



Regional
Transportation
Authority

Modal Peer Agency Review

Report Year 2021

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Executive Summary

The Modal Peer Agency Review (formerly known as the Sub-Regional Peer Review) has been developed by the RTA as part of its oversight function to support the evaluation and management of the region's public transportation system. Since there are no federal or industry standards for transit performance metrics, peer comparisons provide the best way to benchmark performance and identify best practices; further research can then be conducted to gain a better understanding of the factors contributing to observed levels of performance. The selection of appropriate peers was carefully performed to allow for the closest possible match of operating characteristics. For each service mode operated in the RTA region – urban bus, heavy rail, commuter rail, suburban bus, and ADA paratransit – a peer group of five agencies has been chosen.

RTA staff, in cooperation with a Performance Measurement Task Force, periodically re-evaluates the process by which peer agencies are included for comparison within this report. The primary selection criteria for the peer agencies were determined to be: vehicle revenue hours and miles, unlinked passenger trips, number of vehicles operated in maximum service, and directional route miles (for rail modes). Although much care was used in selecting meaningful peers, no two transit agencies are perfectly comparable. Each agency has unique circumstances and a unique operating environment, and those differences should be kept in mind when making comparisons. The goal of the RTA performance measurement program is to point toward areas of improvement within the constraints and resources of our region.

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 2021, the most current year available, which was released in November 2022. Data submission by transit agencies is a requirement of receiving federal funding and thus follows guidelines and procedures established by the Federal Transit Administration (FTA). Although this report reflects the 2021 report year for each agency, the time period that constitutes a 'report year' varies by agency. Chicago, New York, and Minneapolis transit agencies use the calendar year as their NTD report year, while other regions use their state or federal fiscal year as their NTD report year. Accordingly, the other regions' 2021 report year reflects performance for either July 1, 2020 – June 30, 2021 or October 1, 2020 – September 30, 2021, and as such reflects more of the early unfavorable trends related to the onset of the COVID epidemic than is reflected in the Chicago, New York, and Minneapolis performance data. Thus, direct peer comparisons for measures that reflect service, operating cost, and fare revenue are not reasonable; **results are stated herein to maintain continuity of the performance reporting effort and to provide general information regarding each agency's operations.**

Notes/Methodology

1. To address differences resulting from the use of varying report year time periods, this report omits comparative performance rankings and instead illustrates each agency's year-over-year percentage changes from their last report year, as well as each agency's actual results for the current report year.
2. The fare recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenues paid by passengers. The NTD recovery ratio differs from the RTA 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.
3. In the instances where a reporting agency did not provide a revenue vehicle's useful life benchmark, the default Federal Transit Administration (FTA) benchmark specific to each revenue vehicle type was used for peer agency calculations.

Peer Agencies

Mode	Peer Group
<p>CTA</p> <p>Urban Bus</p>	<p>METRO: Los Angeles County Metropolitan Transportation Authority</p> <p>MBTA: Massachusetts Bay Transportation Authority</p> <p>NYCT: New York City Transit</p> <p>SEPTA: Southeastern Pennsylvania Transportation Authority</p> <p>WMATA: Washington Metropolitan Area Transit Authority</p>
<p>CTA</p> <p>Heavy Rail</p>	<p>MARTA: Metropolitan Atlanta Rapid Transit Authority</p> <p>MBTA: Massachusetts Bay Transportation Authority</p> <p>NYCT: New York City Transit</p> <p>SEPTA: Southeastern Pennsylvania Transportation Authority</p> <p>WMATA: Washington Metropolitan Area Transit Authority</p>
<p>Metra</p> <p>Commuter Rail</p>	<p>LIRR: Long Island Rail Road</p> <p>MBTA: Massachusetts Bay Transportation Authority</p> <p>MNCR: Metro-North Commuter Railroad</p> <p>NJT: New Jersey Transit</p> <p>SEPTA: Southeastern Pennsylvania Transportation Authority</p>
<p>Pace</p> <p>Suburban Bus</p>	<p>ACT: Alameda-Contra Costa Transit</p> <p>BCT: Broward County Transit Division</p> <p>OCTA: Orange County Transportation Authority</p> <p>VTA: Santa Clara Valley Transportation Authority</p> <p>RIDE ON: Ride-On Montgomery County Transit</p>
<p>Pace</p> <p>ADA Paratransit</p>	<p>MBTA: Massachusetts Bay Transportation Authority</p> <p>MM: Metro Mobility (Minneapolis)</p> <p>NYCT: New York City Transit</p> <p>ACCESS: Access Services (Los Angeles)</p> <p>WMATA: Washington Metropolitan Area Transit Authority</p>

Urban Bus

The peers selected for urban bus are those that serve the nation’s largest urbanized areas with the most extensive, well-developed transit systems. These cities – Boston, Los Angeles, New York, Philadelphia, and Washington, DC – rank within the top ten in the country for metropolitan area population and bus ridership. They each also have both urban rail and bus services, which provide coordinated service throughout the metropolitan area.

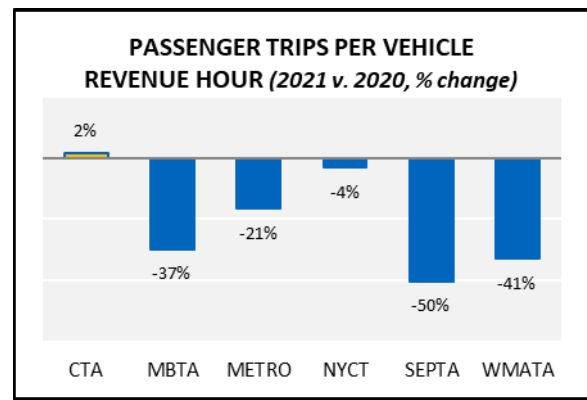
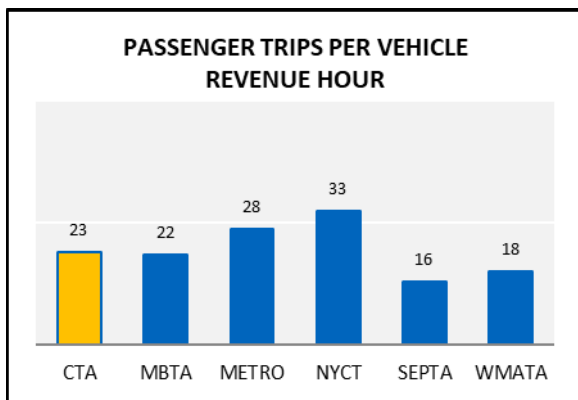
Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. CTA and NYCT are the only two of the six bus agencies that report on a calendar-year basis; the other four agencies reported for the period July 1, 2020 – June 30, 2021, which makes peer comparisons for the 2021 report year difficult as the time periods reflect unique stages of the pandemic. Thus, direct peer comparisons are not reasonable; results are stated herein to maintain continuity of the performance reporting effort and to provide general information regarding each agency’s operations. For each measure, performance is stated in nominal terms and as a percent change from the prior year result.

Urban Bus Characteristics	CTA	MBTA	METRO	NYCT	SEPTA	WMATA
	Chicago	Boston	Los Angeles	New York	Philadelphia	Washington, DC
Service Area Population	3,207,635	3,109,308	10,509,518	8,804,190	3,439,497	4,914,725
Service Area (square miles)	310	3,244	4,093	321	836	1,349
Population Density	10,347	958	2,568	27,427	4,114	3,643
Vehicle Revenue Miles	46,999,961	22,461,752	57,059,766	92,884,363	38,841,729	29,213,222
Vehicle Revenue Hours	5,156,899	2,370,197	5,345,305	12,637,243	3,888,182	2,914,017
Passenger Trips	117,357,515	52,592,908	151,781,838	413,800,989	60,307,213	52,325,667
Passenger Miles	296,815,552	135,776,449	449,122,953	1,032,728,347	187,935,266	162,783,718
Operating Cost	\$816,462,326	\$514,277,822	\$1,081,971,840	\$3,092,303,095	\$655,390,739	\$719,628,976
Fare Revenue	\$136,959,554	\$36,090,120	\$16,272,293	\$571,828,025	\$75,564,650	\$20,366,814
Capital Funds Expended	\$102,223,653	\$197,163,791	\$287,048,747	\$237,684,831	\$136,002,509	\$197,080,703
Average Speed (miles per hour)	9.1	9.5	10.7	7.4	10.0	10.0
Average Trip Length (miles)	2.5	2.6	3.0	2.5	3.1	3.1
Average Vehicle Passenger Capacity	87	68	55	79	82	68
Average Vehicle Age (years)	11.5	8.4	6.4	6.6	7.3	7.4
Vehicles Operated in Maximum Service	1,525	883	1,523	3,787	1,215	1,010

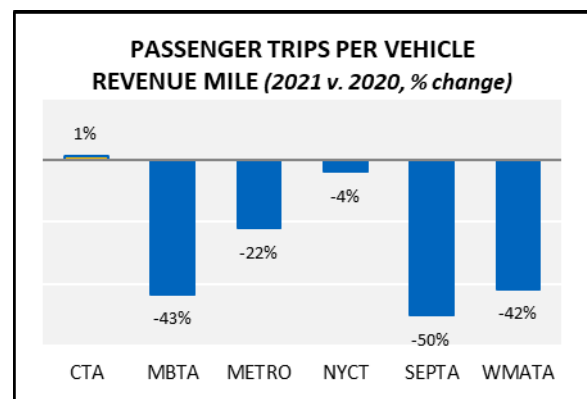
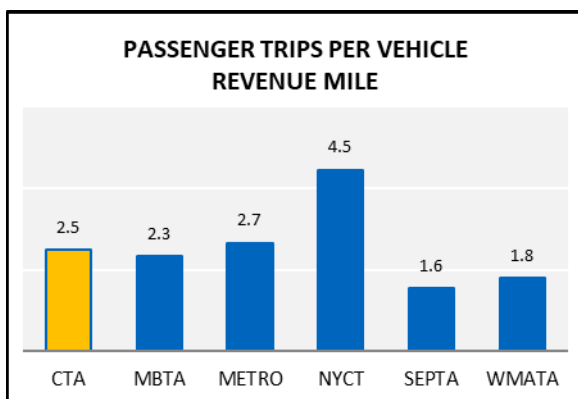
Service Coverage

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/21 – 12/31/21, all other agencies' data are for 7/1/20 – 6/30/21.

Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Vehicle revenue hours include layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.



