

Meeting of the RTA Board of Directors

September 11, 2025

Welcome! Meeting Starts at 9 a.m.

Meeting Agenda: rtachicago.org



1. Call to order

Pledge of allegiance



RTA Board of Directors meeting

- Roll call
- Approval of minutes

4. Public comment



5. Executive Director's report



Transportation Tuesdays

September 9: Regional Human Services Transportation Plan Update

September 16: Introduction to Joint Development: What is it and what are the benefits

September 23: What are we hearing from riders? Customer Satisfaction Survey results

September 30: What's next for the transit fiscal cliff: A conversation between Chicago and peer systems

- Sessions are from noon-1:30 p.m. Registration required, free events.

Legislative update



Today's agenda



6. Information items

6a. Customer Satisfaction Survey results



Background

- Component of performance reporting program
- Regional surveying began in 2011
 - Common questions, scaling, and timing
 - Allows for aggregation of data
- Regular, large-scale efforts
 - 2011, 2013, 2016, 2019/2022
 - Bolstered by customer panel surveys
- CSS evolution:
 - More use of on-line surveying
 - Increased use of social media
 - Shorter survey
 - Use of QR codes, kiosks
 - Ventra data

Key Focus Areas

- Who are our riders?
- How do they ride our system?
- What are they most or least satisfied with?
- What should we focus on to improve their experience?
- Next steps

CSS25

- Survey design:
 - Emails
 - Onboard surveyor handouts
 - Postcard drops
 - Station handouts
 - Kiosks/tablets
 - Flyers/car cards/onboard messaging
- Weighted to March 2025 ridership

Survey Completes	E-mail	Paper	Web	Other	Total
CTA	8,480	983	753	N/A	10,216
Metra	766	2,561	6,898	159	10,384
Pace	2,069	2,631	293	91	5,084
Total	11,315	6,175	7,944	250	25,684

Who are our riders?

CTA

- 60% under 44 years old, 55% women, low car availability, employed full-time, mostly mid-range household income, limited ability to telecommute

Metra

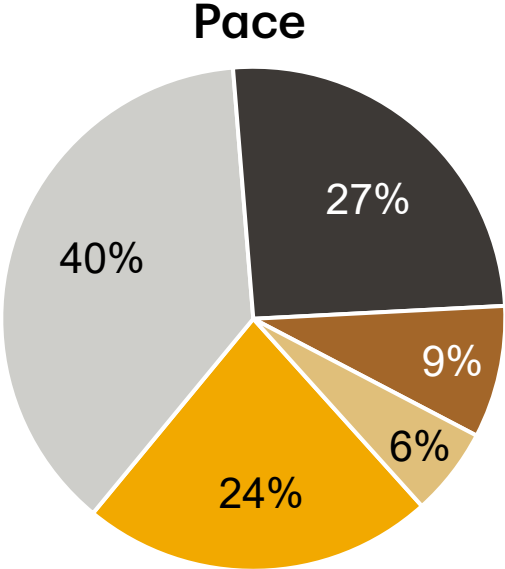
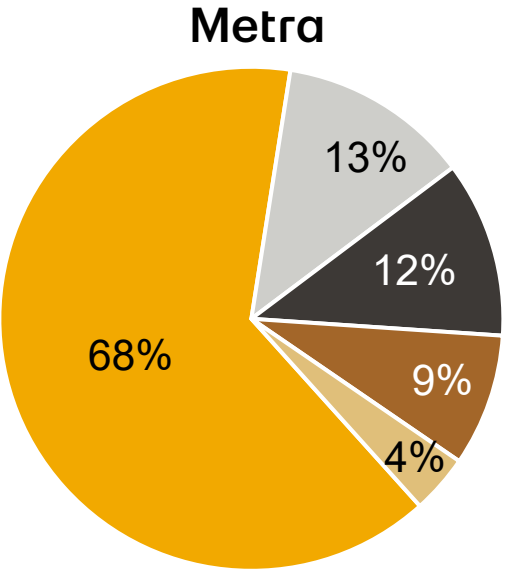
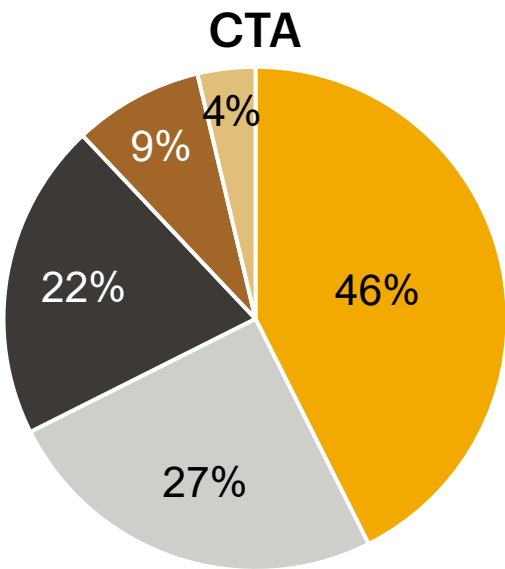
- Riders by choice with high car availability, employed full-time, higher household income, mostly able to telecommute

Pace

- Shift to younger age groups, low car availability, lower household income, more likely to report disability, and least likely to telecommute



