Modal Peer Review: Report Year 2023

Published 2025

Regional Transportation Authority

Contents

Executive Summary

The Modal Peer Agency Review (formerly known as 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; 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 by RTA staff, in cooperation with a Performance Measurement Task Force comprised of staff from each of the Service Board operating agencies. 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. Additionally, while this report reflects the 2023 report year for each agency, the time period that constitutes a '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 or federal fiscal year as their NTD report year. Accordingly, the other regions' 2023 report year reflects performance for either July 1, 2022 – June 30, 2023 or October 1, 2022 – September 30, 2023.

This report is based on published data from the National Transit Database (NTD) to ensure as much comparability between agencies, in the definition and collection of data elements, as possible. It covers data reported for 2023, the most current year available, which was released in October 2024. 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).

Notes/Methodology

1. To address differences resulting from the use of varying report year time periods, this report omits comparative performance rankings and instead illustrates each agency's year-over-year percentage changes from their last report year, as well as each agency's 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 statutory 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 statutory 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 benchmark from a similar vehicle within the same agency fleet was used. If a similar vehicle was not available, the default Federal Transit Administration (FTA) benchmark specific to each revenue vehicle type was used.

Peer Agencies

Mode	Peer Group
CTA **Urban Bus**	**MBTA**: Massachusetts Bay Transportation Authority **METRO**: Los Angeles County Metropolitan 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 **RIDE ON**: Ride-On Montgomery County Transit **VTA**: Santa Clara Valley Transportation Authority
Pace **ADA Paratransit**	**ACCESS**: Access Services (Los Angeles) **MBTA**: Massachusetts Bay Transportation Authority **MM**: Metro Mobility (Minneapolis) **NYCT**: New York City Transit **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; the other four agencies reported for the period July 1, 2022 – June 30, 2023. For each measure, performance is stated in nominal terms and as a percent change from the prior year result.

2023 Urban Bus Characteristics

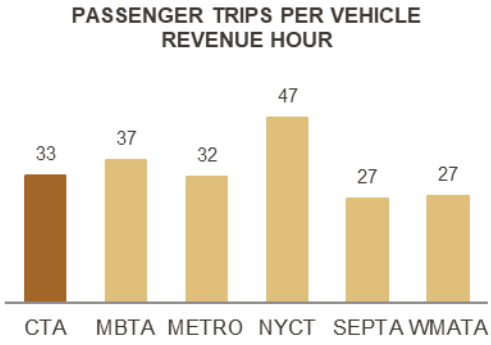
2023 Urban Bus Characteristics	CTA	MBTA	METRO	NYCT	SEPTA	WMATA
	Chicago	Boston	Los Angeles	New York	Philadelphia	Washington, DC
Service area population	3,224,925	3,109,308	10,347,626	8,258,035	3,475,337	4,645,915
Service area (square miles)	283	3,244	4,629	321	844	1,108
Population density	11,395	958	2,235	25,726	4,118	4,193
Vehicle revenue miles	45,411,226	22,725,235	67,786,586	95,855,224	38,857,617	37,991,955
Vehicle revenue hours	4,970,515	2,420,971	6,554,659	12,933,644	3,815,692	3,774,118
Unlinked passenger trips	161,699,361	88,396,466	210,612,362	611,404,778	101,457,440	102,855,922
Passenger miles traveled	403,793,155	224,042,248	744,094,965	1,564,501,215	280,733,231	307,224,136
Operating cost	971,019,017	710,483,844	1,462,444,221	3,515,766,878	730,795,356	967,654,253
Fare revenue	177,655,956	76,548,951	90,526,878	637,647,710	111,372,158	55,635,201
Capital funds expended	163,977,392	200,499,531	159,954,113	195,700,116	98,774,873	304,438,322
Average speed (miles per hour)	9.1	9.4	10.3	7.4	10.2	10.1
Average trip length (miles)	2.5	2.5	3.5	2.6	2.8	3.0
Average vehicle passenger capacity	95	67	54	79	82	68
Vehicles operated in maximum service	1,307	892	1,585	3,780	1,049	1,148

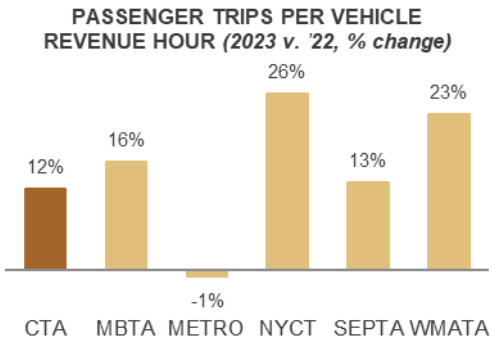
Urban Bus Characteristics *YOY percent change (2023 vs. 2022)*	CTA	MBTA	METRO	NYCT	SEPTA	WMATA
	Chicago	Boston	Los Angeles	New York	Philadelphia	Washington, DC
Service area population	1%	0%	0%	-6%	0%	-9%
Service area (square miles)	-9%	0%	13%	0%	0%	-18%
Population density	10%	0%	-12%	-6%	0%	11%
Vehicle revenue miles	3%	1%	6%	1%	-1%	5%
Vehicle revenue hours	3%	0%	7%	1%	-2%	5%
Unlinked passenger trips	15%	15%	7%	27%	11%	29%
Passenger miles traveled	14%	18%	18%	26%	8%	22%
Operating cost	25%	24%	24%	8%	5%	14%
Fare revenue	13%	25%	87%	3%	10%	17%
Capital funds expended	10%	65%	4%	-62%	89%	68%
Average speed (miles per hour)	0%	1%	-1%	0%	1%	0%
Average trip length (miles)	-1%	2%	11%	0%	-3%	-6%
Average vehicle passenger capacity	9%	-4%	-1%	0%	1%	1%
Vehicles operated in maximum service	3%	15%	2%	0%	-4%	0%

Service Coverage

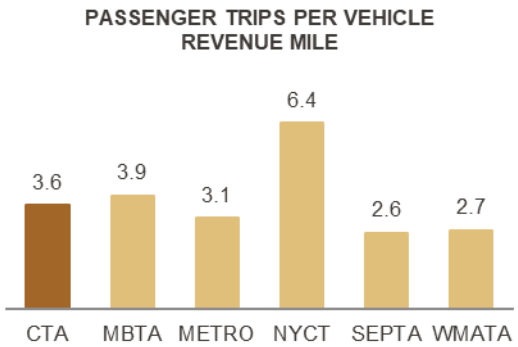
NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

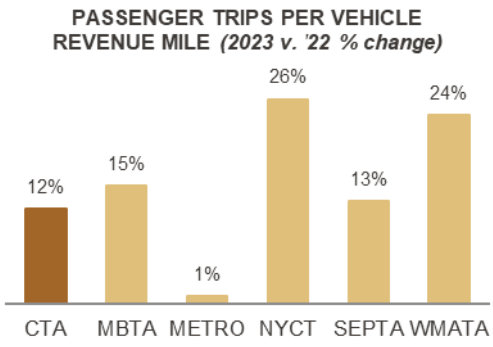
Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from 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.

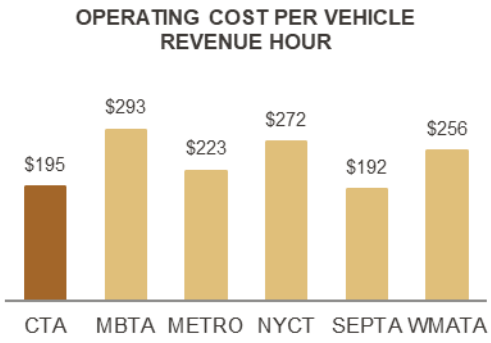


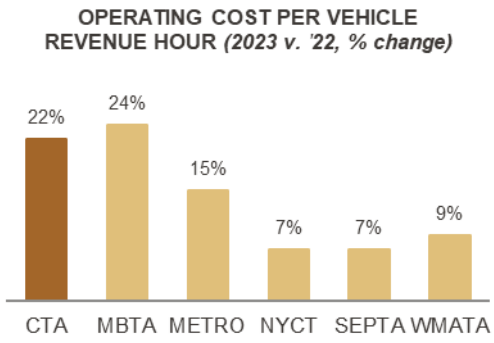


Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

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 (e.g., mode) 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.

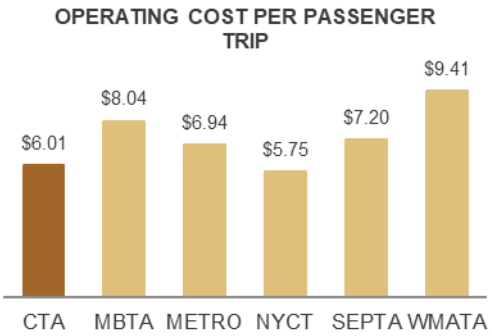


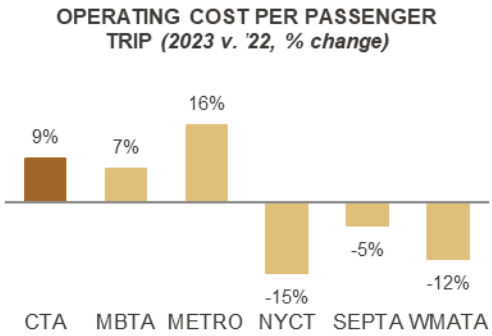


Service Efficiency & Effectiveness

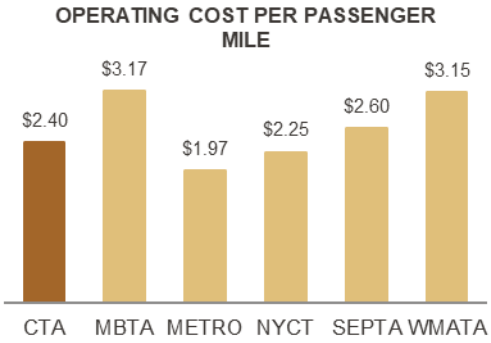
NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

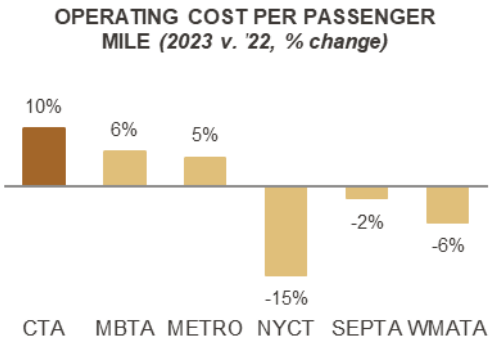
Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips.