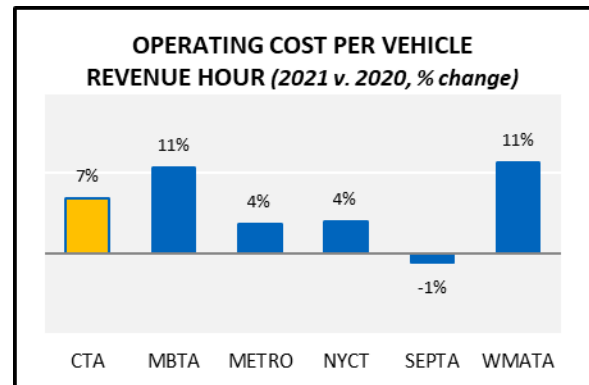
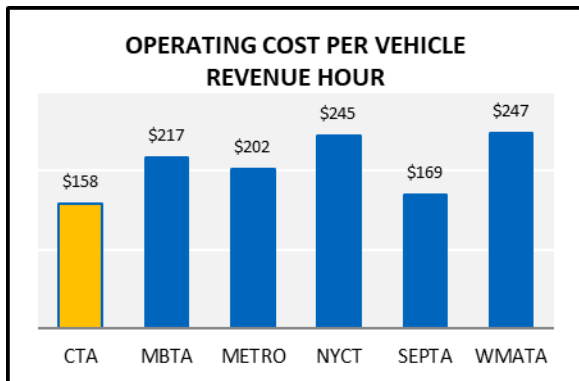
Passenger trips per vehicle revenue mile: the total number of unlinked passenger trips divided by the total number of miles vehicles travel while in revenue service, including layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.



Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/21 – 12/31/21, all other agencies' data are for 7/1/20 – 6/30/21.

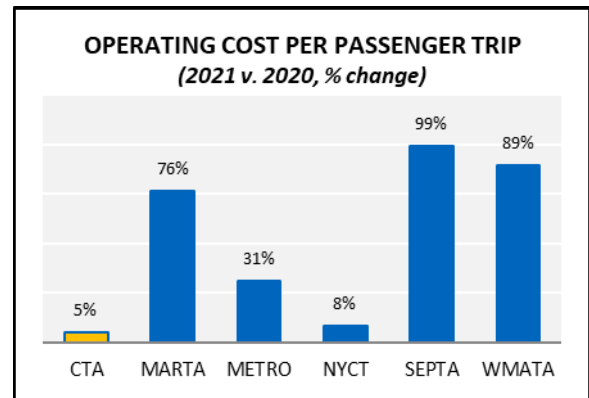
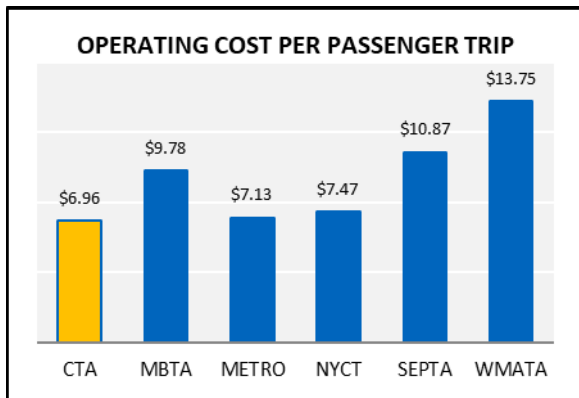
Operating Cost per Vehicle Revenue Hour: Total operating cost is comprised of expenses associated with the operation of the transit agency, and classified by function (e.g., mode) or activity, and the goods and services purchased. The basic functions and object classes are defined in Section 5.2 and 6.2 of the Uniform System of Accounts (USOA). These are consumable items with a useful life of less than one year or an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or \$5,000. This measure of cost efficiency is expressed as the total operating cost divided by the hours that vehicles travel while in revenue service.



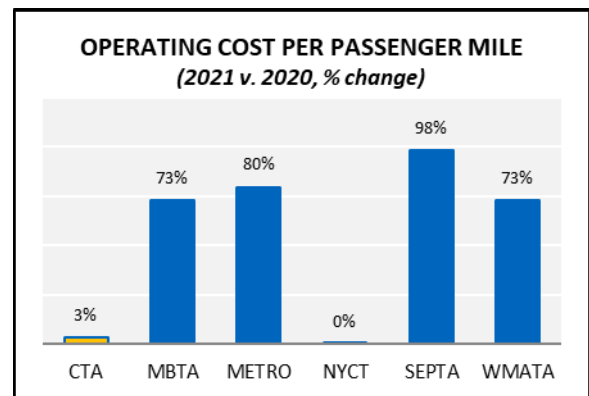
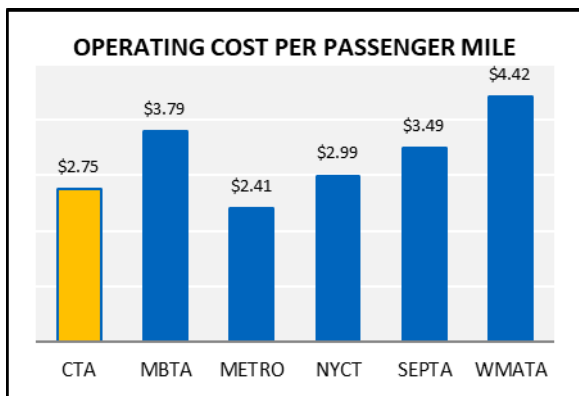
Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/21 – 12/31/21, all other agencies' data are for 7/1/20 – 6/30/21.

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



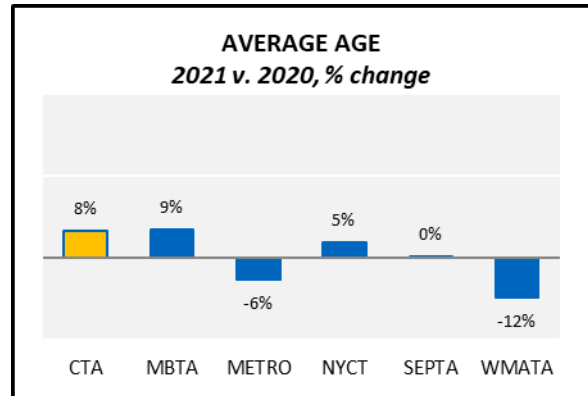
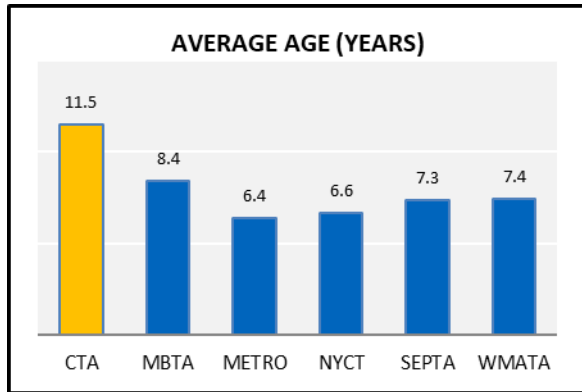
Operating Cost per Passenger Mile: Total operating cost divided by the total number of miles traveled by passengers.



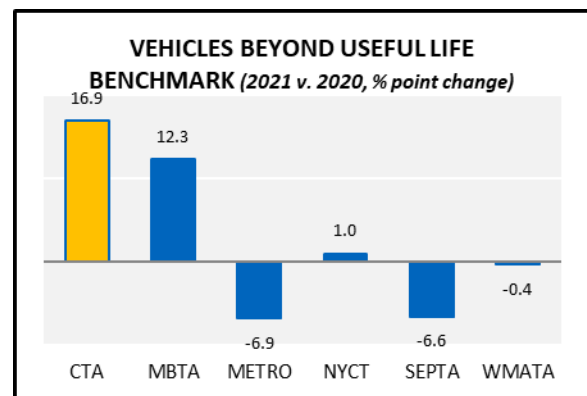
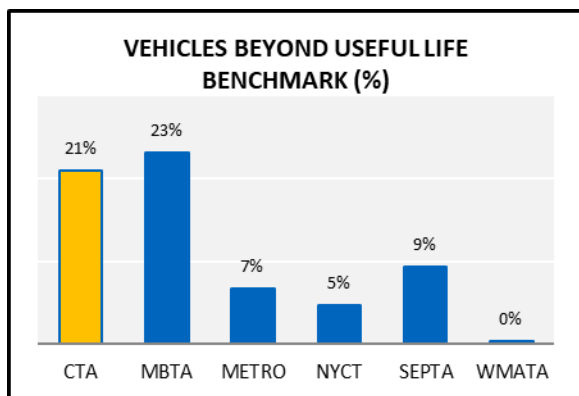
Service Maintenance & Capital Investment

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/21 – 12/31/21, all other agencies' data are for 7/1/20 – 6/30/21.

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



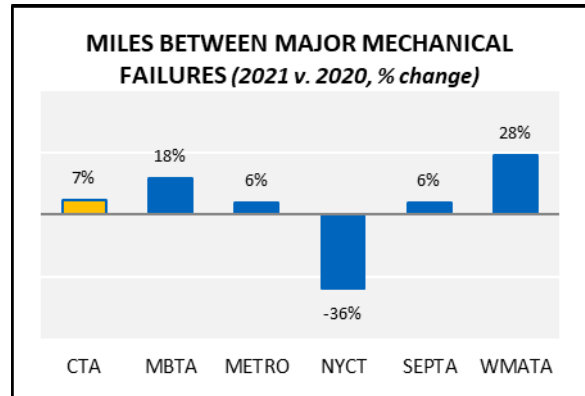
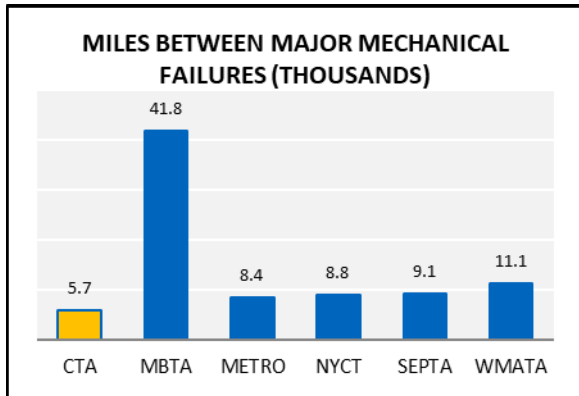
Vehicles Beyond Useful Life Benchmark: The percentage of revenue vehicles in the total active fleet beyond their useful life benchmark as allowed by the FTA. As a default, the FTA defines useful life as 8 years for automobiles and vans, 14 years for buses, 31 years for heavy rail cars, and 39 years for commuter rail vehicles. However, each reporting agency may petition the FTA to allow differing benchmarks that more adequately reflect unique operating environments and circumstances that may impact their vehicles' useful life expectancies, including life-extending rehabilitations and vehicle overhauls that may increase the useful life of a vehicle. Where no agency benchmark was noted, the default FTA benchmark was used for this metric.



