Peer Report Card incorporates data reported to the National Transit Database (NTD) by all transit agencies that receive federal funding. Peer regions were selected based on population, so that the top ten US metropolitan areas are represented: Atlanta, Boston, Dallas, Houston, Los Angeles, Miami, New York, Philadelphia, and Washington, DC. Of the top ten most populous regions, Chicago is the third-largest. From those top ten regions, the main transit operators were determined so as to best represent each region's public transportation service. Those specific agencies are listed in the subsequent "Selection of Peers" section.

Of the fifteen measures included in this report, Chicago-area transit ranked as well as or better than its peers in fourteen measures. Additionally, the Chicago region experienced significant positive movement in four measures relating to improved efficiency: operating cost per passenger trip, operating cost per passenger mile, non-fare revenue per trip, and fare recovery ratio. There was negative movement in two of the measures, capital program expenditures and capital program expenditures per area resident; however, capital expenditure levels can have wide variability from year to year depending on the available funding. Also, the Chicago region actually experienced a significant increase in capital program funding for 2010, which will be reflected in next year's expenditures.



The economic recession that began in 2008 continued to have a significant impact on each region and the transit agencies operating within those regions. The preceding chart demonstrates the significant jump in unemployment in 2009 and 2010 experienced by all of the regions in this peer analysis. In the Chicago metropolitan area, the number of jobs grew by 0.8%

but Chicagoland's average annual unemployment rate rose from 10.0% in 2009 to 10.2% in 2010. The RTA system as a whole had ridership declines of 0.9%.

Service Coverage: Chicago maintained its strong, consistent performance in each of the five service coverage measures, with no ranking changes from the 2008 and 2009 reports. Chicago ranked second for vehicle revenue miles per service area square mile and passenger miles, indicating high levels of service and use. Chicago transit modes provided 622 million passenger trips per year, more than 2 million trips per average weekday -- the third-highest number of passenger trips per year behind New York and Los Angeles. Expressing passenger trips on a per-resident basis, however, lowers Chicago's rank to fifth. Likewise, Chicago has the second-largest transit capacity (as measured in trips available) but on a per-resident basis, ranks fifth for this measure. Compared to the top peers, Chicagoland residents do not use transit quite as much but travel longer average distances, suggesting a more widely-dispersed suburban population.

Service Efficiency and Effectiveness: Eight of the ten agencies reviewed realized increased operating cost per unit of transit capacity in 2010. With an increase of 3% for this measure, Chicago retained its fourth-place rank position. When operating cost is expressed on a per trip basis, however, Chicago saw significant improvement from $3.38 in 2009 to $3.30 in 2010. Extensive service cuts implemented by CTA in February 2010 led to an overall 3.4% reduction in operating costs with only a 0.9% loss of regional ridership. Operating cost per passenger mile decreased from $0.55 in 2009 to $0.53 in 2010, boosting Chicago's ranking from third place in 2009 to tying for first (with Atlanta) in 2010.

Service Delivery: Service delivery measures such as on-time performance and complaints received are not reported to the NTD so are not available for peer agencies. Additionally, NTD does not collect or report safety and security data for commuter rail operators, so these data are not included in this peer report.

Service Maintenance and Capital Investment: Chicago saw improvements in both measures for this category. The percent of vehicles in service beyond their useful life improved from 29% to 26% in 2010; however, Chicago retained its ninth place rank for this measure. As might be expected, the four systems with the highest percentage of rail vehicle revenue miles are also the four systems with the highest miles between major mechanical failures, including Chicago, with rail comprising 48% of the region's total vehicle revenue miles. Chicago transit showed increased reliability in 2010 by improving its miles between major mechanical failure performance from 24,000 to 26,000, allowing Chicago to maintain its first-place rank for this indicator. This ranking is particularly notable given that Chicago-area transit has the oldest average fleet vehicle age among its peers.

Service Level Solvency: The Chicago region saw a slight 0.4% improvement in fare revenue in 2010, which translates to a $0.01 gain in revenue per passenger trip, maintaining Chicago's second-place rank for this measure. There were no fare increases implemented in 2010. Base fares were last increased on CTA and Pace in 2009, and on Metra in 2008; fare adjustments were made to Metra one-way and weekend fares in 2009, and Pace ADA fares in November

2009 to establish a regional base fare. Non-fare revenue per passenger trip dropped $0.10 in 2010, indicating a decrease in the public funding required to cover operating expenses. Decreased operating expenses that accompanied service reductions and other cost-cutting measures implemented by all three Chicago-area Service Boards, while fares were constant, reduced the public funding requirement. Accordingly, Chicago improved its rank from sixth to third place for the non-fare revenue per passenger trip measure and its fare recovery ratio improved from fifth to third. The amount of capital funds expended to finance maintenance, enhancement, and expansion projects dropped 38% for Chicago in 2010, leading to a rank change from fourth to fifth. On a per-resident basis, Chicago's rank fell from sixth to seventh for this indicator. With pledges from area Service Boards to no longer allow the transfer of capital funds to operations, the Chicago region will likely see improvements for these indicators in 2012 and beyond.

