2015 Sub-Regional Peer Review

PERFORMANCE MEASURES

Regional Transportation Authority

March 2017

Prepared by the Department of Capital Programming, Planning & Performance Analysis

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EXECUTIVE SUMMARY

The Sub-Regional Peer Review has been developed by the RTA as part of its oversight function to support the evaluation and management of the region's public transportation system. Examination of each service mode and comparison of its performance to the performance of a set of meaningful peers allows for the identification of potential improvement areas. 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, vanpool, and ADA paratransit – a peer group of five agencies has been chosen. This report is based on published data from the National Transit Database (NTD) to ensure as much comparability between agencies in definition and collection of data elements as possible. It covers data reported for 2015, the most current year available, which was released in November 2016.

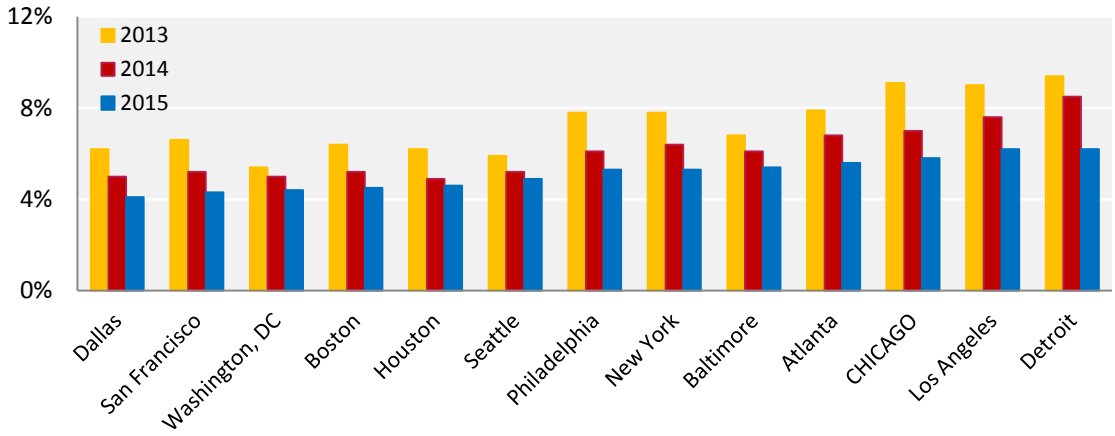
The primary selection criteria for the peer agencies included: size of metropolitan area served, urban versus suburban character of the service area, size of the transit system, and operating characteristics such as speed, trip length, and whether bus services were operated in conjunction with rapid transit service. While the urban/suburban split of service is fairly clear in the Chicago region, in other areas the split is not so well-defined. In selecting appropriate peer groups, properties that were primarily urban were considered for comparison to CTA while those that were primarily suburban were considered for comparison to Pace. The performance of the Pace ADA paratransit service, which is reported as a separate mode to the NTD, is shown separately as well as in combination with dial-a-ride service, another demand-response service.

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. Since there are no federal or industry standards for transit performance metrics, peer comparisons provide the best way to benchmark performance and identify best practices; further research can then be conducted to gain a better understanding of the factors contributing to observed levels of performance. Each modal section of the report contains additional information about service initiatives of the peer agencies -- such as fare increases, new services, and capital projects -- which helps to provide context for the performance metrics. The goal of the RTA performance measurement program is to point toward areas of potential improvement within the constraints and resources of our region.

Overall, the Chicago transit agencies performed well in 2015 in comparison to their peers. The Chicago operators are consistently among the largest of their peers, not surprising given the area's geographic breadth and large population. As in prior years' reports, special strengths were noted across modes in the service efficiency and effectiveness category and in-service

reliability. These results are indicative of the success the RTA agencies have had at running efficient, safe operations and indicate that scarce operating dollars are being used well.

AVERAGE ANNUAL UNEMPLOYMENT RATES



For each of the peer regions, the economy continued to improve in 2015, as shown in the chart above, which shows peak unemployment rates in 2013 for each region under review in this report. In 2014, each region saw improvements in unemployment rates. RTA system ridership, however, decreased 2.4% in 2014 and again in 2015, the result of extreme weather events, route streamlining, low gasoline prices, and increased availability and use of non-transit modes such as biking and ridesharing.

CTA Bus continued to perform well in comparison to its peer group, performing at or above the peer average for nine of eleven measures. For the seventh consecutive year, CTA ranked first for having the lowest operating cost per vehicle revenue hour; CTA was also strong in the other two measures of efficiency and effectiveness, ranking first for operating cost per passenger trip and second for operating cost per passenger mile. Improvement was noted for the reliability measure miles between major mechanical failures; CTA moved up three rank positions (from last to third place), its strongest performance since 2010. In the solvency area, CTA maintained rank positions for fare recovery ratio (ranking first for the sixth year) and fare revenue per passenger mile, for which it ranked second for the seventh consecutive year. Two measures of solvency saw lower rank positions in 2015: CTA dropped to third place for fare revenue per passenger trip and fourth for capital fund expenditures per passenger trip, although CTA had actually improved nearly 16% for this measure compared to 2014.

CTA Rail continued to show strong performance for service efficiency and effectiveness, maintaining its first-place ranking for operating cost per vehicle revenue hour (for the seventh consecutive year) and operating cost per passenger mile (for the fifth consecutive year). CTA also continued to perform well in the service maintenance and capital investment metrics, maintaining top ranking for average fleet age and retaining its top-ranked position for miles between major mechanical failures for the fifth consecutive year. Without a fare increase, CTA maintained its rankings for fare revenue per passenger mile and fare recovery ratio, but fell one rank position for fare revenue per passenger trip. Capital fund expenditures per passenger trip

decreased by 7.1% in 2015, the steepest decline among its peers, yet CTA retained its third-place ranking for this solvency measure.

Metra Commuter Rail has consistently performed better than the peer average for all service coverage and service efficiency and effectiveness measures since peer reporting began in 2009. Metra achieved first place rank for passenger trips per vehicle revenue hour for the second consecutive year. Metra continued to rank highly for operating cost per passenger trip and per passenger mile. With its ongoing efforts to modernize its fleet, Metra maintained its rankings for the two maintenance and capital investment measures although significant improvement was noted in the reliability measure. A fare increase implemented in February 2015 resulted in improvements for each solvency measure related to fares, although Metra saw only one rank position change, moving up one spot for fare recovery ratio. A reduction in capital expenditures per passenger trip in 2015 moved Metra down one ranking for that measure.

Pace Suburban Bus experienced its second consecutive year of ridership declines but maintained its second to last rank positions for both measures of service coverage; rankings for these measures are hampered by Pace's large geographic service area and low population density.–Pace performed better than the peer average for each measure of the service efficiency and effectiveness area, maintaining the lowest operating cost per vehicle revenue hour for the seventh consecutive year and second-place rank for operating cost per passenger mile for the fourth consecutive year. Pace's performance for maintenance and capital investment was mixed; the average age of its buses was roughly the same and Pace maintained its ranking for that measure, while losing one rank position for the reliability indicator as its number of major mechanical failures saw a significant increase. Pace remained below the peer average for each measure relating to fares: fare revenue per passenger trip, fare revenue per passenger mile, and fare recovery ratio, even as fare revenue remained level to 2014. Capital expenditures remained strong and Pace maintained its second place rank for capital expenditures per passenger trip as its expenditures were 56% above the peer average.

Pace Vanpool performed better than the peer average for three measures, improved its rank position for three measures, and lowered its position for one measure in 2015. Pace had its strongest showing in the service efficiency and effectiveness measures, for which it performed better than the peer average for operating cost per vehicle hour and operating cost per passenger trip. Pace came in last position for the two measures of maintenance and capital investment, despite having placed 70 new vehicles into service, and reported more mechanical failures over fewer miles traveled. Although performance improvements were noted for each solvency measure, Pace's rank for these measures remained unchanged from 2014.

Pace ADA Paratransit is unique in having established a separate reporting structure to NTD and is presented within this report as a separate entity as well as in combination with Pace's demand-response service, dial-a-ride. Pace ADA paratransit service continued its favorable performance, equaling or exceeding the performance of its peers in nine of ten metrics. Pace ranked first among peer ADA paratransit service providers for having the youngest fleet and second for its fare recovery ratio.

NOTES/METHODOLOGY

1. This analysis is based on 2015 published data from the National Transit Database (NTD), the most currently available data released in November 2016. The data submission by transit agencies is a requirement of receiving federal funding and thus follows guidelines and procedures established by the Federal Transit Administration.

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

PEER AGENCIES

MODE	PEER GROUP
CTA Bus	**METRO**: Los Angeles County Metropolitan Transportation Authority, Los Angeles **MBTA**: Massachusetts Bay Transportation Authority, Boston **NYCT**: Metropolitan Transportation Authority – New York City Transit, New York **SEPTA**: Southeastern Pennsylvania Transportation Authority, Philadelphia **WMATA**: Washington Metropolitan Area Transit Authority, Washington, DC
CTA Rail	**MARTA**: Metropolitan Atlanta Rapid Transit Authority, Atlanta **MBTA**: Massachusetts Bay Transportation Authority, Boston **NYCT**: Metropolitan Transportation Authority – New York City Transit, New York **SEPTA**: Southeastern Pennsylvania Transportation Authority, Philadelphia **WMATA**: Washington Metropolitan Area Transit Authority, Washington, DC
Metra Commuter Rail	**LIRR**: Metropolitan Transportation Authority-Long Island Rail Road, New York City metropolitan area/Long Island **MBTA**: Massachusetts Bay Transportation Authority, Boston **MNCR**: Metropolitan Transportation Authority-Metro-North Commuter Railroad, New York City metropolitan area/Connecticut **NJT**: New Jersey Transit, New York City metropolitan area/New Jersey **SEPTA**: Southeastern Pennsylvania Transportation Authority, Philadelphia
Pace Suburban Bus	**ACT**: Alameda-Contra Costa Transit, Oakland, and East Bay communities **NICE**: Nassau Inter-County Express, New York **OCTA**: Orange County Transportation Authority, Los Angeles area **SAM**: San Mateo County Transit District, San Francisco Bay area **SMART**: Suburban Mobility Authority for Regional Transportation, Detroit area
Pace Vanpool	**DART**: Dallas Area Rapid Transit, Dallas **KING CO**: King County Metro Transit, Seattle area **METRO**: Los Angeles Metropolitan Transportation Authority, Los Angeles **OCTA**: Orange County Transportation Authority, Los Angeles area **HOUSTON**: Metropolitan Transit Authority of Harris County, Houston area
Pace ADA Paratransit	**MBTA**: Massachusetts Bay Transportation Authority, Boston **MTA**: Maryland Transit Administration, Baltimore **NYCT**: Metropolitan Transportation Authority – New York City Transit, New York **ACCESS**: Access Services, Los Angeles **WMATA**: Washington Metropolitan Area Transit Authority, Washington, DC

DEFINITIONS

Average Age of Fleet: the mean of the difference between year of manufacture and year under consideration for all vehicles in the active fleet.

Average Vehicle Passenger Capacity: the mean number of passengers that can be carried per revenue vehicle, computed by adding seating capacity plus standing capacity and dividing that number by the number of active vehicles in the fleet. For the commuter rail mode, this calculation excludes standing passenger capacity to conform to industry standards and the expected provision of one seat per passenger.

Average Speed: the miles that vehicles travel while in revenue service divided by the hours that vehicles travel while in revenue service.

Average Trip Length: the average distance ridden for an unlinked passenger trip.

Capital Funds Expended: the expenses related to the purchase of capital assets; it does not include capital funds transferred to cover operating expenses.

Capital Funds Expended per Passenger Trip: expenses related to the purchase of capital assets divided by the total number of unlinked passenger trips provided.

Directional Route Miles: the mileage in each direction over which public transportation vehicles travel while in revenue service.

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

Fare Revenue: all income received directly from passengers, either paid in cash or through pre-paid tickets, passes, etc.

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

Fare Revenue per Passenger Trip: all income received from passengers divided by the total number of unlinked passenger trips provided.

Miles between Major Mechanical Failures: the average number of miles that vehicles travel while in service between failures of some mechanical element or a safety concern that prevents the vehicle from completing a scheduled trip or from starting the next scheduled trip.

Operating Cost: the expenses associated with the operation of the transit agency.

Operating Cost Components: the allocation of costs among specific categories of expenses:

- General administration: all costs associated with the general administration of the transit agency
- Vehicle maintenance: all costs associated with revenue and non-revenue service vehicle maintenance
- Non-vehicle maintenance: all costs associated with facility maintenance
- Vehicle operations: all costs associated with vehicle operations

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

Operating Cost per Passenger Trip: total operating cost divided by the total number of unlinked passenger trips taken on public transportation vehicles.

Operating Cost per Vehicle Revenue Hour: total operating cost divided by the hours that vehicles travel while in revenue service.

Passenger Miles: cumulative sum of the distances ridden by each passenger: average trip length multiplied by total passenger trips.

Passenger Trips: unlinked passenger trips reported as the number of passengers who board public transportation vehicles, counted each time they board a vehicle used to travel from their origin to their destination.

Passenger Trips per Vehicle Revenue Hour: total number of unlinked passenger trips divided by the total number of hours of transit service provided.

Passenger Trips per Vehicle Revenue Mile: total number of unlinked passenger trips divided by the miles that vehicles travel while in revenue service.

Population: the population of the area served by the transit agency as reported to NTD by the agency.

Population Density: the service area population divided by the service area square miles.

Revenue Components of Trip Cost: the cost of a trip viewed as the percentage and actual dollar amounts covered by fare and non-fare revenue (system-generated revenue and other subsidies).

Service Area: A measure of access to transit service in terms of population served and area coverage (square miles). The reporting transit agency determines the service area boundaries and population for most transit services using the definitions contained in the Americans with Disabilities Act of 1990 (ADA), i.e. a corridor surrounding the routes ¾ of a mile on either side, or for rail, a series of circles of radius ¾ mile centered on each station.

Vehicle Revenue Hours: hours that vehicles travel while in revenue service.

Vehicle Revenue Miles: miles that vehicles travel while in revenue service, including layover/ recovery time, but excluding deadhead time.

Vehicles Operated in Maximum Service: the revenue vehicle count during the peak season of the year, on the week and day that maximum service is provided; excludes atypical days or one-time special events.

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 the number of transit trips taken. They each also have both urban rail and bus services, which provide coordinated service throughout the metropolitan area. New York City Transit is the most analogous to CTA bus in that it has a service area largely defined by city boundaries. The bus systems serving the other cities also serve surrounding suburban areas, but are predominantly urban systems.

CTA performed better than the peer average for seven of eleven measures and equaled the peer average for two measures. With a 0.7% drop in ridership, CTA dropped to third place for passenger trips per vehicle mile but maintained its fourth-place ranking for passenger trips per vehicle revenue hour. CTA again performed well in the efficiency and effectiveness measures, maintaining top ranking for operating cost per vehicle revenue hour, moving up to first place for operating cost per passenger trip, and maintaining second rank for operating cost per passenger mile. CTA significantly improved its rank position for the reliability measure, rising three rank positions after dropping to last place in 2014. CTA continued its strong performance in the solvency area, maintaining the top ranking for fare recovery ratio and second place for fare revenue per passenger mile. CTA dropped one position for fare revenue per passenger trip and two positions for capital expenditures per passenger trip.

Peer Comparison

Service Area	Performance Measure	Performs better than peer average	
		2014	2015
Coverage	Passenger Trips per Vehicle Revenue Hour	EQUAL	EQUAL
	Passenger Trips per Vehicle Revenue Mile	EQUAL	EQUAL
Efficiency and Effectiveness	Operating Cost per Vehicle Revenue Hour	YES	YES
	Operating Cost per Passenger Trip	YES	YES
	Operating Cost per Passenger Mile	YES	YES
Maintenance and Capital Investment	Average Age	YES	YES
	Miles between Major Mechanical Failures	NO	NO
Solvency	Fare Revenue per Passenger Trip	YES	YES
	Fare Revenue per Passenger Mile	YES	YES
	Fare Recovery Ratio	YES	YES
	Capital Funds Expended per Passenger Trip	YES	NO

Peer Modal Characteristics

In comparison to their peers, New York and Chicago have the smallest and most densely-populated operating environments. CTA ranks third, behind NYCT and Los Angeles Metro, for miles and hours of service provided, passenger trips, passenger miles traveled, and operating cost.