Service Maintenance & Capital Investment

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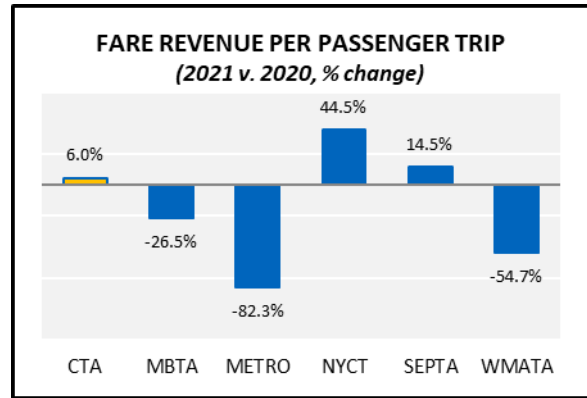
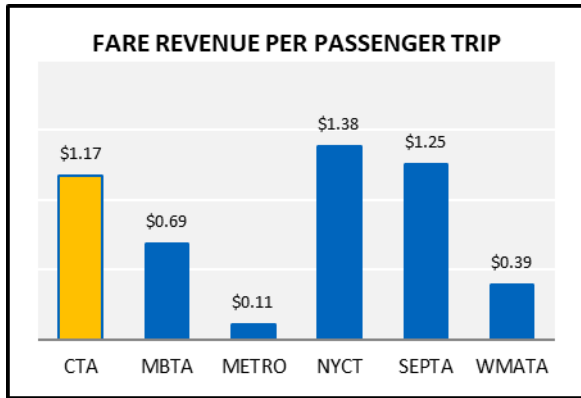
Miles Between Major Mechanical Failures: The average number of miles that vehicles travel while in revenue service between failures of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because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



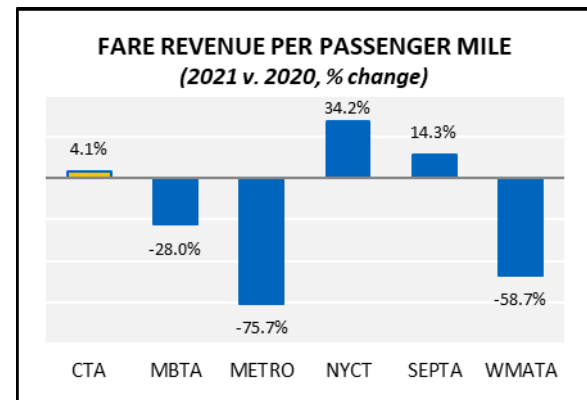
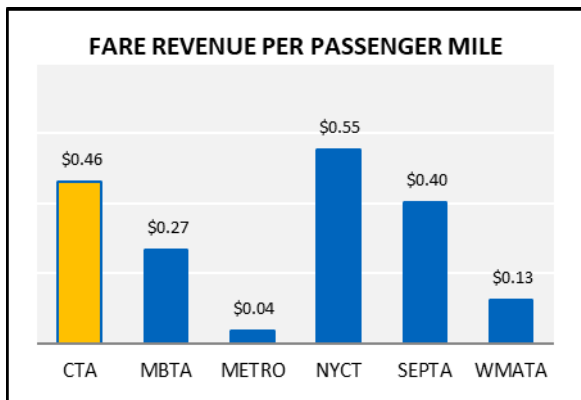
Service Level Solvency

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/21 – 12/31/21, all other agencies' data are for 7/1/20 – 6/30/21

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



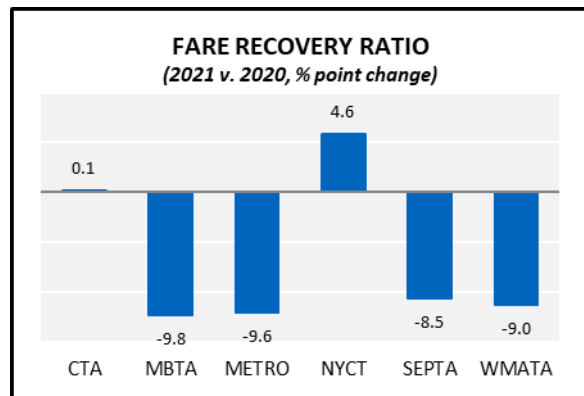
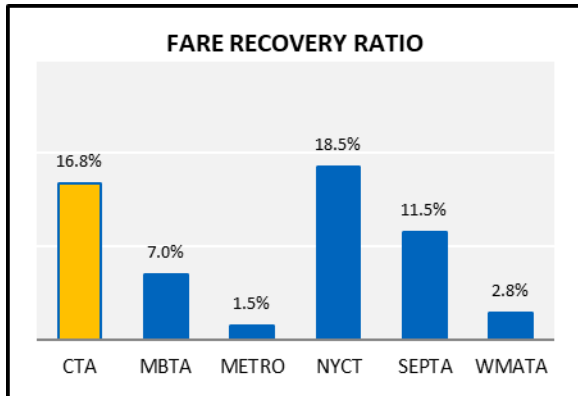
Fare Revenue per Passenger Mile: All income received from passengers divided by the total number of passenger miles traveled.



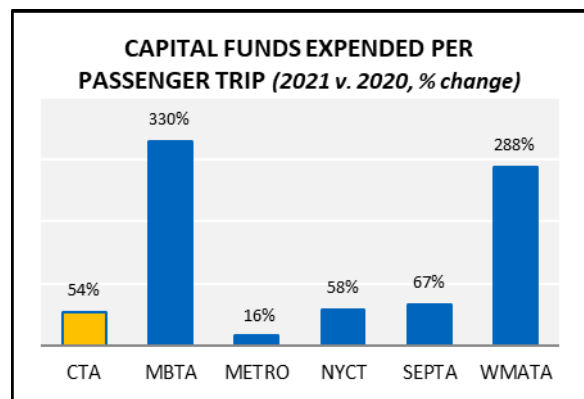
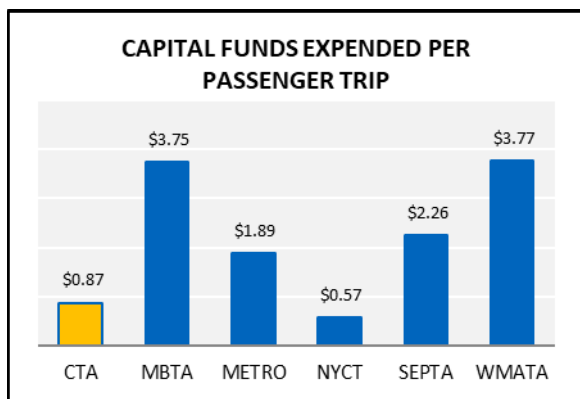
Service Level Solvency

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/21 – 12/31/21, all other agencies' data are for 7/1/20 – 6/30/21.

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



Capital Funds Expended per Passenger Trip: Expenses related to the purchase of equipment and financing capital projects, expressed on a per-passenger trip basis. Equipment means an article of non-expendable tangible personal property having a useful life of more than one year and an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or \$5,000. Capital expenses do not include operating expenses that are eligible to use capital funds.



Heavy Rail

The peers selected for CTA heavy rail were chosen from the largest rapid transit systems in the country. NYCT, MBTA, and SEPTA are all natural peers as older rail systems serving the urban center of large metropolitan areas. MARTA and WMATA, although relatively newer heavy rail systems, were chosen as peers due to their large sizes and mostly urban settings.

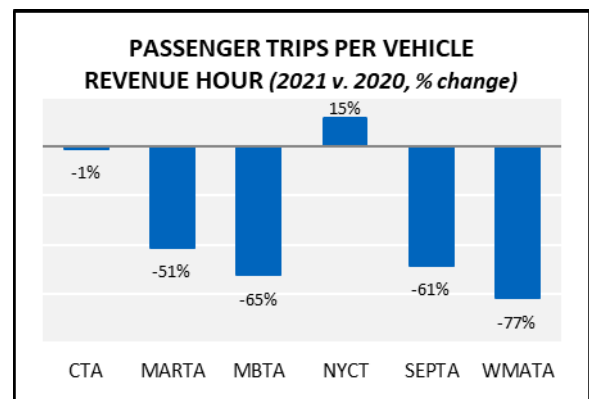
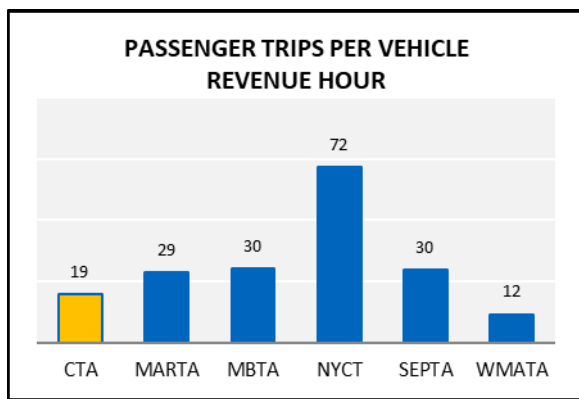
Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. CTA and NYCT are the only two of the six agencies that report on a calendar-year basis; the other four agencies reported for the period July 1, 2020 – June 30, 2021, which makes peer comparisons for the 2021 report year difficult as the time periods reflect unique stages of the pandemic. Thus, direct peer comparisons are not reasonable; results are stated herein to maintain continuity of the performance reporting effort and to provide general information regarding each agency’s operations. For each measure, performance is stated in nominal terms and as a percent change from the prior year result.