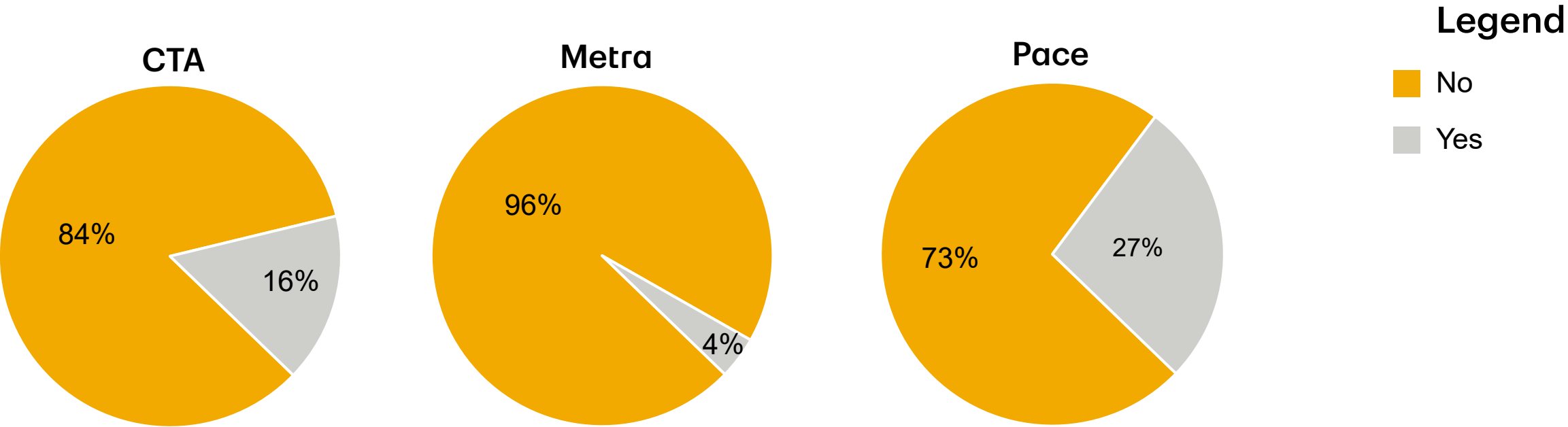
Demographics: Race



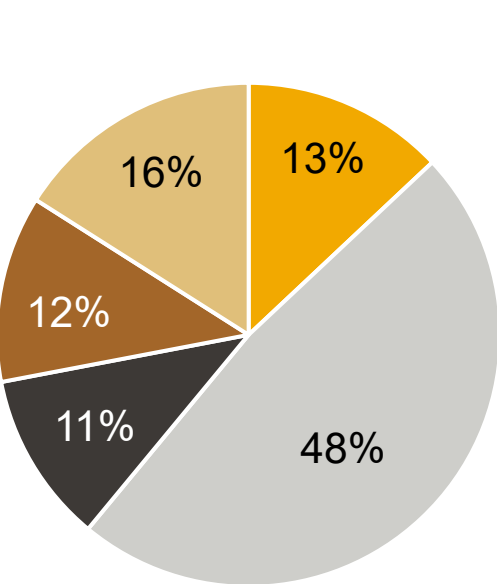
Legend

- White
- Black/AA
- Hispanic/Latino
- Asian /NH/PI
- Other

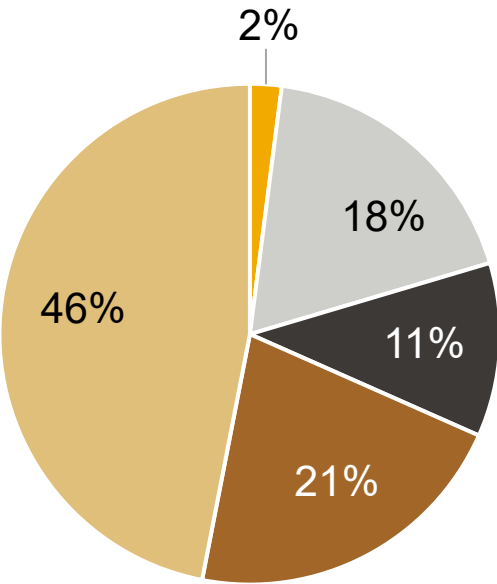
Demographics: Disability Status



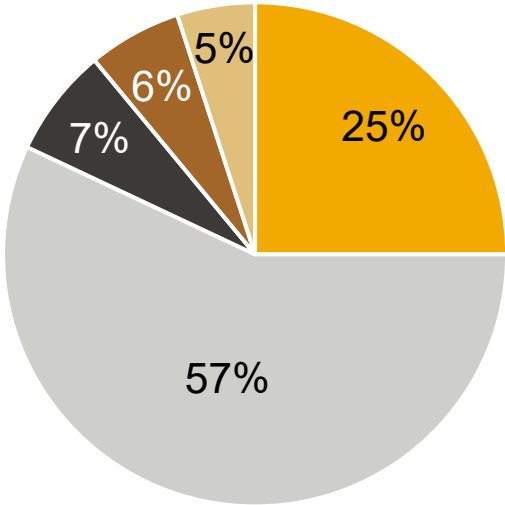
Demographics: Household Income



CTA



Metra

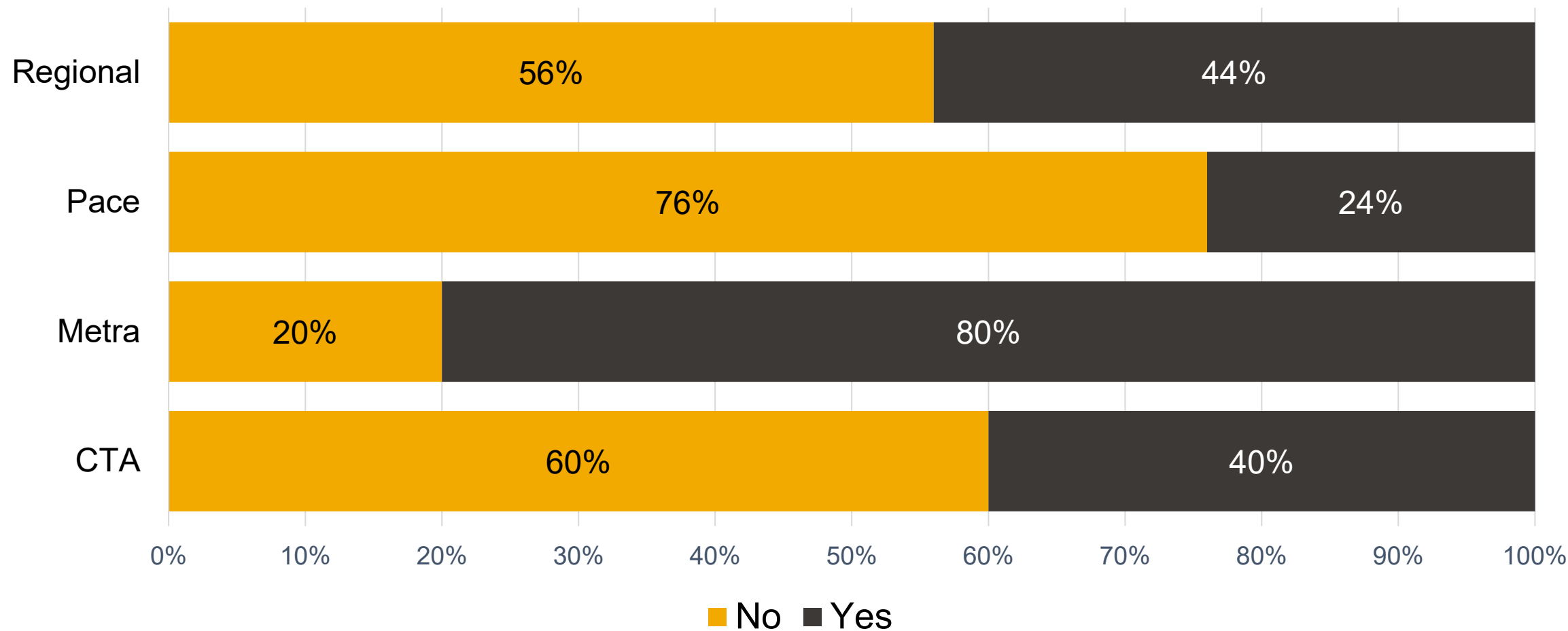


Pace

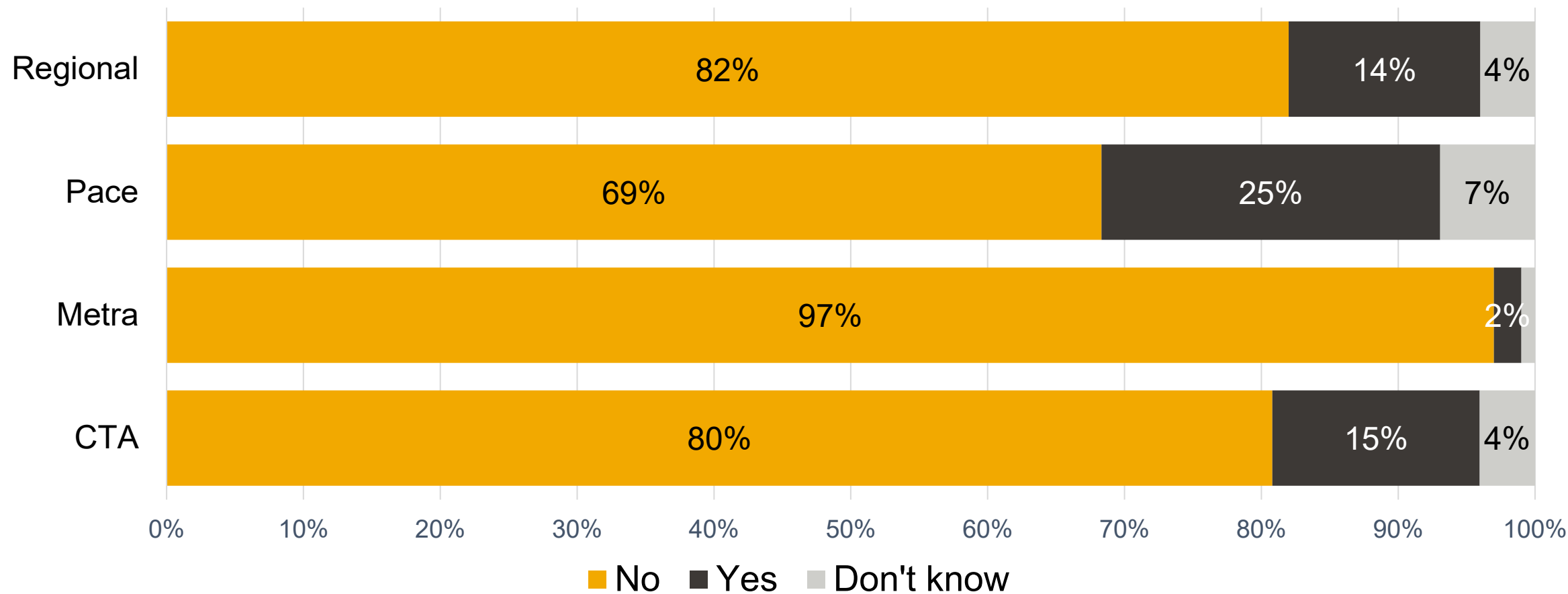
Legend

- Less than \$15,000
- \$15,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 and up

Demographics: Car Availability



Demographics: SNAP Benefits



How do they ride?

CTA

- Frequent user, walk to/from transit, highest use Tuesday-Friday in afternoon rush hour, transfers one time, pays full fare on a per-ride basis with a Ventra card

Metra

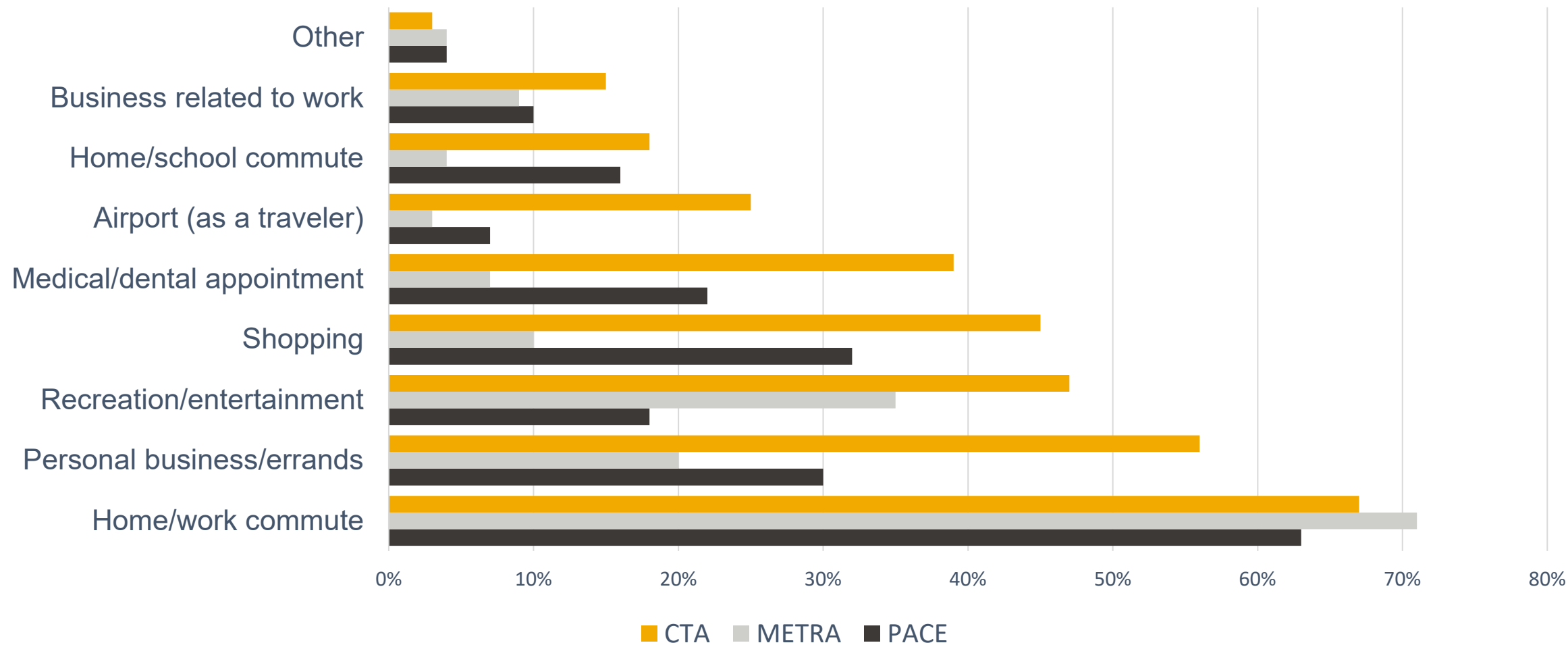
- Rides 3 days per week, Tuesday – Thursday, drives alone to access train but walks to final destination, does not transfer, pays full fare via the Ventra app

