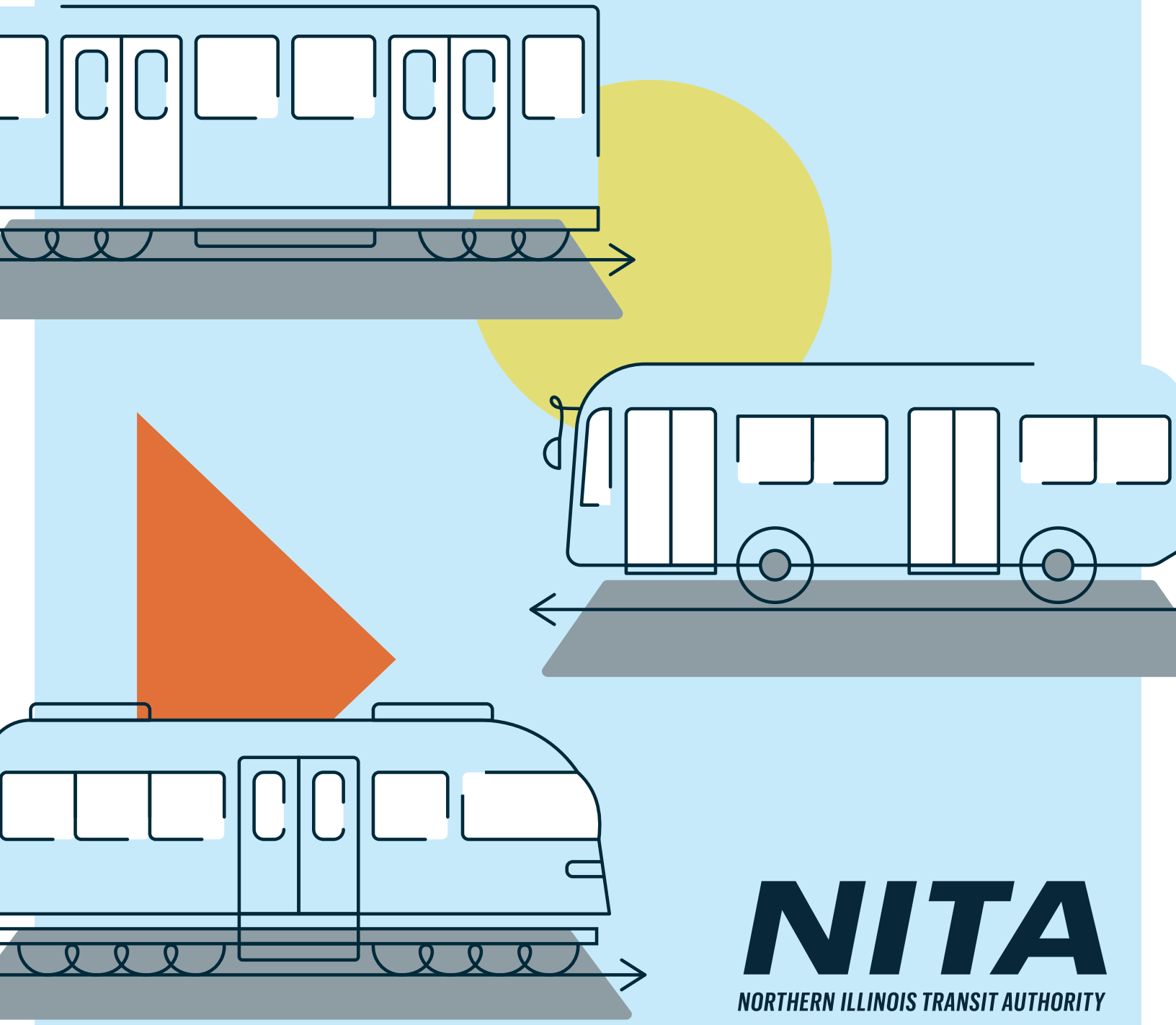
2027 NITA Regional Budget

EXECUTIVE SUMMARY



NITA

NORTHERN ILLINOIS TRANSIT AUTHORITY

Welcome to the NITA Era!

A message from Interim Executive Director Jamie Rhee and Board Chair Tom Kotarac

In 2027, our promise to riders is to put your experience at the center of regional decisions. You should be able to count on transit that gets you where you need to go, connections that work, information you can trust, and services you can afford and use.

This budget backs that commitment with investments in safer trips, more reliable service, and a more accessible system. We will also advance longer-term NITA Act priorities, including regional service standards, fare integration, coordinated capital programming, accessibility and language access, and improved customer information. Together, these efforts will help build the world-class transit system our region deserves.