Heavy Rail Characteristics	CTA	MARTA	MBTA	NYCT	SEPTA	WMATA
	Chicago	Atlanta	Boston	New York	Philadelphia	Washington, DC
Service Area Population	3,207,635	2,128,687	3,109,308	8,804,190	3,439,497	4,914,725
Service Area (square miles)	310	949	3,244	321	836	1,349
Population Density	10,347	2,243	958	27,427	4,114	3,643
Directional Route Miles	208	96	76	494	75	234
Vehicle Revenue Miles	72,369,642	17,210,772	22,284,336	331,253,516	16,213,547	72,843,843
Vehicle Revenue Hours	4,032,851	649,313	1,482,732	18,327,790	962,155	3,142,911
Passenger Trips	78,623,048	18,533,621	44,823,236	1,311,224,575	28,642,836	36,550,201
Passenger Miles	501,767,758	125,036,911	146,795,474	5,668,693,486	126,097,585	199,671,853
Operating Cost	\$673,135,185	\$216,940,651	\$339,406,955	\$5,027,256,304	\$206,672,297	\$1,244,974,967
Fare Revenue	\$108,906,840	\$27,194,191	\$68,286,616	\$1,773,543,424	\$34,560,566	\$77,256,463
Capital Funds Expended	\$365,902,251	\$203,532,556	\$563,685,521	\$2,289,996,398	\$78,782,526	\$1,489,918,890
Average Speed (mph)	17.9	26.5	15.0	18.1	16.9	23.2
Average Trip Length (miles)	6.4	6.7	3.3	4.3	4.4	5.5
Average Vehicle Passenger Capacity	80	95	218	143	112	243
Average Vehicle Age (years)	21.1	31.6	30.3	25.1	28.7	8.3
Vehicles Operated in Maximum Service	1,160	210	336	5,410	286	998

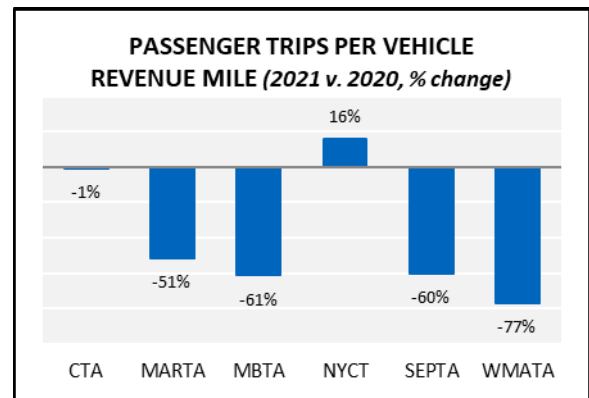
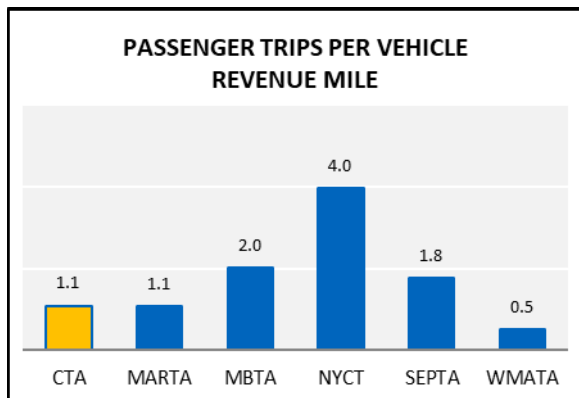
Service Coverage

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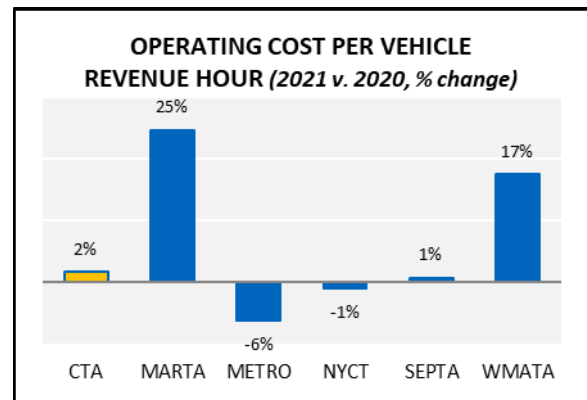
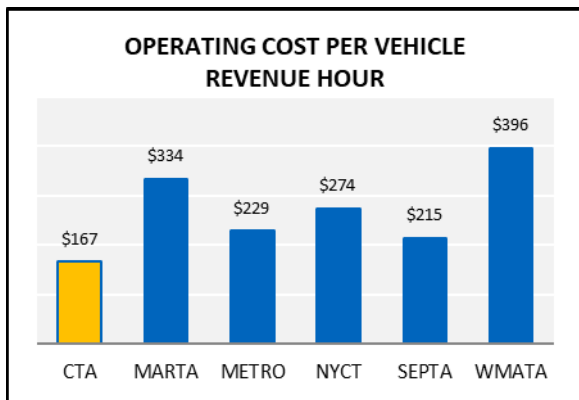
Passenger trips per vehicle revenue mile: the total number of unlinked passenger trips divided by the total number of miles vehicles travel while in revenue service, including layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.



Service Efficiency & Effectiveness

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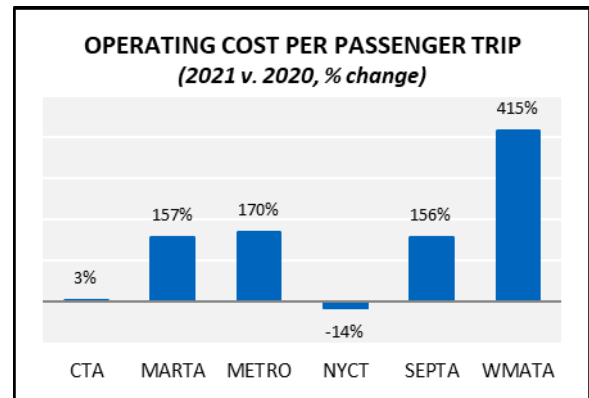
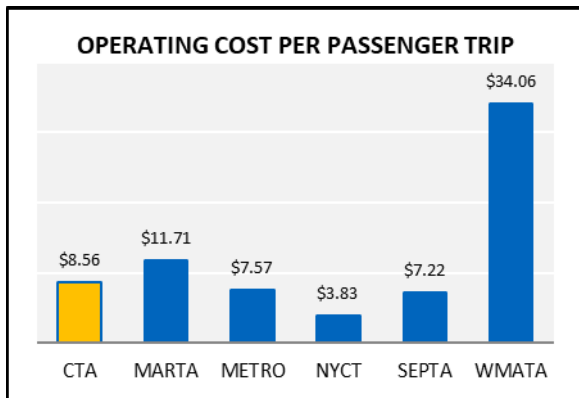
Operating Cost per Vehicle Revenue Hour: Total operating cost is comprised of expenses associated with the operation of the transit agency, and classified by function (e.g., mode) or activity, and the goods and services purchased. The basic functions and object classes are defined in Section 5.2 and 6.2 of the Uniform System of Accounts (USOA). These are consumable items with a useful life of less than one year or an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or \$5,000. This measure of cost efficiency is expressed as the total operating cost divided by the hours that vehicles travel while in revenue service.



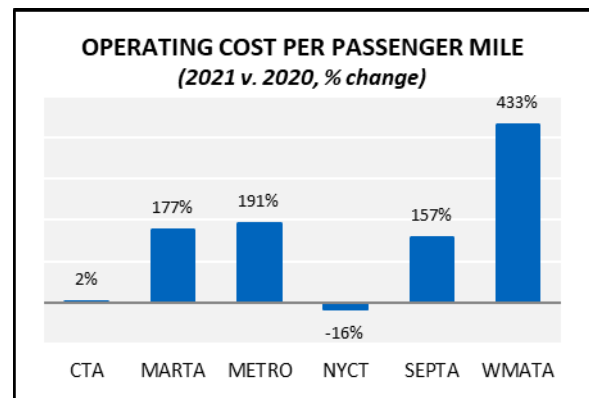
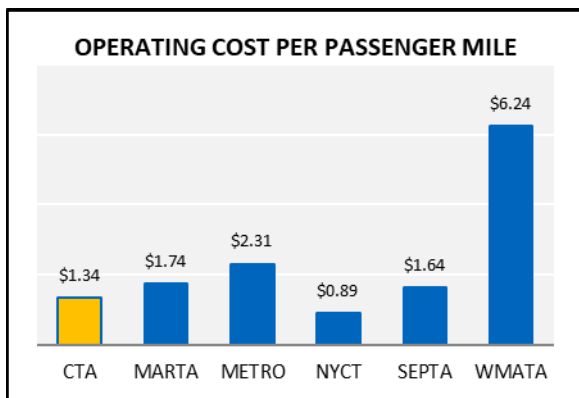
Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/21 – 12/31/21, all other agencies' data are for 7/1/20 – 6/30/21.

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



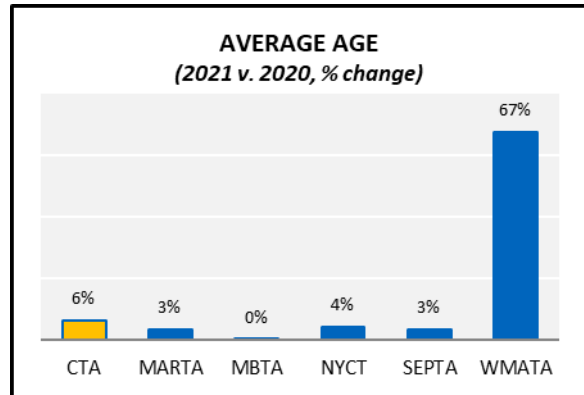
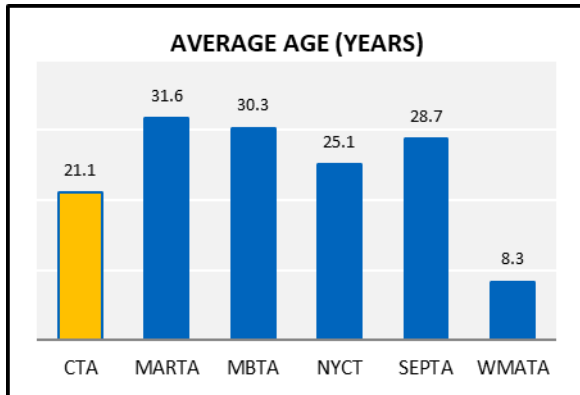
Operating Cost per Passenger Mile: Total operating cost divided by the total number of miles traveled by passengers.



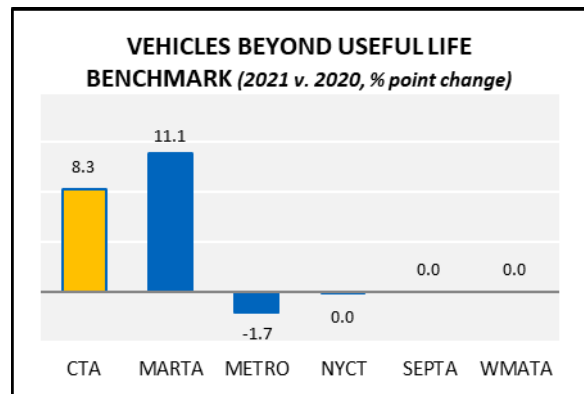
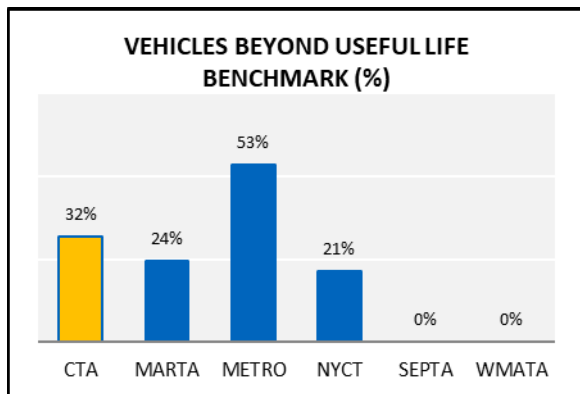
Service Maintenance & Capital Investment

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/21 – 12/31/21, all other agencies' data are for 7/1/20 – 6/30/21.