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

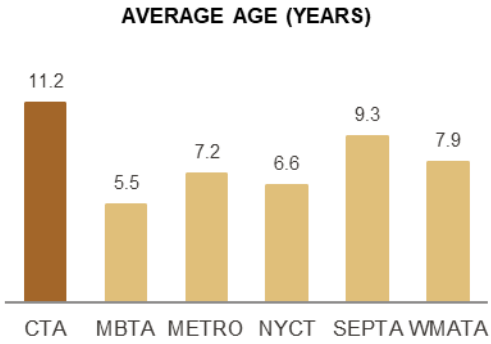


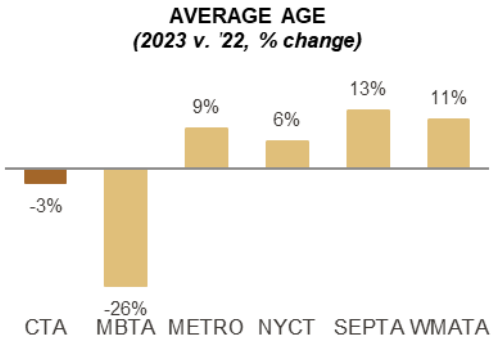


Service Maintenance & Capital Investment

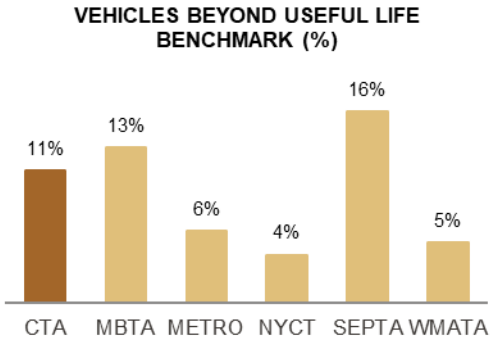
NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

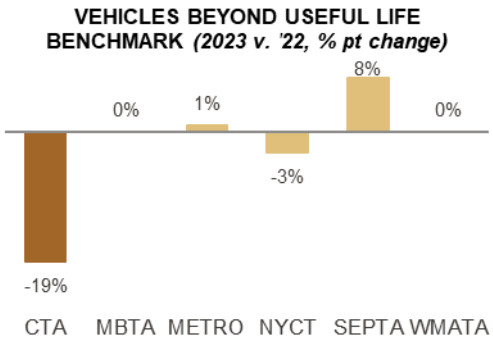
Average Age: The average number of years since the manufacture date of a vehicle fleet.





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, including life-extending rehabilitations and vehicle overhauls that may increase the useful life of a vehicle. Where no agency benchmark was noted, the default FTA benchmark was used for this metric.

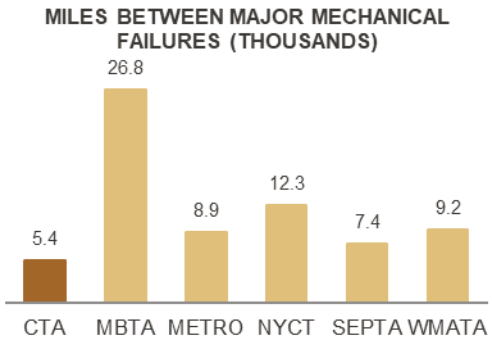


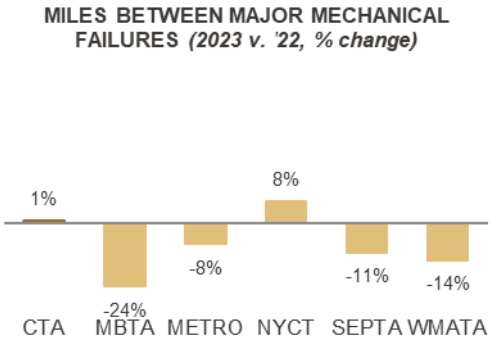


Service Maintenance & Capital Investment

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

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.

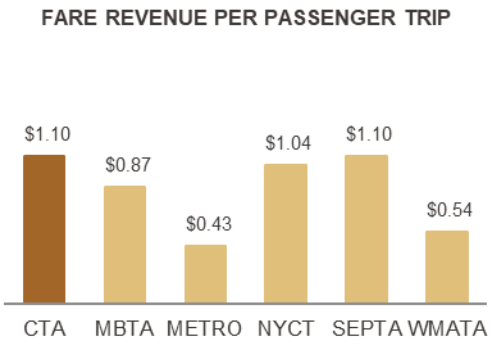


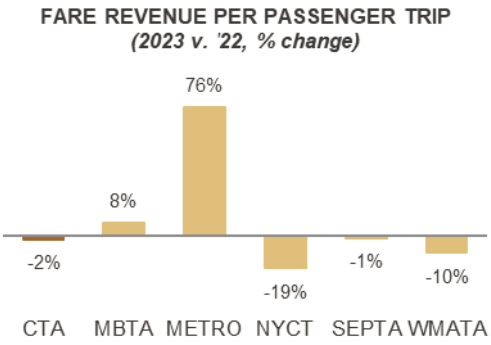


Service Level Solvency

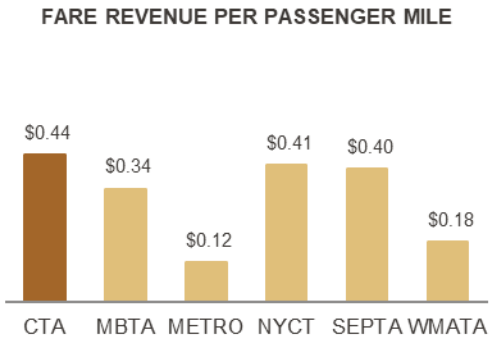
NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

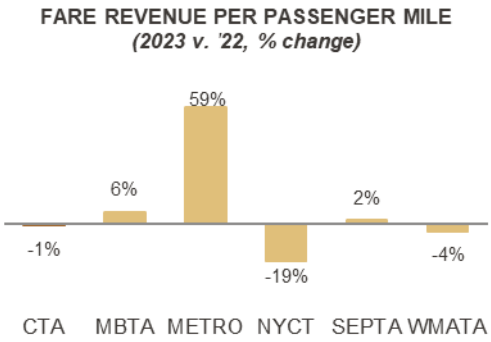
Fare Revenue per Passenger Trip (Average Fare): All income received directly from passengers (paid either in cash or through pre-paid tickets, passes, etc., and including the reduced fares paid by passengers in a user-side subsidy arrangement) divided by the total number of unlinked passenger trips provided.





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

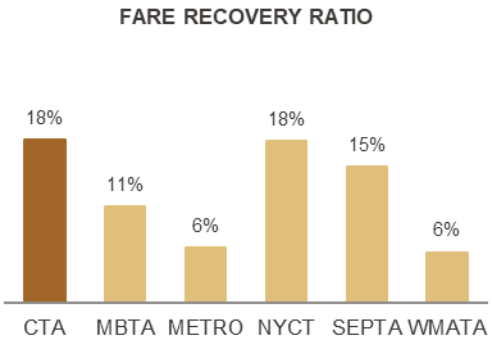


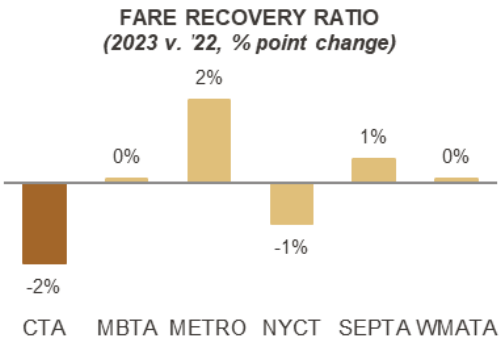


Service Level Solvency

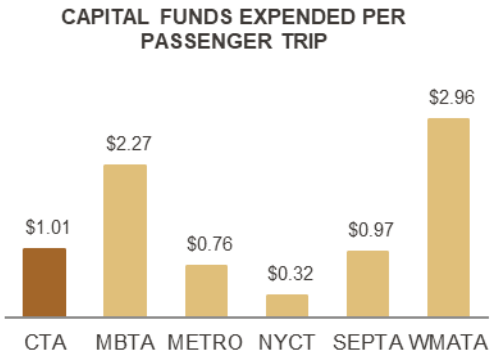
NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

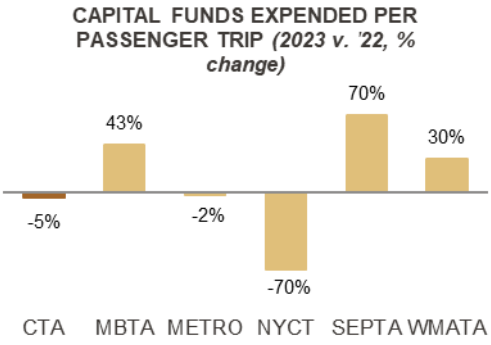
Fare Recovery Ratio: The recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenue paid by passengers. The NTD recovery ratio differs from the RTA statutory recovery ratio, which takes into account other system-generated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





Capital Funds Expended per Passenger Trip: Expenses related to the purchase of equipment and financing capital projects, 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 agencies that report on a calendar-year basis; the other four agencies reported for the period July 1, 2022 – June 30, 2023. For each measure, performance is stated in nominal terms and as a percent change from the prior year result.

2023 Heavy Rail Characteristics

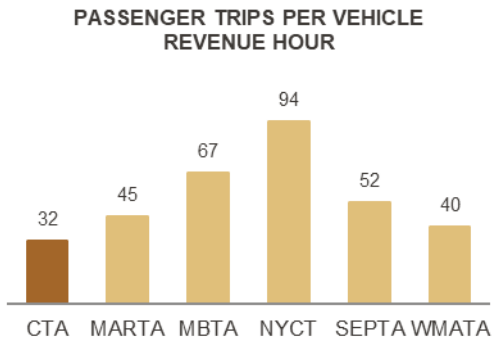
2023 Heavy Rail Characteristics	CTA	MARTA	MBTA	NYCT	SEPTA	WMATA
	Chicago	Atlanta	Boston	New York	Philadelphia	Washington, DC
Service area population	3,224,925	1,742,072	3,109,308	8,258,035	3,475,337	4,645,915
Service area (square miles)	283	605	3,244	321	844	1,108
Population density	11,395	2,879	958	25,726	4,118	4,193
Vehicle revenue miles	62,562,093	17,970,296	16,777,587	343,813,756	15,034,666	72,468,652
Vehicle revenue hours	3,658,027	677,598	1,246,958	21,572,297	1,111,894	3,185,833
Unlinked passenger trips	117,447,140	30,395,534	84,030,235	2,017,881,703	57,976,426	126,773,716
Passenger miles traveled	686,884,473	213,500,276	275,137,442	8,001,949,426	242,101,133	589,321,101
Operating cost	725,296,800	250,901,225	377,944,589	6,047,953,647	240,404,145	1,483,819,870
Fare revenue	154,677,879	43,621,639	128,794,748	2,703,907,746	51,017,856	231,416,666
Capital funds expended	683,536,863	153,399,481	550,049,010	3,330,830,108	126,972,267	1,955,334,382
Average speed (miles per hour)	17.1	26.5	13.5	15.9	13.5	22.7
Average trip length (miles)	5.8	7.0	3.3	4.0	4.2	4.6
Average vehicle passenger capacity	80	96	236	143	113	222
Vehicles operated in maximum service	838	160	312	5,384	238	904

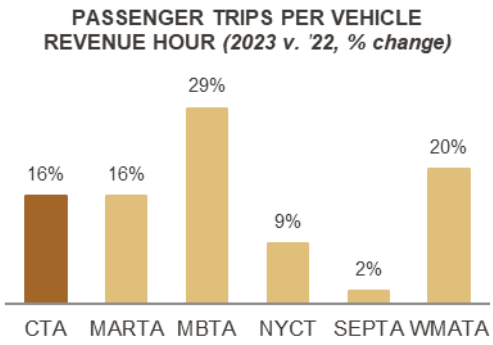
Heavy Rail Characteristics *YOY percent change (2023 vs. 2022)*	CTA	MARTA	MBTA	NYCT	SEPTA	WMATA
	Chicago	Atlanta	Boston	New York	Philadelphia	Washington, DC
Service area population	1%	-18%	0%	-6%	0%	-9%
Service area (square miles)	-9%	-36%	0%	0%	0%	-18%
Population density	10%	28%	0%	-6%	0%	11%
Vehicle revenue miles	-7%	0%	-24%	2%	-4%	36%
Vehicle revenue hours	-2%	0%	-17%	3%	8%	38%
Unlinked passenger trips	13%	17%	7%	13%	10%	67%
Passenger miles traveled	12%	18%	3%	13%	10%	46%
Operating cost	16%	12%	13%	13%	13%	21%
Fare revenue	13%	22%	3%	16%	-5%	43%
Capital funds expended	37%	-27%	19%	24%	15%	12%
Average speed (miles per hour)	-4%	0%	-9%	-2%	-12%	-1%
Average trip length (miles)	-2%	1%	-3%	1%	0%	-13%
Average vehicle passenger capacity	0%	1%	8%	0%	1%	9%
Vehicles operated in maximum service	-8%	-24%	0%	0%	0%	-9%