Pace

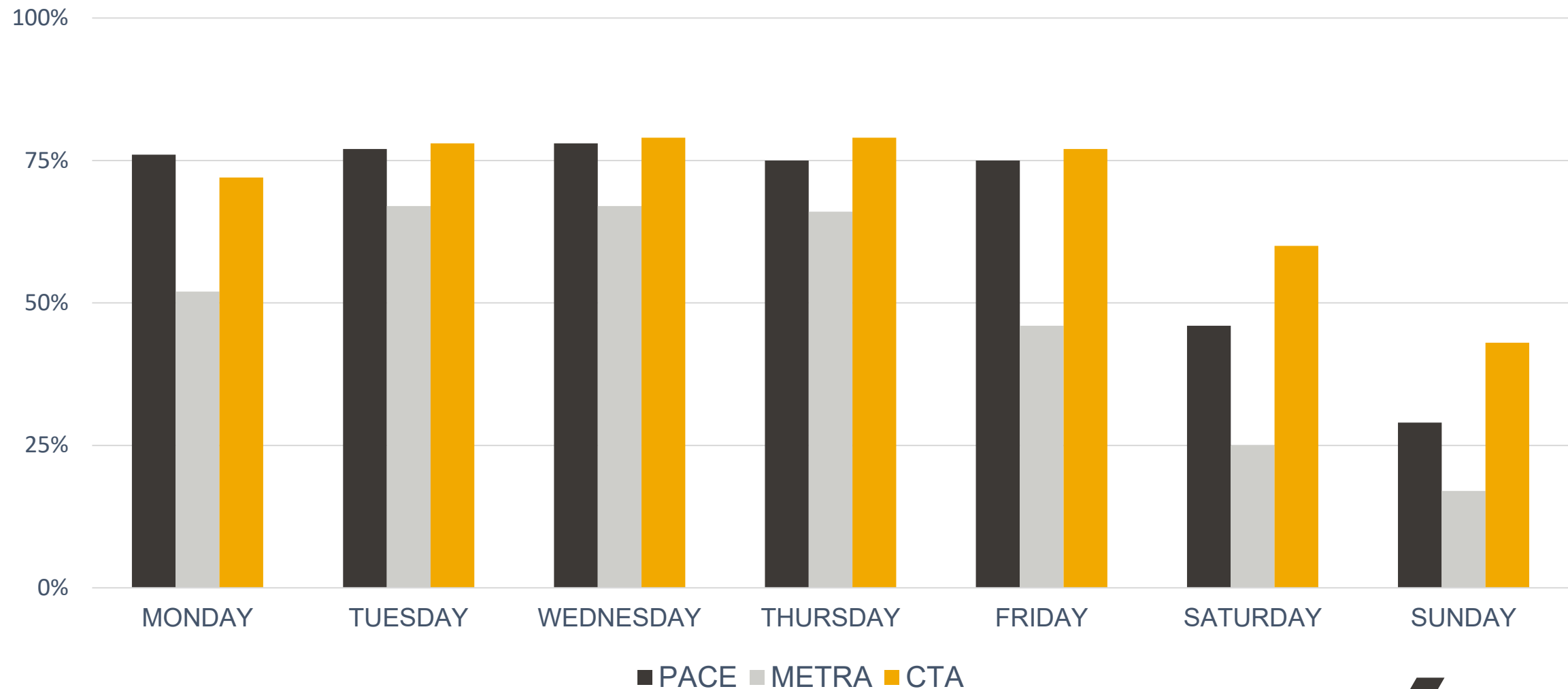
- Frequent user, connects to Metra and CTA services or walks to access bus, rides weekdays without transfers, pays full fare via the Ventra app



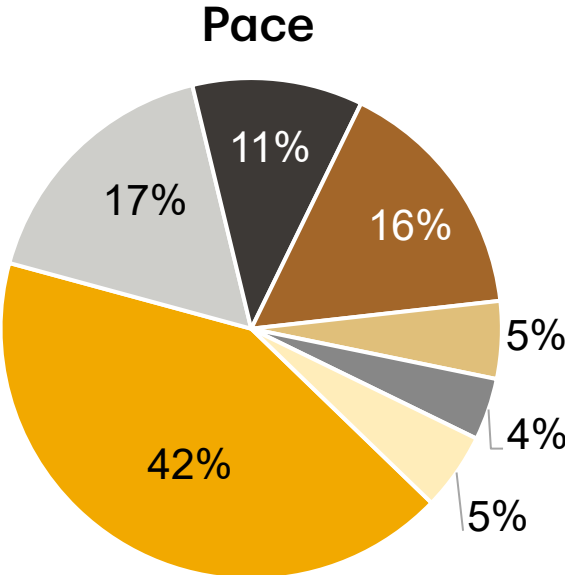
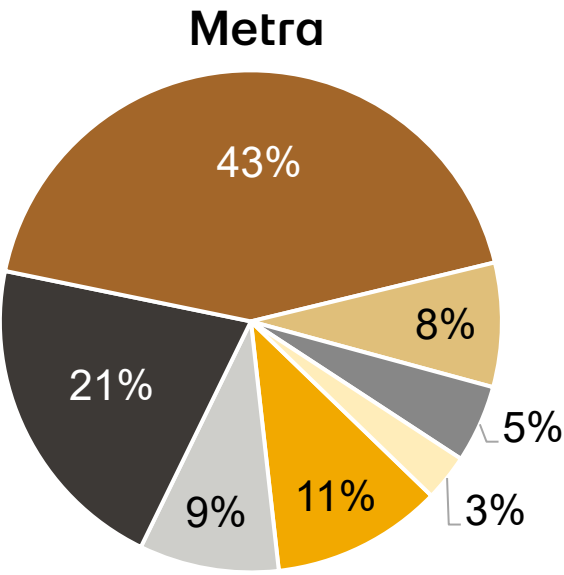
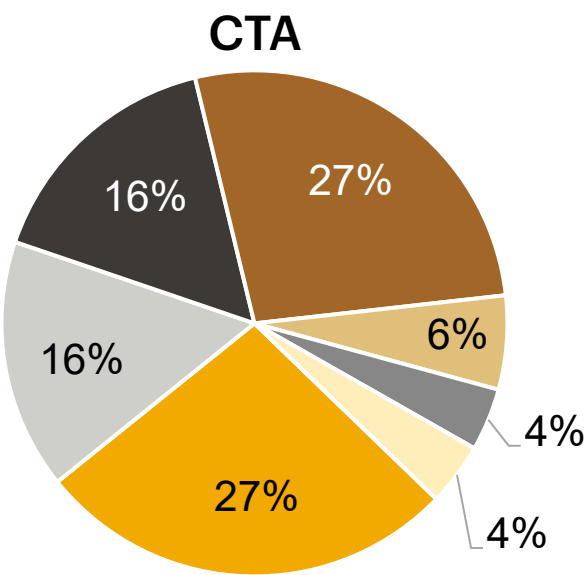
Usage: Trip Purpose