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



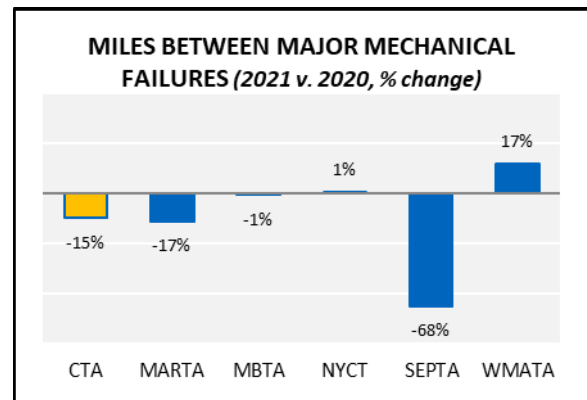
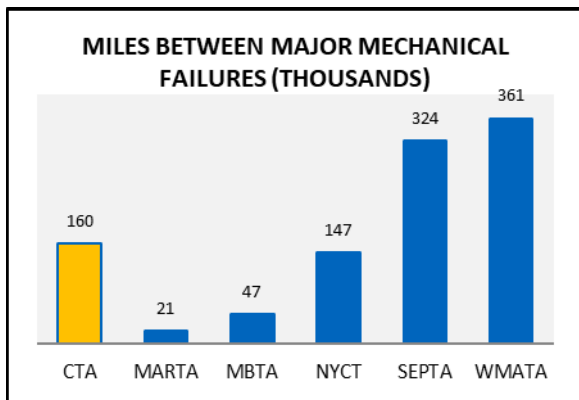
Vehicles Beyond Useful Life Benchmark: The percentage of revenue vehicles in the total active fleet beyond their useful life benchmark as allowed by the FTA. As a default, the FTA defines useful life as 8 years for automobiles and vans, 14 years for buses, 31 years for heavy rail cars, and 39 years for commuter rail vehicles. However, each reporting agency may petition the FTA to allow differing benchmarks that more adequately reflect unique operating environments and circumstances that may impact their vehicles' useful life expectancies, including life-extending rehabilitations and vehicle overhauls that may increase the useful life of a vehicle. Where no agency benchmark was noted, the default FTA benchmark was used for this metric.



Service Maintenance & Capital Investment

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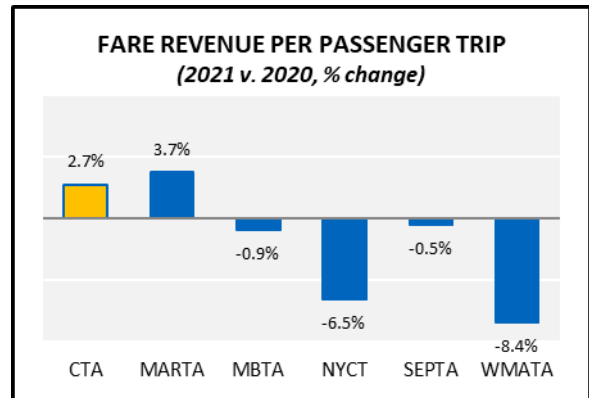
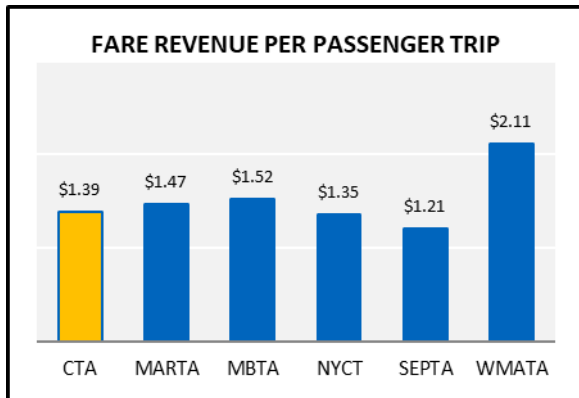
Miles Between Major Mechanical Failures: The average number of miles that vehicles travel while in revenue service between failures of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because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



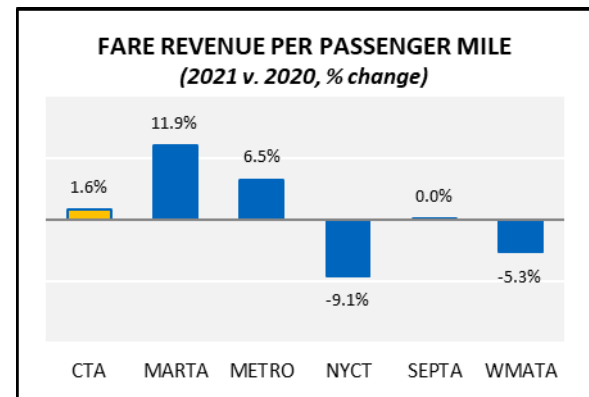
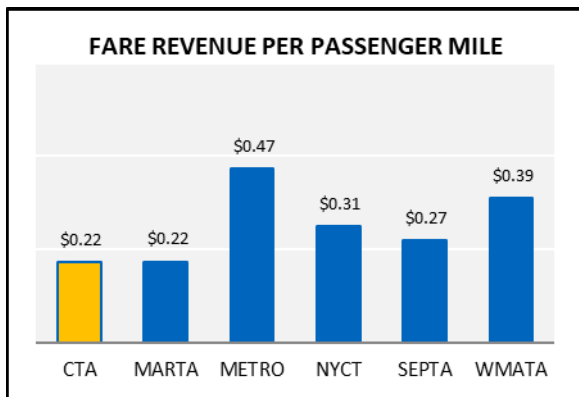
Service Level Solvency

NOTE: Report Year time periods vary by agency. CTA and NYCT data are for 1/1/21 – 12/31/21, all other agencies' data are for 7/1/20 – 6/30/21.

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



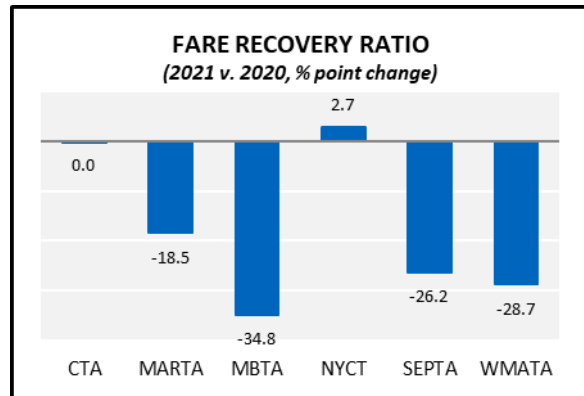
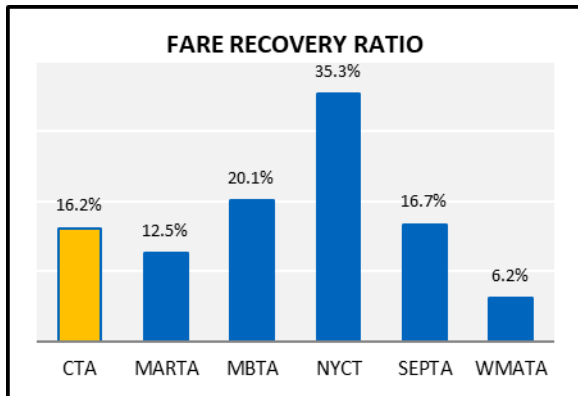
Fare Revenue per Passenger Mile: All income received from passengers divided by the total number of passenger miles traveled.



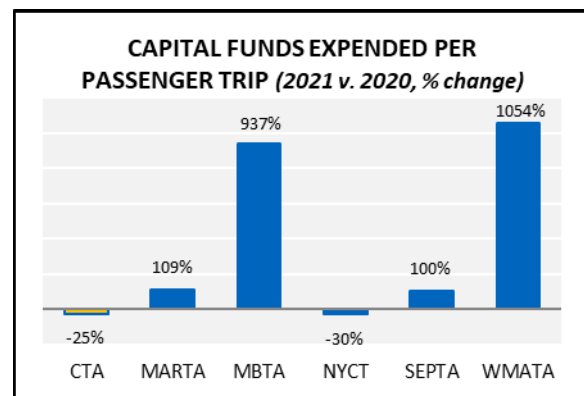
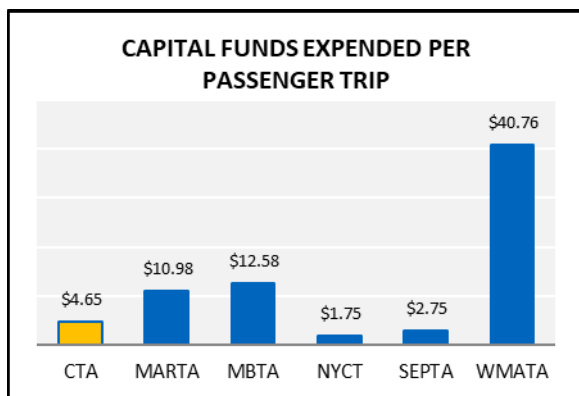
Service Level Solvency

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



Capital Funds Expended per Passenger Trip: Expenses related to the purchase of equipment and financing capital projects, expressed on a per-passenger trip basis. Equipment means an article of non-expendable tangible personal property having a useful life of more than one year and an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or \$5,000. Capital expenses do not include operating expenses that are eligible to use capital funds.



Commuter Rail

Peers selected for this mode represent the largest commuter rail systems in the United States. Three peers provide service to New York City from the states of New York, New Jersey, and Connecticut; Boston and Philadelphia are the other peer cities.