SELECTION OF PEERS

Since the inception of the regional peer report card, the peer group selected for use in the Regional Peer Report Card consists of the top ten urbanized areas (UZAs) as defined by the US Bureau of the Census. These urbanized areas are Chicago, Atlanta, Boston, Dallas, Houston, Los Angeles, Miami, New York, Philadelphia, and Washington, DC. For consistency with the six-county RTA area, population data for all of the regions chosen were compiled on as close a basis as possible to the jurisdictions of the main transit properties.

Geographic Region	Transit Agencies Included
Chicago	Chicago Transit Authority, Metra, Pace
Atlanta	Metropolitan Atlanta Rapid Transit Authority
Boston	Massachusetts Bay Transportation Authority
Dallas-Ft Worth	Dallas Area Rapid Transit, Fort Worth Transportation Authority
Houston	Metropolitan Transportation Authority of Harris County
Los Angeles	Access Services Incorporated, Antelope Valley Transit Authority, Foothill Transit, Long Beach Transit, Los Angeles Country Metro, LA Metro Smaller Operators, Los Angeles Department of Transportation, Montebello Bus Lines, Norwalk Transit System, Omnitrans, Orange County Transportation Authority, Riverside Transit Agency, Santa Monica Municipal Bus Lines, Southern California Regional Rail Authority, Torrance Transit.
Miami	Broward County Transit, Miami-Dade Transit, PalmTran, South Florida Regional Transportation Authority
New York	All MTA operating agencies (Long Island Bus, Long Island Rail Road, Metro-North Railroad, MTA Bus, New York City Transit, Staten Island Railway), New York City Department of Transportation, Suffolk County Transit , Westchester County Bee-Line
Philadelphia	Southeastern Pennsylvania Transportation Authority
Washington, DC	City of Alexandria DASH, Montgomery County Ride-On, Prince George's County Transit, Virginia Railway Express, Washington Metropolitan Area Transit Authority

NOTE: Because New Jersey Transit serves both the New York and Philadelphia regions, that agency and other New Jersey carriers have been excluded from the New York and Philadelphia data, which may slightly skew that data toward the more transit-intensive central cities in those regions. The Washington, DC area transit system is slightly understated, as the Maryland Transit Administration, which primarily serves the Baltimore region and also serves the DC area, is not included in this report.

PEER CHARACTERISTICS

The chart below shows various characteristics that describe each metropolitan region represented in the report.

	Chicago	Atlanta	Boston	Dallas	Houston	Los Angeles	Miami	New York	Philadelphia	Washington, DC
Urbanized Area Population (thousands)	8,308	3,500	4,032	4,146	3,823	11,789	4,919	17,800	5,149	3,934
Service Area Population (thousands)	8,329	3,378	4,495	5,984	4,111	17,921	5,582	13,054	4,014	4,846
Service Area (square miles)	3,750	1,731	4,686	5,557	1,774	34,152	5,426	4,090	2,203	2,700
Service Area Population Density	2,221	1,951	959	1,077	2,318	525	1,029	3,192	1,822	1,795
Vehicle Revenue Miles (millions)	225	55	95	53	67	272	90	699	89	149
Passenger Trips (millions)	622	146	356	67	81	683	150	3,674	347	458
Passenger Miles (millions)	3,870	773	1,705	427	552	3,501	890	16,689	1,558	2,336
Operating Cost (millions)	$2,051	$409	$1,180	$486	$384	$2,236	$696	$9,124	$1,075	$1,636
Fare Revenue (millions)	$787	$109	$446	$63	$69	$553	$147	$4,577	$400	$651
Capital Funds Expended (millions)	$512	$137	$389	$700	$346	$916	$192	$4,015	$427	$519
Average Trip Length (miles)	6.22	5.28	4.79	6.38	6.8	5.13	5.94	4.54	4.49	5.10
Average Vehicle Passenger Capacity	76.47	90.57	121.40	60.36	33.82	40.63	55.92	110.30	84.77	81.07