Urban Bus Overview

Modal Characteristics	CTA	MBTA	METRO	NYCT	SEPTA	WMATA
	Chicago	Boston	Los Angeles	New York	Philadelphia	Washington, DC
Service Area Population	3,345,983	3,109,308	8,626,817	8,550,405	3,797,325	3,719,567
Service Area (square miles)	314	3,244	1,513	321	839	950
Population Density	10,656	958	5,702	26,637	4,526	3,915
Vehicle Revenue Miles	52,277,748	23,138,625	75,206,379	98,734,814	39,751,731	38,541,069
Vehicle Revenue Hours	5,729,637	2,355,547	6,972,614	13,214,309	3,932,468	3,916,107
Passenger Trips	274,288,766	132,459,877	342,979,105	776,481,616	171,287,633	134,250,224
Passenger Miles	669,641,703	331,707,640	1,444,741,513	1,751,310,688	502,619,260	423,567,738
Operating Cost	$794,303,144	$427,672,517	$994,171,274	$2,947,954,765	$620,119,946	$625,778,732
Fare Revenue	$292,070,922	$102,644,459	$267,408,811	$964,784,254	$180,086,911	$146,520,999
Capital Funds Expended	$201,706,636	$77,602,333	$325,169,321	$397,899,690	$168,340,046	$263,406,892
Average Speed (miles per hour)	9.1	9.8	10.8	7.5	10.1	9.8
Average Trip Length (miles)	2.4	2.5	4.2	2.3	2.9	3.2
Average Vehicle Passenger Capacity	84	93	54	78	85	67
Average Vehicle Age (years)	7.2	10.7	8.0	6.9	8.7	8.1
Vehicles Operated in Maximum Service	1,594	828	1,924	3,878	1,172	1,344

Modal Characteristics Highlights

Vehicle Revenue Miles: CTA was one of five agencies to see a decrease in vehicle revenue miles in 2015; New York was the only agency to see an increase. Since 2011, CTA has decreased its vehicle revenue miles by 0.2%, versus a peer average decrease of 2.6%.

Passenger Trips: Of the five agencies to see ridership declines in 2015, CTA's 0.7% drop was the lowest rate of decrease. However, over the five-year period, CTA has seen the steepest decrease of the six peer agencies, with an 11.6% drop compared to 2011. New York, Los Angeles, and Philadelphia also saw five-year declines of 3.0%, 4.0%, and 6.5%, respectively. Five-year urban bus ridership in Washington, DC and Boston has increased 2.7% and 20.5%, respectively; Boston's influx of jobs and new residential development has resulted in the surge in its transit ridership.

Operating Cost: CTA's operating cost increase was held to 1.4% in 2015 compared to a peer average increase of 2.9%. CTA's five-year increase of 8.5% is lower than the peer average of 14.7%.

Fare Revenue: CTA was the only agency to not implement a fare increase for the fiscal year being reported herein, and was the only agency to see a decrease in fare revenue. CTA bus fare revenue decreased 1.6% in 2015, yet remains 4.5% above 2011 levels versus its peer average increase of 10.5%.

Capital Funds Expended: CTA increased capital fund expenditure per passenger by 15.8% in 2015; each of its peers also increased their capital funds expenditures, ranging from 29% (Metro) to over 1000% (WMATA). Capital fund expenditures fluctuate greatly from year to year, generally corresponding to large capital outlays for new rolling stock or construction projects. In 2015, CTA expended over $158 million on new bus rolling stock; WMATA expended over $167 million to vastly expand its bus network to accommodate and serve the new Silver Line stations that opened in the summer of 2014.

Average Speed: Each agency saw decreased average bus speeds in 2015; CTA was down 1.0% compared to 2014 and had the second-lowest average speed of 9.1 miles per hour versus the peer average of 9.6 mph.

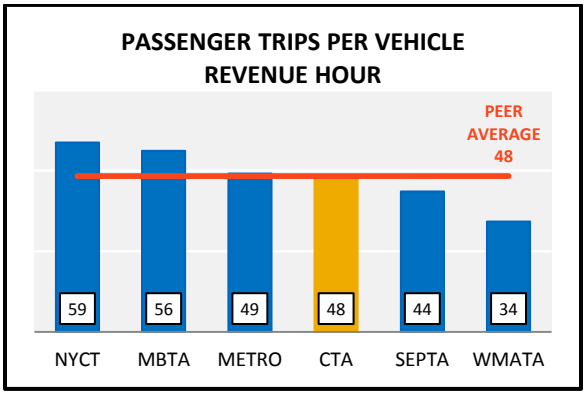
Average Trip Length: CTA bus riders travel an average 2.4 miles per trip, compared to the peer average of 3.0 miles. CTA saw a 1.5% decrease in its average trip length in 2015, following three consecutive year-over-year increases. Over the past five years, CTA passenger average trip lengths have increased 6.3% compared to a peer average increase of 0.6%.

Average Vehicle Passenger Capacity: CTA operates the third-largest vehicles with an average passenger capacity of 84. Average passenger capacities vary from a low of 54 at Metro to 93 at MBTA.

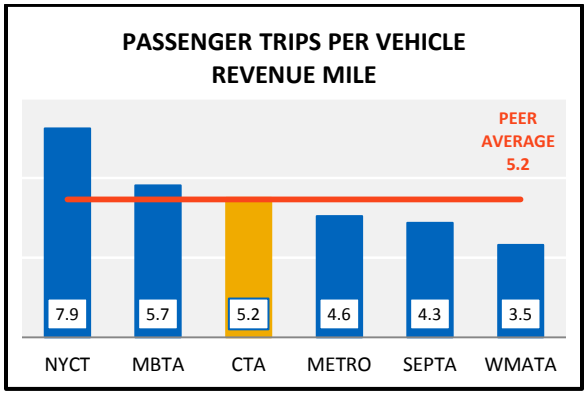
URBAN BUS

Service Coverage

CTA bus saw a small increase in vehicle revenue hours and a small decrease in vehicle revenue miles in 2015; a 0.7% drop in ridership resulted in unfavorable results for the two performance measures shown below, passenger trips per vehicle revenue hour and passenger trips per vehicle revenue mile. Of its peer group, CTA bus experienced the smallest ridership losses in 2015 and lost one rank position for passenger trips per vehicle revenue mile, although it maintained its ranking for passenger trips per vehicle revenue hour. The national trend of lower bus ridership is attributed to extreme winter weather events, low gasoline prices, and the increasing availability and popularity of car and bike sharing services, as well as shifting preferences toward rail service where available.



MBTA was the only bus peer to see an increase in ridership in 2015. Of the five agencies reporting ridership decreases, CTA saw the smallest drop in ridership at -0.7%, while its vehicle revenue hours increased by 0.8%. Passenger trips per vehicle revenue hour decreased 1.4% in 2015, keeping CTA in the fourth rank position. CTA's performance of 47.9 passenger trips per vehicle revenue hour equals the peer average.

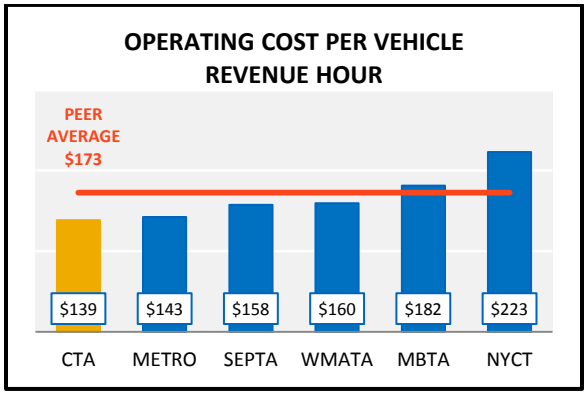


CTA was one of four agencies to see a decrease for this measure in 2015; CTA performance was down 0.5% compared to 2014, and it moved down one rank position. MBTA moved up one rank position due to its ridership surge related to Boston's ongoing trend of new jobs, housing development, and population growth. CTA's performance for this measure equals the peer average.

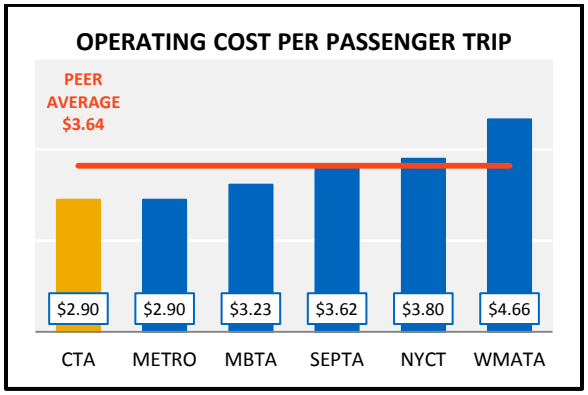
URBAN BUS

Service Efficiency and Effectiveness

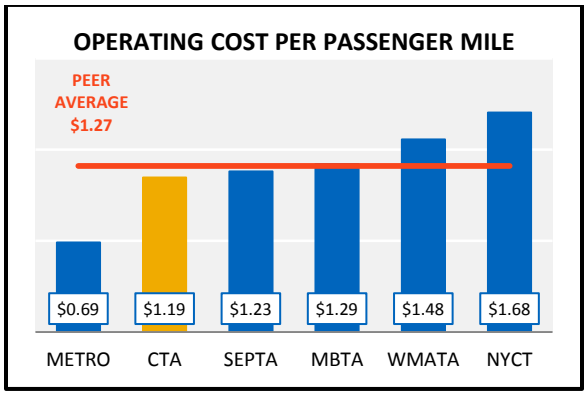
For the seventh consecutive year, CTA bus outperformed its peers for the service efficiency indicator operating cost per vehicle revenue hour, and has maintained its second-place ranking for operating cost per passenger mile for six years running. After ranking first for operating cost per passenger trip 2010-2013, and second in 2014, CTA regained the top position in 2015, swapping places with Metro.



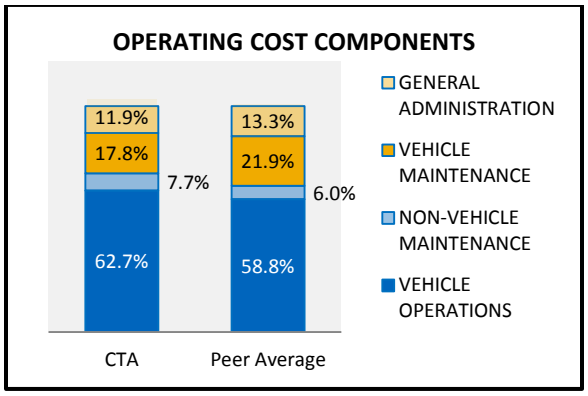
A 0.8% increase in vehicle revenue hours, combined with a 1.4% operating cost increase, resulted in a 0.6% increase for this measure for CTA. Each agency reported a higher cost per vehicle revenue hour in 2015; CTA had the lowest rate of increase.



After four years of having the lowest operating cost per passenger trip, CTA dropped to second place ranking in 2014 due to two years of significant declines in ridership. Keeping ridership losses to 0.7% in 2015 helped CTA to reclaim the top spot for this metric as other agencies' losses were significantly steeper.



With its slight ridership loss, CTA maintained its second-place ranking for this measure for the sixth consecutive year. CTA's operating cost per passenger mile is roughly 7% lower than the peer average.

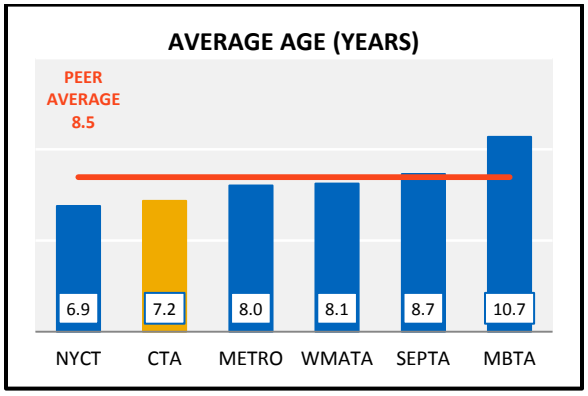


CTA bus expended 62.7% of its budget on vehicle operations, significantly more than the peer average of 58.8%, and proportionally less on general administration and vehicle maintenance compared to its peers.

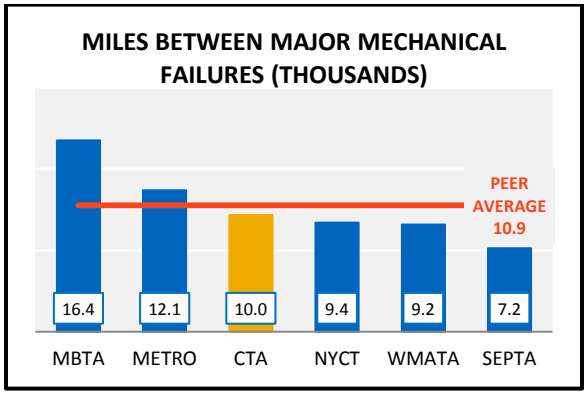
URBAN BUS

Service Maintenance and Capital Investment

CTA added 186 new buses into its active vehicle fleet in 2015 and maintained its second-rank position for average fleet age. In addition to obtaining new vehicles, CTA completed mid-life overhauls on more than 1,000 buses, making them like new, improving their reliability, and extending their lifespans.



The average age of a CTA bus is 7.2 years. 265 of CTA's active fleet of 1,888, or 14.2%, have reached their expected minimum useful life of 12 years. CTA has ranked either first or second for this metric since peer reporting began in 2009.

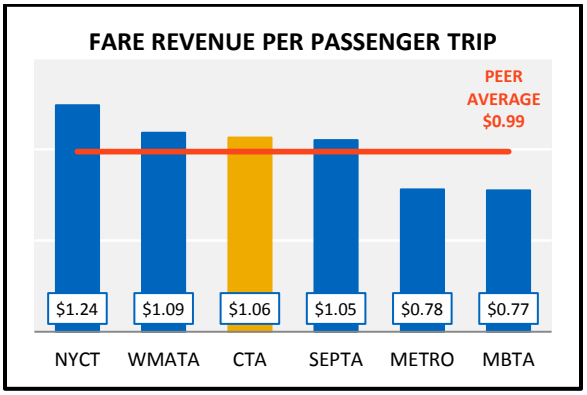


CTA's ranking for this metric went from first-place in 2010 to sixth place in 2014, and improved three rank positions in 2015. Since 2011, CTA has acquired nearly 400 new buses and completed its mid-life bus overhaul program of more than 1,000 buses in 2015.

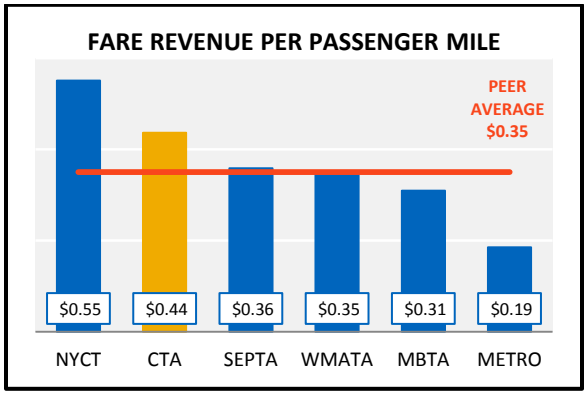
URBAN BUS

Service Level Solvency

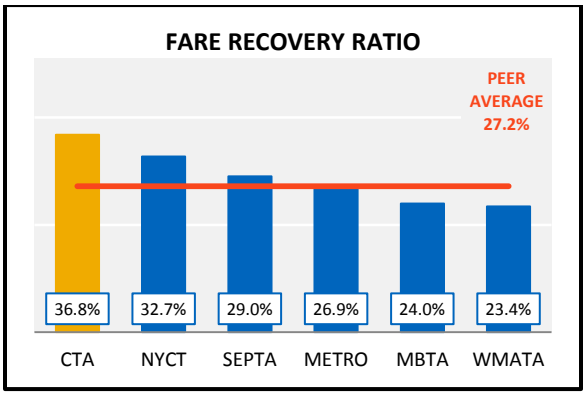
CTA has consistently performed well compared to its peers in the service level solvency area. CTA maintained its rank positions for two fare revenue metrics but declined in rank positions for fare revenue per passenger trip and capital expenditures per passenger trip.