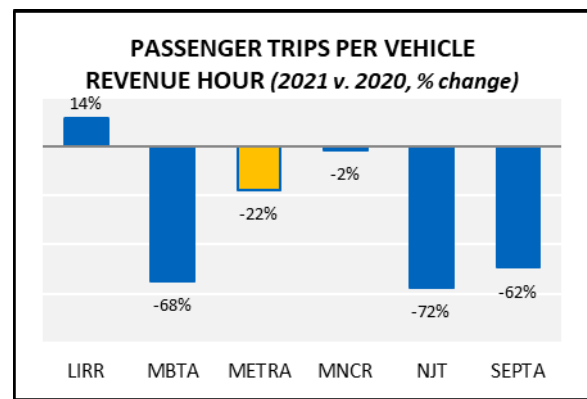
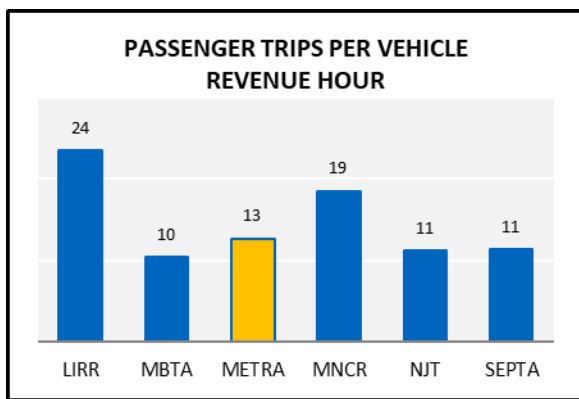
Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. Metra, LIRR, and MNCR report on a calendar-year basis; the other three agencies reported for the period July 1, 2020 – June 30, 2021, which makes peer comparisons for the 2021 report year difficult as the time periods reflect unique stages of the pandemic. Thus, direct peer comparisons are not reasonable; results are stated herein to maintain continuity of the performance reporting effort and to provide general information regarding each agency's operations. For each measure, performance is stated in nominal terms and as a percent change from the prior year result.

Commuter Rail Characteristics	Metra	MBTA	LIRR	MNCR	NJT	SEPTA
	Chicago	Boston	New York	New York	Newark	Philadelphia
Service Area Population	7,261,176	3,109,308	11,170,342	6,503,894	10,594,013	3,439,497
Service Area (square miles)	1,940	3,244	2,967	527	5,325	836
Population Density	3,743	958	3,765	12,341	1,989	4,114
Directional Route Miles	975	776	638	546	920	447
Vehicle Revenue Miles	32,838,276	19,929,696	58,398,960	51,909,106	56,469,325	11,874,654
Vehicle Revenue Hours	1,106,820	670,434	2,088,960	1,741,267	1,701,950	603,181
Passenger Trips	14,080,750	6,995,413	49,167,557	32,254,130	19,096,916	6,871,251
Passenger Miles	304,989,464	155,056,157	1,420,978,562	737,084,820	529,338,529	92,146,351
Operating Cost	\$718,324,077	\$389,025,226	\$1,471,241,336	\$1,214,724,338	\$1,134,741,219	\$282,492,994
Fare Revenue	\$76,440,021	\$33,040,564	\$295,754,559	\$262,660,371	\$126,520,842	\$27,975,734
Capital Funds Expended	\$372,146,595	\$562,662,045	\$1,221,878,696	\$564,045,619	\$578,375,133	\$221,826,461
Average Speed (mph)	29.7	29.7	28.0	29.8	33.2	19.7
Average Trip Length (miles)	21.7	22.2	28.9	22.9	27.7	13.4
Average Vehicle Passenger Capacity	146	151	111	111	108	117
Average Vehicle Age (years)	28.7	26.1	17.9	19.1	22.8	32.1
Vehicles Operated in Maximum Service	818	416	882	1,128	897	286

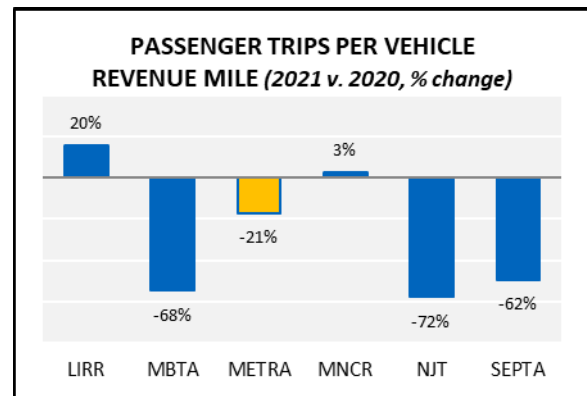
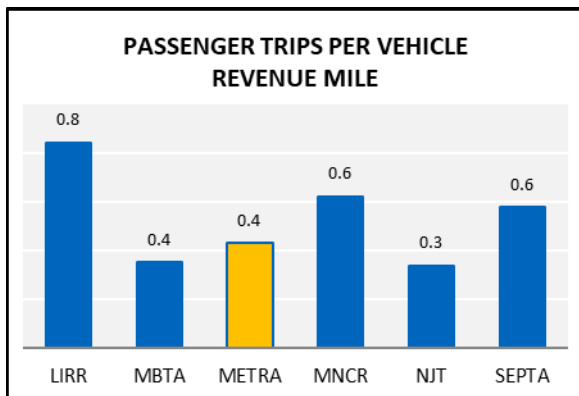
Service Coverage

NOTE: Report Year time periods vary by agency. Metra, LIRR, and MNCR data are for 1/1/21 – 12/31/21; all other agencies' data are for 7/1/20 – 6/30/21.

Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Vehicle revenue hours include layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.



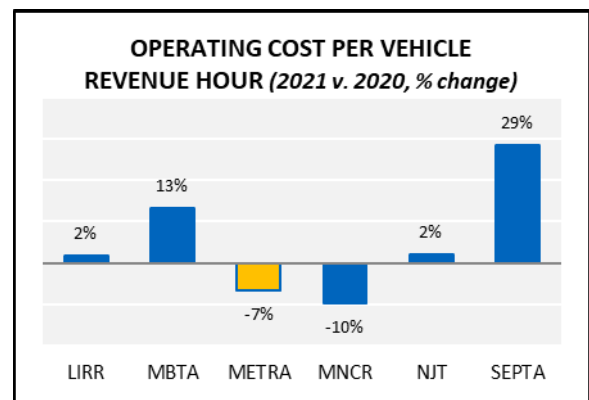
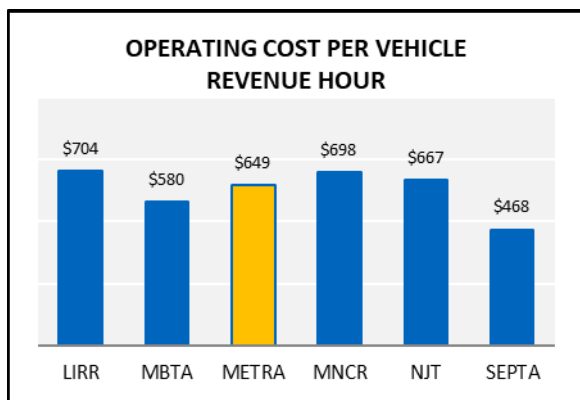
Passenger trips per vehicle revenue mile: the total number of unlinked passenger trips divided by the total number of miles vehicles travel while in revenue service, including layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.



Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. Metra, LIRR, and MNCR data are for 1/1/21 – 12/31/21; all other agencies' data are for 7/1/20 – 6/30/21.

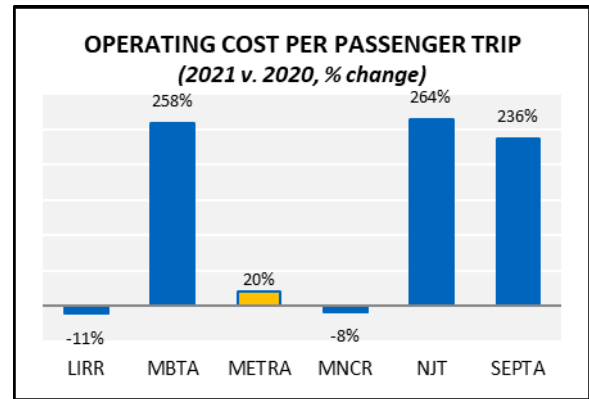
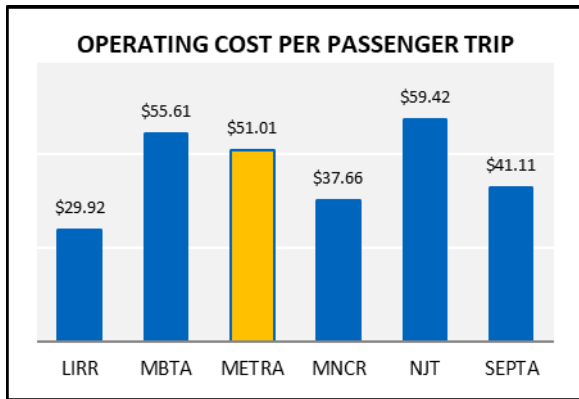
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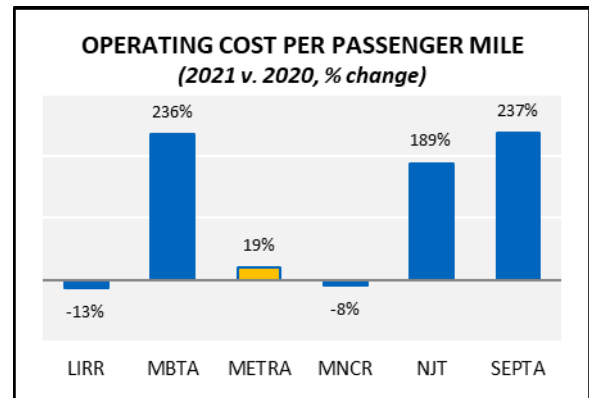
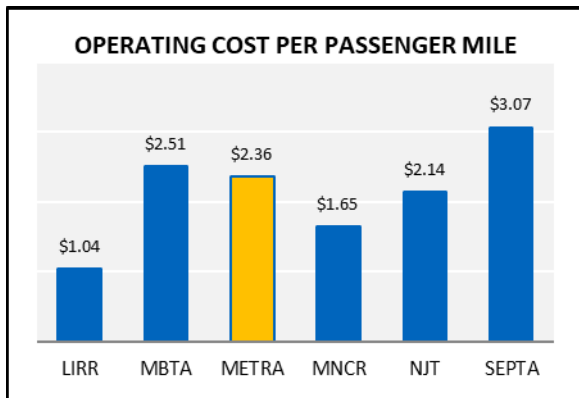
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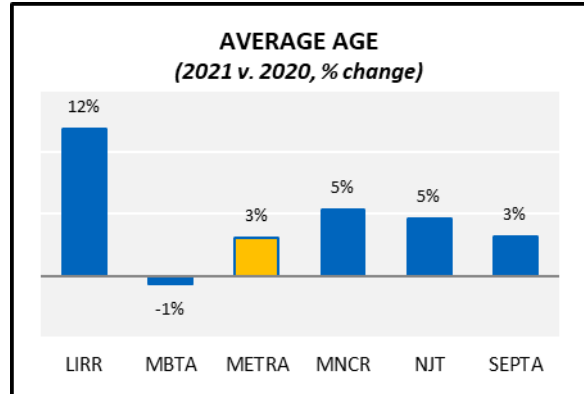
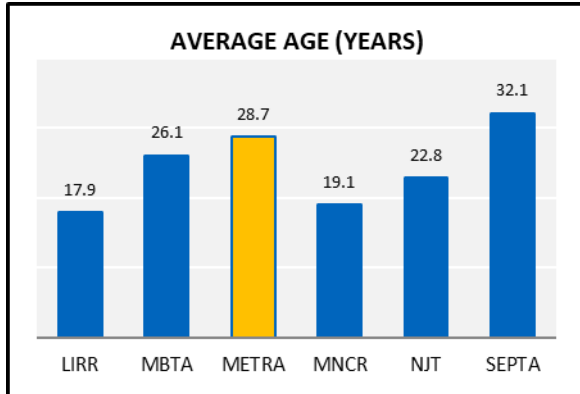
Operating Cost per Passenger Mile: Total operating cost divided by the total number of miles traveled by passengers.



