SERVICE MAINTENANCE AND CAPITAL INVESTMENT

Is funding sufficient to meet capital needs?
No. Yet, the Service Boards have made significant investment in their capital infrastructure and continue to provide safe and reliable service. The transit system is in need of fleet modernization and ranks 6th among its peers for vehicles beyond useful life.

28% of vehicles are in need of replacement.

The region ranks 5th in its peer group for capital expenditures per area resident, dropping to $82 in 2015, about 40% of what the New York region invests per resident.
# How the Region’s Transit System Performs

The RTA implemented a performance measures program in 2009 to assess how well the region’s transit system performs. The program highlights the performance of CTA, Metra and Pace in five areas:

<table>
<thead>
<tr>
<th>Service Coverage</th>
<th>Service Efficiency and Effectiveness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery</td>
<td>Service Maintenance and Capital Investment</td>
</tr>
<tr>
<td>Service Level Solvency</td>
<td></td>
</tr>
</tbody>
</table>

Each area is evaluated annually to provide an overall assessment of the system’s performance. The results of the 2011-2015 report showed that the Service Boards performed well despite funding challenges over the five-year period.

## SERVICE COVERAGE

**How much service is provided in the region?**

The RTA region’s transit system covers more than 7,200 route miles and provides over two million passenger trips per weekday.

For the fifth consecutive year, passengers traveled more than 4 billion miles on 2,600 buses and 2,700 railcars in the RTA region.

## SERVICE DELIVERY

**Is Chicago-area transit reliable?**

Service reliability, as measured by Miles Between Major Mechanical Failures, is a key measure to demonstrate the quality of service provided to customers.

Regional transit ranked first for this measure compared to its peer group in 2015, rising three rank positions from 2014.

## SERVICE EFFICIENCY AND EFFECTIVENESS

**How efficient are the Service Boards in providing services?**

Just over $3 billion is budgeted annually to operate the region’s transit system.

In 2015, Chicago retained its first-place rank among peer regions for lowest operating cost per passenger mile for the 5th consecutive year. An operating cost of $0.61 per passenger mile is 25% lower than the peer average.

## SERVICE LEVEL SOLVENCY

**How does the region cover transit operating costs?**

Operations are primarily supported by regional sales tax, fares and state funds.

The combined average fare of CTA, Metra, and Pace is the third highest among its peers, reducing our region’s reliance on public funding.