Usage: Days Used



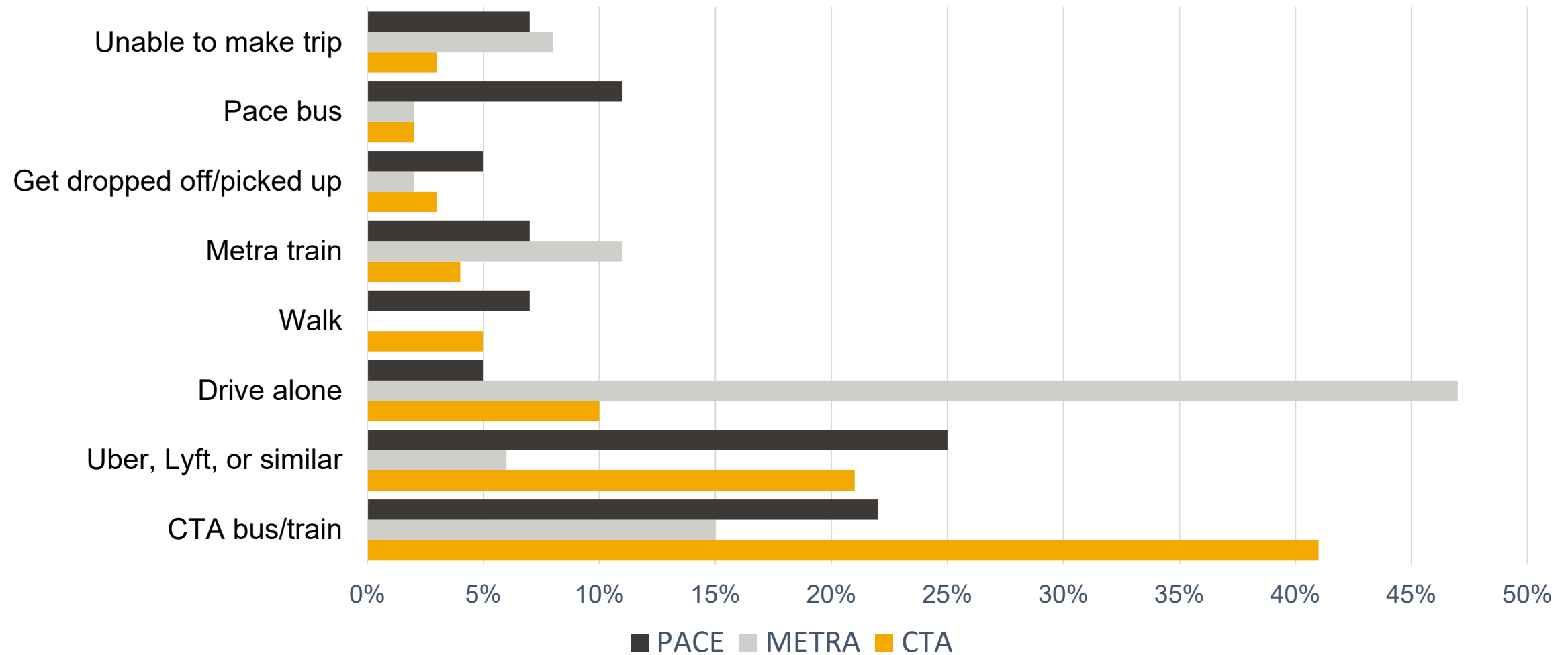
Usage: Telecommuting



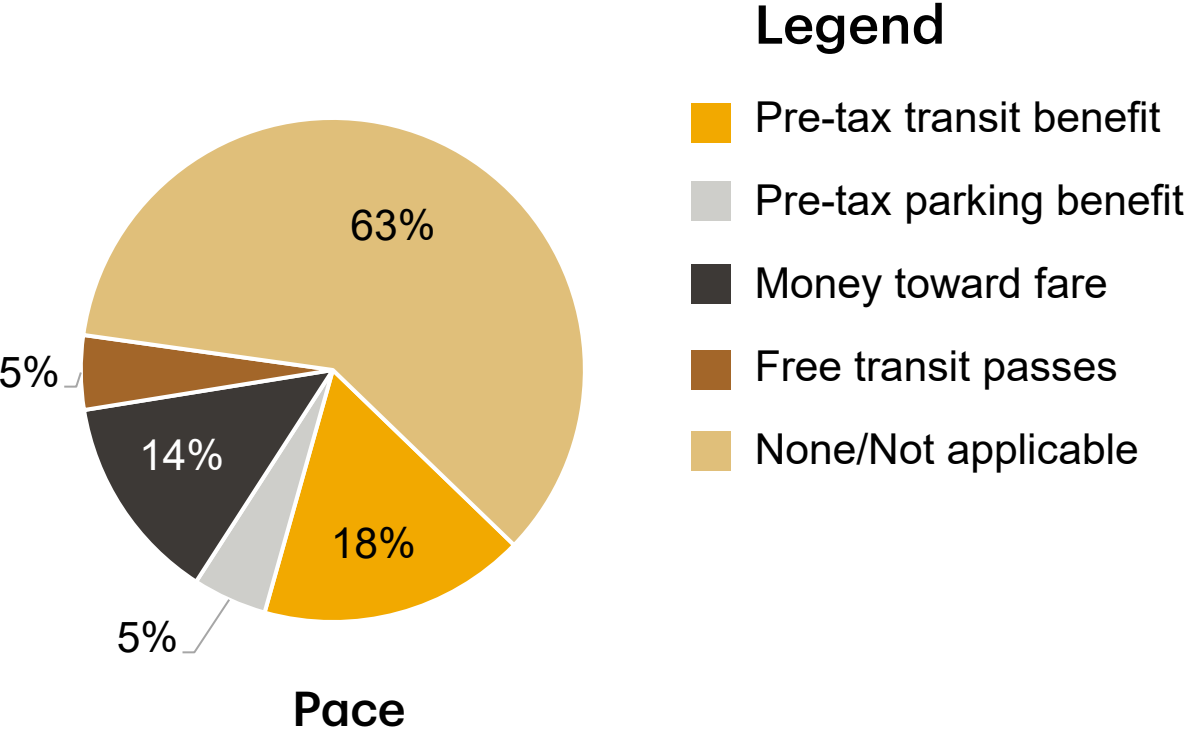
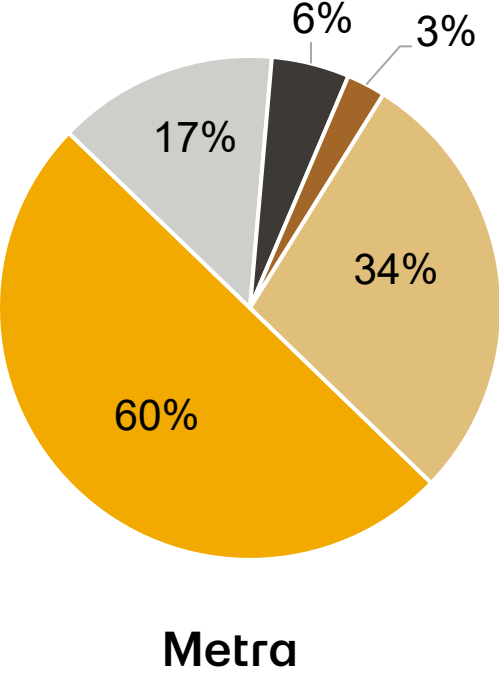
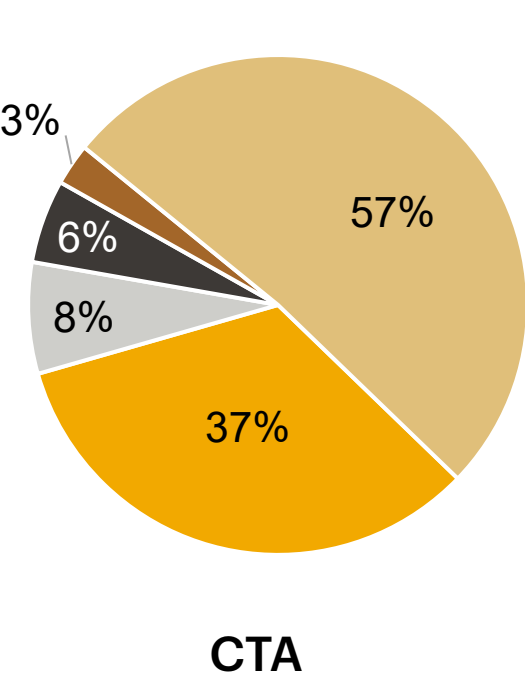
Legend

- Not allowed
- 5 or more days/week
- 3 - 4 days
- 1 - 2 days per week
- 1 - 3 days per month
- A few days per year
- Less than a few days/year to never

Usage: Alternative Mode



Usage: Transit Benefits



Legend

- Pre-tax transit benefit
- Pre-tax parking benefit
- Money toward fare
- Free transit passes
- None/Not applicable

What are riders most or least satisfied with?

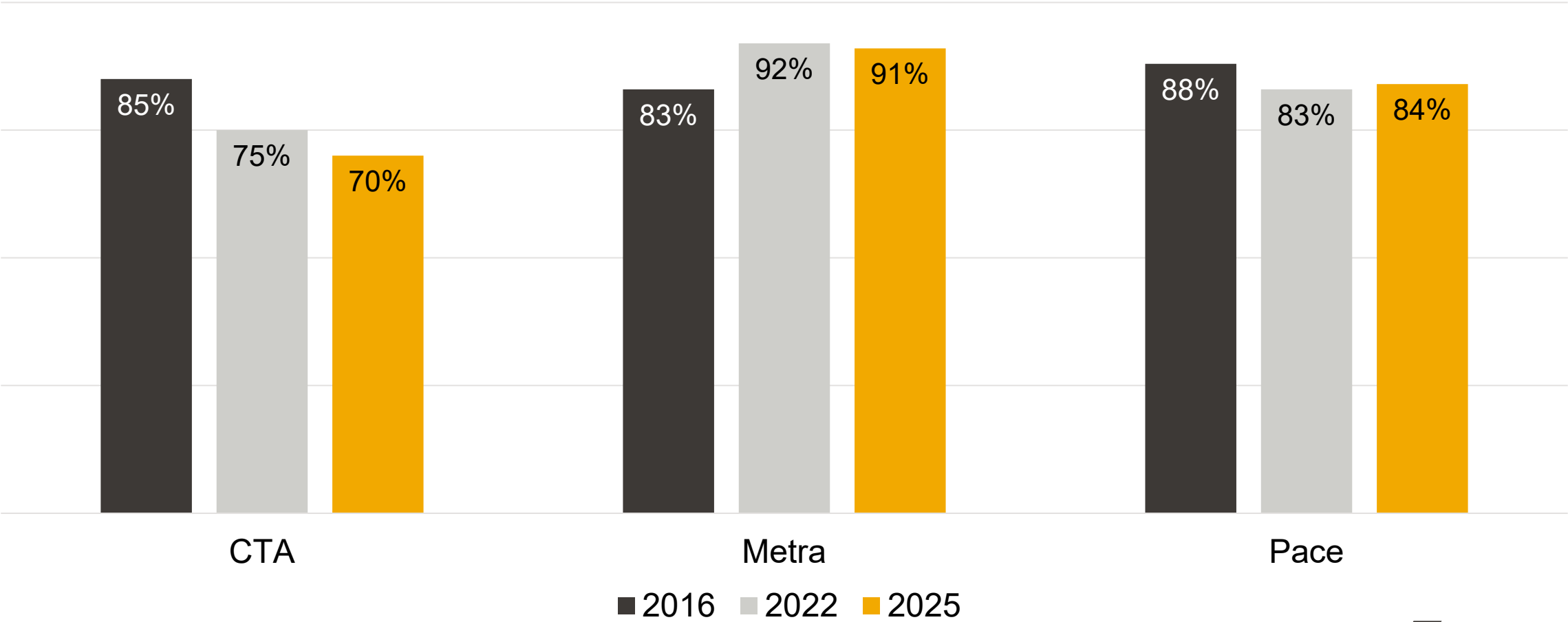
Highest satisfaction

- **CTA**
 - Service availability
 - On-time performance
- **Metra**
 - Onboard personal safety
 - Accuracy of information
- **Pace**
 - Value of service
 - Total trip travel time