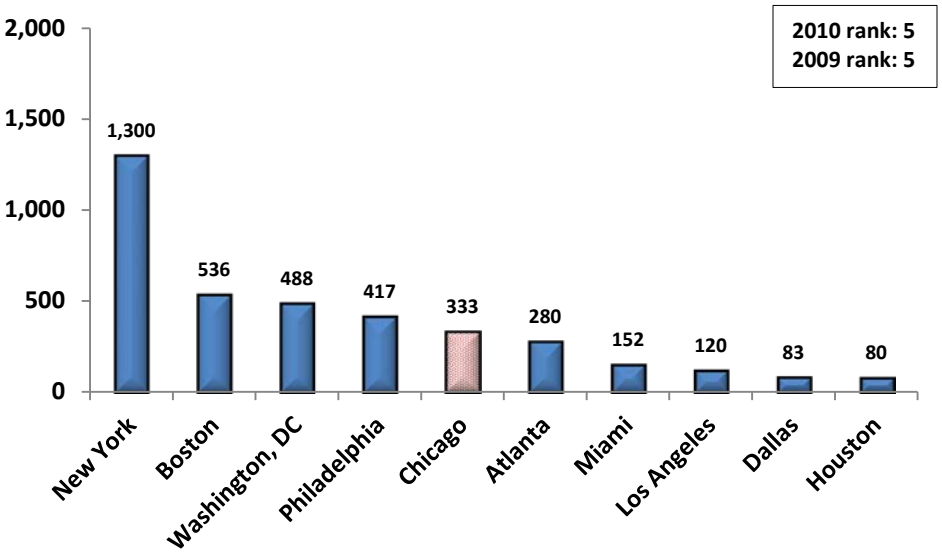
SERVICE COVERAGE

Service Supplied and Service Consumed

Transit Capacity (trips)

The amount of service provided as measured in trips available to be taken.

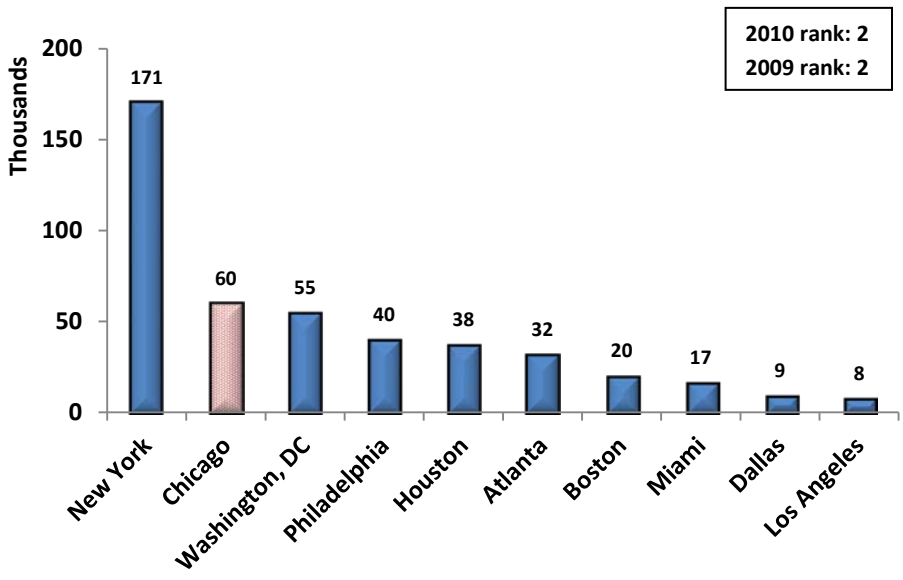
Transit Capacity per Area Resident
The number of trips available for each resident in the region to take annually.



Vehicle Revenue Miles

The amount of service provided as measured in miles traveled by vehicles while in service.

Vehicle Revenue Miles per Service Area Square Mile
The number of miles of travel provided annually per square mile of the service area.