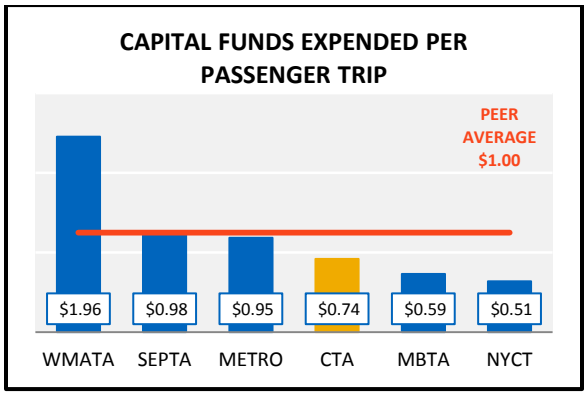
CTA dropped one position to third place ranking for this measure, also known as average fare, as fare revenue decreased 1.6% in 2015. Each peer agency except CTA implemented some type of fare increase or policy adjustment in 2015.



CTA has held the second-rank position for this measure since peer reporting began in 2009. CTA saw a 0.5% gain for this measure in 2015 and received $0.09, or 26%, more than the peer average for this metric.



For the sixth consecutive year, CTA achieved first-place ranking for its fare recovery ratio, achieved by recovering 36.8% of its operating expenses through rider-paid fares and exceeding the peer average by 9.6 percentage points.



CTA bus ranked as high as second place for this measure, in 2014, resulting from an aggressive capital improvement plan that neared $500 million of investment since 2010. Despite a 15.8% gain for this measure in 2015, CTA dropped two rank positions as each peer agency showed significantly higher increases.

HEAVY RAIL

The peers selected for CTA heavy rail were chosen from the largest rapid transit systems in the country. The number of cities with urban rail systems is much smaller than those with bus systems, limiting the group of potential peers. 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.

CTA rail operated better than its peers for five of the eleven measures examined. As it has in the past, CTA performed most strongly in the service efficiency and effectiveness area, maintaining top rankings for operating cost per vehicle revenue hour for the seventh consecutive year and operating cost per passenger mile for the fifth consecutive year. The CTA rail fleet maintained its position for having the youngest fleet. For the fifth consecutive year, CTA achieved top ranking for miles between major mechanical failures. CTA rail performed below the peer average for each solvency measure, with one downward rank position change for fare revenue per passenger trip, which was actually higher compared to 2014 but was matched or surpassed by four peer agencies. CTA rail saw the steepest loss of capital fund expenditures per passenger trip, down more than 7% in 2015.

Peer Comparison

Service Area	Performance Measure	Performs better than peer average	
		2014	2015
Service Coverage	Passenger Trips per Vehicle Revenue Hour	NO	NO
	Passenger Trips per Vehicle Revenue Mile	NO	NO
Service Efficiency and Effectiveness	Operating Cost per Vehicle Revenue Hour	YES	YES
	Operating Cost per Passenger Trip	YES	YES
	Operating Cost per Passenger Mile	YES	YES
Service Maintenance and Capital Investment	Average Age	YES	YES
	Miles between Major Mechanical Failures	YES	YES
Service Level Solvency	Fare Revenue per Passenger Trip	NO	NO
	Fare Revenue per Passenger Mile	NO	NO
	Fare Recovery Ratio	NO	NO
	Capital Funds Expended per Passenger Trip	YES	NO

Peer Modal Characteristics

CTA operates heavy rail in the nation's second-most densely-populated area, after New York City. CTA ranks third among its peers for directional route miles, vehicle revenue miles, passenger trips, passenger miles, operating cost, fare revenue, and capital funds expended.

Heavy Rail Overview

Modal Characteristics	CTA	MARTA	MBTA	NYCT	SEPTA	WMATA
	Chicago	Atlanta	Boston	New York	Philadelphia	Washington, DC
Service Area Population	3,345,983	1,373,958	3,109,308	8,550,405	3,797,325	3,719,567
Service Area (square miles)	314	504	3,244	321	839	950
Population Density	10,656	2,726	958	26,637	4,526	3,915
Directional Route Miles	208	96	76	488	75	232
Vehicle Revenue Miles	71,297,563	22,215,414	22,437,774	345,386,041	17,112,209	85,523,746
Vehicle Revenue Hours	3,963,892	836,278	1,392,206	18,935,408	880,519	3,424,083
Passenger Trips	241,676,065	72,536,510	174,943,647	2,662,421,226	100,747,758	270,162,145
Passenger Miles	1,477,398,126	472,764,484	578,656,509	10,870,498,442	443,501,707	1,590,762,766
Operating Cost	$569,066,664	$213,020,863	$349,443,873	$5,200,211,879	$188,649,160	$983,937,590
Fare Revenue	$299,295,661	$78,182,100	$215,473,184	$3,313,600,123	$107,075,638	$626,964,769
Capital Funds Expended	$288,673,440	$112,930,239	$155,797,008	$2,569,540,437	$72,907,433	$780,051,487
Average Speed (miles per hour)	18.0	26.6	16.1	18.2	19.4	25.0
Average Trip Length (miles)	6.1	6.5	3.3	4.1	4.4	5.9
Average Vehicle Passenger Capacity	106	198	230	136	112	184
Average Vehicle Age (years)	14.9	25.8	27.0	21.6	22.7	24.5
Vehicles Operated in Maximum Service	1,134	224	336	5,282	287	954

Modal Characteristics Highlights

Directional Route Miles: WMATA saw the only change for this measure, following the completion of Phase 1 of its Silver Line project, which added an 11.7-mile extension and five new stations to its network. Phase 2 of the project is under construction and is scheduled to open in late 2018.

Vehicle Revenue Miles: MBTA and WMATA saw double-digit increases of 22.8% and 15.4%, respectively, owing to a return to normal operations in 2015 after the historic severe weather in 2014 that forced system closures. CTA was 0.9% higher compared to 2014.

Passenger Trips: CTA rail ridership increased 1.5% in 2015 to an agency record high. CTA's five-year ridership increase of 9.1% is significantly higher than the peer average ridership increase of 1.9%. New York also has reported higher rail ridership, and was 6.6% higher compared to 2011.

Operating Cost: Four agencies reported higher operating costs in 2015, including CTA. CTA's increase of 4.2% was higher than the peer average of 2.1%. However, over the past five years, CTA's operating cost has grown by 18.3% versus the peer average of 20.6%.

Fare Revenue: Each agency reported higher fare revenue receipts for the 2015 report year. CTA fare revenue rose 3.1% without a fare increase in 2015, while MBTA, NYCT, and WMATA each implemented fare increases.

Capital Funds Expended: With Red Line South reconstruction completed in 2013, CTA's capital fund expenditures dipped 36.3% in 2014 and another 5.7% in 2015, the largest decline of the agencies under review. WMATA led the group with a 97% increase in capital expenditures, related to its Silver Line project.

Average Speed: At 18.0 miles per hour, CTA rail speed was 2.5% slower compared to 2014 and was the second-slowest speed among its peers, which averaged 21.1 miles per hour.

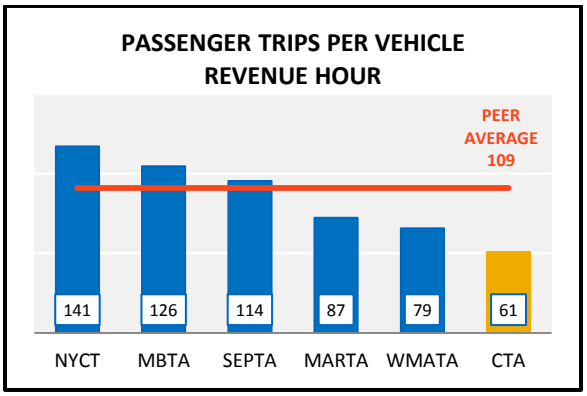
Average Trip Length: Following two years of reductions in average trip length, CTA rail trips in 2015 were 0.6% longer. At 6.1 miles, CTA average trip lengths are 26% longer than the peer average of 4.8 miles.

Average Vehicle Passenger Capacity: CTA cars are smaller in terms of the number of seats, length, and width compared to its peers due to its need to navigate tighter turns on its 'L' tracks. However, newer CTA rail cars have been able to accommodate more passengers, increasing this metric by 2.0% in 2015. The average vehicle passenger capacity of a CTA rail car is 106, about 38% smaller than the peer average of 171.8.

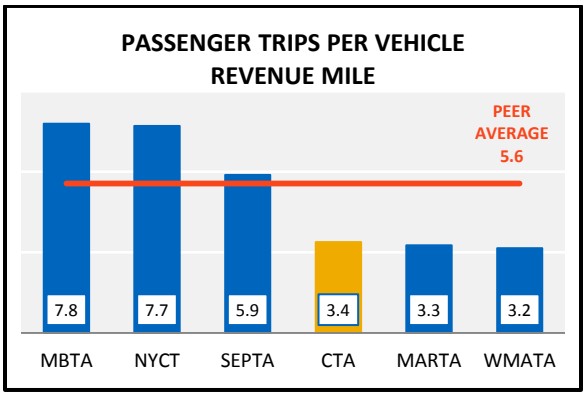
HEAVY RAIL

Service Coverage

CTA performance for the service coverage measures consistently falls below that of its peers. Newer CTA cars can carry more passengers (the average capacity in 2009 was 90; the average capacity in 2015 is 106 passengers), which helped CTA improve its rank position for one of the coverage measures. CTA's cars are still significantly smaller than the peer average of 172. Smaller cars account for most of the variance in performance, as CTA must run more cars to serve the same number of passengers. SEPTA, which has the second-smallest size rail car, carries nearly twice the passengers per hour that CTA does, but CTA operates 24-hour rail service and has a more extensive network of stations in comparison. When passenger trips are examined in relation to overall capacity rather than per vehicle hour or mile, CTA performs above the peer average, indicating that although its cars are small, they are used effectively.



CTA saw a 3.5% increase in the number of vehicle revenue hours operated in 2015; the increase in service outpaced ridership increases, resulting in a 1.9% decrease in performance for this metric.

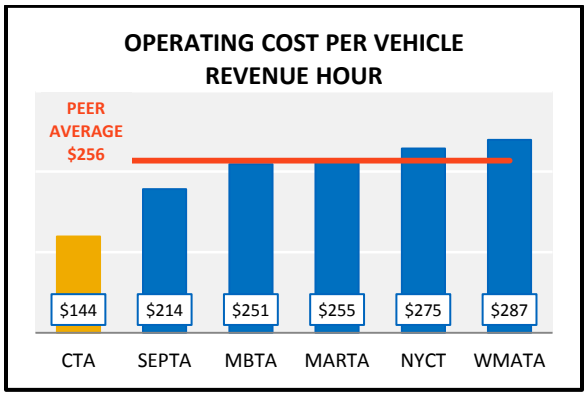


Along with the increase in vehicle revenue hours, CTA operated 0.9% more vehicle revenue miles in 2015. The 1.5% increase in ridership produced a 0.6% increase in performance for this measure, which improved CTA's ranking by two positions. Prior to 2015, CTA had ranked last for this metric for six consecutive years.

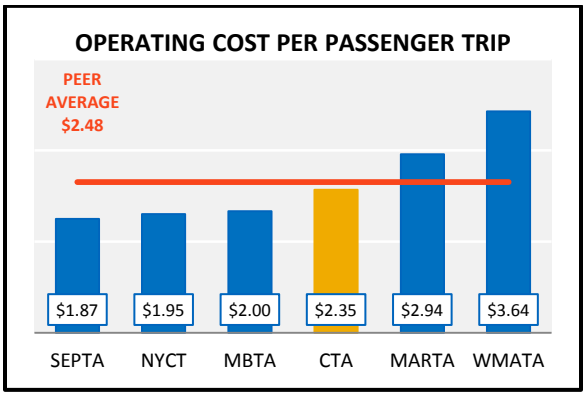
HEAVY RAIL

Service Efficiency and Effectiveness

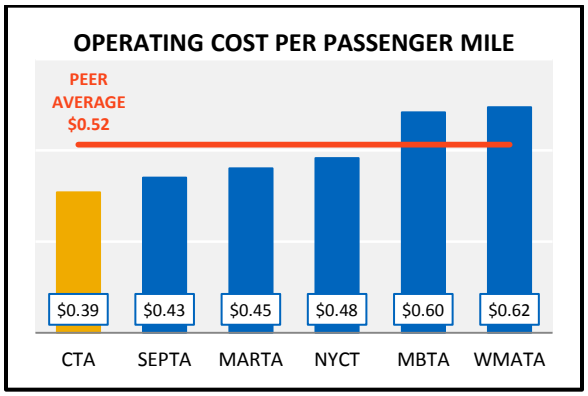
CTA performed well in service efficiency and effectiveness, maintaining its first place ranking for lowest operating cost per vehicle revenue hour and operating cost per passenger mile. Smaller vehicles and longer average trip lengths contribute to CTA's relative strong performance for these cost measures, as costs are spread over a larger number of vehicles and passenger miles.



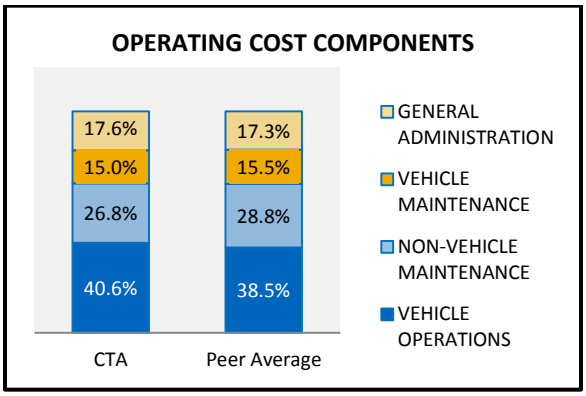
Higher operating cost paired with a 3.5% increase in vehicle revenue hours resulted in a 0.7% increase in operating cost per vehicle hour, a difference of $0.97. CTA's performance for this metric was 44% lower than the peer average.



CTA's operating cost per trip increased 2.6% in 2015 versus the peer average of 1.8%, for a net increase of $0.06. This was the fifth consecutive year that CTA has ranked fourth for this measure, although it has performed better than the peer average, which is skewed by MARTA and WMATA. CTA, MARTA, and WMATA have the longest average trip lengths.



CTA has seen significant growth in passenger miles traveled from 2011-2015, up 4.9% compared to a peer average of 0.4%. In 2015, CTA saw an increase of $0.01 for this measure, matching the peer average increase, and maintained its first place ranking for the fifth consecutive year.

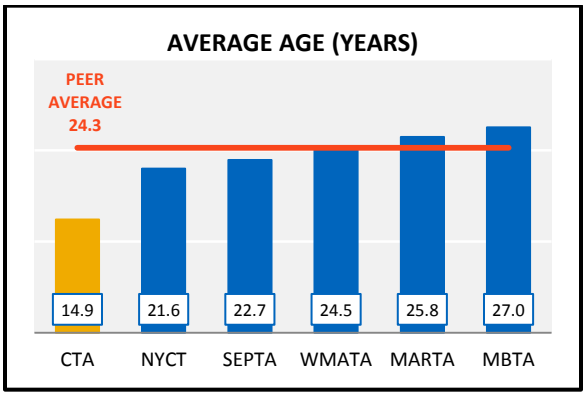


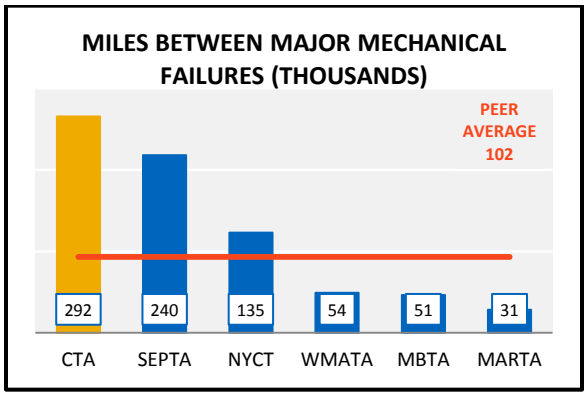
CTA spends a larger portion of its budget on vehicle operations than the peer average (40.6% vs. 38.5%) and slightly less on non-vehicle maintenance (26.8% vs. 28.8%). Vehicle maintenance and general administration expenditures are on par with the peer averages, varying by one-half percent or less.