Service Coverage

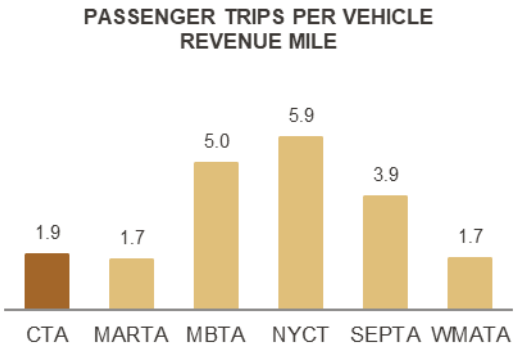
NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

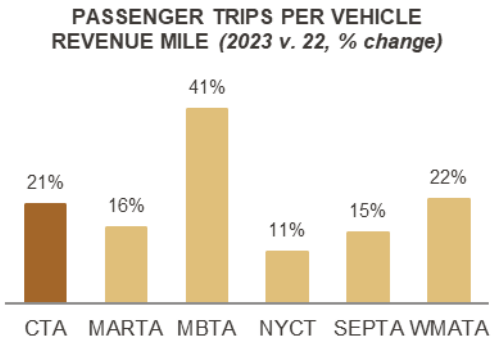
Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from 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.

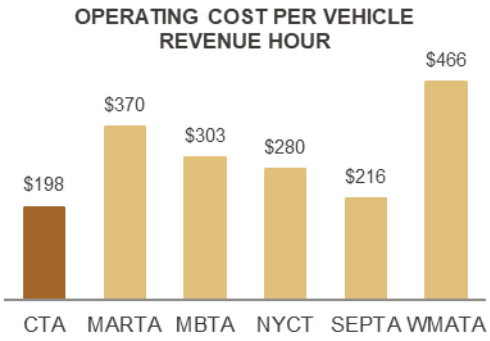


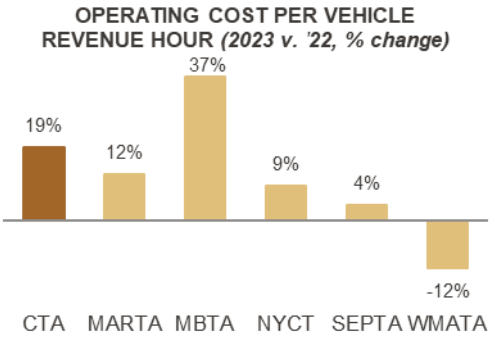


Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

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 (e.g., mode) 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.

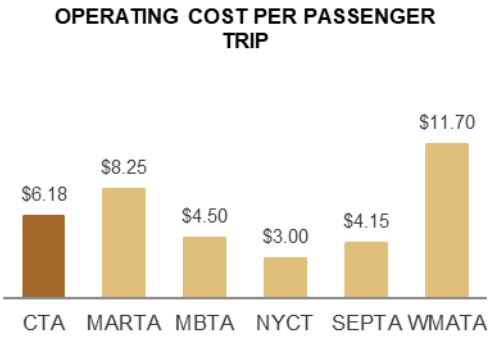


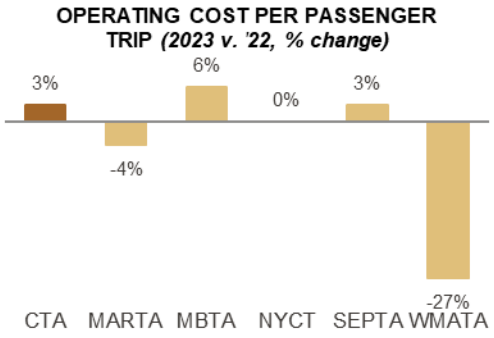


Service Efficiency & Effectiveness

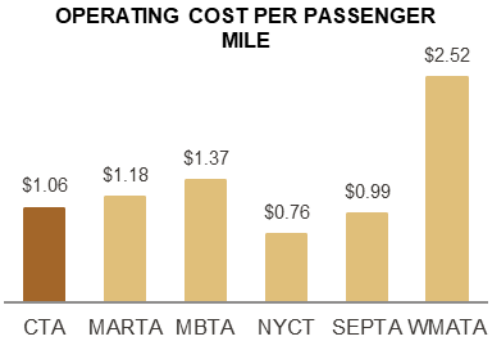
NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

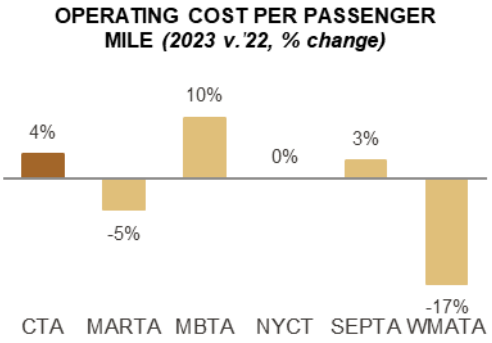
Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips.





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

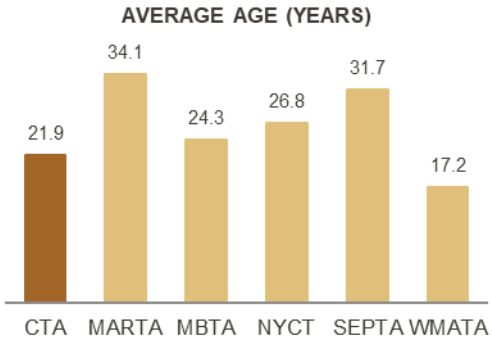


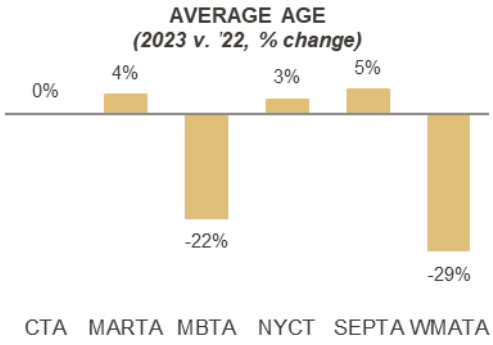


Service Maintenance & Capital Investment

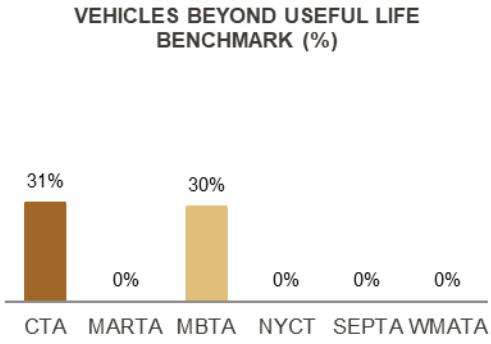
NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

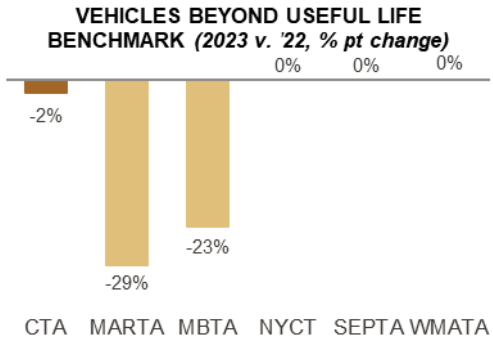
Average Age: The average number of years since the manufacture date of a vehicle fleet.





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, including life-extending rehabilitations and vehicle overhauls that may increase the useful life of a vehicle. Where no agency benchmark was noted, the default FTA benchmark was used for this metric.

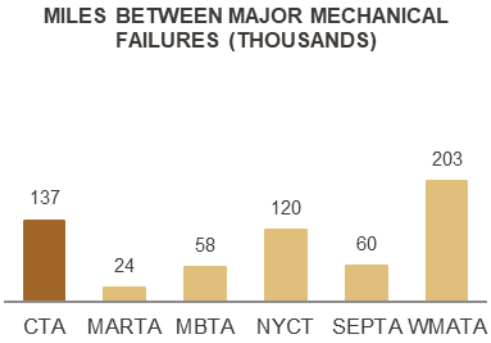


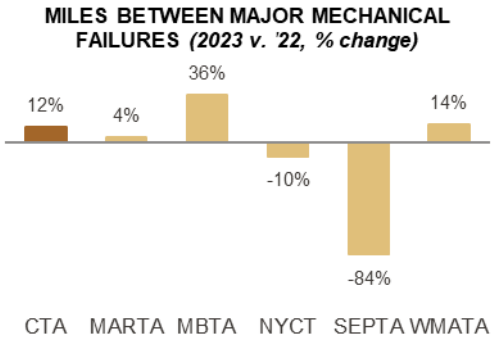


Service Maintenance & Capital Investment

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

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.

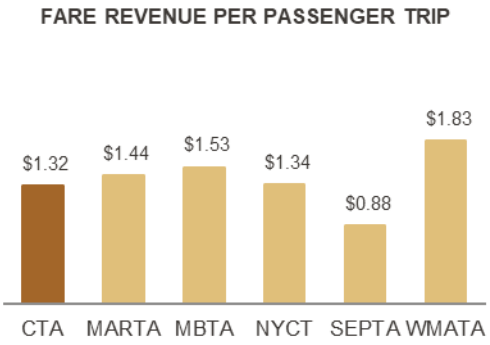


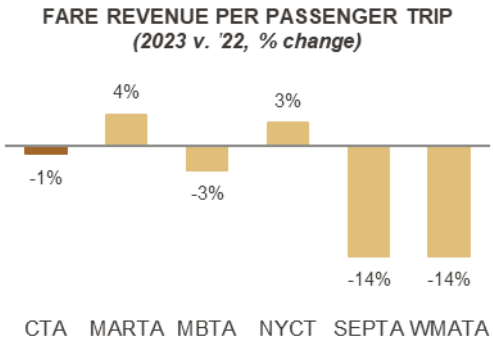


Service Level Solvency

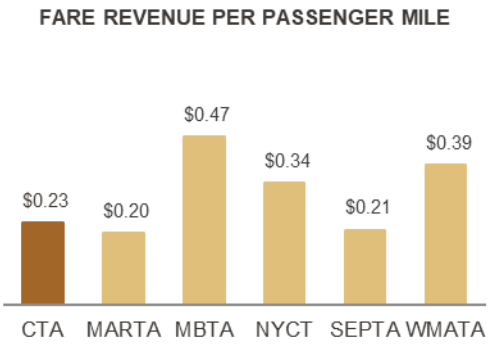
NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

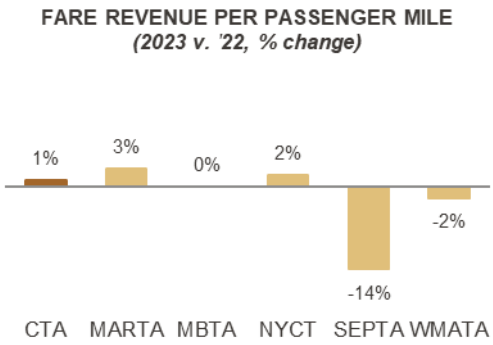
Fare Revenue per Passenger Trip (Average Fare): All income received directly from passengers (paid either in cash or through pre-paid tickets, passes, etc., and including the reduced fares paid by passengers in a user-side subsidy arrangement) divided by the total number of unlinked passenger trips provided.