The region worked hard to secure the future of transit and now it is time to do the work! For everyone who rides today — and everyone we hope to welcome aboard — this is just the beginning.

RIDERSHIP & CUSTOMER SATISFACTION

Consecutive Year Over Year Ridership Growth

65 Months

From April 2021 through August 2026

Rides Projected in 2027

417.2 M

On CTA, Metra, and Pace

Satisfaction in the June 2026 Rider Panel

80%

Up from 74% a year earlier

2027 AT A GLANCE

Regional Operating Budget

$5.04 B

Includes $1.3 B expected new funding from NITA Act

Five-Year Capital Program for 2027–2031

$9.73 B

Includes $990 M in new funding from NITA Act



YOU TOLD US

What Moves You?

75% of survey respondents said improved transit connections were extremely or very important

Our voluntary online budget survey "What Moves You," available in English and Spanish, received 4,368 responses from people helping prioritize issues facing NITA in 2027 and beyond.

The most important change for NITA to achieve is

More frequent and reliable service

Improvements to transit and rail infrastructure

Improvements to public safety and security

On public safety, you said the following improvements are most important

More health and human service support on transit

Enhancing the station environment

More security personnel on buses and trains

On service improvements, you said the following investments would make the biggest difference

Improve reliability and reduce service disruptions

More frequent weekend bus and rail service

New transit connections and expanded service

On rider experience, you said the following improvements are most important

More frequent cleaning of vehicles and stations

More bus shelters

More real-time bus arrival signs

On capital, we asked which improvements were most important to riders

Keeping what we have working

Faster more reliable trips

Extending service to new places

Top 3 ways to improve connections

Better schedule coordination

One fare card/payment system

Improved transfer options

WE LISTENED

What the 2027 Budget Delivers!



Safer Trips

Includes funding for additional regional safety initiatives including Transit Ambassadors and NITA Ride Safe app

Coordinated law-enforcement and social-service response

NITA to establish Office of Transit Safety and Experience

New fare gates pilot to mitigate fare evasion

More Frequent, Reliable Service

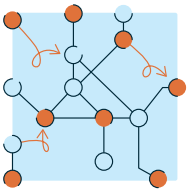
Expanding the CTA Frequent Bus Network

6 CTA bus routes added to Owl 24/7 Service

New Sunday service on select Pace routes

Expanded service on Rock Island Line

Improving rail slow zones across the system



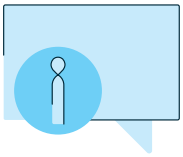
Affordable, Connected Travel

No fare increases in 2027

Expanded Access Program, Regional Passes, and student fares

10,000+ current Access Program permit holders

Preparing for fare integration and more fare programs



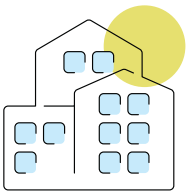
Accessible Trips, Clearer Information

Accessible stations and replacement paratransit vehicles

Real-time arrival and elevator status signs and clearer wayfinding

Multilingual information

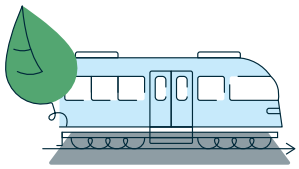
Regional study of Dial-A-Ride



Transit-Oriented Development

Joint Development Fund

Transit Supportive Development Incentive Program



Sustainable Transit

More than 200 electric buses or hybrid-electric buses for CTA and Pace

Nation's first battery-electric trainsets for Metra

Garage electrification to support zero-emission fleet

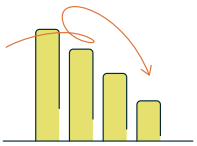


Better Places to Ride and Work

Increased cleaning and maintenance

Bus shelters, benches, and station improvements

Operator restrooms, crew facilities, and garage upgrades



All while achieving $60.1 Million in Efficiencies.

$13.2 million more than required by the NITA Act.

CAPITAL PROJECTS & INVESTMENTS

CAPITAL PROJECTS TO DELIVER IN 2027

CTA

Forest Park Track Rehab — Kedzie to Pulaski

43rd St Green Line Station — rehab

Western Brown Line Station — accessibility and connectivity upgrades

Racine Station and Morgan Substation
Blue Line — accessibility upgrade and increased service capacity

Nearly 100 new 7000 series rail cars

Division/Austin Bus terminal — customer and operator enhancements

Metra

Auburn Park Station Rock Island Line — new station

115th St Station Rock Island Line — rehab

Millennium Station South Water entrance — rehab

Pace

North Division Garage — rebuilt for electric buses

New Electric Buses

CAPITAL FUNDING NEED REMAINS

Even with increased funding from the NITA Act, more than triple the amount of funding is needed to meet the region's state of good repair needs as well as proposed expansions and improvements.