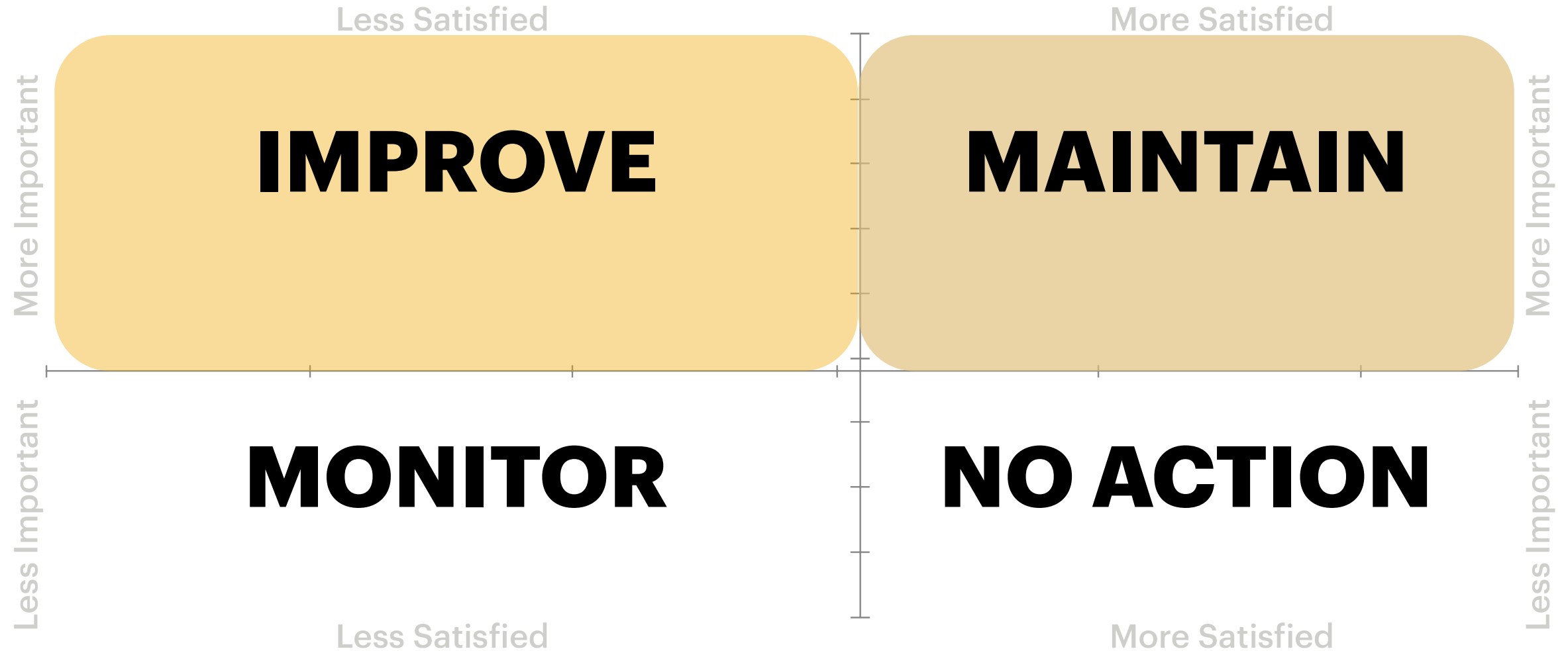
Lowest satisfaction

- **CTA**
 - Personal security
 - Onboard cleanliness
- **Metra**
 - Non-rush hour headways
- **Pace**
 - On-time performance
 - Headways

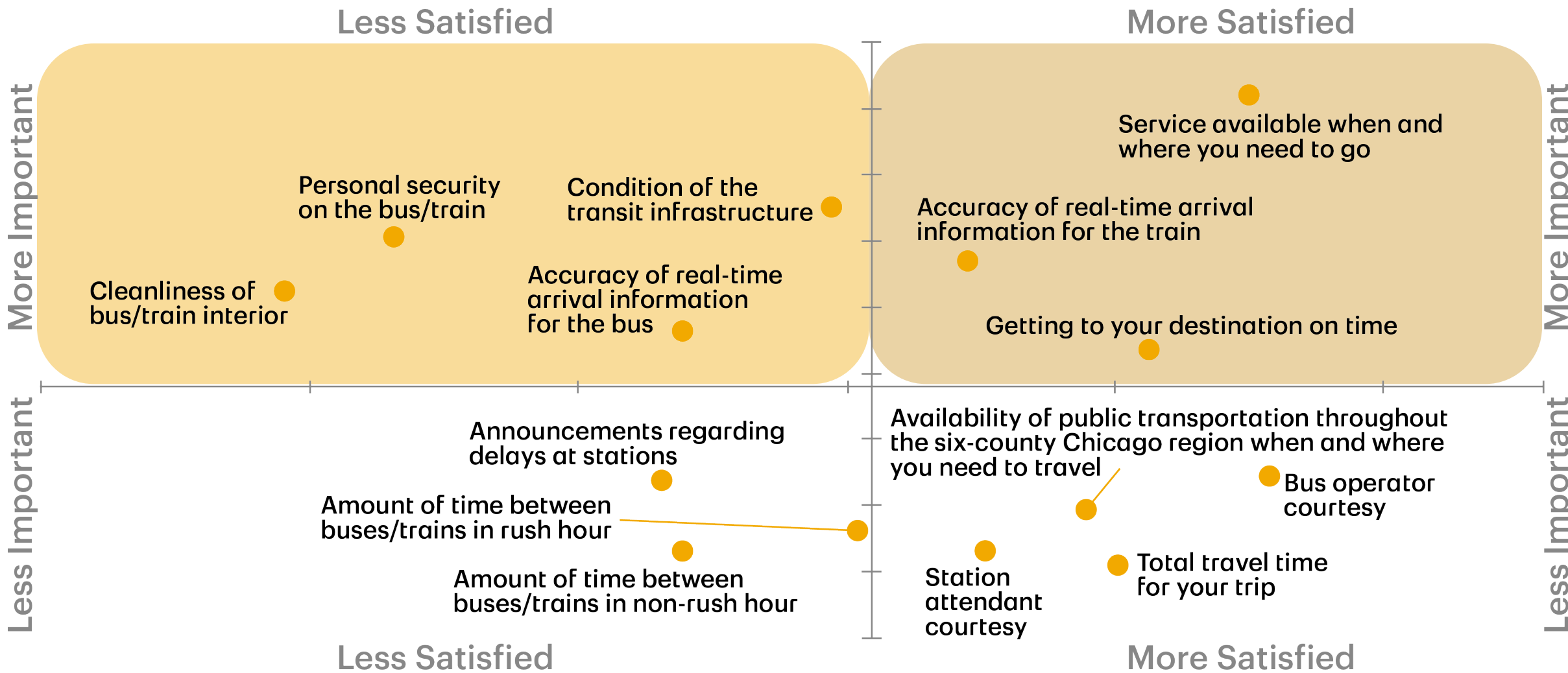
Overall satisfaction



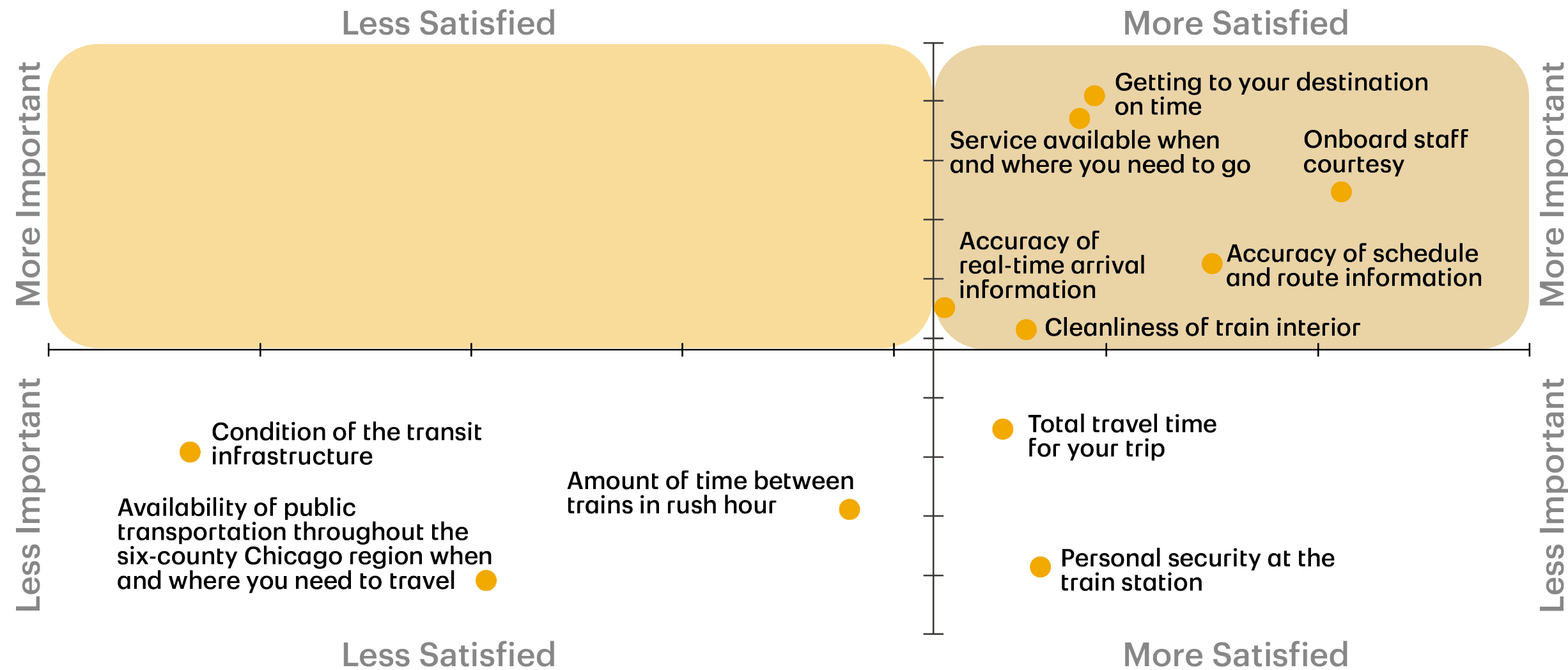
What should we focus on?