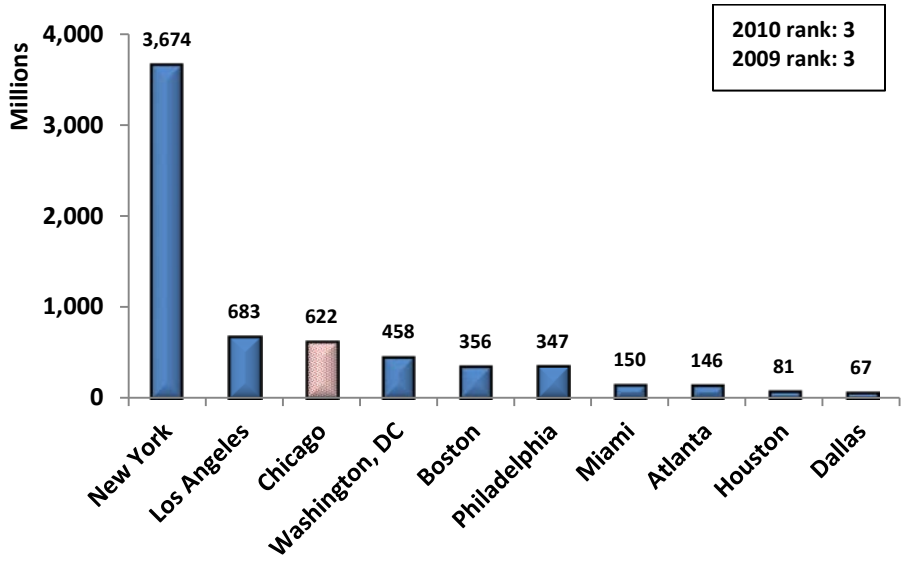
SERVICE COVERAGE

Service Supplied and Service Consumed

Passenger Trips (Ridership)

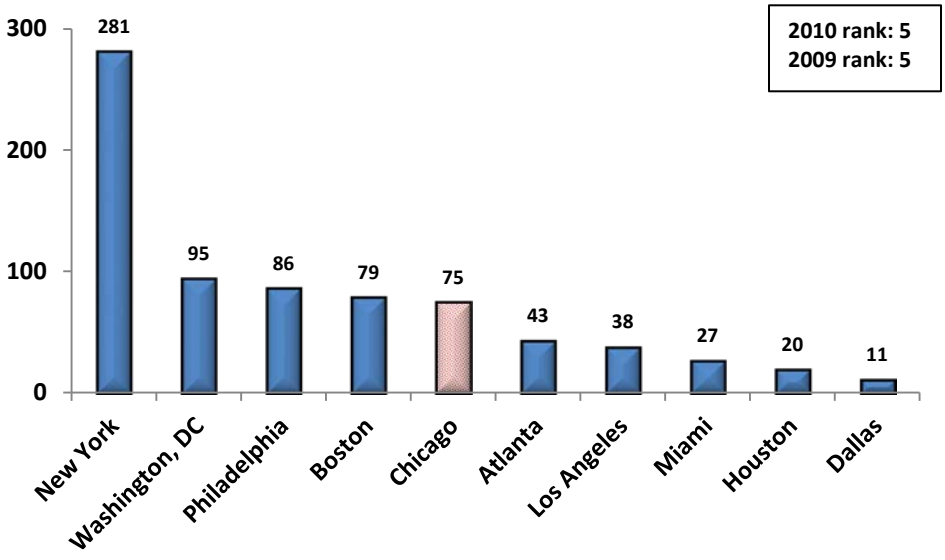
The number of times passengers board buses and trains, including transfers from one bus or train to another in order to complete their trips.

Passenger Trips



Passenger Trips per Area Resident

The average number of rides taken per resident annually.



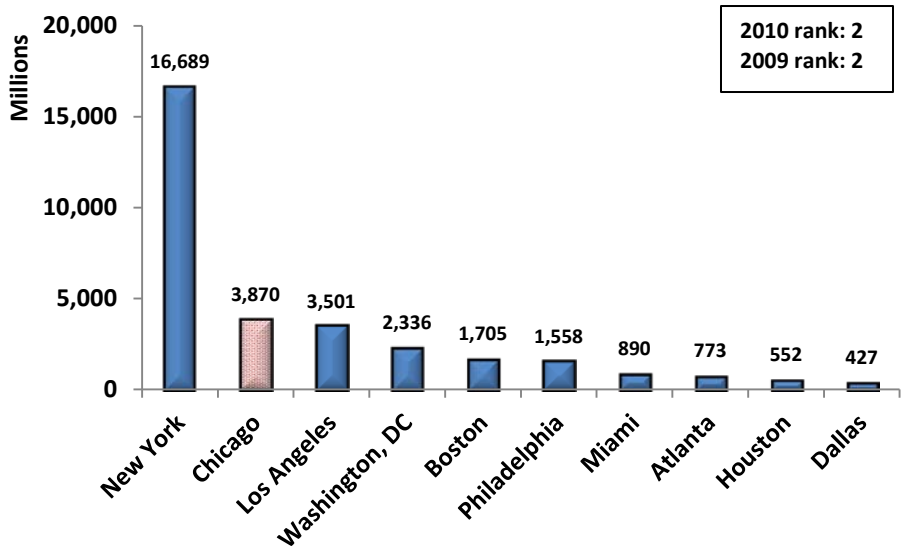
SERVICE COVERAGE

Service Supplied and Service Consumed

Passenger Miles

The cumulative sum of the distances ridden by all passengers.