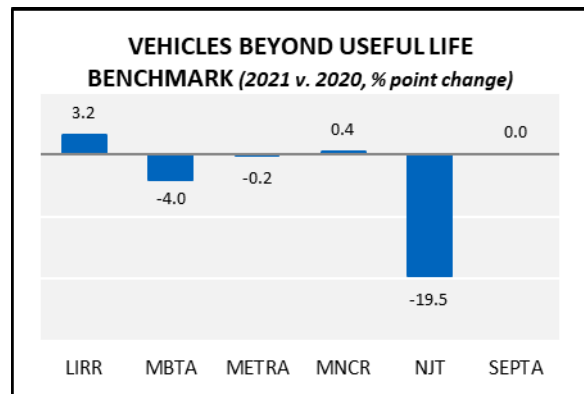
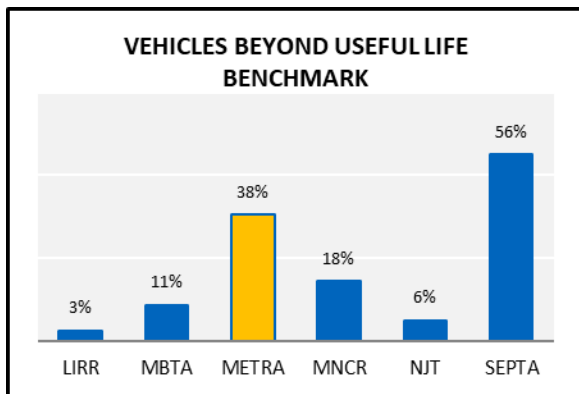
Service Maintenance & Capital Investment

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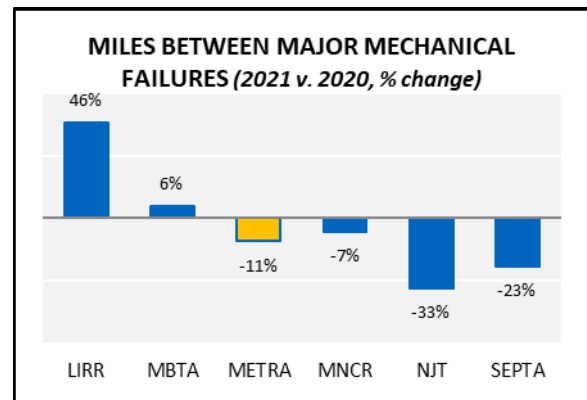
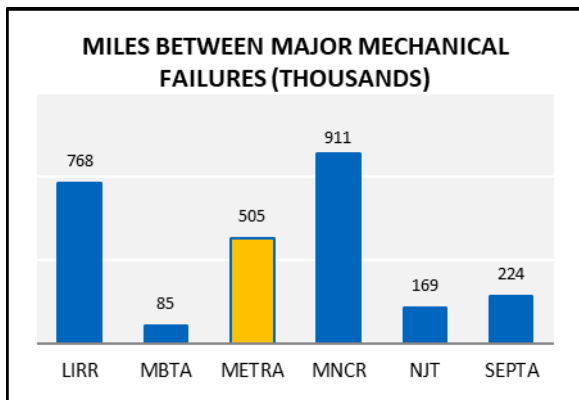
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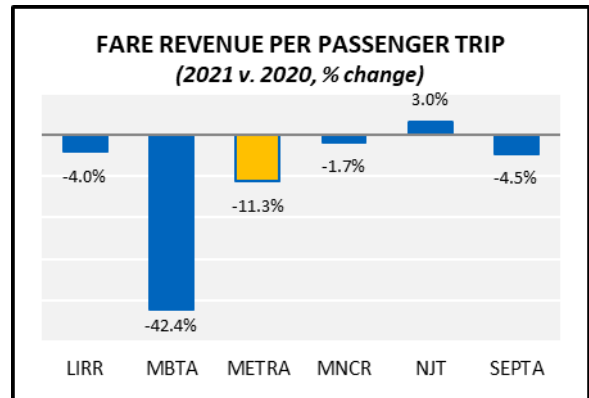
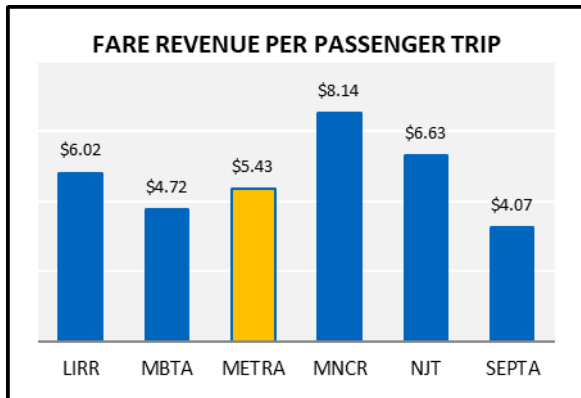
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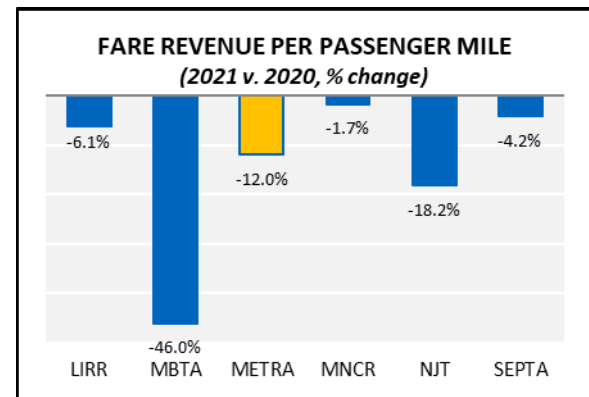
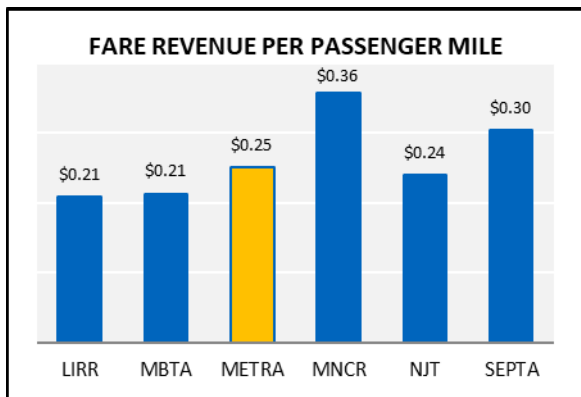
Service Level Solvency

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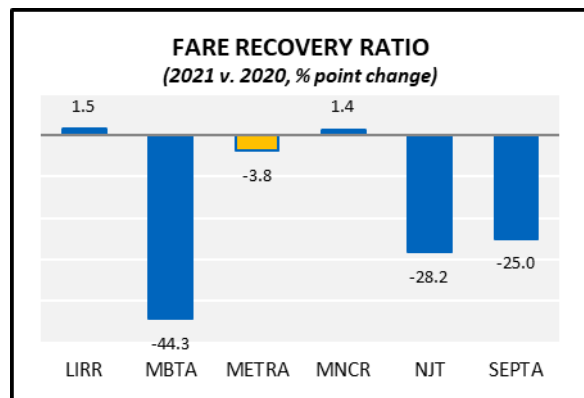
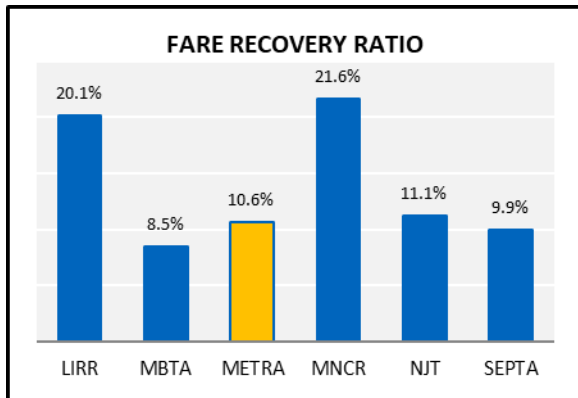
Fare Revenue per Passenger Mile: All income received from passengers divided by the total number of passenger miles traveled.



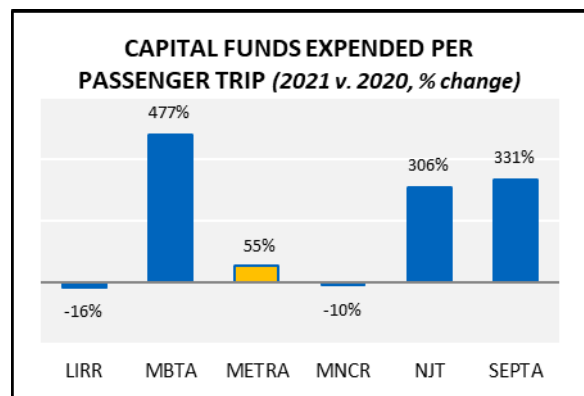
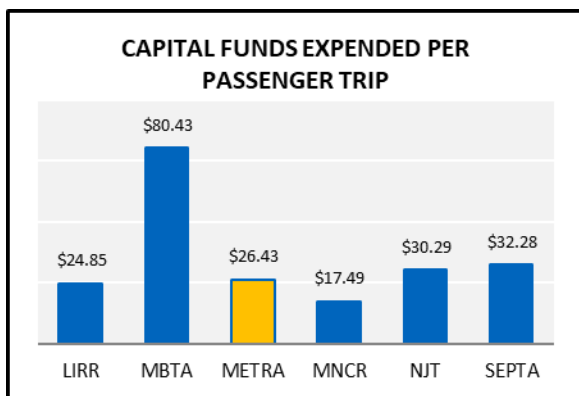
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Suburban Bus

The most comparable peers for inclusion for the suburban bus mode are relatively large bus systems that operate in predominantly suburban areas adjacent to a major U.S. city, with Pace serving a geographic region more than six times the size of the next largest peer.