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

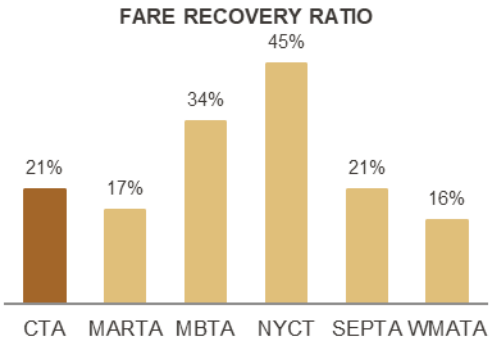


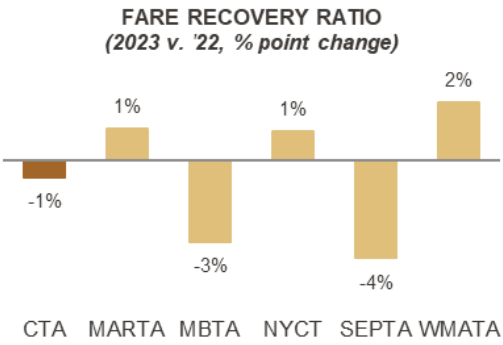


Service Level Solvency

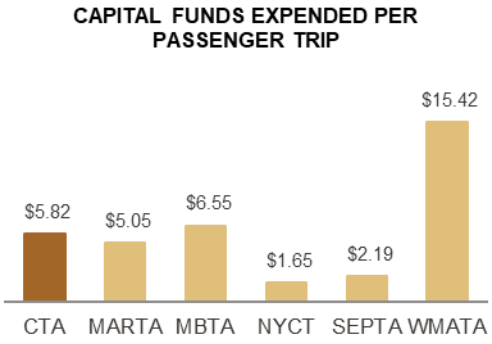
NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/23 – 12/31/23, all other agencies' data are for 7/1/22 – 6/30/23.

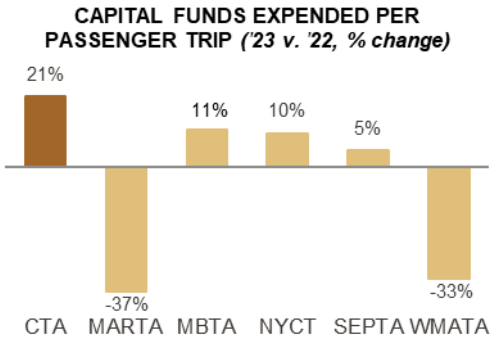
Fare Recovery Ratio: The recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenue paid by passengers. The NTD recovery ratio differs from the RTA statutory recovery ratio, which takes into account other system-generated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





Capital Funds Expended per Passenger Trip: Expenses related to the purchase of equipment and financing capital projects, 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, LIRR, and MNCR report on a calendar-year basis; the other three agencies reported for the period July 1, 2022 – June 30, 2023. For each measure, performance is stated in nominal terms and as a percent change from the prior year result.

2023 Commuter Rail Characteristics

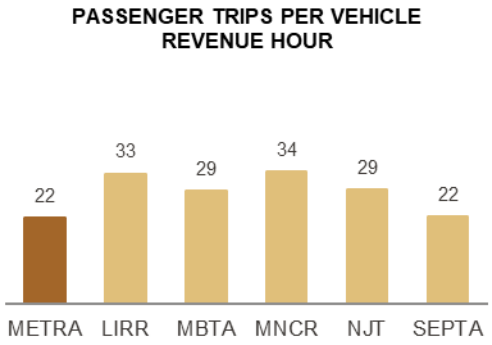
2023 Commuter Rail Characteristics	METRA	LIRR	MBTA	MNCR	NJT	SEPTA
	Chicago	New York	Boston	New York	New York	Philadelphia
Service area population	8,615,017	11,170,342	3,109,308	6,503,894	10,594,013	3,475,337
Service area (square miles)	3,947	2,967	3,244	527	5,325	844
Population density	2,183	3,765	958	12,341	1,989	4,118
Vehicle revenue miles	43,163,928	76,530,483	23,726,200	62,289,006	59,506,194	16,787,553
Vehicle revenue hours	1,457,897	2,518,310	815,484	1,960,938	1,833,517	852,588
Unlinked passenger trips	31,988,076	83,835,706	23,494,793	66,366,290	53,763,513	19,103,554
Passenger miles traveled	706,105,653	2,033,685,836	503,068,787	1,150,348,917	1,329,182,885	260,671,083
Operating cost	896,609,102	2,135,218,700	477,756,069	1,606,093,033	1,315,131,399	316,404,808
Fare revenue	148,980,961	568,950,760	112,639,505	558,352,169	379,678,065	74,014,513
Capital funds expended	343,303,969	1,071,895,437	912,004,400	788,508,743	833,726,314	220,126,531
Average speed (miles per hour)	29.6	30.4	29.1	31.8	32.5	19.7
Average trip length (miles)	22.1	24.3	21.4	17.3	24.7	13.6
Average vehicle passenger capacity	146	111	153	110	125	117
Vehicles operated in maximum service	912	1,109	406	1,132	866	306

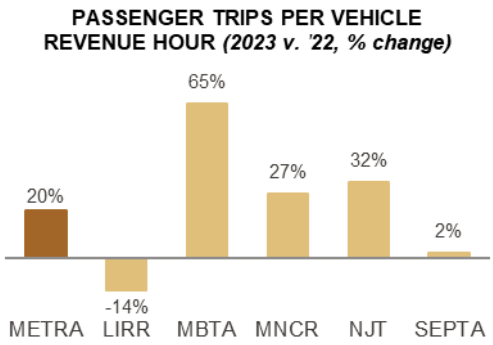
Commuter Rail Characteristics *YOY percent change (2023 vs. 2022)*	METRA	LIRR	MBTA	MNCR	NJT	SEPTA
	Chicago	New York	Boston	New York	New York	Philadelphia
Service area population	19%	0%	0%	0%	0%	0%
Service area (square miles)	103%	0%	0%	0%	0%	0%
Population density	-42%	0%	0%	0%	0%	0%
Vehicle revenue miles	11%	22%	0%	-1%	1%	14%
Vehicle revenue hours	12%	20%	0%	-4%	2%	14%
Unlinked passenger trips	34%	3%	64%	22%	34%	17%
Passenger miles traveled	36%	12%	64%	8%	16%	22%
Operating cost	9%	33%	1%	19%	3%	2%
Fare revenue	18%	24%	40%	25%	37%	31%
Capital funds expended	27%	-4%	41%	-6%	74%	12%
Average speed (miles per hour)	0%	2%	0%	3%	-1%	0%
Average trip length (miles)	1%	9%	0%	-12%	-14%	4%
Average vehicle passenger capacity	0%	0%	1%	0%	0%	0%
Vehicles operated in maximum service	3%	22%	-2%	-1%	0%	10%

Service Coverage

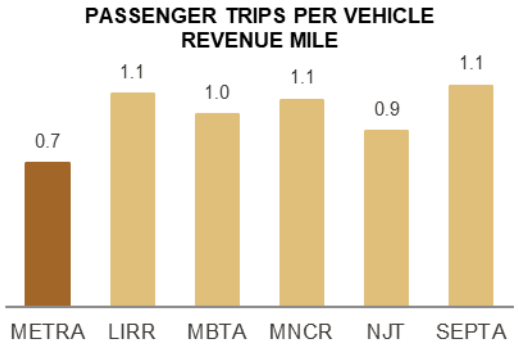
NOTE: Report Year time periods vary by agency. Metra, LIRR, and MNCR data are for 1/1/23 – 12/31/23; all other agencies' data are for 7/1/22 – 6/30/23.

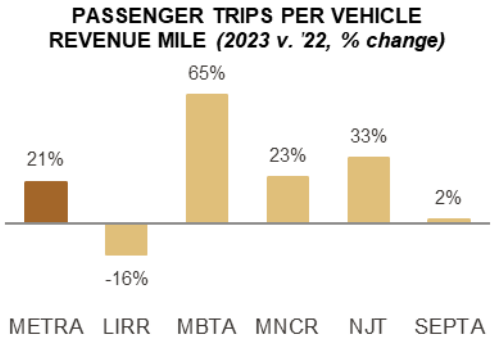
Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from 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.

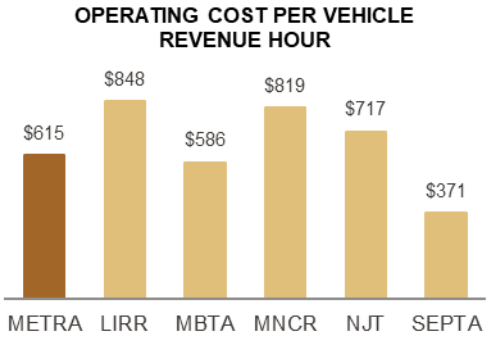


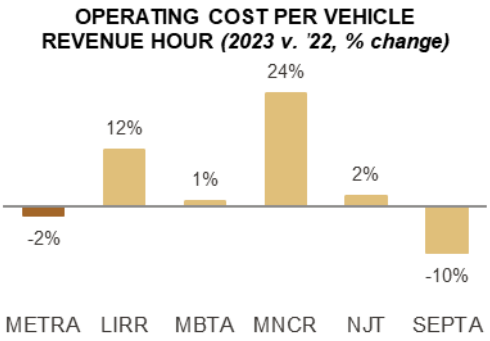


Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. Metra, LIRR, and MNCR data are for 1/1/23 – 12/31/23; all other agencies' data are for 7/1/22 – 6/30/23.

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 (e.g., mode) 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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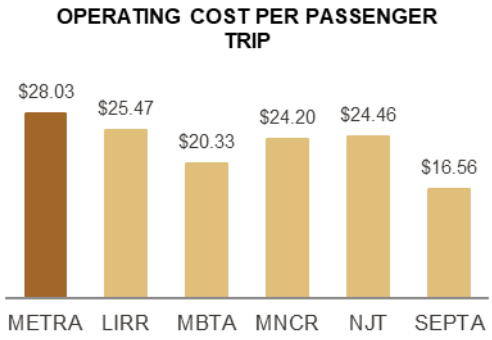
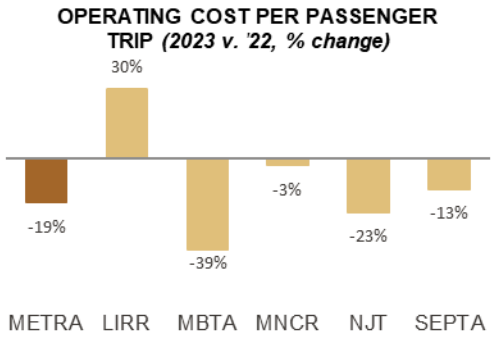
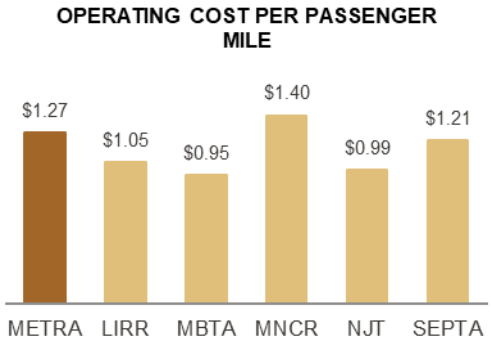
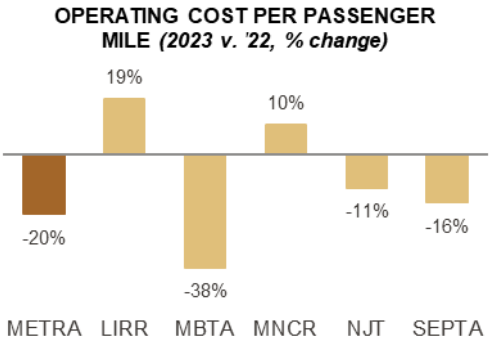
Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips.