Passenger Miles



SERVICE EFFICIENCY AND EFFECTIVENESS

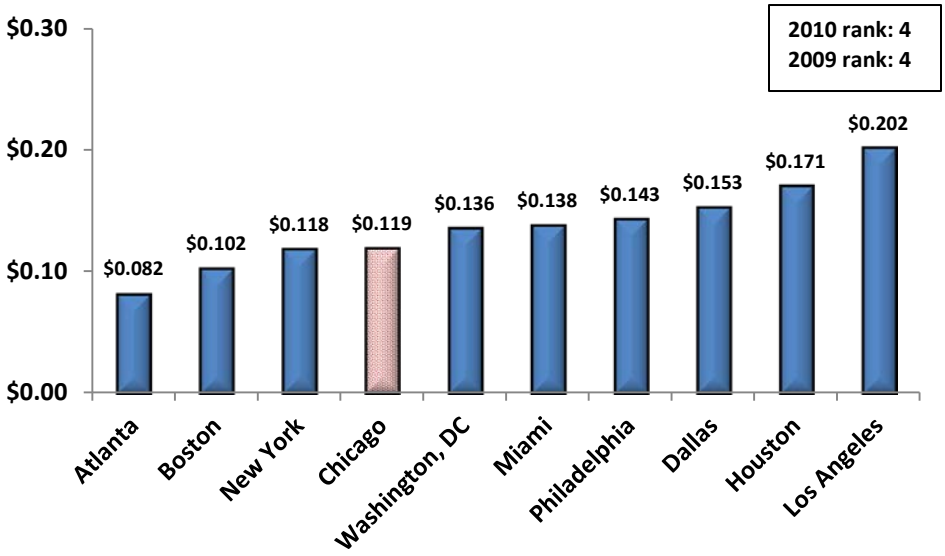
Service Efficiency and Cost Effectiveness

Operating Cost

The expense of operating the transit system.

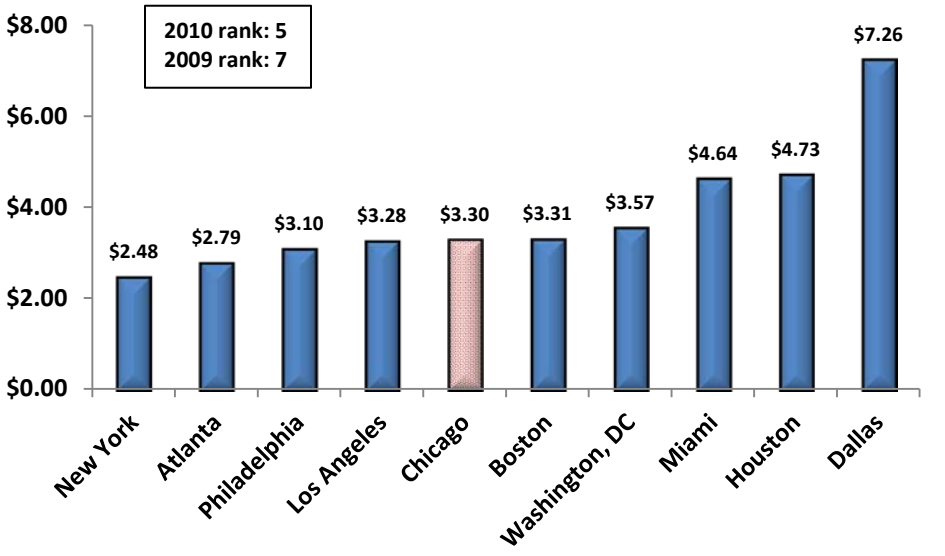
Operating Cost per Unit of Transit Capacity