LARGEST INVESTMENTS IN FIVE-YEAR CAPITAL PROGRAM

CTA Red Line Extension
Delivering 4 new accessible stations, a new rail yard and 5.5 miles of new track. $3.29B

CTA Purchase of New Rail Cars
Continued purchase of 7000 series rail cars and funding for next-gen 9000 series rail cars. $436M

CTA Purchase of New Buses
Includes articulated buses, electric, and hybrid buses. $404M

Metra Purchase of New Rail Cars and Trainsets
Includes the purchase of new bi-level cars and zero-emission trainsets and trailer cars. $483M

Metra Rail Car Rehabilitation
Rehab of Metra Electric and diesel-powered rail cars. $274M

Metra Van Buren Street Station
Full rehab and accessibility improvements to the historic downtown station. $156M

Pace Purchase of New Buses
Includes the purchase of electric, hybrid, and CNG powered buses. $218M

Pace Garage Improvements and Electrification
Construction of new garages in Wheeling and Elgin as well as upgrade to garages systemwide. $89M

Pace Pulse Cermak / 22nd St Line
Construction of BRT along Cermak and 22nd St in Cook and DuPage Counties. $42M

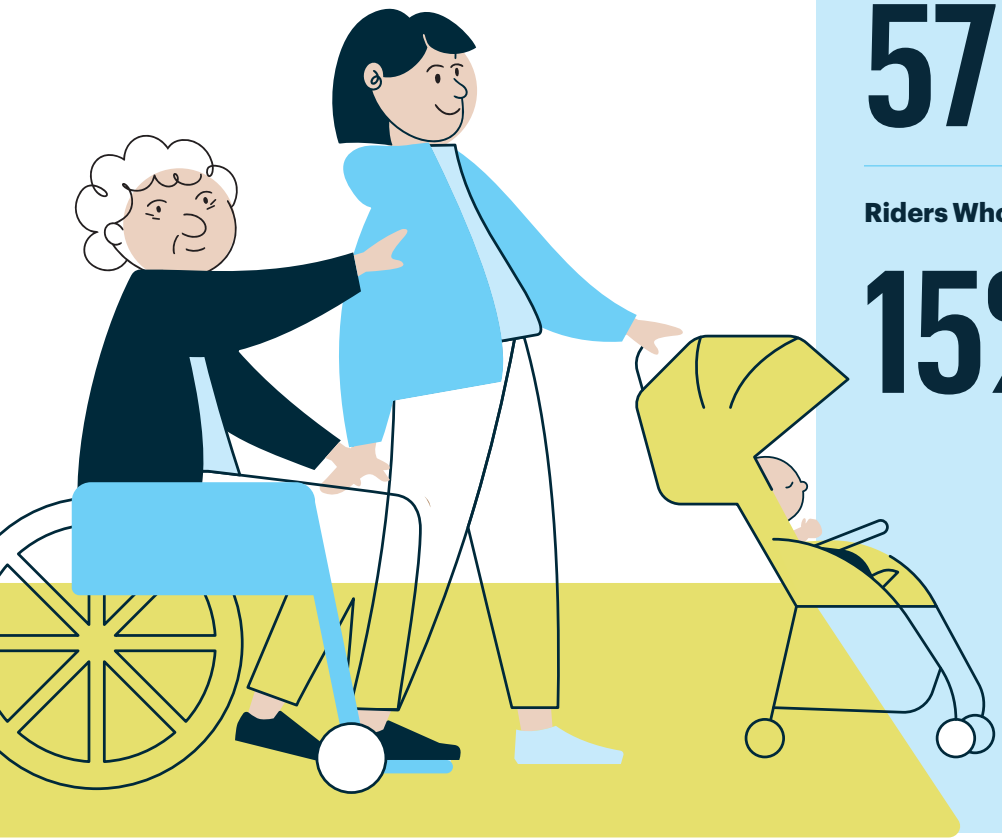
Funded amounts show dollars programmed in the 5-year capital program, not necessarily the full project cost.

Additional fare integration, customer information, and regional service planning work will continue in 2028 and beyond. Learn more and share your comments.

Read the proposed budget at **nita.illinois.gov/2027budget**

Attend the 2027 budget public hearing on November 12.

Submit comments by December 4.



UNDERSTANDING OUR RIDERS AND REGION

Jobs Located Within a Quarter Mile of Transit

2.5 M+

Schools Within a 1/4 Mile of Transit

3,000+

With 130+ colleges/universities and 80+ hospitals.

Riders Without A Car Available

56%

Riders With Household Earnings Under $75K/Year

57%

Riders Who Report Having a Disability

15%

Source: 2025 Customer Satisfaction Survey