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





Service Maintenance & Capital Investment

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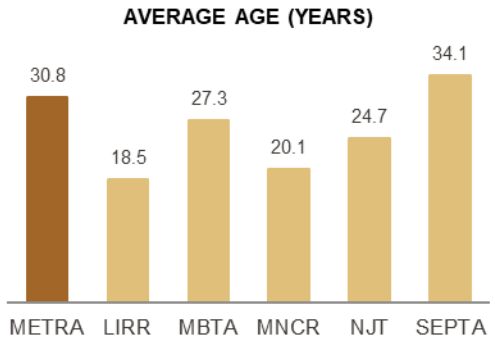
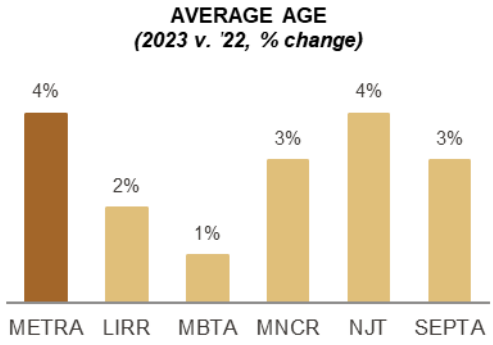
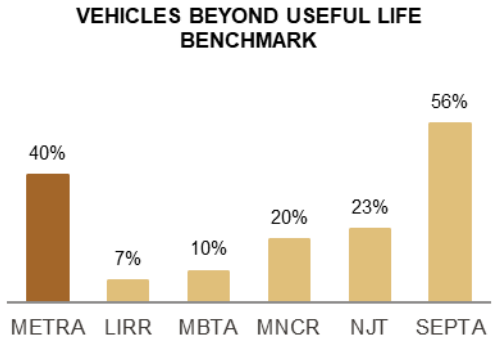
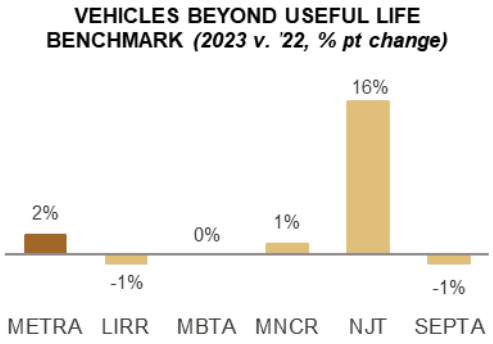




Vehicles Beyond Useful Life Benchmark: The percentage of revenue vehicles in the total active fleet beyond their useful life benchmark as allowed by the FTA. As a default, the FTA defines useful life as 8 years for automobiles and vans, 14 years for buses, 31 years for heavy rail cars, and 39 years for 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, including life-extending rehabilitations and vehicle overhauls that may increase the useful life of a vehicle. Where no agency benchmark was noted, the default FTA benchmark was used for this metric.





Service Maintenance & Capital Investment

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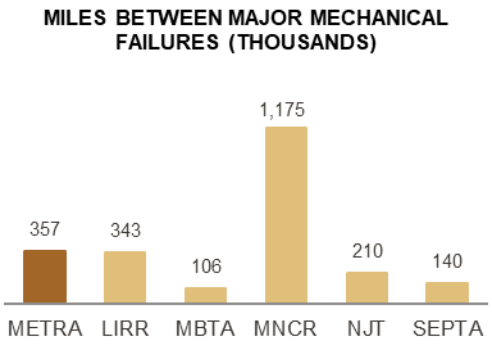

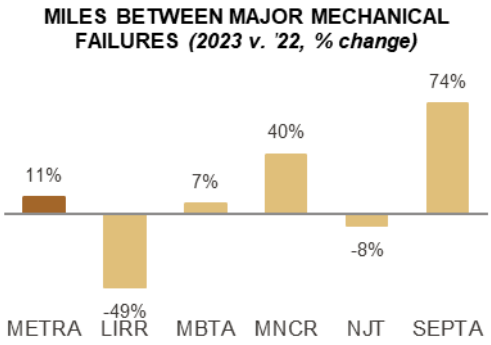

Service Level Solvency

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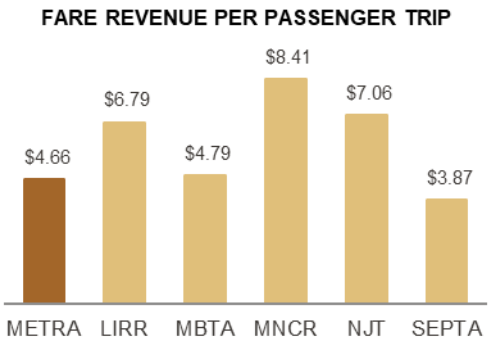
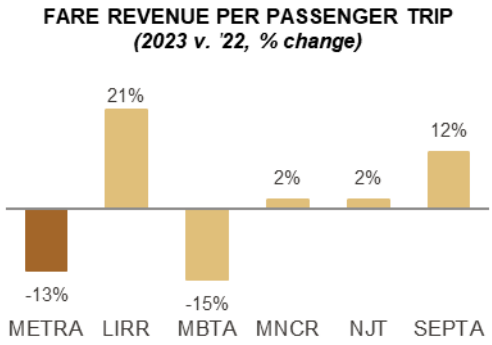
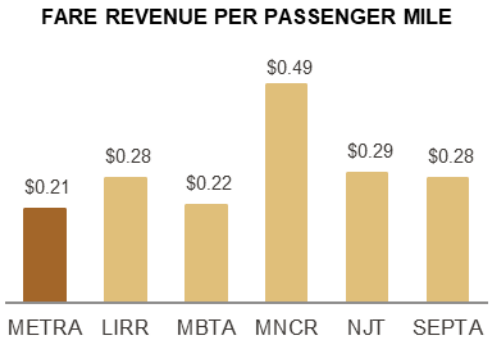
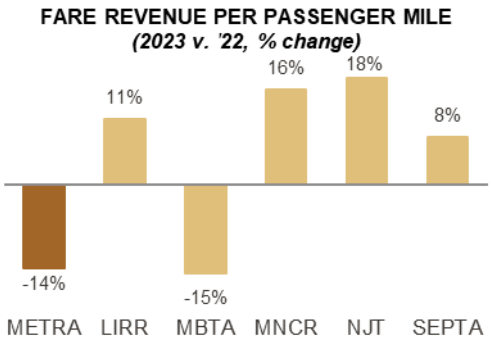
Fare Revenue per Passenger Trip (Average Fare): All income received directly from passengers (paid either in cash or through pre-paid tickets, passes, etc., and including the reduced fares paid by passengers in a user-side subsidy arrangement) divided by the total number of unlinked passenger trips provided.





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

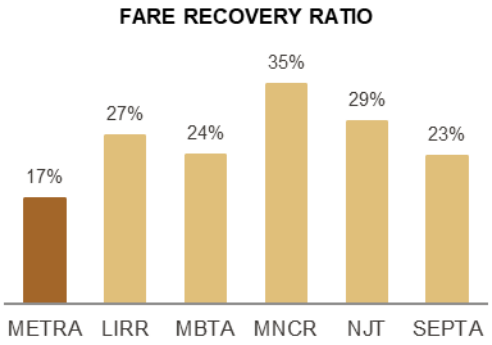


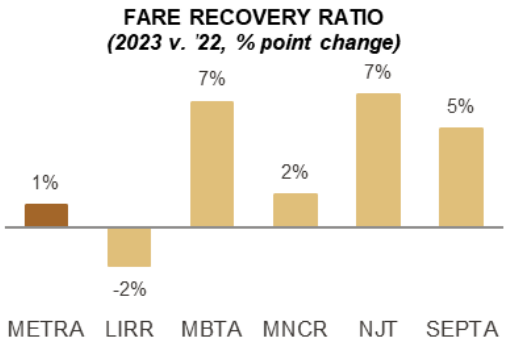


Service Level Solvency

NOTE: Report Year time periods vary by agency. Metra, LIRR, and MNCR data are for 1/1/23 – 12/31/23; all other agencies' data are for 7/1/22 – 6/30/23.

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 statutory RTA recovery ratio, which takes into account other system-generated revenue and adjustments as enumerated in the RTA Act.





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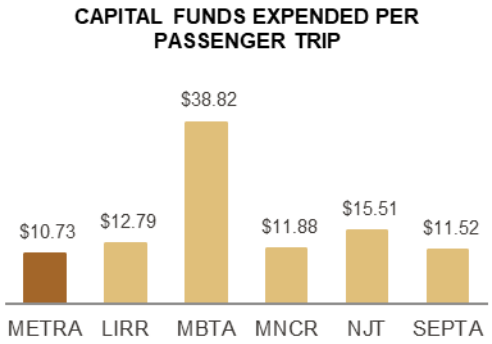
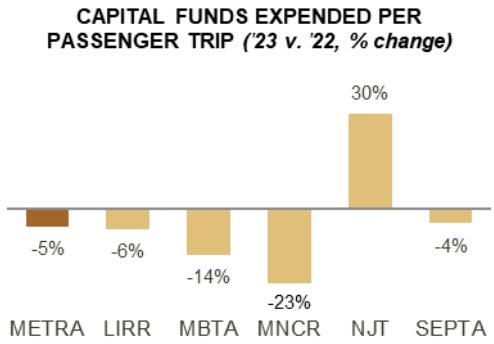




Suburban Bus

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; OCTA, ACT, Ride-On, and VTA reported for the period July 1, 2022 – June 30, 2023, and BCT reported for the period 10/1/2022 – 9/30/2023. For each measure, performance is stated in nominal terms and as a percent change from the prior year result.