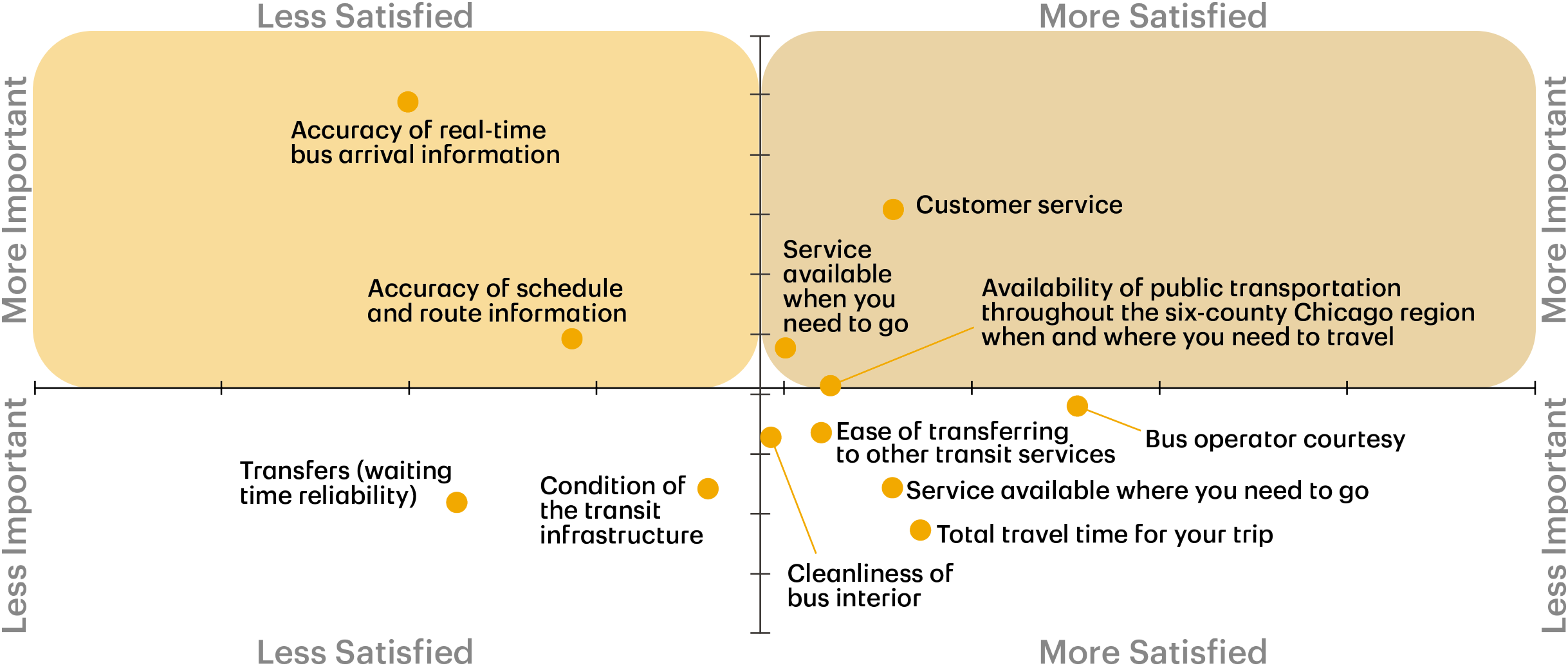
CTA



Metra



Pace



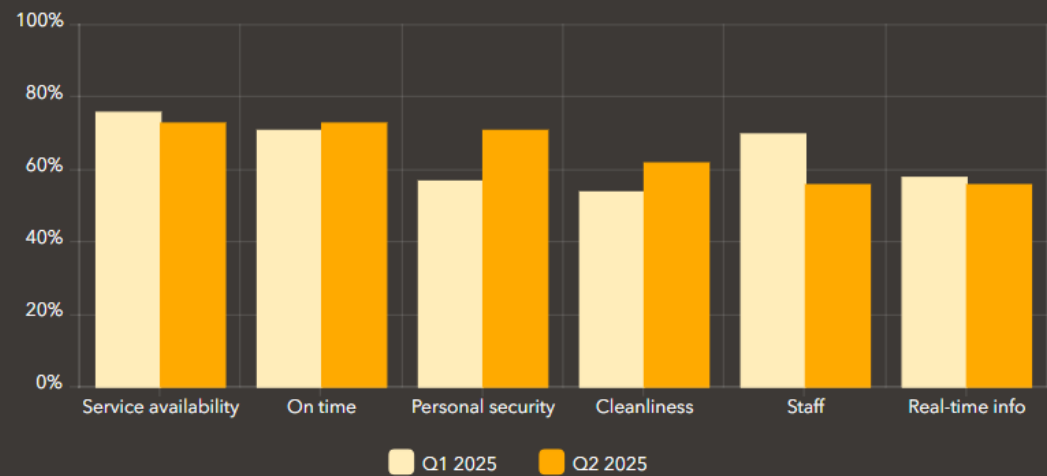
Next Steps

- Service Boards reviewing individual reports
- Staff reviewing the regional report
- All reports will be made publicly available in coming weeks
- Results help inform areas of focus for improved rider experience
- Data will inform Title VI analyses at each Service Board
- RTA Quarterly panel surveys to continue

Chicago Region Transit Dashboard

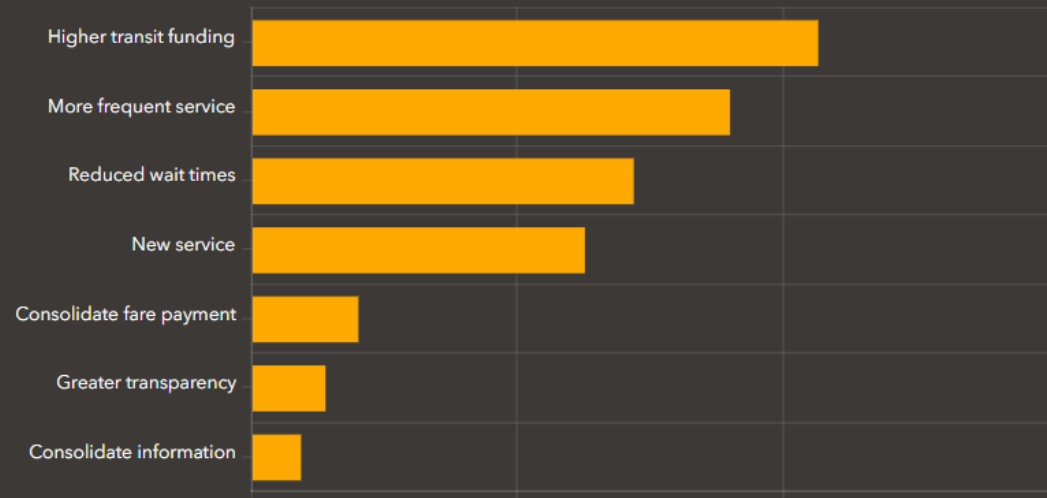
SERVICE QUALITY

Respondents rated their satisfaction with the following service qualities



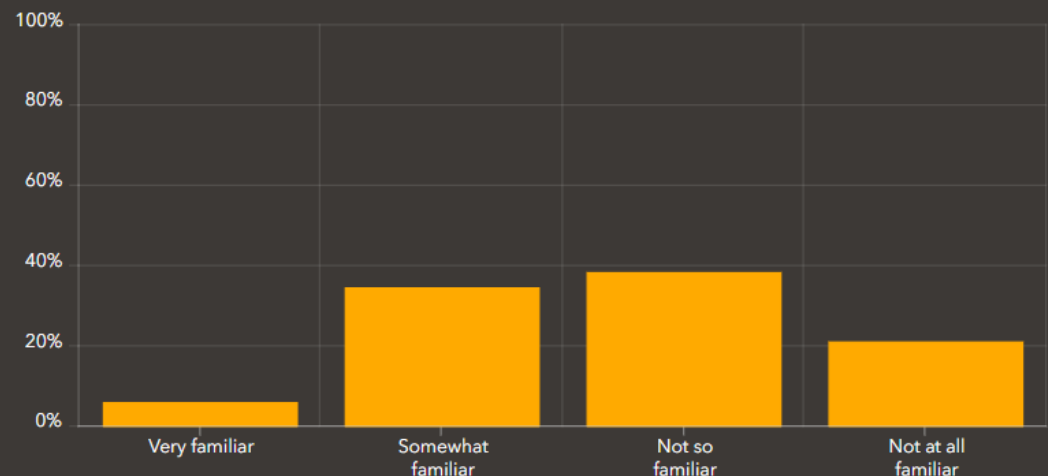
RANKED PRIORITIES

Respondents ranked the importance of the following service qualities



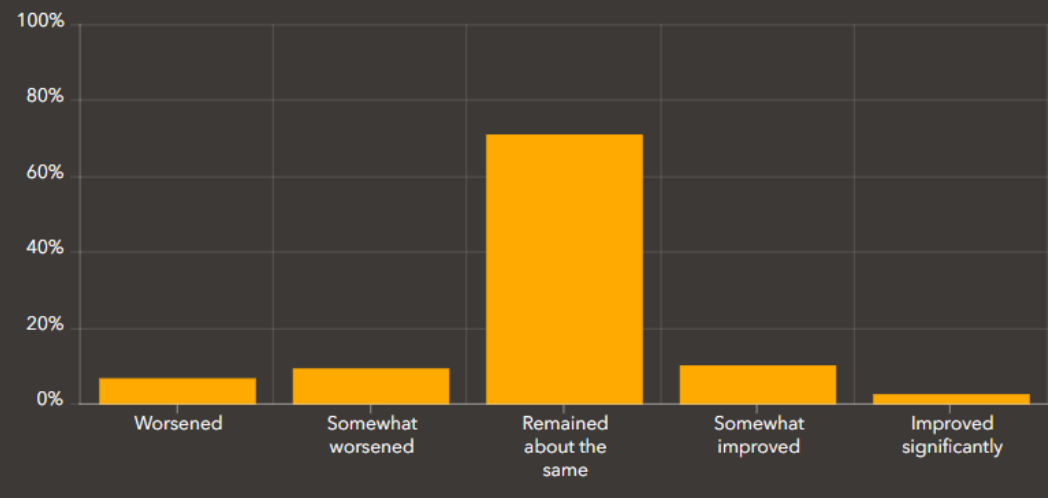
PUBLIC SAFETY IMPROVEMENTS

How familiar are you with the recent efforts to improve public safety?