HEAVY RAIL

Service Maintenance and Capital Investment

CTA put 120 new rail vehicles into service (more than any of its peers) and retired 56 older vehicles, which lowered the average age of CTA rail cars from 15.9 to 14.9 years. Following four consecutive years of having the oldest average fleet age (2009-2012), CTA improved its rank position by four spots in 2013 and achieved the youngest fleet of its peer group in 2014, which it maintained in 2015. CTA maintained its top-ranked position for miles between major mechanical failures, making 2015 the fifth consecutive year in this spot.





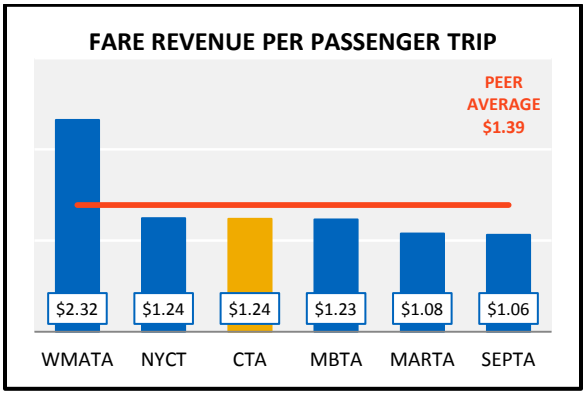
CTA continued its major fleet modernization program; from 2011 - 2015, CTA added 704 new "5000 series" rail cars into its active fleet. In January 2015, CTA retired the last of its 2400-series rail cars after nearly 40 years of service.

CTA has ranked either first or second for this measure each year since peer reporting began in 2009. In 2015, CTA saw a 36.4% increase for this measure, with the number of major mechanical failures decreasing by 26%. CTA maintained top ranking for this metric, with vehicles traveling an average of 292,000 miles between major mechanical failures versus its peer average of 102,300 miles.

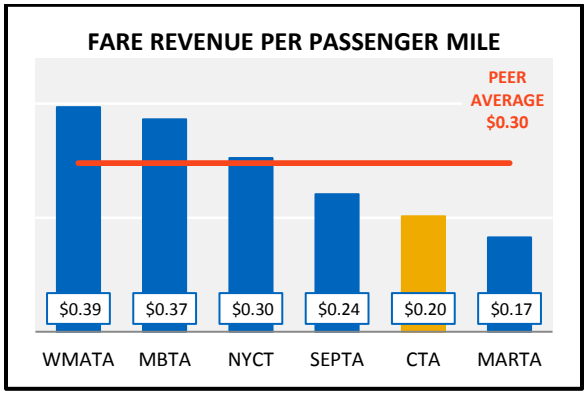
HEAVY RAIL

Service Level Solvency

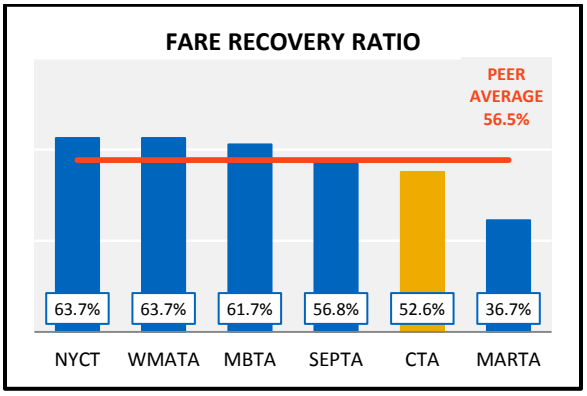
CTA's fare revenues are negatively impacted by a state mandate to provide free rides to qualifying passengers, which is not a factor for its peers. In 2015, CTA dropped one rank position and maintained its rankings for the other three solvency metrics.



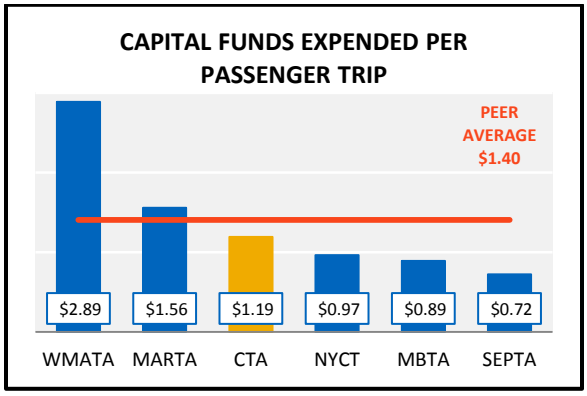
CTA realized a gain of $0.02 in fare revenue per passenger trip in 2015, but was edged out of its second-place ranking by New York, which implemented a fare increase in March. WMATA, with a zone-based and peak/off-peak fare schedule, has the highest average fare and skews the peer average to $1.39.



CTA's fare revenue per passenger mile stayed at $0.20 per passenger mile in 2015 and remains 31% below the peer average for this measure as fare revenues are spread over CTA's longer average trip length.



CTA maintained its fifth-place rank for this measure. CTA's recovery ratio decreased by 0.6 percentage points, the only agency to decline in 2015. Fare increases were implemented at NYCT, WMATA, and MBTA. On average, the peer agencies' fare recovery ratios increased by 1.6 percentage points.



After ranking first for this metric in 2013, CTA dropped two rank positions in 2014 after completion of the Red Line South reconstruction and stayed at third place in 2015 despite a 7.1% decrease for this measure. WMATA saw the most dramatic increase, up nearly 97%, coinciding with the opening of its Silver Line.

COMMUTER RAIL

The peers selected for commuter rail represent the largest commuter rail systems in the United States; all are traditional systems that can trace their roots to rail passenger services that have operated since the late 19th century. Three of the peers provide service to New York City from the states of New York, New Jersey, and Connecticut, with Boston and Philadelphia being the other major cities served. There are differences in the operating environment of each railroad affecting its service delivery and cost structure. Metra operates predominantly diesel services with one electric line and contends with more intermingling with freight operations than the other railroads. It benefits from the use of bi-level cars on all trains, enabling it to carry large passenger loads more cost-effectively. It also operates with a mix between directly-operated and contracted services. The New York peers have less interference with freight traffic, but confront greater capacity constraints and less operating flexibility due of the need to operate through tunnels or over bridges to New York City's center in Manhattan. SEPTA is unique in operating a fully electric service, which yields cost savings during times of high diesel prices.

Metra performed equal to or better than the peer average for each of the measures in the service coverage and service efficiency and effectiveness categories, ranking first or second for all but one metric. Metra added 42 new vehicles to its fleet, yet its average fleet age increased; however, reliability improved as mechanical failure rates decreased. Although Metra saw increased fare revenue in 2015, Metra ranked below the peer average for all measures in the service level solvency category.

Peer Comparison

Service Area	Performance Measure	Performs better than peer average	
		2014	2015
Service Coverage	Passenger Trips per Vehicle Revenue Hour	YES	YES
	Passenger Trips per Vehicle Revenue Mile	YES	YES
Service Efficiency and Effectiveness	Operating Cost per Vehicle Revenue Hour	YES	EQUAL
	Operating Cost per Passenger Trip	YES	YES
	Operating Cost per Passenger Mile	YES	YES
Service Maintenance and Capital Investment	Average Age	NO	NO
	Miles between Major Mechanical Failures	NO	YES
Service Level Solvency	Fare Revenue per Passenger Trip	NO	NO
	Fare Revenue per Passenger Mile	NO	NO
	Fare Recovery Ratio	NO	NO
	Capital Funds Expended per Passenger Trip	NO	NO

Peer Modal Characteristics

Metra operates the second-largest commuter rail system in the country, as measured by route miles. The three agencies that service the New York area (LIRR, MNCR, and NJT) each provide more vehicle revenue miles, passenger trips, and passenger miles than Metra. The New York systems also each spent the most operating dollars and collected more fare revenue.

Commuter Rail Overview

Modal Characteristics	Metra	MBTA	LIRR	MNCR	NJT	SEPTA
	Chicago	Boston	New York	New York	Newark	Philadelphia
Service Area Population	7,261,176	3,109,308	11,413,342	6,503,894	10,594,013	3,797,325
Service Area (square miles)	1,940	3,244	2,967	527	5,325	839
Population Density	3,743	958	3,847	12,341	1,989	4,526
Directional Route Miles	975	776	638	546	1,002	447
Vehicle Revenue Miles	43,419,650	21,927,049	67,522,769	69,733,353	63,090,304	19,286,247
Vehicle Revenue Hours	1,424,298	744,459	2,129,688	2,032,354	1,915,457	868,692
Passenger Trips	72,631,172	32,869,874	98,699,512	85,761,008	89,348,383	37,650,714
Passenger Miles	1,623,729,348	678,185,066	2,220,654,580	2,339,386,278	2,186,594,207	488,952,280
Operating Cost	$706,682,336	$404,653,647	$1,290,583,961	$1,134,664,446	$943,485,662	$269,907,283
Fare Revenue	$337,413,270	$188,964,138	$700,684,859	$677,556,009	$541,198,071	$151,498,528
Capital Funds Expended	$232,619,901	$264,239,080	$428,282,337	$272,755,455	$254,646,174	$179,017,233
Average Speed (miles per hour)	30.5	29.5	31.7	34.3	32.9	22.2
Average Trip Length (miles)	22.4	20.6	22.5	27.3	24.5	13.0
Average Vehicle Passenger Capacity	127	117	108	107	109	115
Average Vehicle Age (years)	25.8	22.0	13.7	14.2	16.8	27.3
Vehicles Operated in Maximum Service	1,062	421	1,019	1,188	1,267	339

Modal Characteristics Highlights

Directional Route Miles: There were no changes among any of the peers for this metric in 2015.

Vehicle Revenue Miles: Metra reported a 0.5% increase in vehicle revenue miles; four other agencies also reported increases ranging from 0.3% to 2.5%, and MBTA reported a 6.0% decline in 2015.

Passenger Trips: Metra was one of three agencies to report a decrease in ridership for 2015, down 2.4% compared to 2014.

Operating Cost: Three agencies reported operating cost increases in 2015; Metra's 4.2% increase was the lowest rate of increase among its peers.

Fare Revenue: One of four agencies to implement a fare increase in 2015, Metra saw an 8.3% increase in farebox revenue in 2015. MBTA, LIRR, and MNCR also implemented fare increases during the period covered by this report.

Capital Funds Expended: Metra saw a 7.6% decrease in capital fund expenditures in 2015. Two other peer agencies (NJT and MBTA) reported decreases also, as capital fund availability can vary greatly from year to year.

Average Speed: Average speeds tend to remain largely unchanged from year to year. Metra experienced a 0.6% increase in average speed due to the increase in vehicle revenue miles and no commensurate increase in vehicle hours.

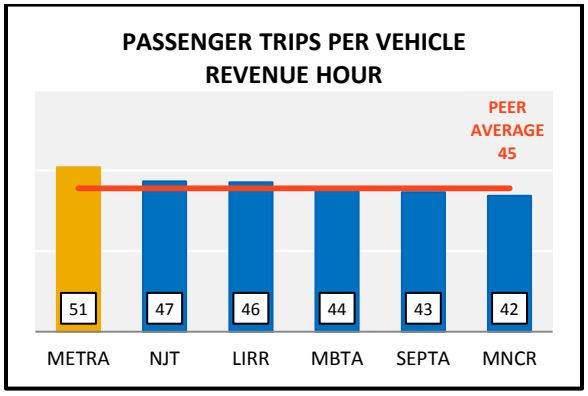
Average Trip Length: Metra's average trip length for 2015 was 22.4 miles, equal to 2014 and just above the peer average of 21.6 miles.

Average Vehicle Passenger Capacity: For the commuter rail mode, this comparison excludes standing passenger capacity to conform to industry standards and the expected provision of one seat per passenger. Metra, with its full fleet of double-decker cars, offers the highest average passenger seating capacity of its peers, with over 14% more capacity than the peer average.

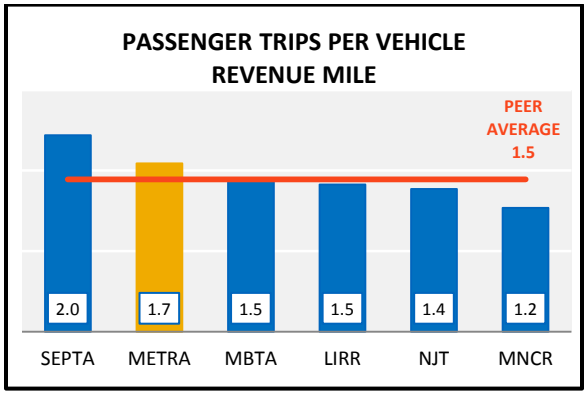
COMMUTER RAIL

Service Coverage

Metra has consistently performed better than the peer average for the two measures of service coverage shown below since peer reporting began in 2009. A ridership decrease of 2.4% in 2015, occurring in conjunction with stable vehicle revenue hours and a 0.5% increase in vehicle revenue miles, yielded the same rankings as 2014.



For the second consecutive year, Metra achieved the top ranking for passenger trips per vehicle revenue hour, beating the peer average by over 14%. New Jersey Transit was the only peer to see improved performance for this measure, up 3.3% compared to 2014, as passenger trips increased 4.3% in the year, setting a new ridership record for the agency.

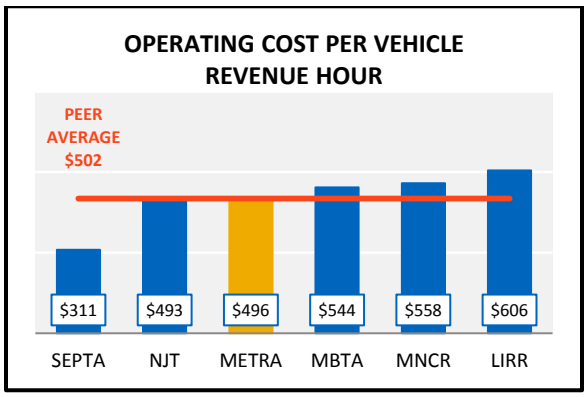


For the sixth consecutive year, Metra ranked second for passenger trips per vehicle revenue mile, matching last year's result of 1.7. Metra's performance was 10.6% favorable to the peer average of 1.5 passenger trips per vehicle revenue mile.

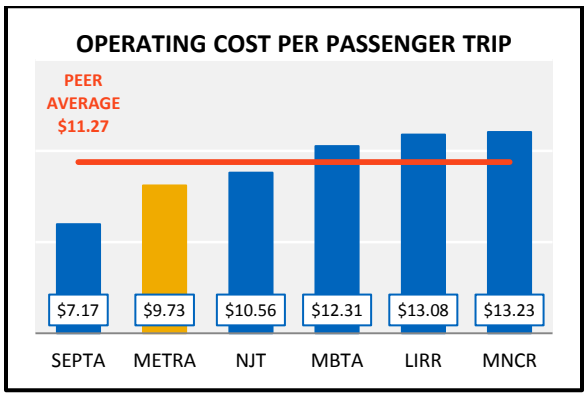
COMMUTER RAIL

Service Efficiency and Effectiveness

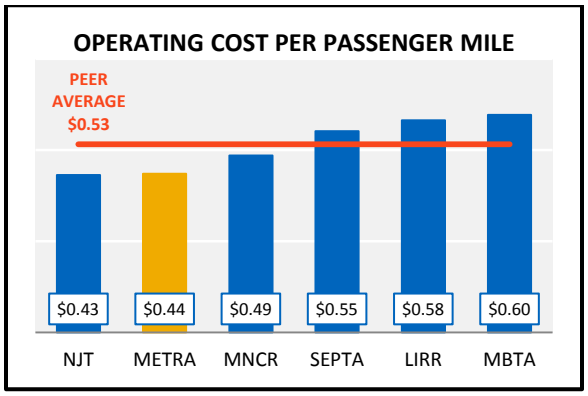
Metra performs very well compared to its peers for the service efficiency and effectiveness measures. With an operating cost increase of 4.2% in 2015, Metra lost one rank position for operating cost per vehicle revenue hour and operating cost per passenger mile, but maintained its second-place ranking for operating cost per passenger trip for the fifth consecutive year.