2023 Suburban Bus Characteristics

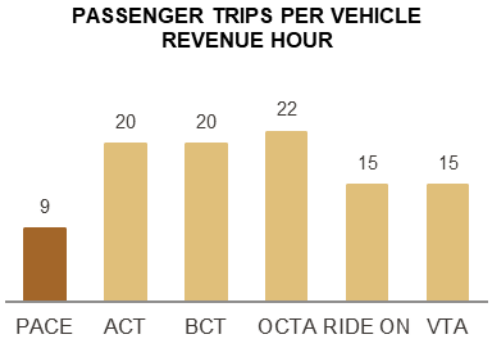
2023 Suburban Bus Characteristics	PACE	ACT	BCT	OCTA	RIDE ON	VTA
	Chicago	Oakland	Broward Co	Orange Co	DC	Santa Clara
Service area population	5,700,036	1,586,454	1,944,375	2,956,802	1,062,061	1,894,783
Service area (square miles)	3,519	364	428	436	495	346
Population density	1,620	4,358	4,543	6,782	2,146	5,476
Vehicle revenue miles	22,438,943	17,939,367	14,124,771	16,538,257	12,342,974	15,131,660
Vehicle revenue hours	1,595,835	1,725,640	1,113,716	1,452,701	969,828	1,297,617
Unlinked passenger trips	14,908,216	34,770,769	22,299,566	31,363,460	14,359,817	19,381,698
Passenger miles traveled	100,920,590	118,906,622	110,499,388	115,211,510	58,117,577	92,192,212
Operating cost	233,922,387	488,349,295	153,817,953	248,166,077	168,130,620	308,179,783
Fare revenue	18,201,238	41,181,949	24,531,388	24,779,627	3,563,574	21,569,288
Capital funds expended	55,491,679	78,087,294	20,392,613	72,718,236	10,468,606	18,584,329
Average speed (miles per hour)	14.1	10.4	12.7	11.4	12.7	11.7
Average trip length (miles)	6.8	3.4	5.0	3.7	4.0	4.8
Average vehicle passenger capacity	51	81	56	75	54	66
Vehicles operated in maximum service	507	445	280	361	284	342

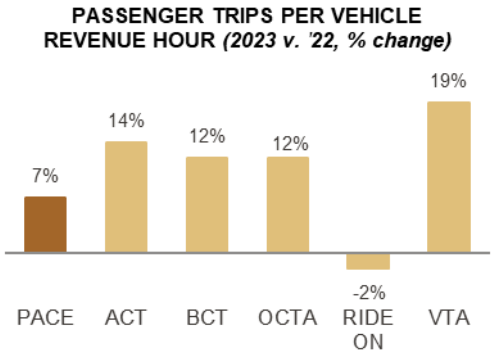
Suburban Bus Characteristics *YOY percent change (2023 vs. 2022)*	PACE	ACT	BCT	OCTA	RIDE ON	VTA
	Chicago	Oakland	Broward Co	Orange Co	DC	Santa Clara
Service area population	1%	0%	0%	0%	0%	0%
Service area (square miles)	0%	0%	0%	0%	0%	0%
Population density	1%	0%	0%	0%	0%	0%
Vehicle revenue miles	2%	4%	0%	3%	3%	6%
Vehicle revenue hours	3%	5%	0%	5%	4%	7%
Unlinked passenger trips	10%	20%	11%	18%	2%	28%
Passenger miles traveled	11%	16%	16%	0%	-5%	18%
Operating cost	8%	16%	2%	9%	19%	8%
Fare revenue	7%	18%	10%	14%	7624%	19%
Capital funds expended	-29%	107%	-55%	186%	2272%	18%
Average speed (miles per hour)	-1%	0%	0%	-2%	0%	-1%
Average trip length (miles)	0%	-3%	4%	-15%	-7%	-8%
Average vehicle passenger capacity	0%	0%	8%	-1%	-1%	-1%
Vehicles operated in maximum service	1%	7%	-2%	-1%	0%	-1%

Service Coverage

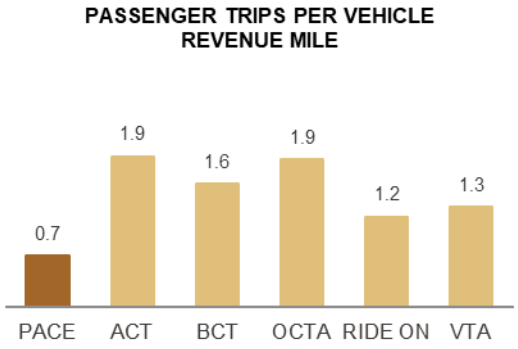
NOTE: Report Year time periods vary by agency. Pace data are for 1/1/23 – 12/31/23; ACT, OCTA, Ride-On, and VTA data are for 7/1/22 – 6/30/23; BCT data are for 10/1/22 - 09/30/23.

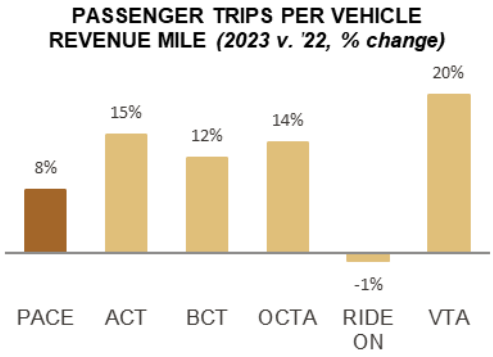
Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from 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.

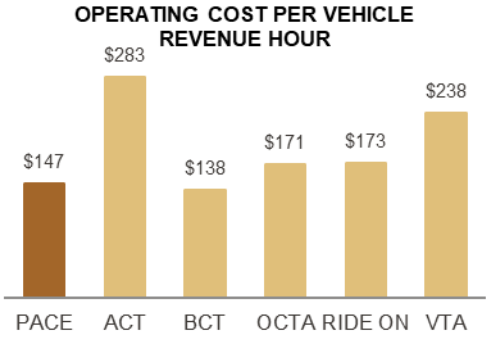


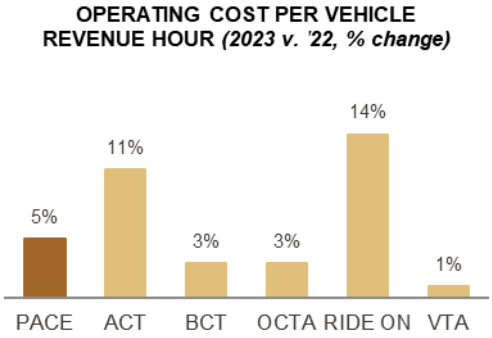


Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. Pace data are for 1/1/23 – 12/31/23; ACT, OCTA, Ride-On, and VTA data are for 7/1/22 – 6/30/23; BCT data are for 10/1/22 - 09/30/23.

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 (e.g., mode) 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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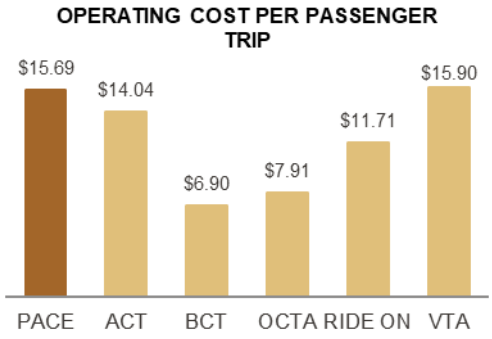
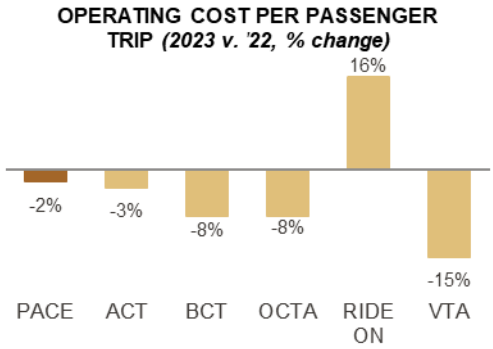
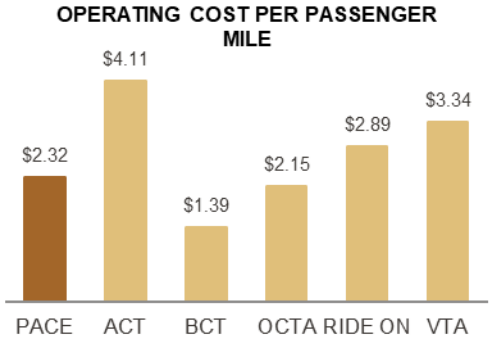
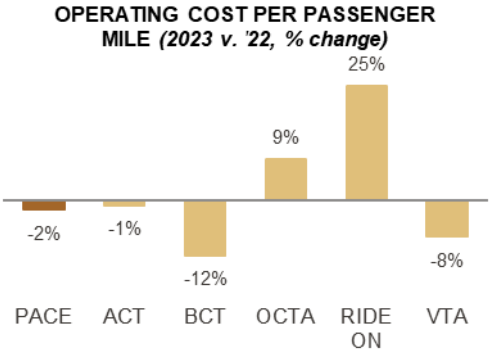
Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips.





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





Service Maintenance & Capital Investment

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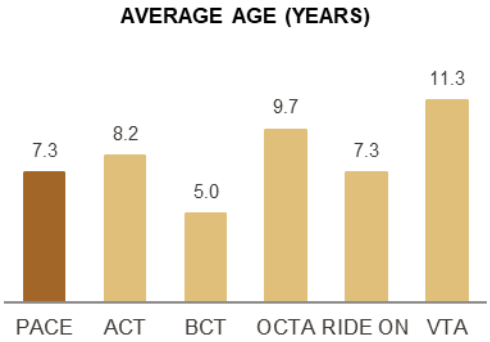
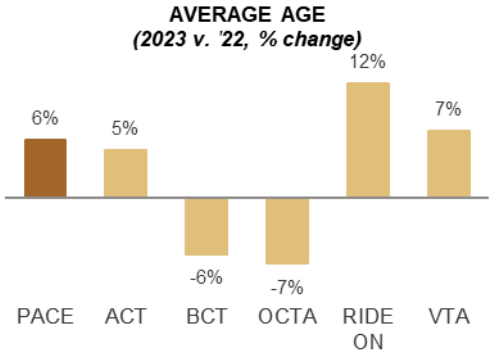
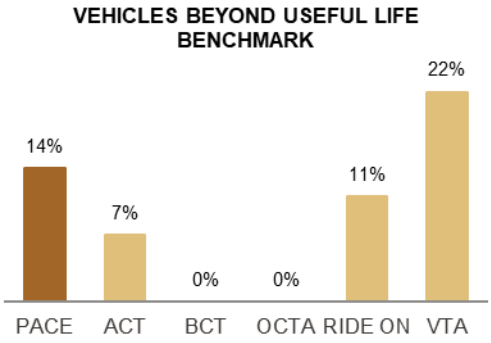
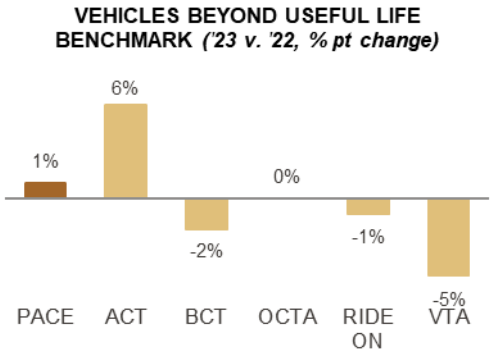
Average Age: The average number of years since the manufacture date of a vehicle fleet.





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, including life-extending rehabilitations and vehicle overhauls that may increase the useful life of a vehicle. Where no agency benchmark was noted, the default FTA benchmark was used for this metric.