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 Passenger Trip

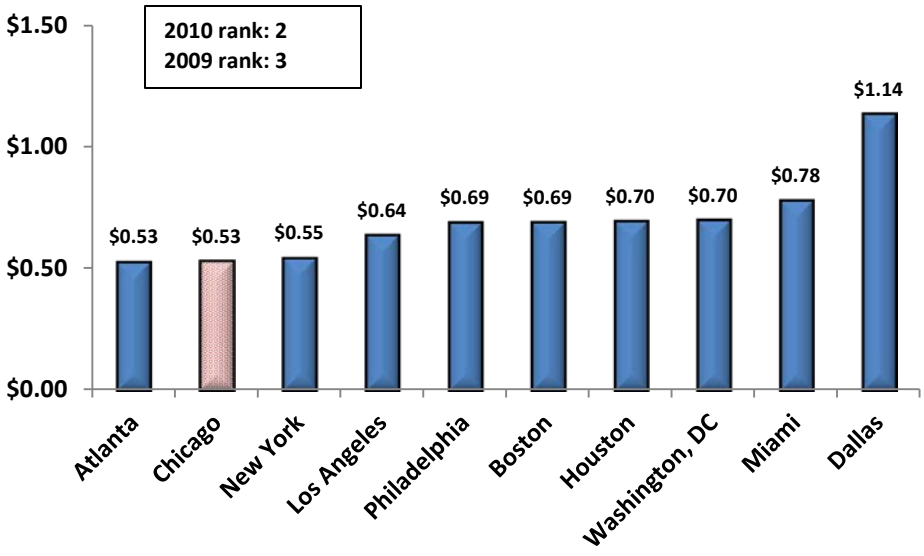
The average cost of an individual trip taken.



SERVICE EFFICIENCY AND EFFECTIVENESS

Service Efficiency and Cost Effectiveness

Operating Cost per Passenger Mile
The average cost of providing each mile of each individual trip taken.



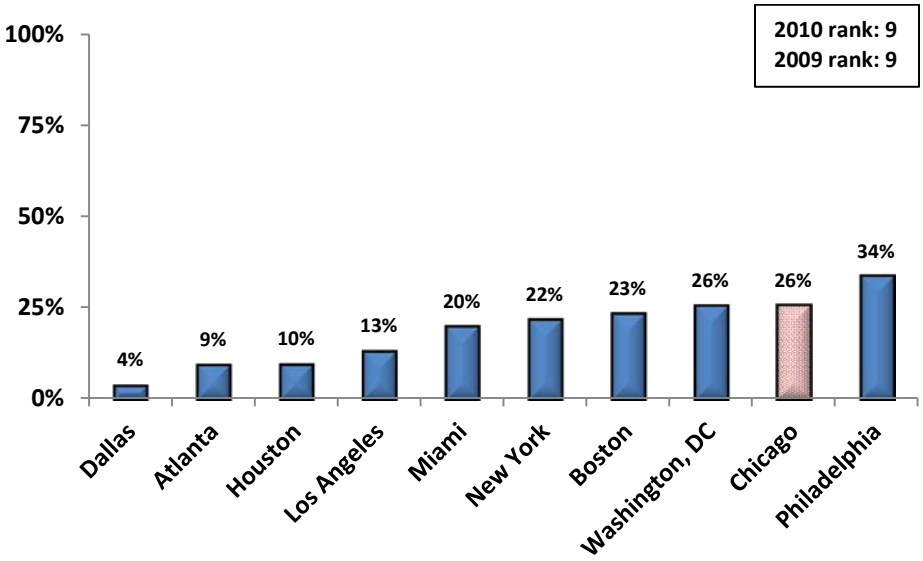
SERVICE MAINTENANCE AND CAPITAL INVESTMENT

State of Good Repair and Reliability

Percent of Vehicles Beyond Useful Life

The percentage of vehicles in the total vehicle fleet that have reached the end of their minimum useful life as defined by the Federal Transit Administration (4 years for new automobiles or vans, 12 years for new buses, and 25 years for new rail cars).

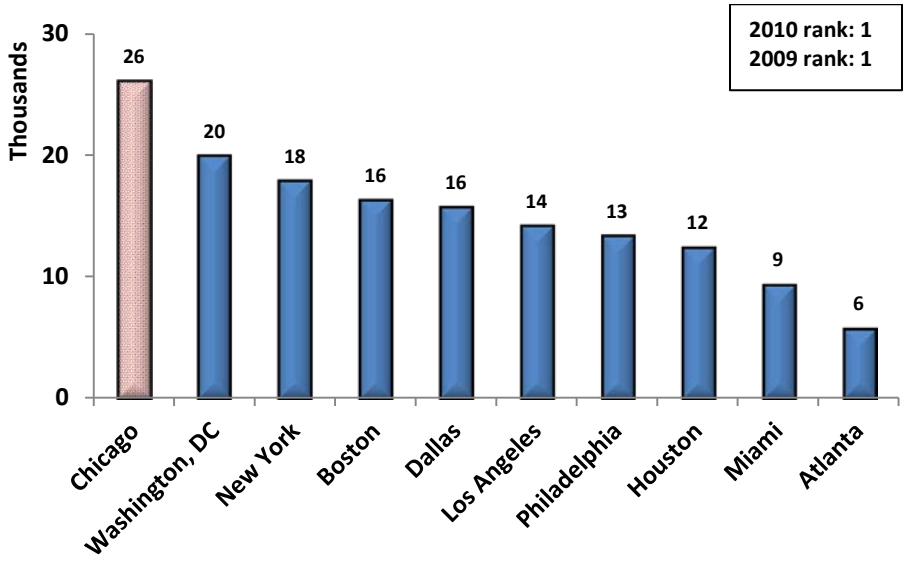
Percent of Vehicles Beyond Useful Life
Rehabilitations that may be undertaken to keep vehicles in service beyond FTA guidelines are not included in these data.