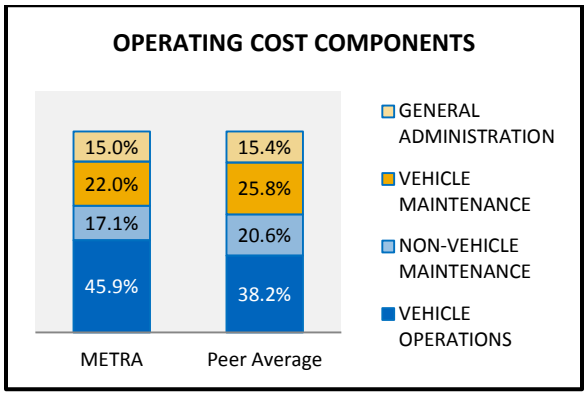
Three agencies reported increases in operating cost per vehicle revenue hour in 2015, including Metra, which had a 4.2% increase. With an operating cost per vehicle revenue hour of $496, Metra outperformed the peer average by 1.2% but dropped one rank position as NJT moved up two spots.



For the fifth consecutive year, Metra maintained its second-rank position for this measure with a 6.7% increase from 2014. Metra's operating cost per passenger trip was $1.54 favorable to the peer average and 26% less than MNCR, which has the most expensive cost per passenger trip.



Four agencies reported increased operating cost per passenger mile, including Metra. Metra's cost increased 7.1% versus the peer average increase of 2.7%, and is one cent higher than NJT. Metra has ranked either first or second for this measure since peer reporting began in 2009.

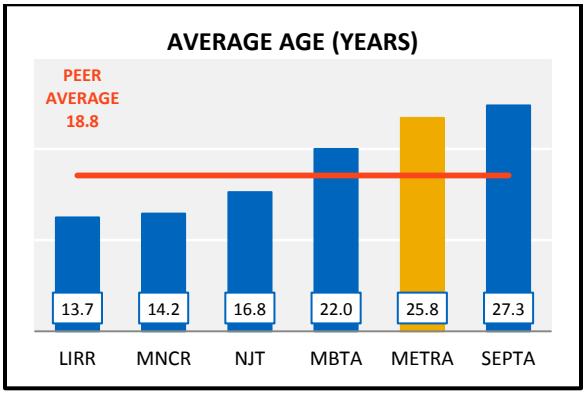


Vehicle operations make up the largest portion of each peer agency budget; this totaled 45.9% of Metra's 2015 budget compared to the peer average of 38.2%. Metra expends several percentage points less than the peer average for the two maintenance components, and equal proportions on general administration.

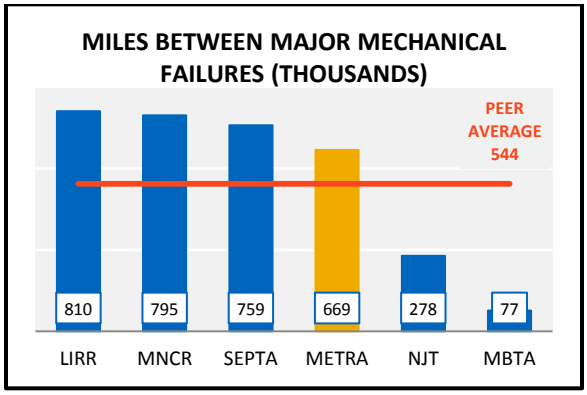
COMMUTER RAIL

Service Maintenance and Capital Investment

After two years in last position for having the oldest average fleet, Metra moved up one position in 2014 as it continued with its fleet modernization efforts and maintained that position in 2015. Although roughly half of its vehicles have reached their minimum useful life, vehicle mid-life rehabilitation and end-of-life rebuild schedules have enabled Metra to maintain its older fleet in a relative state of good repair.



With an average fleet age of 25.8 years, Metra's revenue vehicles are seven years older than the peer average. Throughout 2015, Metra continued the plan to replace the entire Electric District Line fleet, a project Metra completed in early 2016.

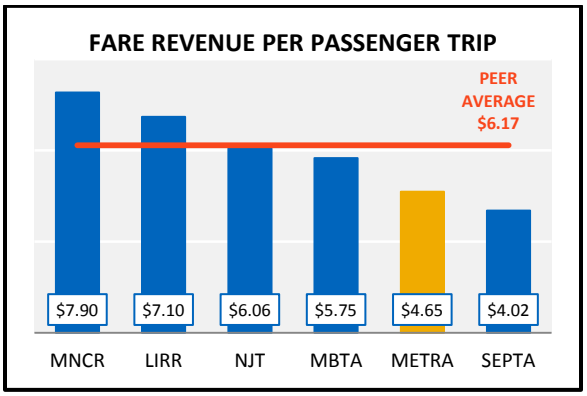


Metra maintained its rank position for this measure in 2015 but saw significant improvement from 2014 results with 67% more miles between major mechanical failures. In 2014, Metra announced an ambitious fleet modernization plan which included a plan to rehabilitate 41 locomotives, which could positively impact this reliability indicator.

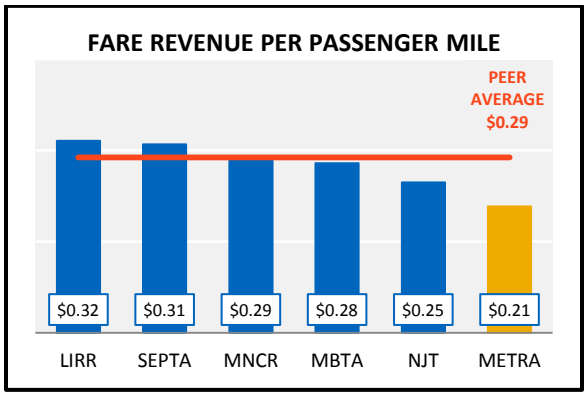
COMMUTER RAIL

Service Level Solvency

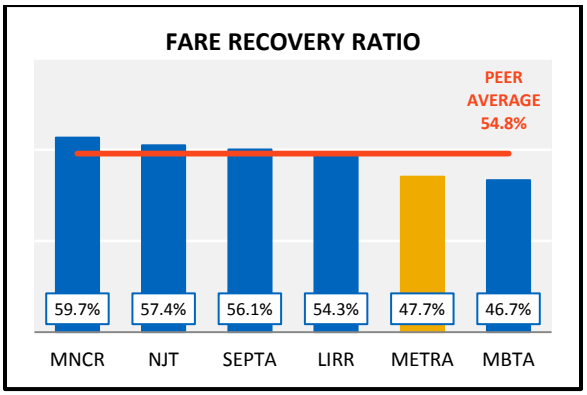
Metra has made significant improvement in the three fare-related solvency metrics that are not reflected by its low peer rankings. Metra maintained its rank position for the measures related to ridership, moved up one rank position for fare recovery ratio, and moved down one position for capital fund expenditures per passenger trip.



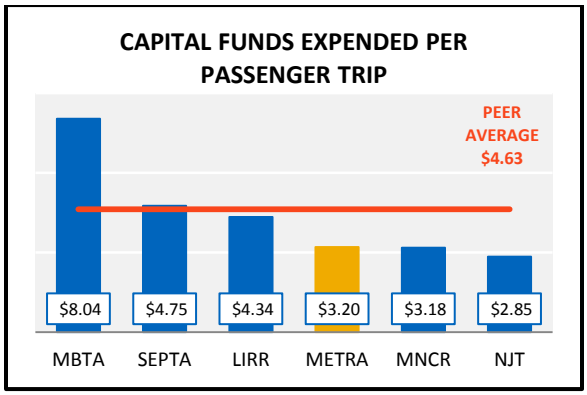
Metra maintained its rank position for this measure for the third consecutive year despite a 10.9% improvement following the 2015 fare increase that improved its average collected fare by $0.46. Metra's fare revenue per passenger trip remained 25%, or $1.52, below the peer average.



In 2015, fare increases were implemented at Metra, Long Island Rail Road, Metro-North, and MBTA. Metra fare revenue per passenger mile increased by $0.02; at $0.21, Metra's result was 28% below the peer average. Since 2011, Metra's fare revenue per passenger mile has improved by 41.5%



Metra's fare recovery ratio increased 1.8 percentage points to 47.7% in 2015, and moved up one rank position from last place in 2014. It is 7.1 percentage points below the peer average and narrowing the gap from 2014 results. This represents a significant improvement from the 14.8 percentage point gap from 2011.



Metra lost one rank position from 2014 as its capital fund expenditures per passenger trip decreased 5.3%. With capital expenditures of $3.20 per passenger trip, Metra's performance was 31% below the peer average for this measure.

SUBURBAN BUS

The peers selected for Pace bus include relatively large bus systems that operate in predominantly suburban areas. They each operate adjacent to a major city with service area populations ranging from 737,000 in San Mateo to 5.6 million in Chicago. In addition to serving the largest population, Pace serves the largest geographic region, at more than triple the size of the next largest peer. The peers differ in the extent to which they may provide some urban service within their service mix. None is the primary service provider for the major metropolitan area to which they are adjacent, although some have smaller cities (populations 300,000 to 400,000) within their service regions such as Oakland, served by AC Transit, and Anaheim, served by OCTA. However, both AC Transit and OCTA have peak fleet sizes comparable to Pace (450-600 buses). SMART, NICE, and SamTrans match Pace more closely in the overall suburban character of their service areas, but operate smaller fleets (200-300 buses).

Pace experienced its second year of significant ridership declines, which unfavorably impacted each measure of coverage and efficiency and effectiveness by at least 5% compared to 2014. Lower operating costs allowed Pace to maintain its top ranking for operating cost per vehicle revenue hour, second place rank for operating cost per passenger mile, and an improvement to third place for cost per passenger trip. Pace saw improved performance for the three fare-related measures (although still fell below the peer average for each measure), while ranking second for capital fund expenditures per passenger trip.

Peer Comparison

Service Area	Performance Measure	Performs better than peer average	
		2014	2015
Service Coverage	Passenger Trips per Vehicle Revenue Hour	NO	NO
	Passenger Trips per Vehicle Revenue Mile	NO	NO
Service Efficiency and Effectiveness	Operating Cost per Vehicle Revenue Hour	YES	YES
	Operating Cost per Passenger Trip	EQUAL	YES
	Operating Cost per Passenger Mile	YES	YES
Service Maintenance and Capital Investment	Average Age	YES	YES
	Miles between Major Mechanical Failures	NO	EQUAL
Service Level Solvency	Fare Revenue per Passenger Trip	NO	NO
	Fare Revenue per Passenger Mile	NO	NO
	Fare Recovery Ratio	NO	NO
	Capital Funds Expended per Passenger Trip	YES	YES

Peer Modal Characteristics

Pace Suburban Bus provides service to a much larger population than its peers, spread over a far broader network, as evidenced by having the largest service area and the lowest population density of its peers. Pace operates the most vehicle revenue miles, yet reports the third-largest number of passenger trips.

Suburban Bus Overview

Modal Characteristics	Pace	SMART	OCTA	NICE	SAMTRANS	AC Transit
	Chicago	Detroit	Orange County	New York	San Mateo Co	San Francisco
Service Area Population	5,630,238	3,424,477	3,070,485	1,339,532	737,100	1,425,275
Service Area (square miles)	3,519	1,074	465	285	97	524
Population Density	1,600	3,189	6,603	4,700	7,599	2,720
Vehicle Revenue Miles	21,662,389	8,695,370	19,614,473	9,577,008	6,622,381	18,835,144
Vehicle Revenue Hours	1,533,016	522,071	1,608,522	791,771	505,824	1,700,023
Passenger Trips	30,118,241	9,178,939	47,021,445	27,180,291	13,467,166	55,293,009
Passenger Miles	202,674,274	73,253,475	173,194,960	151,337,450	60,041,871	214,981,019
Operating Cost	$168,651,000	$77,793,670	$196,262,473	$111,379,387	$106,745,576	$319,475,420
Fare Revenue	$33,427,691	$12,251,180	$48,496,844	$45,054,332	$18,010,845	$67,174,890
Capital Funds Expended	$53,602,847	$8,897,614	$33,680,807	$27,060,072	$30,537,378	$27,783,975
Average Speed (miles per hour)	14.1	16.7	12.2	12.1	13.1	11.1
Average Trip Length (miles)	6.7	8.0	3.7	5.6	4.5	3.9
Average Vehicle Passenger Capacity	48	47	72	62	59	69
Average Vehicle Age (years)	7.8	11.7	10.1	5.8	7.3	7.4
Vehicles Operated in Maximum Service	613	203	480	255	271	480

Modal Characteristics Highlights

Vehicle Revenue Miles: Pace had its fourth consecutive year of increases in vehicle revenue miles in 2015, increasing 2.6% over 2014. Four peer agencies decreased service, ranging from -0.1% at OCTA to -2.5% at SAMTRANS. The only other peer agency to increase vehicle revenue miles in 2015 was AC Transit, which added service to overcome regular overcrowding on some peak trips.

Passenger Trips: Following a 3.1% ridership decrease in 2014, Pace bus ridership decreased another 4.9% in 2015 due to falling CTA ridership, low gasoline prices, and the continuation of service streamlining efforts which reduced the need for transfers. Four peer agencies also saw declining ridership, ranging from -0.8% at SMART to -4.2% at NICE. SAMTRANS was the only peer to see a ridership increase; in early 2014 SAMTRANS completed the implementation of a significant realignment of its bus services to streamline operations and better serve its customers, who were consistently facing overcrowding conditions in peak hours.

Operating Cost: Pace was the only agency to see a decrease in operating cost, down 6.3% compared to 2014. Accordingly, each efficiency and effectiveness measure for Pace was favorable to 2014 while its peers saw the opposite.

Fare Revenue: Pace's fare revenue remained level to 2014, despite its ridership decline and lack of a fare increase since 2009. Pace's fare revenues have benefitted from fare increases at CTA, favorable pass agreements with CTA, the elimination of cash transfers, and the tendency of cash riders to pay a full $2.00 fare although the base fare is $1.75.

Capital Funds Expended: Pace saw an increase of 24.4% for capital fund expenditures in 2015, and maintained its second place rank for the capital fund expenditure per passenger trip measure, outspending its peer average by 56%.

Average Speed: Pace's average speed of 14.1 miles per hour is unchanged from 2014 and is the second-fastest among its peers, which range from 11.1 to 16.7 miles per hour.

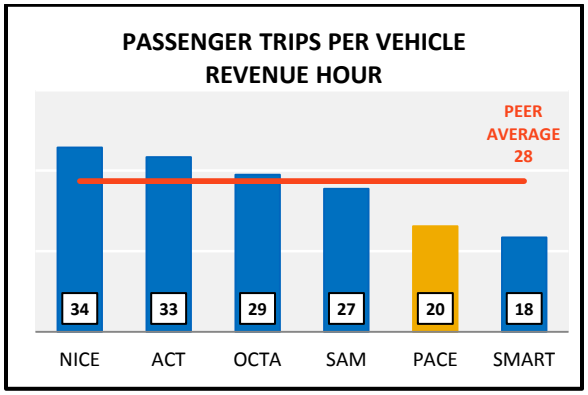
Average Trip Length: Pace's riders travel the second-longest trip lengths with an average of 6.7 miles versus its peer average of 5.1 miles.

Average Vehicle Passenger Capacity: Pace's peer agencies run vehicles that are up to 33% larger. With an average vehicle passenger capacity of 48.2, Pace runs the second-smallest capacity buses of its peer group.

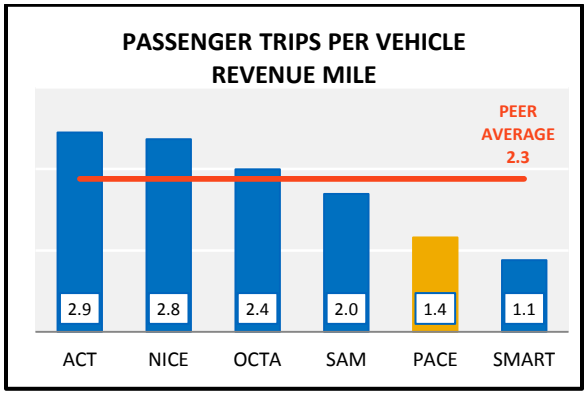
SUBURBAN BUS

Service Coverage

In 2015, Pace bus ridership decreased by 4.9%, its second year of declining ridership. Both measures of service coverage were negatively impacted by lower ridership, exacerbated by increases in vehicle revenue hours and vehicle revenue miles. Pace maintained its fifth-place rank position for both measures in 2015. Although Pace serves the largest population of its peer group, the geographic spread of that population produces the lowest population density. Lower population densities require Pace to operate approximately twice as much service to achieve similar ridership levels as the top performer for the coverage metrics below.