PERSONAL SAFETY

Considering your typical trip, how do you feel your personal safety has changed in the last three months?



CUSTOMER SATISFACTION

Overall 74%

↑ 3%

Value 82%

↑ 2%

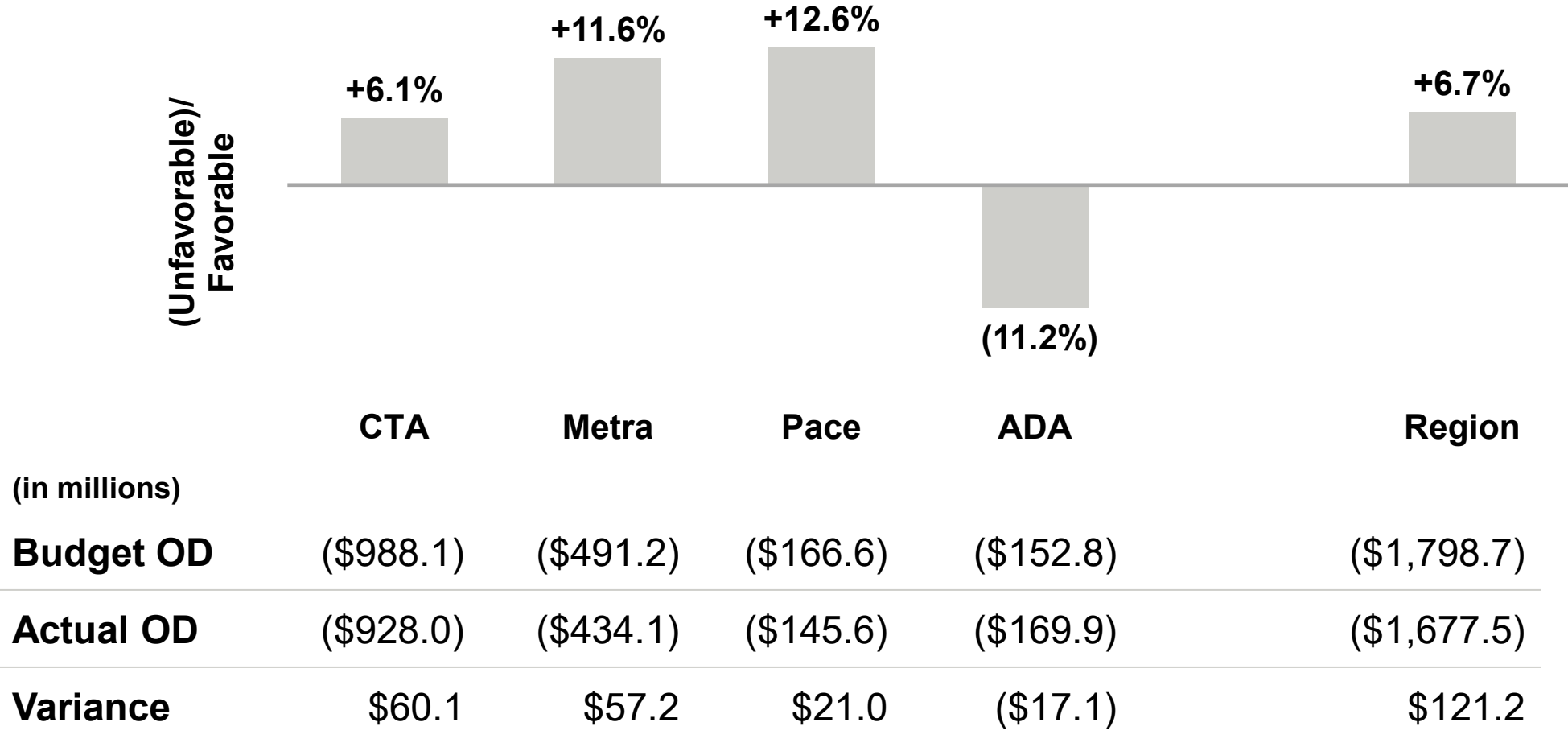
Loyalty 81%

↑ 2%

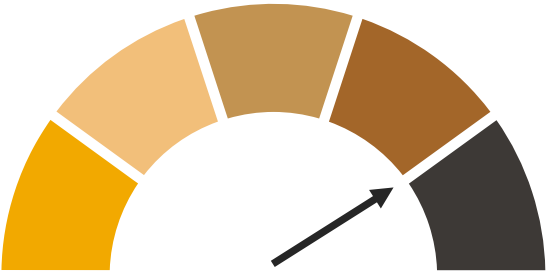
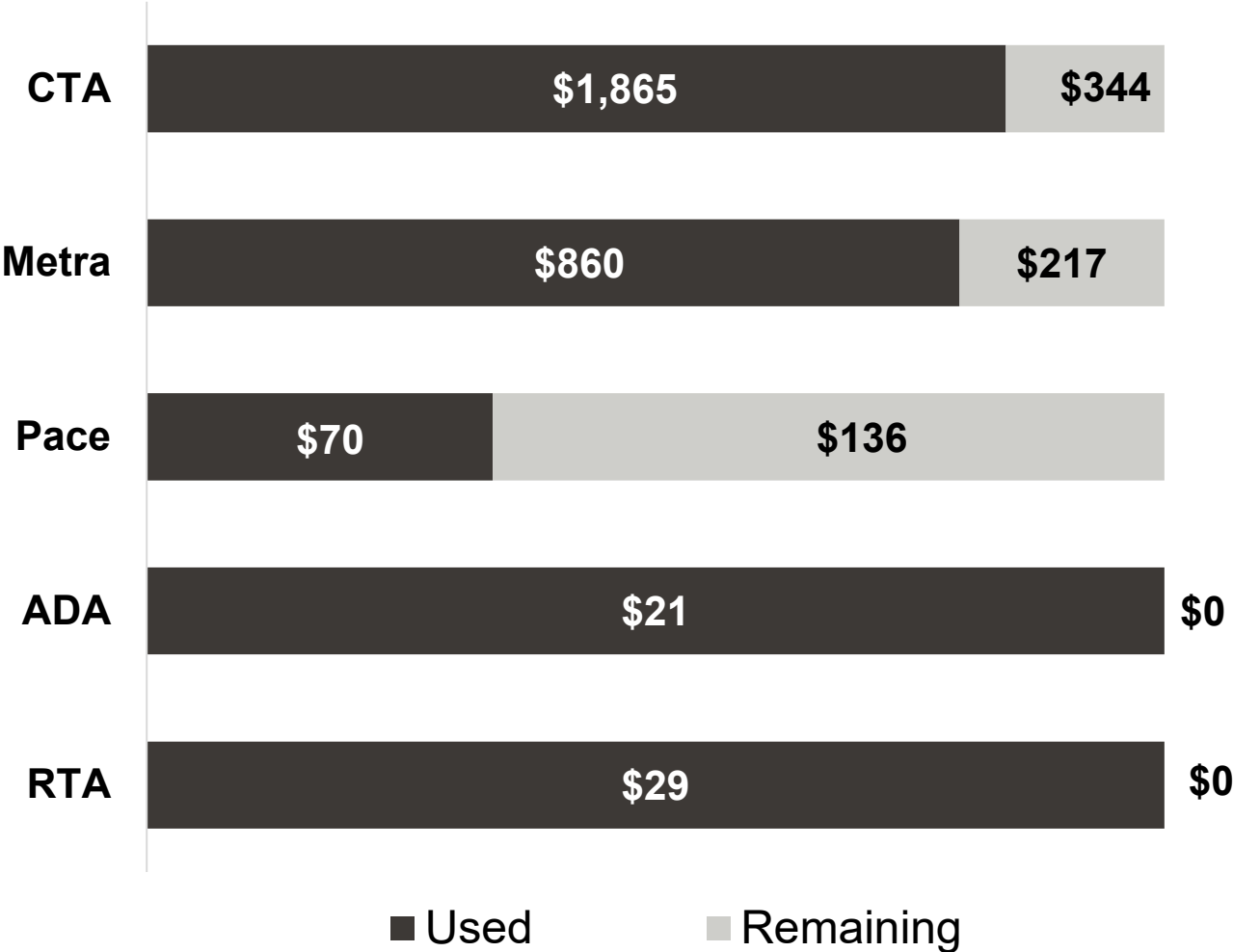
6b. Monthly financial results



Operating deficit variances from budget YTD through July 2025



Relief funding used (in millions)



Region Total
Used = 80.3%

\$2.844B
of
\$3.540B



6c. Regional budget update



Timeline 2025

- RTA Board approved Funding Allocations in Aug.
 - Service Boards Budget Proposals will be released in Oct.
 - Partial fiscal cliff expected in 2026 with full structural cliff in 2027 and 2028
- On track to provide updated fiscal cliff estimates for 2026-2028 before Oct 14
- CTA has scheduled three budget town hall meetings in Sep.
- Springfield Veto session Oct 14-16 and 28-30
- Regional Budget considered for adoption Dec.