Miles Between Major Mechanical Failures

The average distance that vehicles of all modes travel in revenue service between mechanical failures that prevent them from completing a scheduled trip or from starting the next scheduled trip.

Miles Between Major Mechanical Failures



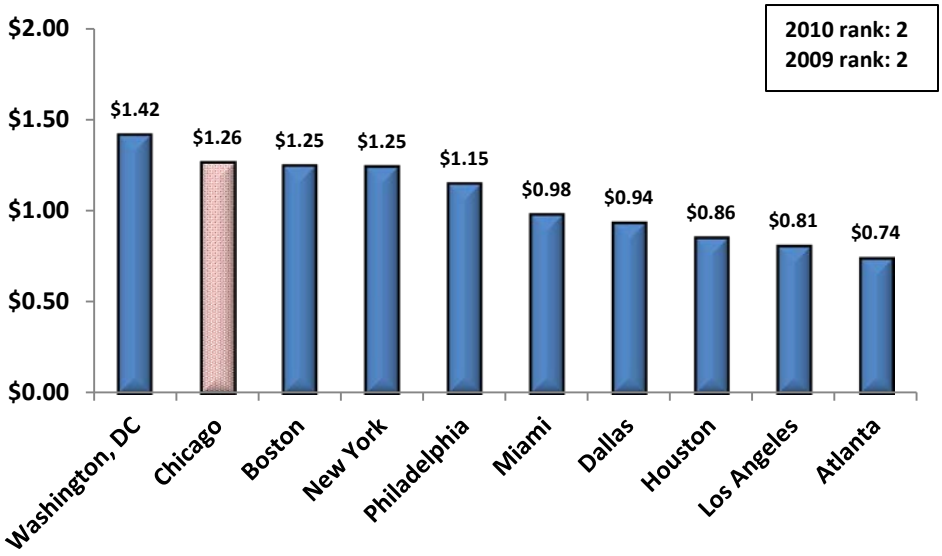
SERVICE LEVEL SOLVENCY

Operations and Capital

Fare Revenue

The total amount of money that passengers pay in fares.

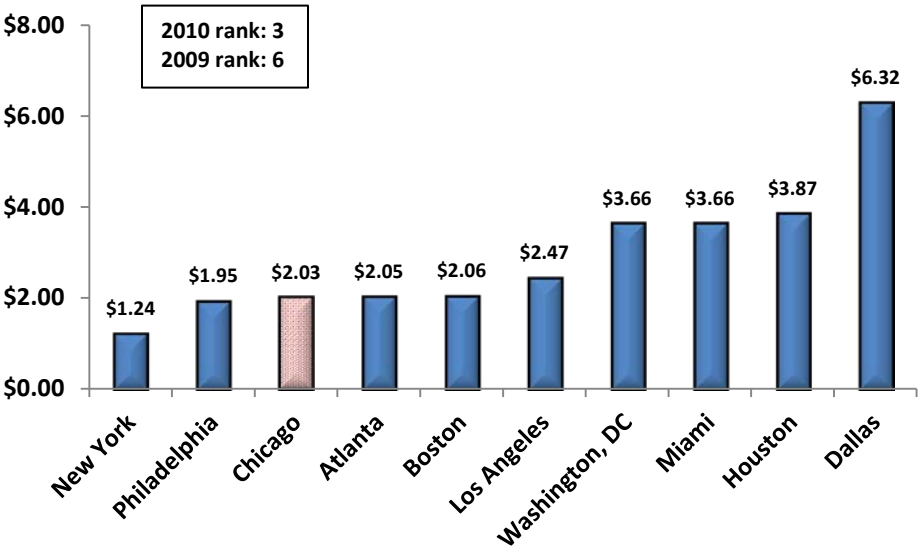
Fare Revenue per Passenger Trip
The average fare paid by customers per trip.