Service Maintenance & Capital Investment

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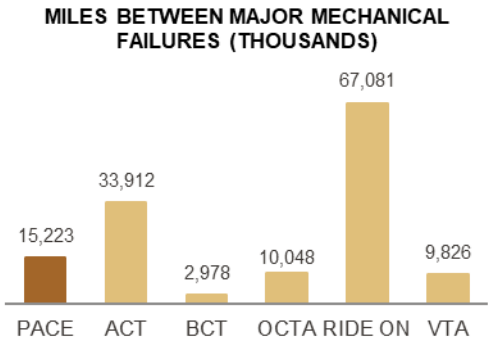
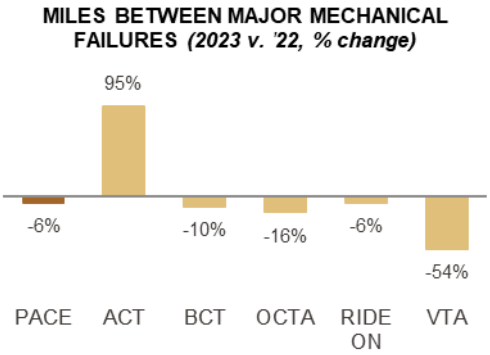
Miles Between Major Mechanical Failures: The average number of miles that vehicles travel while in revenue service between failures of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because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





Service Level Solvency

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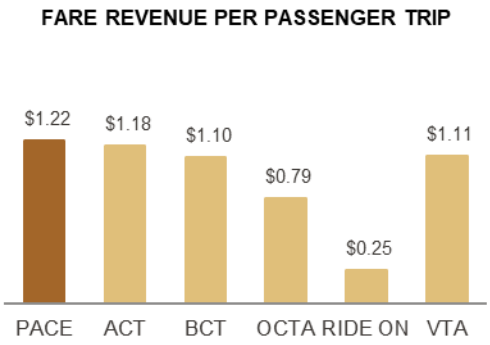
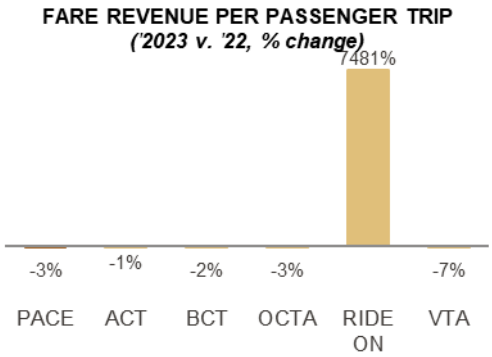
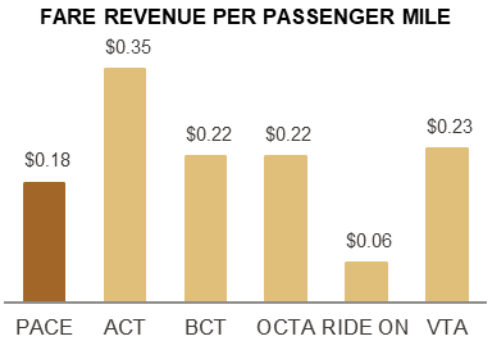
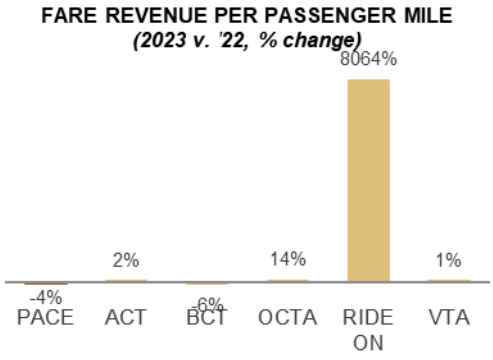




Fare Revenue per Passenger Mile: All income received from passengers divided by the total number of passenger miles traveled.





Service Level Solvency

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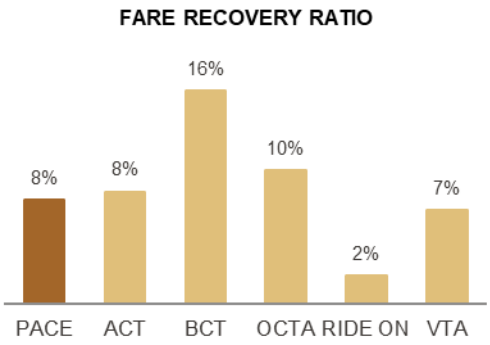

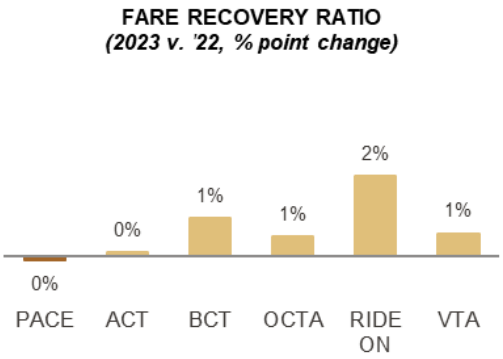

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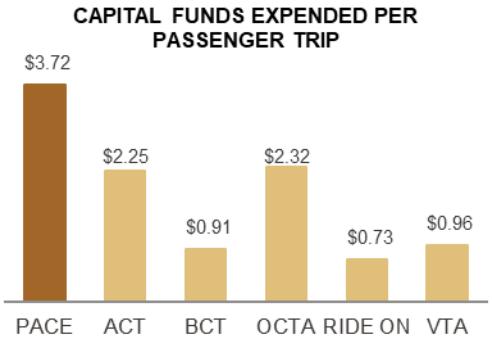
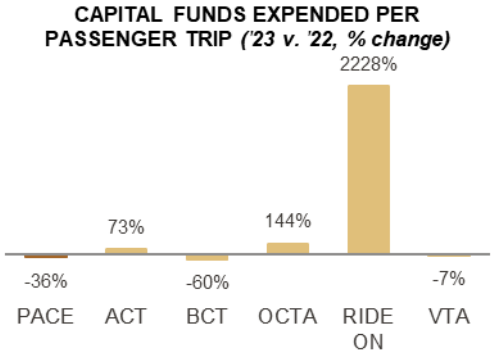




ADA Paratransit

Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. Pace, Metro Mobility, and NYCT report on a calendar-year basis; MBTA, ASI, and WMATA reported for the period July 1, 2022 – June 30, 2023. As a result, direct peer comparisons for the 2022 report year are difficult to make, as the time periods reflect unique stages of recovery from the pandemic. 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.

2023 ADA Paratransit Characteristics

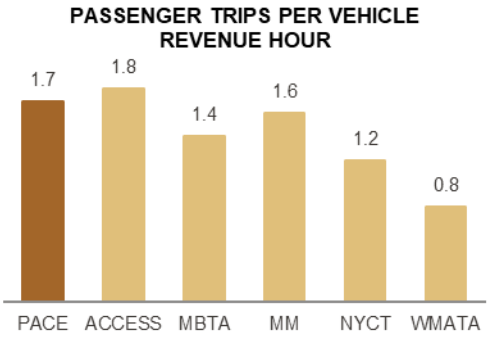
2023 ADA Paratransit Characteristics	PACE	ACCESS	MBTA	MM	NYCT	WMATA
	Chicago	Los Angeles	Boston	Minneapolis	New York	DC
Service area population	4,635,858	11,638,106	3,109,308	2,849,712	8,258,035	4,645,915
Service area (square miles)	1,325	1,621	3,244	2,975	321	1,108
Population density	3,499	7,180	958	958	25,726	4,193
Vehicle revenue miles	26,092,265	31,969,398	8,408,318	24,894,277	22,534,535	18,952,524
Vehicle revenue hours	1,816,577	1,929,171	742,674	1,397,092	2,275,256	1,704,836
Unlinked passenger trips	3,013,547	3,545,374	1,008,547	2,211,448	2,716,563	1,394,146
Passenger miles traveled	26,019,138	42,741,099	7,243,948	24,524,924	24,803,017	16,059,711
Operating cost	197,340,189	206,276,179	107,873,650	108,577,431	564,652,967	178,539,429
Fare revenue	8,319,748	8,268,138	3,358,860	7,392,089	5,138,039	4,557,908
Capital funds expended	$-	2,289,127	230,840	4,230,570	16,144,631	4,793,922
Average speed (miles per hour)	14.4	16.6	11.3	17.8	9.9	11.1
Average trip length (miles)	8.6	12.1	7.2	11.1	9.1	11.5
Average vehicle passenger capacity	9	4	6	9	6	5
Vehicles operated in maximum service	1,191	920	460	590	876	675

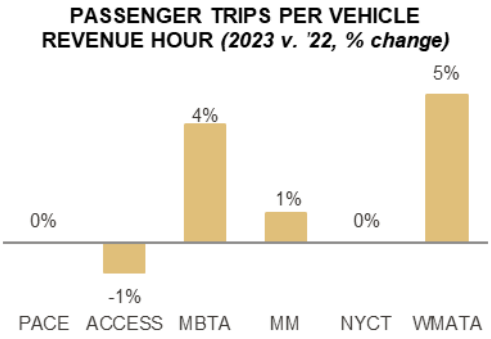
ADA Paratransit Characteristics *YOY percent change (2023 vs. 2022)*	PACE	ACCESS	MBTA	MM	NYCT	WMATA
	Chicago	Los Angeles	Boston	Minneapolis	New York	DC
Service area population	-30%	0%	0%	0%	-6%	-9%
Service area (square miles)	-1%	0%	0%	0%	0%	-18%
Population density	-29%	0%	0%	0%	-6%	11%
Vehicle revenue miles	13%	14%	-4%	3%	2%	-2%
Vehicle revenue hours	14%	22%	5%	5%	10%	2%
Unlinked passenger trips	14%	21%	8%	7%	9%	7%
Passenger miles traveled	13%	14%	-4%	12%	2%	17%
Operating cost	15%	25%	8%	15%	21%	17%
Fare revenue	13%	22%	24%	3%	9%	4%
Capital funds expended	N/A	39%	-94%	60%	292%	241%
Average speed (miles per hour)	0%	-7%	-8%	-2%	-7%	-4%
Average trip length (miles)	0%	-5%	-11%	5%	-7%	10%
Average vehicle passenger capacity	-9%	-5%	0%	0%	8%	0%
Vehicles operated in maximum service	17%	28%	24%	7%	6%	2%

Service Coverage

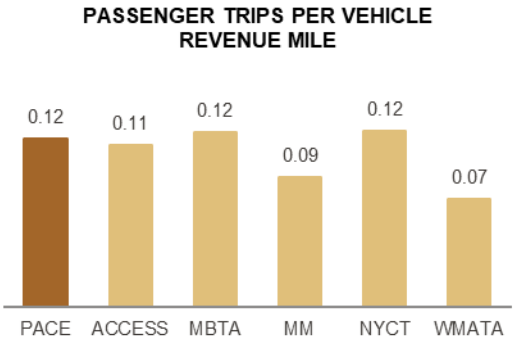
NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data are for 1/1/23 – 12/31/23; MBTA, WMATA, and Access data are for 7/1/22 – 6/30/23.

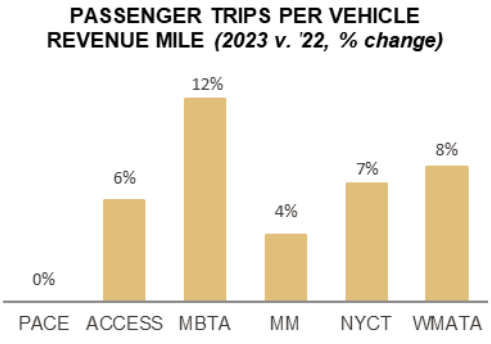
Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from 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.