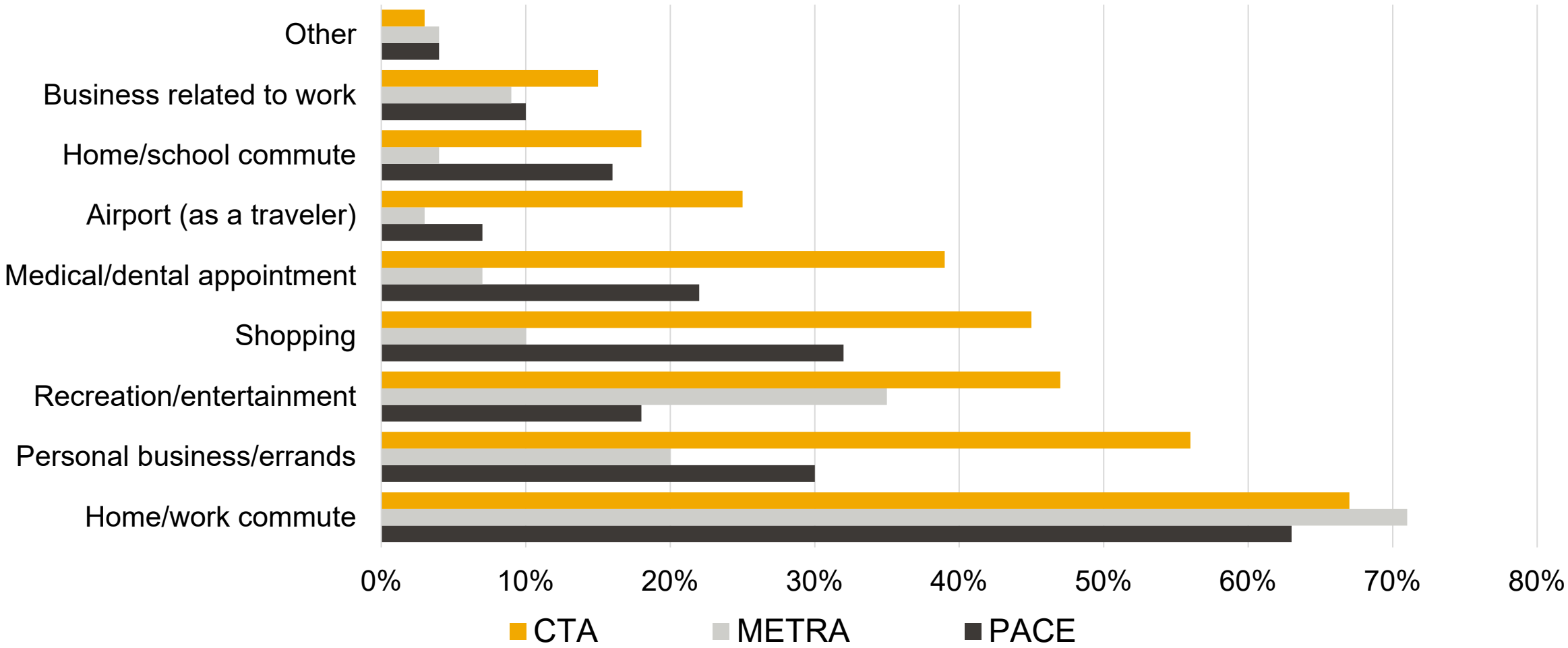
Timeline 2026

- Q1 Regional Fare Increase
- Implementation of Efficiencies
- No Funding Solution will mean:
 - Rolling service cuts starting with CTA and Metra in 2026 and Pace in 2027
 - Expansion plans halted
 - Negative ridership loop begins, lowering fare revenue

Who rides transit?

- Majority of CTA and Pace riders come from households with an income below state median (20% of Metra riders)
- Majority of CTA and Pace riders identify as Hispanic/Latino or non-white racial groups
- CTA and Metra have seen the biggest increase in older riders (65+) compared to 2022 CSS
- Majority of CTA and Pace riders do not have access to a car

Where do riders take transit?



Transit drives the state economy

Six-County Region

- 10% land area
- 65% population, 68% jobs
- 74% economic activity

Current Economic Impact of Transit:

- 173K – Jobs Created Directly or Indirectly by Chicagoland Transit
- \$12.39B – Total Economic Impact of Chicagoland Transit
- \$1.66B – Illinois Tax Revenue Created Directly and Indirectly by Chicagoland Transit



Transit is good for property values

- Nationally property values near high-frequency public transit perform 42% higher than areas not served by transit
- Locally home prices within a half mile CTA or Metra rail were 30% higher than the regional average
- In the city of Chicago the average home price is \$266K. A home more than a quarter mile from a rail station has an average price of \$169K.
- 40% less transit service will directly reduce commercial and residential property values in the region



40% transit cuts will impact the roadway network

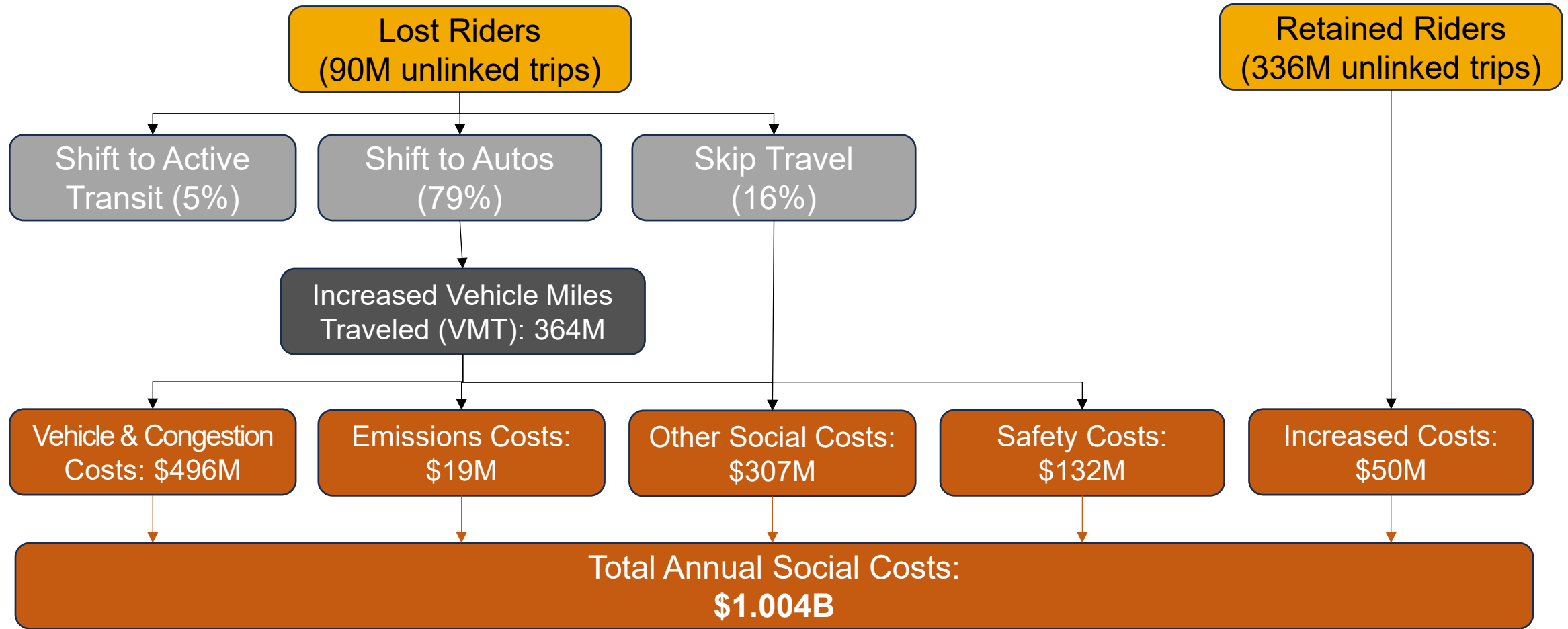
Potential Impact of Cuts on AM Rush Vehicle Traffic

Corridor	Current Avg In-Bound AM Rush Vehicles	Increase from Transit Riders Switching to Driving
Kennedy	9,521	22%
Eisenhower	6,832	26%
Stevenson	7,815	21%
Dan Ryan	11,323	13%
North DSLD	4,723	78%
South DSLD	4,194	15%
Total	44,407	25%

Regional Corridor Impact



40% transit cuts create \$1B in social costs annually



It will cost more to do nothing

Immediate impacts of Fiscal Cliff

- \$2.6B in lost regional GDP
- 27,000 jobs lost
- \$1B in lost wages
- \$372 in lost tax revenue
- \$242M in public assistance costs
- \$41M in educational benefits
- \$23M in health care costs



7. Action items

7a. Approval of an Amendment of the 2025-2029 Capital Program and Changes to Innovation Coordination Enhancement (ICE) Funded Projects



2025-2029 Funding changes (in millions)

2025-2029 Funding Changes	Current	Change	Proposed
Chicago Transit Authority	\$6,031.7	\$63.0	\$6,094.7
Metra	2,255.8	1.5	2,257.3
Pace	415.6	(2.2)	413.5
2025-2029 Capital Program Available	\$8,703.1	\$62.4	\$8,765.5

New Competitive Funding: \$1.2M

CTA

- State of Illinois planning grant: \$0.7M
 - Bus Priority Corridor project

Metra

- Invest in Cook grant: \$0.5M
 - Hollywood/Zoo Station Improvements



Reprogrammed Rebuild Illinois Funding: \$77.6M

CTA: \$70.1M

- All Stations Accessibility Program (ASAP) - California Station
- ASAP Elevator Replacements
- Racine Station / Morgan Substation & Hermitage Traction Power Improvements
- 43rd Street Station Improvements
- Clark and Lake Thompson Center
- Red Line Extension (RLE)

Metra: \$7.5M

- 95th Street/CSU Station
- Smart Gates



ICE Funded Project Changes

Time Extensions:

- Platform Heating Technology
- Crew Optimization
- GPS Train Tracker
- Luminous Platform Signs
- Station Displays – TROI NET
- Transportation Division Software

Reallocation:

2023 ICE Funds, Granted in 2025, are being reprogrammed from Capital Projects to 2025 ADA Operations in the amount of \$16.6M



Proposed ordinances for approval

- Amendment of the 2025-2029 Capital Program
- Changes and extensions for the ICE Program

7b. Appointment of Non-Employee Trustee to the RTA Pension Plan Board of Trustees



7c. Resolution setting the 2026 RTA Board meeting schedule



7d. Resolutions honoring Board members



7e. Approval of travel expense reimbursement(s)



8. New business

Adjournment

The next meeting of the RTA Board of Directors is scheduled for Thursday, October 23.

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 transitistheanswer.org

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