Non-Fare Revenue

The amount of revenue from all sources, other than fare revenue, that is required to cover the total cost of operations.

Non-Fare Revenue 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 (state, local, and federal).



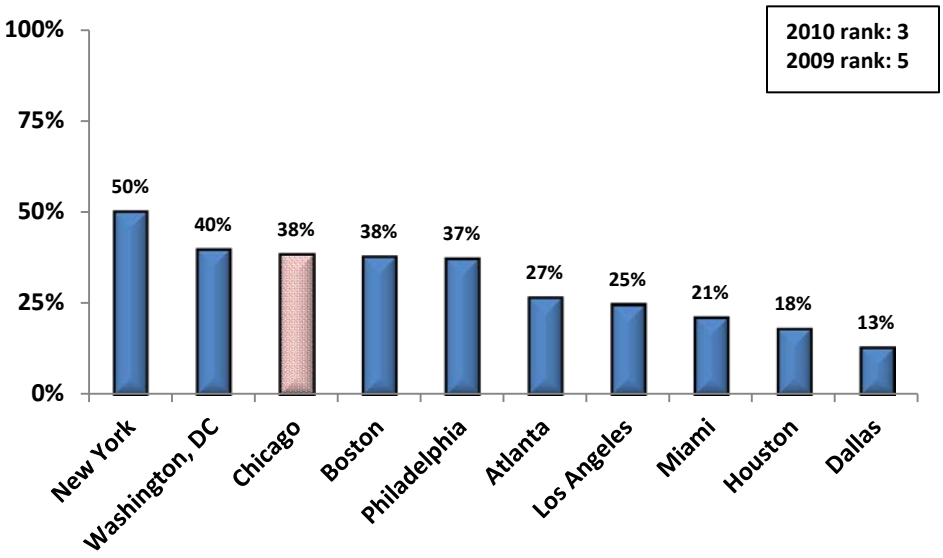
SERVICE LEVEL SOLVENCY

Operations and Capital

Fare Recovery Ratio

As defined by the NTD, the proportion of operating costs that are covered by fare revenues paid by passengers. The NTD fare recovery ratio differs from the RTA recovery ratio, which takes into account other system-generated revenue and certain adjustments as enumerated in the RTA Act.

Fare Recovery Ratio



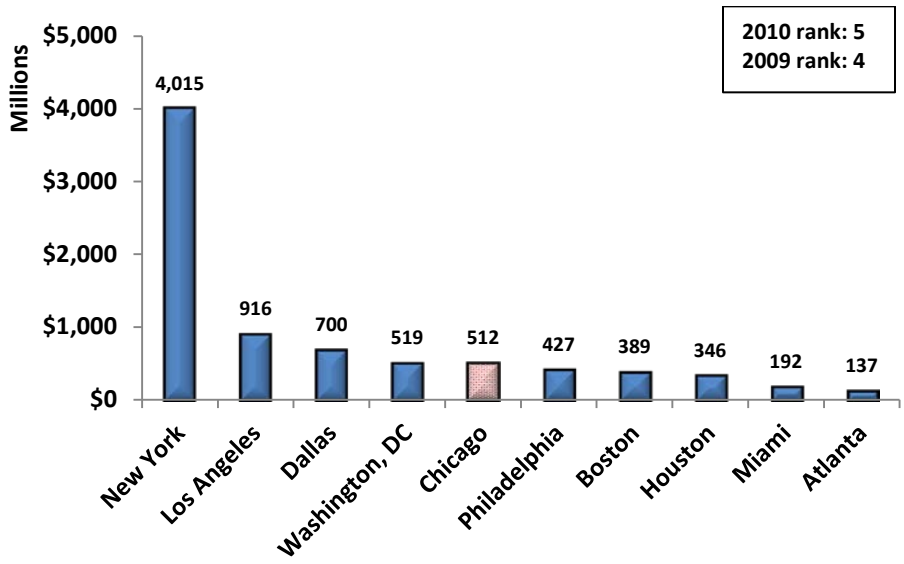
SERVICE LEVEL SOLVENCY

Operations and Capital

Capital Program Expenditures

The amount of capital funds expended to finance the maintenance, enhancement, and expansion of the transit system's infrastructure. Please note that capital funds expended in one year may include funding from prior years due to the longer-term nature of capital project implementation.

Capital Program Expenditures



Capital Program Expenditures per Area Resident