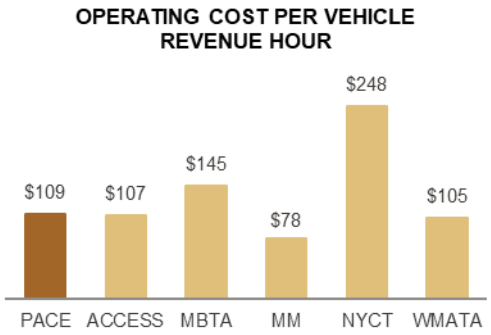


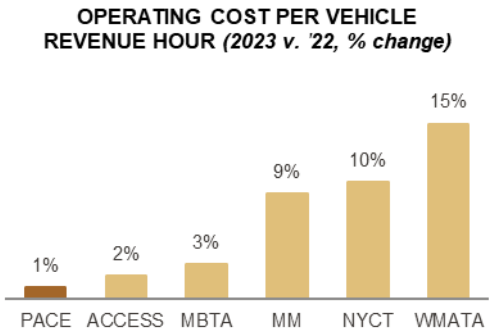


Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data are for 1/1/23 – 12/31/23; MBTA, WMATA, and Access data are for 7/1/22 – 6/30/23.

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 (e.g., mode) 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.

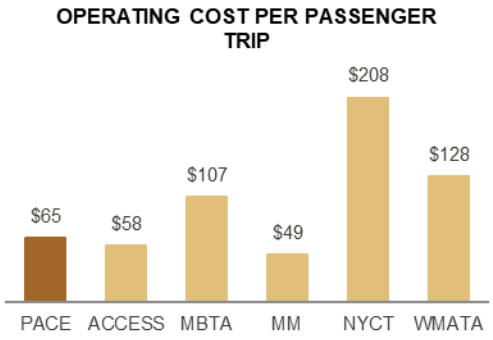


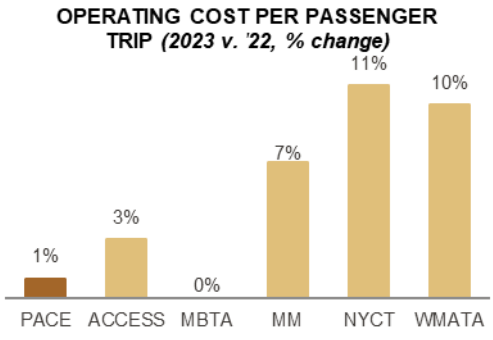


Service Efficiency & Effectiveness

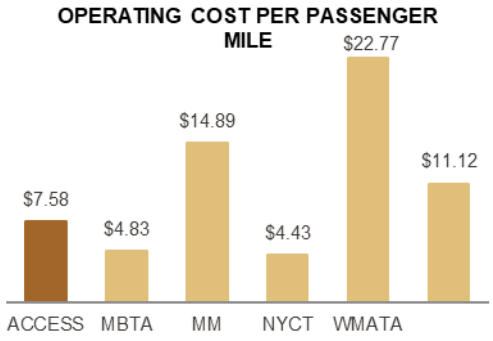
NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data are for 1/1/23 – 12/31/23; MBTA, WMATA, and Access data are for 7/1/22 – 6/30/23.

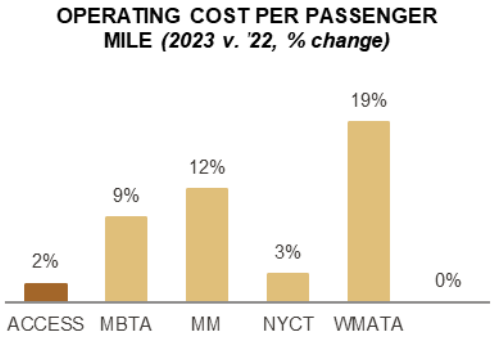
Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips.





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

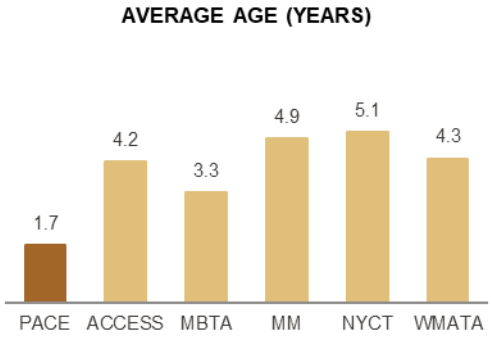


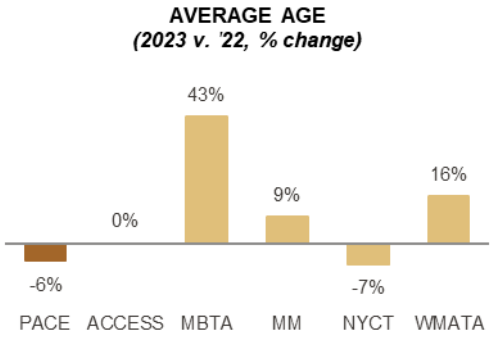


Service Maintenance & Capital Investment

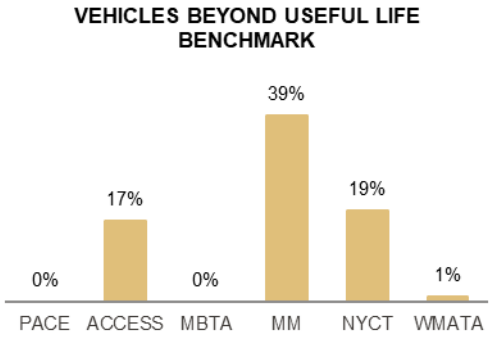
NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data are for 1/1/23 – 12/31/23; MBTA, WMATA, and Access data are for 7/1/22 – 6/30/23.

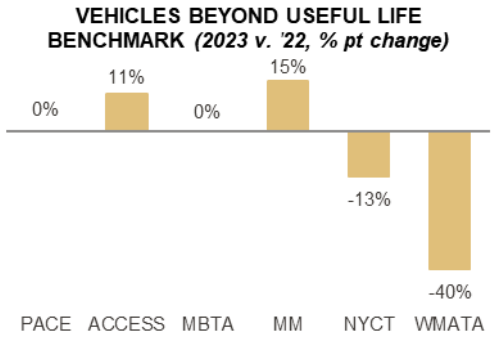
Average Age: The average number of years since the manufacture date of a vehicle fleet.





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, including life-extending rehabilitations and vehicle overhauls that may increase the useful life of a vehicle. Where no agency benchmark was noted, the default FTA benchmark was used for this metric.

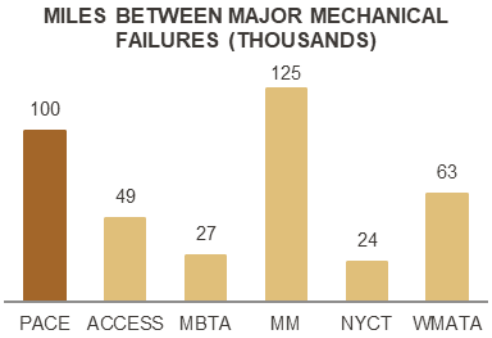


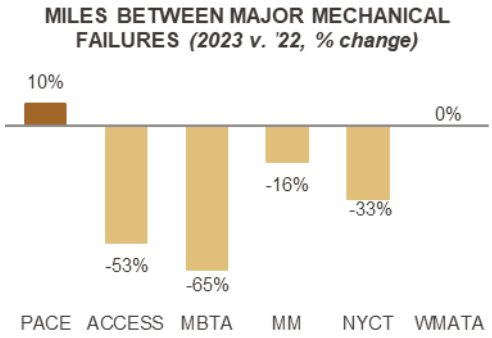


Service Maintenance & Capital Investment

NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data are for 1/1/23 – 12/31/23; MBTA, WMATA, and Access data are for 7/1/22 – 6/30/23.

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.

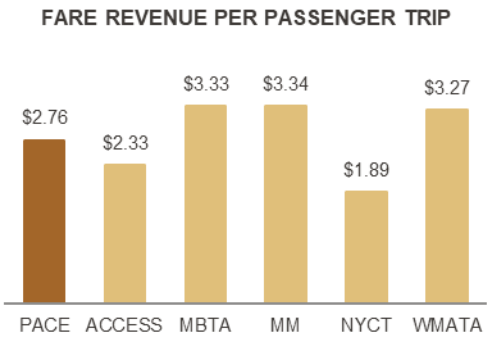


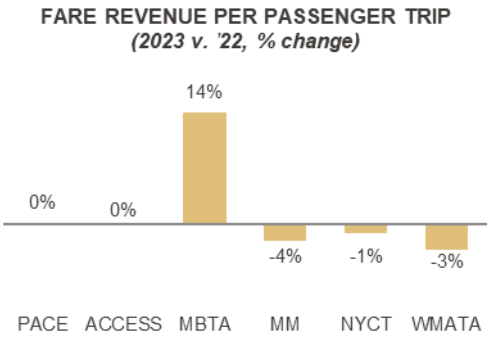


Service Level Solvency

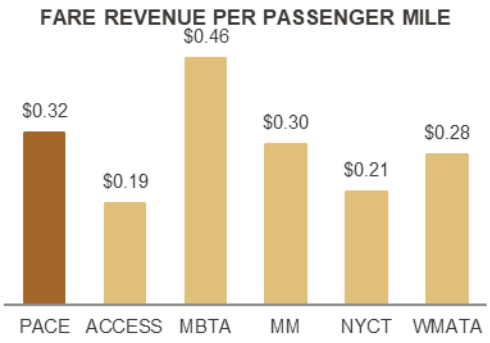
NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data are for 1/1/23 – 12/31/23; MBTA, WMATA, and Access data are for 7/1/22 – 6/30/23.

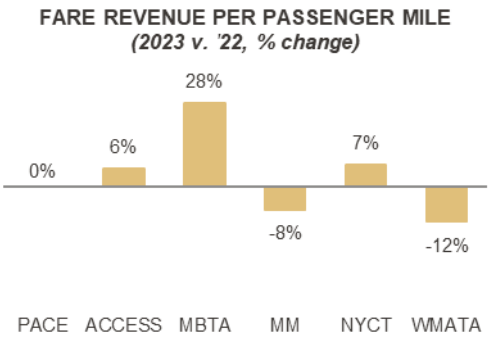
Fare Revenue per Passenger Trip (Average Fare): All income received directly from passengers (paid either in cash or through pre-paid tickets, passes, etc., and including the reduced fares paid by passengers in a user-side subsidy arrangement) divided by the total number of unlinked passenger trips provided.





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

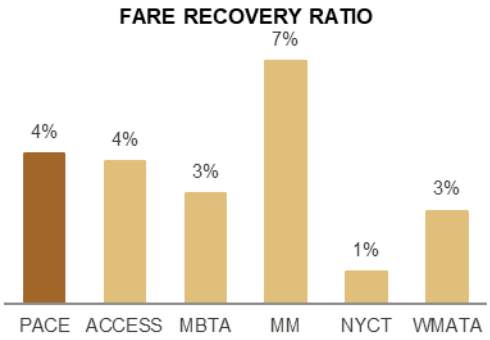


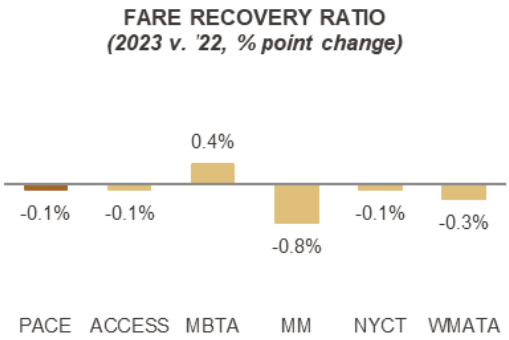


Service Level Solvency

NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data are for 1/1/23 – 12/31/23; MBTA, WMATA, and Access data are for 7/1/22 – 6/30/23.

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 statutory RTA recovery ratio, which takes into account other system-generated revenue and adjustments as enumerated in the RTA Act.





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