Although Pace's performance worsened by 7.5% for this measure in 2015, it maintained its rank position. At 20 passenger trips per vehicle revenue hour, Pace performance is 30% lower than the peer average.

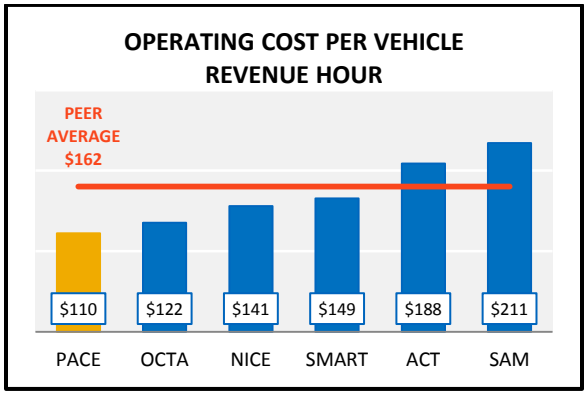


Pace averaged 1.4 passenger trips per vehicle revenue mile, 7.4% lower than 2014, and maintained its rank position. Pace's performance for this metric is 38% below the peer average and is reflective of Pace's much lower population density, less than one-third of the peer average.

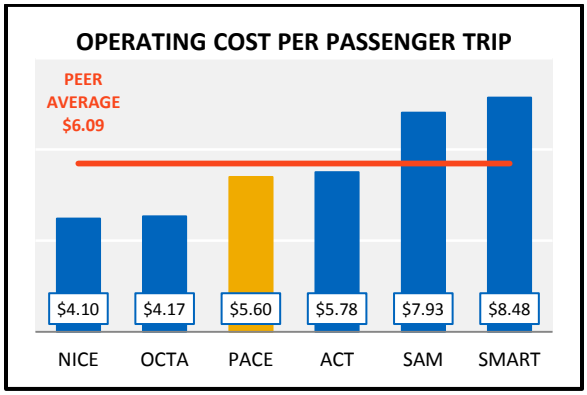
SUBURBAN BUS

Service Efficiency and Effectiveness

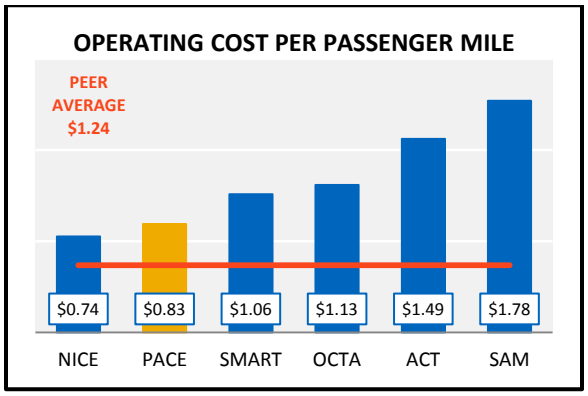
Pace performed better than the peer average for the three measures related to operating cost. Pace was the only agency of its peers to see a decrease in operating costs in 2015 (-6.3%), and maintained its top rank position for operating cost per vehicle revenue hour and second rank position for operating cost per passenger mile, and improved to third for operating cost per passenger trip.



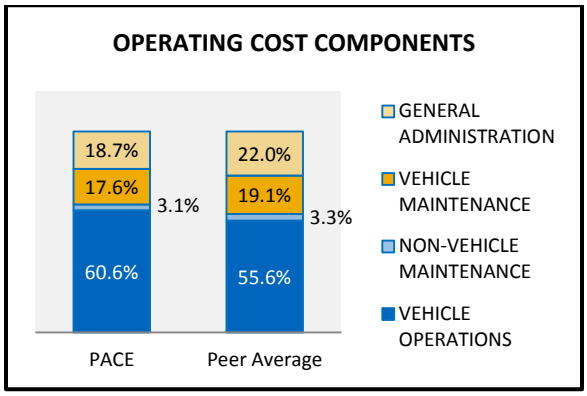
Pace maintained its top-ranked position for this measure for the seventh consecutive year. With an operating cost per vehicle revenue hour of $110, Pace was 32%, or $52, below the peer average.



Pace was the only agency to see improvement for this measure in 2015. Operating cost decreased at a greater rate than ridership, producing a 1.4% decrease for this measure for Pace; it rose one rank position and was $0.49 lower than the peer average.



Four of the six agencies saw increases in 2015 for this measure, while Pace decreased 4.9%. Pace's passenger miles traveled was 1.5% less than 2014, so the $0.04 decrease for this metric is more reflective of decreased operating cost. Pace has ranked first or second for this measure in each of the past seven years.

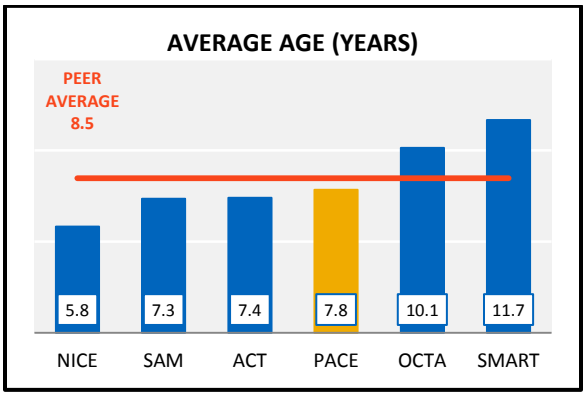


Pace devotes a larger proportion of its operating budget to vehicle operations, five percentage points more than the peer average, and a wider gap compared to 2014. Pace expends less for each of the other cost components compared to its peers.

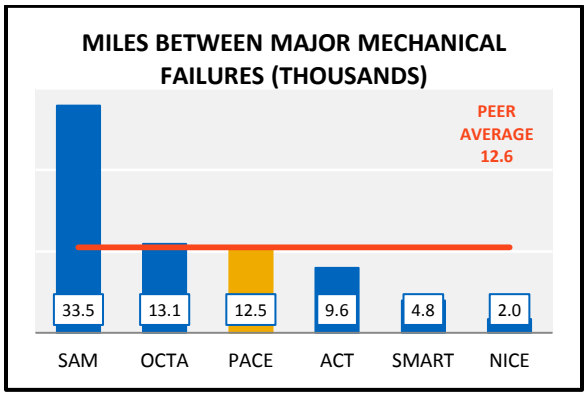
SUBURBAN BUS

Service Maintenance and Capital Investment

Pace's fleet added 76 new buses in 2015, slightly lowering its average age compared to 2014 and keeping its rank position. Pace dropped one position ranking for the reliability performance indicator miles between major mechanical failures as its performance declined nearly 15% in 2015.



Pace added 76 new buses into its active fleet in 2015, the most of its peer group for the second consecutive year. Pace's average fleet age of 7.8 years is below the peer average of 8.5 years.

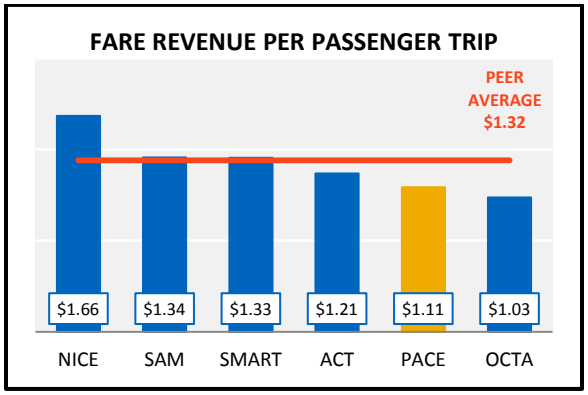


Pace was one of five agencies to see a reduction in miles between major mechanical failures in 2015, down 14.8% compared to 2014. Pace has held second or third place rankings for this metric for each of the past five years. Pace's performance for this measure met the peer average; Pace buses travel roughly 12,500 miles between major failures.

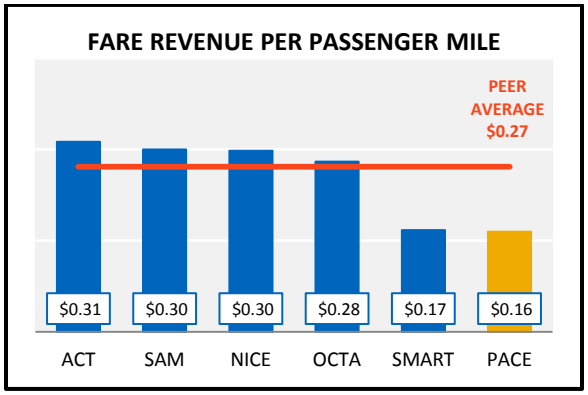
SUBURBAN BUS

Service Level Solvency

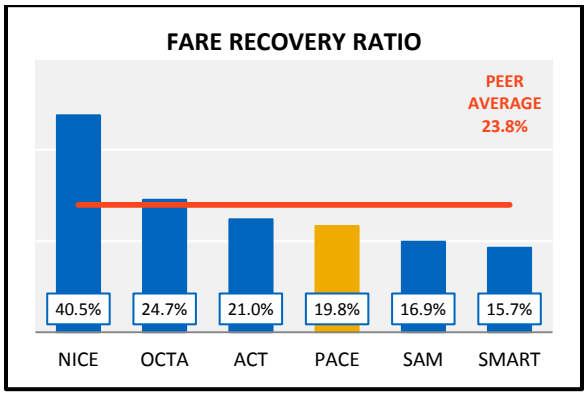
Despite ridership losses in 2015, Pace's fare revenue was unchanged. Pace performed below the peer average for each of the three measures related to fares. Pace's fare revenue is significantly impacted by a state mandate to provide free rides to qualifying passengers; an estimated one in six trips is provided free of charge. Pace maintained its second-place ranking for the second year for capital funds expended per passenger trip.



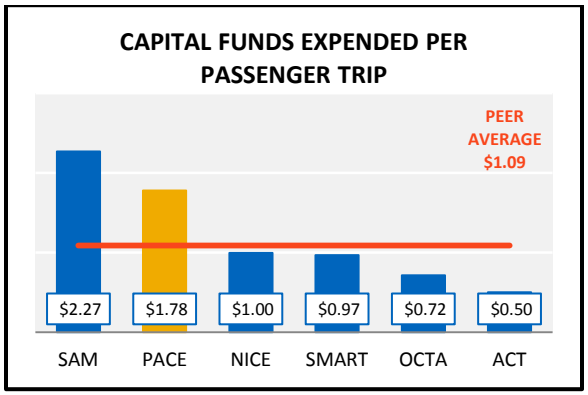
Pace's fare revenue per passenger trip increased $0.05 to $1.11, but was nearly 16% below the peer average of $1.32. Pace's improvement for this measure in 2015 (up 5.2%) resulted in a gain of one rank position.



Pace's fare revenue per passenger mile was $0.16, unchanged from 2014, and 39% below the peer average. Pace's passengers ride an average 31% longer average distances compared to its peers, which negatively impacts this result.



Pace's fare recovery ratio increased by 1.2 percentage points in 2015 as fare revenue remained flat and operating cost decreased by 6.3%. At 19.8%, Pace's fare recovery ratio falls 3.9 percentage points below the peer average, a narrower margin than in 2014, and Pace moved up one rank position.



Capital fund expenditures at Pace increased by 24.4% in 2015, keeping Pace in the second rank position for this metric. At $1.78, Pace's capital fund expenditure per passenger trip is 56% higher than the peer average.

VANPOOL

For the vanpool service mode, peers were chosen from the largest vanpool providers in the country since Pace operates one of the nation's largest programs. Agencies that provided fixed-route bus service along with their vanpool operations were considered and those that were operated by either the region's Metropolitan Planning Organization (MPO) or Department of Transportation (DOT) were excluded.

The Pace vanpool program decreased by two vanpools in 2015. Pace and one other peer saw ridership declines in 2015, while four others continued growing. Service efficiency and effectiveness remains the strongest service area for Pace; it maintained its second-place rank position for operating cost per vehicle revenue hour and moved up one position for operating cost per passenger trip. The 2015 Pace vanpool fleet was the oldest among its peers, following a drop of three rank positions in 2014. The Pace vanpool program, which has not implemented a fare increase since 2009, did see improvement in the three solvency measures, improving its ranking for two them, but remained below the peer average for two measures. The provision of reduced fares for ADA-eligible riders results in lower fare revenue for the Pace vanpool program, but plays an important role in contributing to overall agency efficiency.

Peer Comparison

Service Area	Performance Measure	Performs better than peer average	
		2014	2015
Service Coverage	Passenger Trips per Vehicle Revenue Hour	NO	NO
	Passenger Trips per Vehicle Revenue Mile	NO	NO
Service Efficiency and Effectiveness	Operating Cost per Vehicle Revenue Hour	YES	YES
	Operating Cost per Passenger Trip	YES	YES
	Operating Cost per Passenger Mile	NO	NO
Service Maintenance and Capital Investment	Average Age	NO	NO
	Miles between Major Mechanical Failures	NO	NO
Service Level Solvency	Fare Revenue per Passenger Trip	NO	NO
	Fare Revenue per Passenger Mile	NO	YES
	Fare Recovery Ratio	NO	NO

Peer Modal Characteristics

Pace vanpool covers the largest service area and serves the second-largest population of its peers but remains the fourth-largest program as determined by fleet size, and ridership. Pace vanpools travel the second-shortest average trip lengths at below-average speeds.

Vanpool Overview

Modal Characteristics	Pace	DART	STAR	METRO	METRO	OCTA
	Chicago	Dallas	Houston	Los Angeles	King County	Orange County
Service Area Population	5,630,238	2,354,330	4,365,000	8,626,817	2,117,125	3,070,485
Service Area (square miles)	3,519	650	1,303	1,513	2,134	465
Population Density	1,600	3,622	3,350	5,702	992	6,603
Vehicle Revenue Miles	10,010,513	2,695,134	10,120,643	32,006,362	14,693,548	8,277,276
Vehicle Revenue Hours	340,668	69,437	283,194	736,632	512,680	212,850
Passenger Trips	1,851,001	576,804	2,445,162	4,095,063	3,561,397	1,287,187
Passenger Miles	41,382,270	21,517,617	71,491,859	185,794,716	72,726,967	43,927,138
Operating Cost	$6,539,769	$2,038,408	$10,934,421	$17,743,669	$8,916,088	$7,541,750
Fare Revenue	$4,035,025	$787,344	$7,929,514	$16,721,290	$7,121,362	$4,988,443
Capital Funds Expended	$569,243	$0	$0	$0	$8,955,581	$0
Average Speed (miles per hour)	29.4	38.8	35.7	43.4	28.7	38.9
Average Trip Length (miles)	22.4	37.3	29.2	45.4	20.4	34.1
Average Vehicle Passenger Capacity	9	13	11	8	8	8
Average Vehicle Age (years)	4.2	0.1	3.2	1.2	2.7	1.3
Vehicles Operated in Maximum Service	710	164	720	1,378	1,476	490

Modal Characteristics Highlights

Vehicle Revenue Miles: Four agencies experienced service increases, as shown by vehicle revenue miles, while Pace reported a 4.3% decrease. Houston Metro and Orange County saw significant expansions to their vanpool programs, reporting 8.7% and 4.8% increases, respectively, to their vehicle revenue miles.

Passenger Trips: Pace saw a ridership decrease of 3.8% in 2015. DART was the only other agency to see a decline in ridership, down 35.4% from 2014, coincidental to the completion of its Orange Line light rail service. Four other agencies saw increases ranging from 0.3% (Houston) to 5.1% (OCTA).

Operating Cost: Four agencies reported a decrease in operating cost in 2015, including Pace, down 12.9% compared to 2014.

Fare Revenue: All agencies reported decreased fare revenues in 2015; Pace had a 3.7% decrease, but DART and King County Metro had significant decreases of 21% and 40%, respectively. With over half of its vanpool program operating as reduced-fare ADA service, Pace is unique among its peers and accordingly receives less in fare revenues than a similarly-sized traditional vanpool service would generate.

Average Speed: After three consecutive years of improvements to average speed, Pace's performance for this indicator decreased 10.7% in 2015, the steepest decrease among its peer group. At 29.4 miles per hour, its vanpools travel 20.8% slower than the peer average. Pace is the only agency to operate in a geography devoid of high-occupancy vehicle (HOV) lanes.

Average Trip Length: The average trip length for Pace vanpools was 22.4 miles, 5.9% shorter than in 2014. With peer trip lengths ranging from 20.4 miles to 45.4 miles, Pace's average trip length was the second-shortest among its peers and 33% below the peer average.

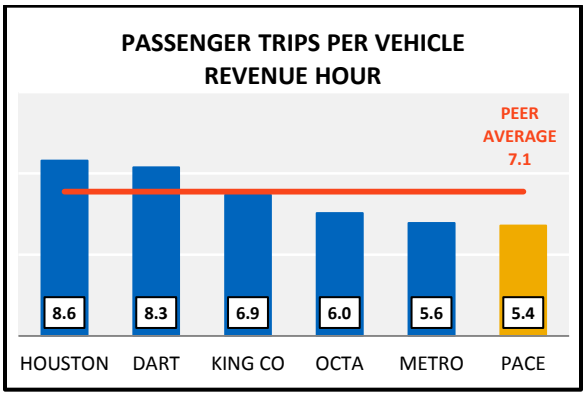
Average Vehicle Passenger Capacity: Pace vanpools operate a mix of vehicle types, from minivans to 14-passenger maxivans, with an overall average passenger capacity of 9.5 passengers, roughly equal to the peer average of 9.7 passengers.

Vehicles Operated in Maximum Service: Three vanpool programs expanded operations in 2015: LA Metro, King County, and OCTA. Pace's total dropped by two vanpools. King County has always had a significant advantage to attract ridership in that Washington State has implemented mandates that require employers to meet minimum vehicle occupancy rates during peak hours, which results in employer-provided subsidies and incentives to form or join vanpools.

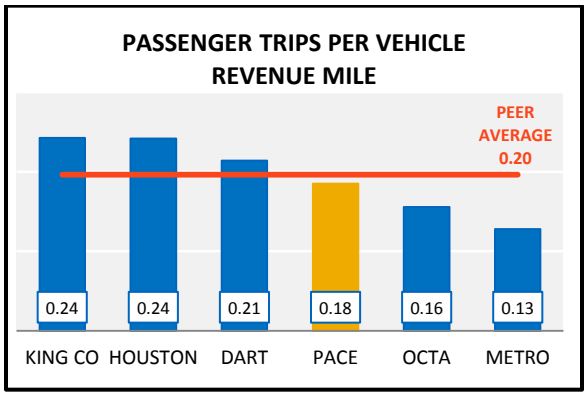
VANPOOL

Service Coverage

Pace experienced a 3.8% ridership loss in 2014, followed by another 3.8% loss in 2015. DART was the only other agency to see a decline in ridership in 2015, down 35.4%, coincidental to the completion of its Orange Line light rail service. Pace dropped two rank positions to last place for passenger trips per vehicle revenue hour but maintained its fourth-place rank for passenger trips per vehicle revenue mile.



Pace dropped from fourth to sixth place in 2015, resulting from a significant 7.2% increase in vehicle revenue miles and 3.8% loss of ridership. King County and OCTA were the only two agencies to see improvement in this measure in 2015, with respective ridership increases of 4.3% and 5.1% outpacing increases in vehicle revenue hours.

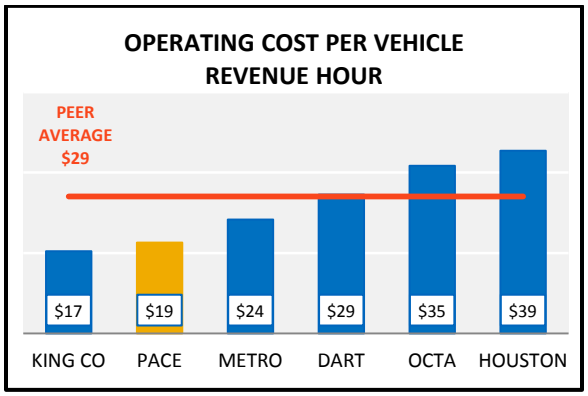


Pace's rank position for this measure has remained unchanged for seven consecutive years. Performance for this measure improved 0.6% in 2015 as the decrease in vehicle revenue miles was greater than the decrease in ridership. King County and OCTA saw improvements as their ridership gains outpaced increases in vehicle revenue miles.

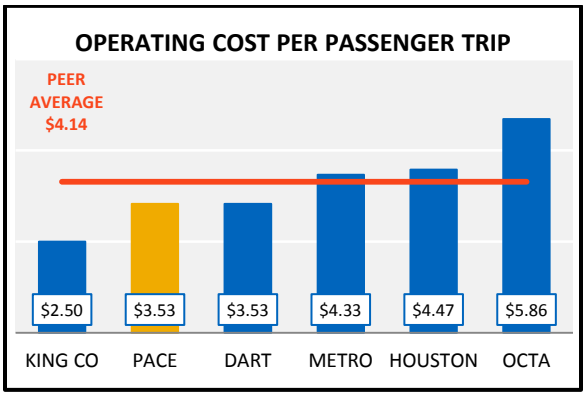
VANPOOL

Service Efficiency and Effectiveness

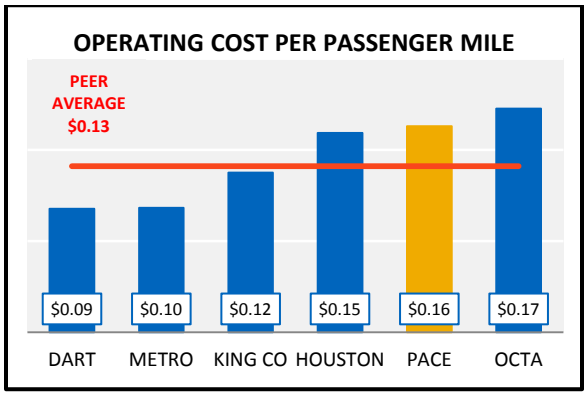
Pace saw a significant increase in vehicle revenue hours but decreases for vehicle revenue miles and passenger trips. Pace moved up one rank position for operating cost per passenger trip and maintained its positions for operating cost per vehicle revenue hour and operating cost per passenger mile.



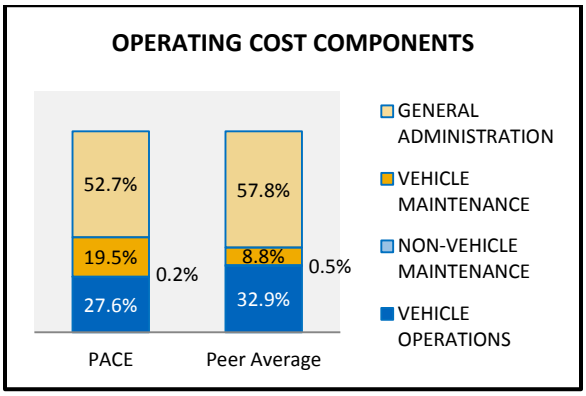
Pace vanpool's cost per vehicle revenue hour decreased by 18.7% in 2015, the largest improvement among its peer agencies. At $19.20, Pace's operating cost was 34% below the peer average.



The average Pace vanpool trip cost $3.53 in 2015, down $0.37. Pace moved up one rank position with the improvement, while DART moved down two positions as its ridership dropped by more than a third.



Pace maintained its rank position for this measure by keeping its operating cost per passenger mile at $0.16, although passenger miles decreased by over 9%. DART, which experienced a major decline in service hours and ridership, was the only agency to see an increase in this metric for 2015 as its passenger miles decreased by over 37%.

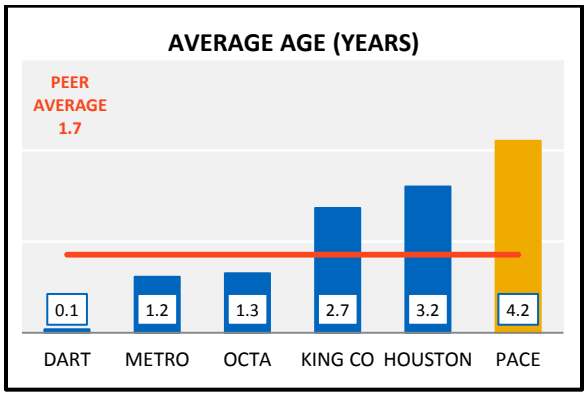


Pace's operating cost components are on par with King County, another directly-operated vanpool program. The Houston, Los Angeles, and Orange County programs are not directly-operated, making cost component breakdowns more difficult to examine as costs tend to be lumped into the administration category.

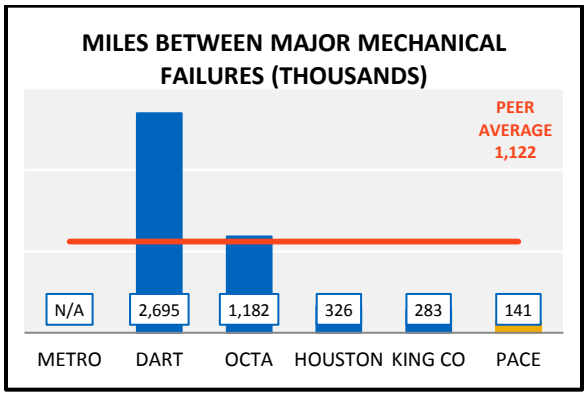
VANPOOL

Service Maintenance and Capital Investment

Pace did not add any new vans into its active fleet in 2014 and dropped three rank positions to sixth place, a volatility that is not unexpected given the short, four-year expected life span of a vanpool vehicle. Pace maintained that position in 2015, even after adding 70 new vans into service. Pace reported three more major mechanical failures in 2015, the most of its peers for the year; Pace's rank position for this measure of reliability remained unchanged from 2013.



With an average age of 4.2 years, Pace has the oldest average fleet age of its peers; 38% of Pace's vanpools are beyond their minimum useful life of four years.

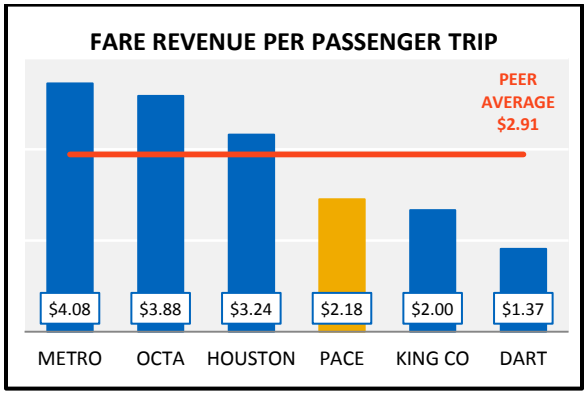


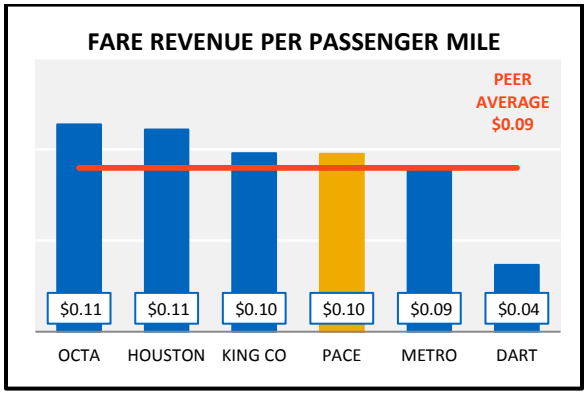
LA Metro, which did not report any major mechanical failures in 2015, skewed the average dramatically, as did DART, which reported one. Pace vanpool experienced 71 major mechanical failures versus the peer average of 18, ranking sixth for this measure for the third consecutive year.

VANPOOL

Service Level Solvency

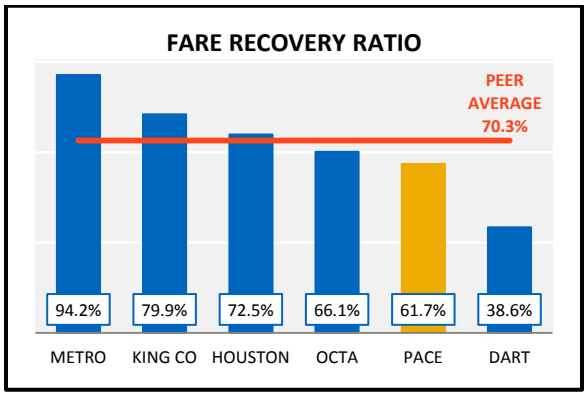
Pace noted improvements for all three measures of service level solvency in 2015, and moved up one rank position for two measures. Over half of Pace vanpools provide reduced fare service for ADA-eligible riders, resulting in significantly lower fare revenue than traditional vanpool operators.





Each agency reported lower fare revenue in 2015; however, Pace's fare revenue per trip remained unchanged from 2014 as its fare revenue rate decrease nearly matched its ridership decrease. Pace's average fare was 25% below the peer average, a 9 percentage point improvement from the gap in 2014, resulting in an upward rank change of one position.

Pace passenger miles decreased 9.4% in 2015, much steeper than the decline in fare revenue, down 3.7%, resulting in an upward rank change of one position. Pace's fare revenue per passenger mile increased by $0.01, one cent above the peer average.



Pace saw a significant improvement for this metric in 2013 and 2014, and improved another 5.9 percentage points in 2015 as operating costs decreased at a much steeper rate than the drop in fare revenue. King County, LA METRO, and Houston are able to sustain very high recovery ratios through the extensive use of subsidies to offset participant fares.

ADA PARATRANSIT

The peers selected for Pace ADA paratransit and demand-response service were chosen from systems that provide region-wide complementary ADA paratransit service for a fixed-route system of similar size and complexity as the combination of Pace and CTA services that exists in the Chicago area. Fixed-route systems that provided both bus and heavy rail service were examined and as a result, the peers for ADA paratransit service closely mirror the CTA peers. The MTA in Baltimore was included because it is a region-wide provider of ADA paratransit service for a multi-modal fixed-route system.

The NTD category "demand-response" includes services that are initiated through a passenger request. These services encompass ADA paratransit programs, which are operated on smaller vehicles and use a reservation system, as well as programs such as Pace's dial-a-ride program, which is a pre-arranged trip service not restricted to ADA-certified passengers, but supporting similar community goals of providing fuller transportation access. Pace reports its ADA paratransit service as a separate entity from its demand-response service; therefore, two types of comparison were conducted for Pace's demand-response services: one reporting ADA service by itself and one reporting combined ADA paratransit and dial-a-ride (DAR) services. This report will focus mainly on Pace's ADA paratransit program, which continued to compare favorably to its peers, performing at or above the peer average for nine of ten measures.

Peer Comparison

Service Area	Performance Measure	Performs better than peer average			
		ADA		ADA/DAR	
		2014	2015	2014	2015
Coverage	Passenger Trips per Vehicle Revenue Hour	YES	YES	YES	YES
	Passenger Trips per Vehicle Revenue Mile	EQUAL	EQUAL	YES	YES
Efficiency and Effectiveness	Operating Cost per Vehicle Revenue Hour	YES	YES	YES	YES
	Operating Cost per Passenger Trip	YES	YES	YES	YES
	Operating Cost per Passenger Mile	YES	YES	YES	YES
Maintenance & Capital Investment	Average Age	YES	YES	YES	YES
	Miles between Major Mechanical Failures	NO	NO	NO	NO
Solvency	Fare Revenue per Passenger Trip	YES	YES	EQUAL	EQUAL
	Fare Revenue per Passenger Mile	YES	EQUAL	YES	EQUAL
	Fare Recovery Ratio	YES	YES	YES	YES

Peer Modal Characteristics

The following chart separates Pace ADA paratransit and dial-a-ride services as separate entities. Pace dial-a-ride service has varying eligibility criteria as determined by the community sponsoring the service; it may be open to the general public or limited to senior and disabled riders. Each of the peers represented restricts service to ADA-certified passengers only. In 2015, Pace became the second-largest ADA paratransit service operator in terms of passenger trips, displacing Access Services in Los Angeles.

ADA Paratransit Overview

Modal Characteristics	Pace ADA	Pace DAR	MTA	MBTA	NYCT	Access	WMATA
	Chicago	Chicago	Baltimore	Boston	New York	LA	Washington, DC
Service Area Population	6,632,399	5,630,238	7,811,145	3,109,308	8,550,405	11,638,106	3,719,567
Service Area (square miles)	1,333	3,519	2,560	3,244	321	1,621	950
Population Density	4,976	1,600	3,051	958	26,637	7,180	3,915
Vehicle Revenue Miles	34,603,353	5,279,459	18,095,618	19,141,547	54,071,891	37,598,967	20,644,376
Vehicle Revenue Hours	2,391,262	350,299	1,315,444	1,270,369	4,744,364	2,220,701	1,952,356
Passenger Trips	4,172,105	1,147,540	2,494,479	2,149,718	6,641,883	4,050,277	2,235,295
Passenger Miles	39,005,799	7,137,638	22,678,469	17,868,150	57,423,206	53,896,173	18,062,120
Operating Cost	$153,368,700	$25,530,557	$83,300,091	$101,724,181	$461,728,015	$133,184,363	$112,655,203
Fare Revenue	$10,627,267	$1,959,566	$1,835,062	$6,006,987	$13,410,692	$9,019,981	$9,044,594
Capital Funds Expended	$0	$1,394,078	$5,990,107	$0	$5,235,669	$12,504,271	$15,428,173
Average Speed (miles per hour)	14.5	15.1	13.8	15.1	11.4	7.9	10.6
Average Trip Length (miles)	9.3	6.2	9.1	8.3	8.6	13.3	8.1
Average Vehicle Passenger Capacity	9.4	13.6	8.4	6.6	4.5	4.0	4.7
Average Vehicle Age (years)	2.4	4.8	5.7	3.6	4.0	2.9	2.6
Vehicles Operated in Maximum Service	873	315	445	590	1,840	709	902

Modal Characteristics Highlights

Vehicle Revenue Miles: Pace ADA paratransit continued growing, with a 1.3% increase in vehicle revenue miles compared to 2014, significantly below the growth rates seen at its peer agencies, which varied from 5.9% (MBTA) to 7.7% (MTA).

Passenger Trips: Each agency saw ridership increases in 2015; Pace ADA ridership grew by 2.5%. The average ridership growth of its peer agencies was 5.3%.

Operating Cost: Pace's operating cost decreased by 1.4% in 2015, despite a ridership increase; decreases were also noted at MTA and MBTA.

Fare Revenue: Pace ADA paratransit fare revenue rose by 3.3%. Dial-a-ride services experienced a 1.4% gain in fare revenue. MTA was the only agency to implement a fare increase, a $0.05 increase mandated to reflect CPI changes. WMATA actually decreased paratransit fares, implementing a cap of $6.50 per trip versus the $7.00 cap that had been in place.

Capital Funds Expended: Pace ADA incorporates its capital costs for vehicles in the purchased transportation contracts with the vendors who provide both service and the vehicles. As a result, there is no separate reporting of capital costs for the ADA paratransit program. Among its peers, capital fund expenditures ranged from $0 at MBTA to over $15 million at WMATA.

Average Speed: Pace ADA paratransit service offered the second-highest average speed at 14.5 miles per hour versus the peer average of 11.7 miles per hour.

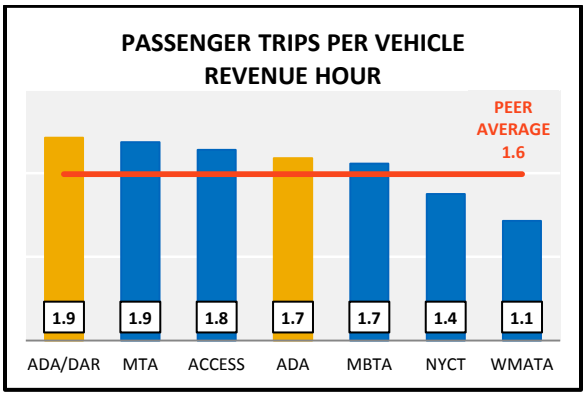
Average Trip Length: Pace ADA passengers rode an average trip length of 9.3 miles, roughly equal to the peer average.

Average Vehicle Passenger Capacity: Pace uses vehicles with an average passenger capacity of 9.4, compared to a peer average of 5.6.

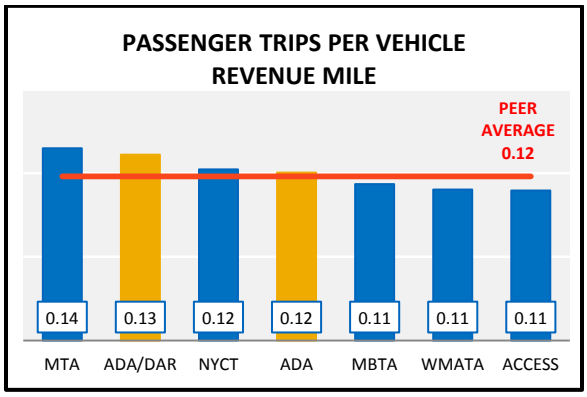
ADA PARATRANSIT

Service Coverage

In terms of passenger trips, the Pace ADA paratransit program is the second-largest among its peers, with New York having the largest program in the country. By itself, the ADA paratransit program provided nearly 4.2 million passenger trips in 2015; combined with dial-a-ride service, the Pace demand-response service provided 5.3 million passenger trips. Rank positions for the two service coverage measures remained the same as 2014 although ADA's performance was better for both measures and the DAR performance was worse for both measures. Efficiently scheduling service to maximize trips per hour and per mile is one of the strongest methods for reducing total program costs.



Pace ADA paratransit ridership was up 2.5% in 2015, and service hours were up 2.2%. This produced a slightly favorable service efficiency result and kept Pace at the same rank position as 2014. The combination of ADA/DAR service was the most effective at 1.9 passenger trips per vehicle revenue hour.

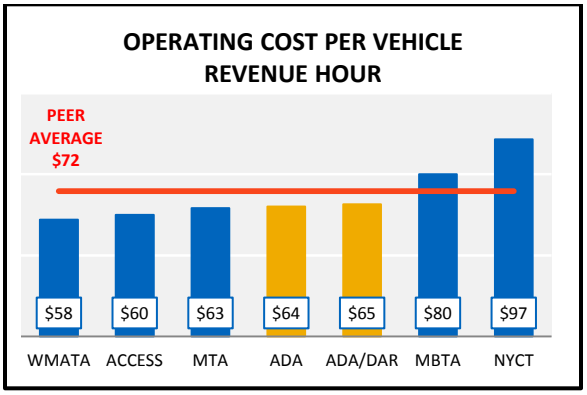


Pace kept its rankings for this measure in 2015, with identical results. The range of results for this measure varies by less than three-hundredths of one passenger trip, illustrating that Pace and its peers are about equally effective at scheduling these notably expensive passenger trips.

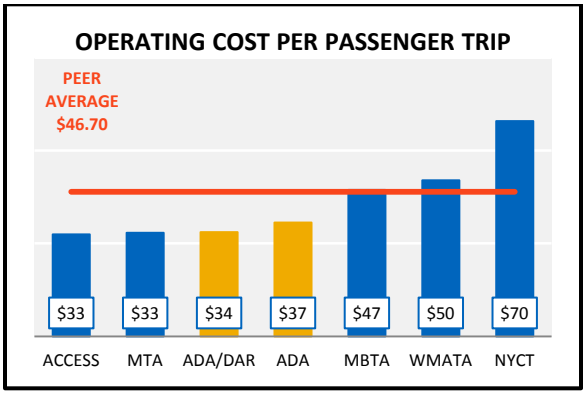
ADA PARATRANSIT

Service Efficiency and Effectiveness

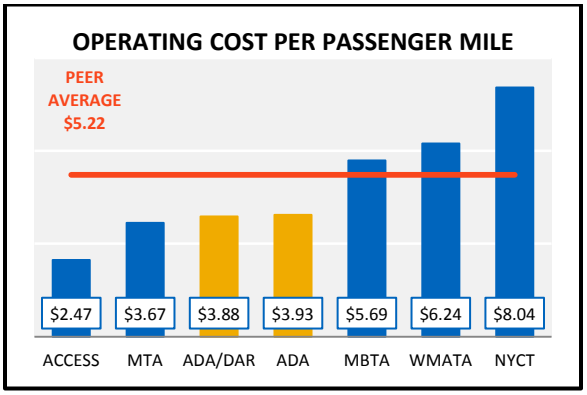
The Pace ADA paratransit program continued growth in each element of service coverage in 2015: vehicle revenue hours (+2.2%), vehicle revenue miles (+1.3%), ridership (+2.5%), and passenger miles traveled (+8.3%). Dial-a-ride service saw a slight increase in vehicle revenue hours (+0.3%); however, saw decreases in other service indicators: vehicle revenue miles (-0.1%), and passenger trips (-3.2%), and passenger miles traveled (-2.2%).



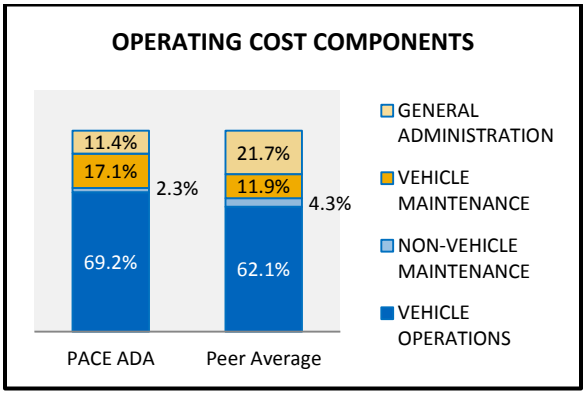
Pace ADA cost per vehicle revenue hour was 3.6% lower in 2015, due to the increase in vehicle hours and reduced operating cost. At $64.14, Pace ADA cost per hour was 10.5% more favorable to the peer average of $71.68.



Pace ADA paratransit maintained its position among peers by reducing its operating cost per passenger trip by $1.47 to $36.76, 21.3% below the peer average. NYCT paratransit skews the peer average for this measure with annual operating expense approaching $500 million.



Pace dropped one rank position for this measure as MTA experienced a 2015 ridership gain of 9% and moved up to second position. Pace ADA Paratransit's operating cost of $3.93 per passenger mile is 24.7% below the peer average.

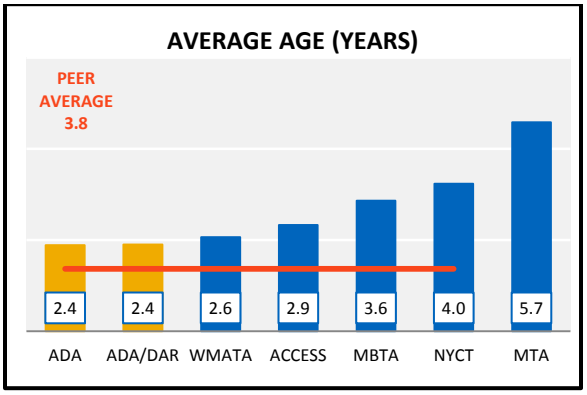


Pace ADA paratransit service expends a larger proportion of its budget on vehicle operations and maintenance compared to the peer average, and has less than average on non-vehicle maintenance and administration. Pace's general administration cost decreased by nearly three percentage points in 2015 as services became more streamlined.

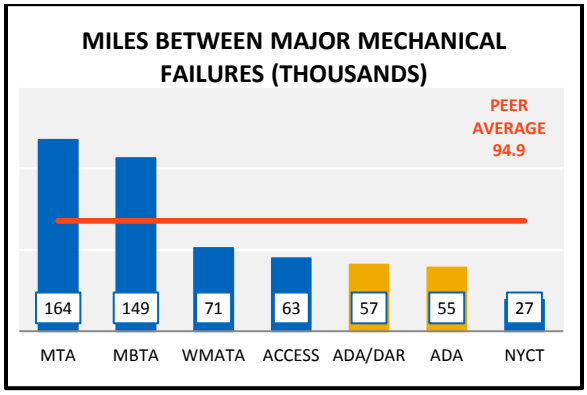
ADA PARATRANSIT

Service Maintenance and Capital Investment

Pace fleet vehicles ranked as the youngest of its peers, for the second consecutive year. Pace experienced an improvement in the number of miles between major mechanical failures but held its fifth-rank position for this metric for the sixth consecutive year.



The average age of Pace vehicles increased by 0.5 years in 2015. With the exception of eight buses dedicated to dial-a-ride service, Pace ADA paratransit and dial-a-ride programs share vehicles, so the combined average age of the vehicles is the same.

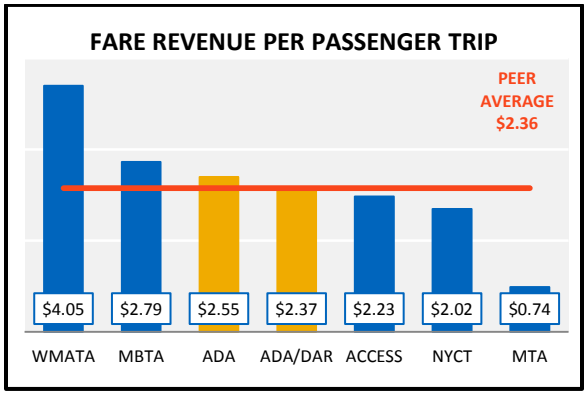


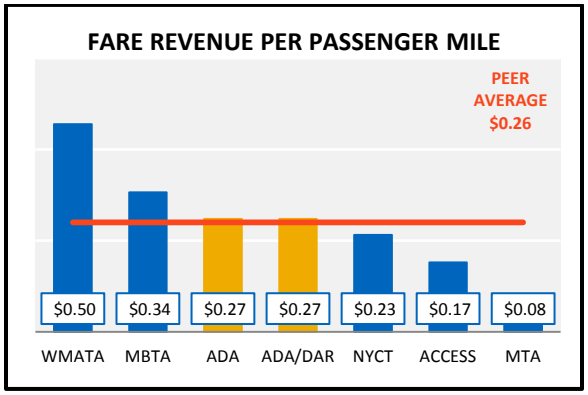
Pace ADA paratransit service experienced a favorable 13.6% gain in miles between major mechanical failures in 2015, with fewer failures spread over more vehicle miles. Its rank position remained unchanged and was 43% lower than the peer average.

ADA PARATRANSIT

Service Level Solvency

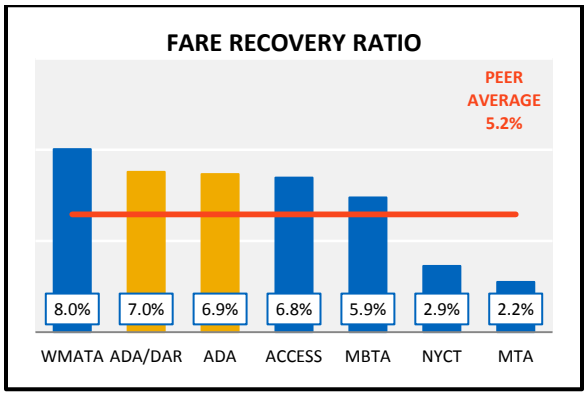
In the absence of a fare increase, Pace experienced gains in fare revenue that outpaced increases in ridership and coincided with a reduction in operating cost. Thus, an improvement was noted for fare revenue per passenger trip and the fare recovery ratio, although fare revenue per passenger mile decreased as the average passenger trip length increased. Pace ADA's rank position remained unchanged for all three solvency measures.





There were no ranking changes for any of the agencies in 2015. The average fare paid for Pace ADA paratransit services increased by $0.02, exceeding the peer average of $2.36. The Pace average fare is below its official $3.00 fare because approved ADA companions ride free of charge, a practice also followed by peers.

Pace ADA paratransit fare revenue decreased $0.01 per passenger mile, yet maintained its rank position. Pace ADA paratransit fare revenue per passenger mile is $0.01 below the peer average, which is skewed by the higher fares charged by WMATA, which can be as high as $6.50 per trip.



The ADA paratransit fare recovery increased by 0.3 percentage points and remained higher than the peer average of 5.2%, while the combined ADA/DAR recovery ratio also improved by 0.3 percentage points. ADA and ADA/DAR each maintained rank positions held in 2014. WMATA has maintained top ranking for this measure, as fares are variable and based on zones and time of day.

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