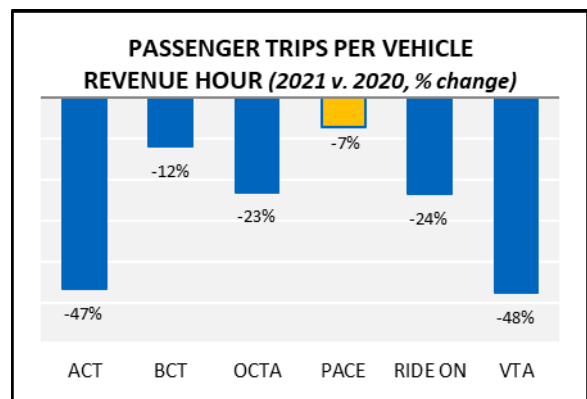
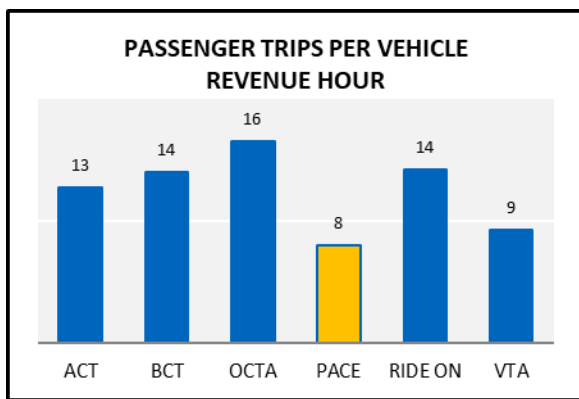
Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. Pace is the only agency of its peer group to report on a calendar-year basis; OCTA, ACT, Ride-On, and VTA reported for the period July 1, 2020 – June 30, 2021, and BCT reported for the period 10/1/2020 – 9/30/2021. As a result, peer comparisons for the 2021 report year are difficult to make, as the time periods reflect unique stages of the pandemic. Thus, direct peer comparisons are not reasonable; results are stated herein to maintain continuity of the performance reporting effort and to provide general information regarding each agency’s operations. For each measure, performance is stated in nominal terms and as a percent change from the prior year result.

Suburban Bus Characteristics	Pace	BCT	OCTA	ACT	VTA	RIDE ON
	Chicago	Broward Co	Orange County	Oakland	Santa Clara	DC
Service Area Population	5,666,540	1,944,375	2,972,184	1,425,275	1,934,171	1,062,061
Service Area (square miles)	3,519	428	436	364	346	495
Population Density	1,610	4,543	6,817	3,916	5,590	2,146
Vehicle Revenue Miles	21,716,557	13,943,431	14,285,495	17,128,903	12,216,365	10,607,294
Vehicle Revenue Hours	1,558,474	1,078,601	1,209,768	1,687,322	1,058,052	715,059
Passenger Trips	12,376,806	14,979,396	19,880,122	21,335,212	9,714,333	10,078,042
Passenger Miles	82,170,021	65,256,861	91,388,378	82,588,374	48,594,780	39,749,981
Operating Cost	\$197,251,417	\$137,685,689	\$206,303,193	\$426,656,952	\$263,488,280	\$138,279,560
Fare Revenue	\$14,964,059	\$6,475,240	\$13,072,665	\$23,937,135	\$10,760,576	\$249,843
Capital Funds Expended	\$49,340,008	\$60,213,452	\$8,614,741	\$24,594,082	\$22,880,428	\$11,954,498
Average Speed (mph)	13.9	12.9	11.8	10.2	11.5	14.8
Average Trip Length (miles)	6.6	4.4	4.6	3.9	5.0	3.9
Average Vehicle Passenger Capacity	52	54	74	77	66	53
Average Vehicle Age (years)	6.1	4.7	10.1	8.6	9.4	5.7
Vehicles Operated in Maximum Service	507	285	291	384	331	255

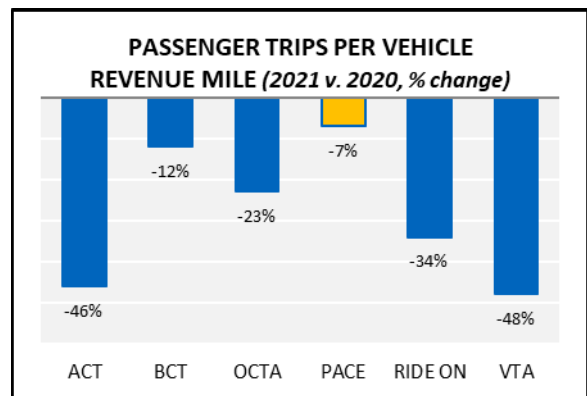
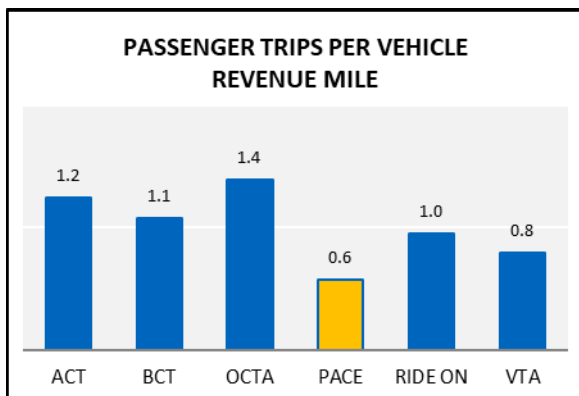
Service Coverage

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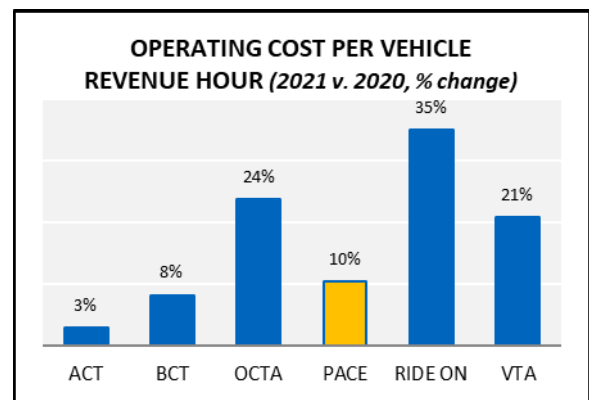
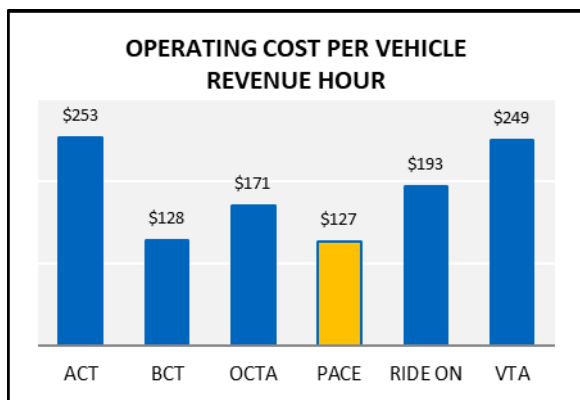
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Service Efficiency & Effectiveness

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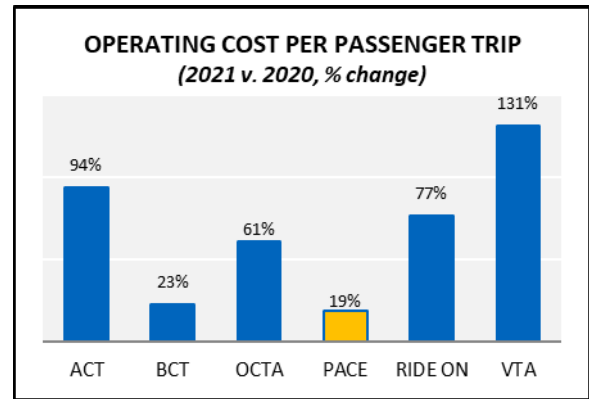
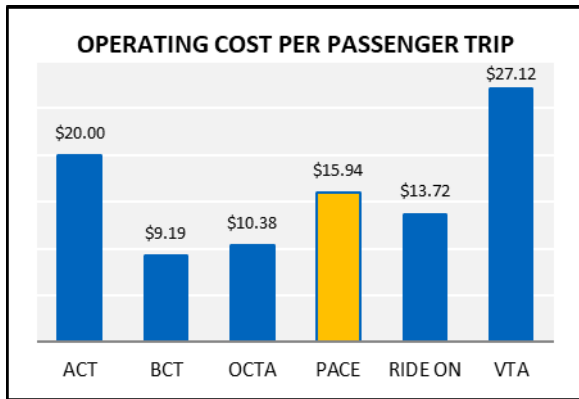
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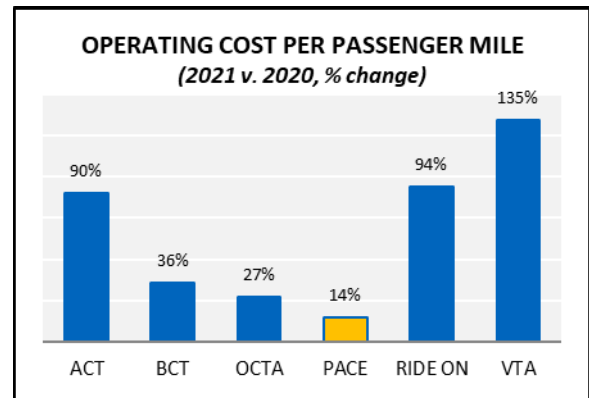
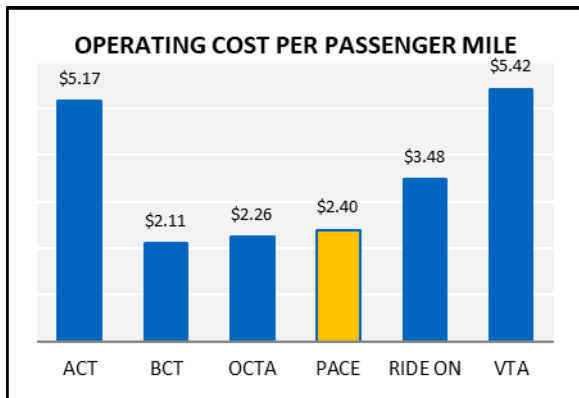
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Operating Cost per Passenger Trip: Total operating cost divided by the total number of unlinked passenger trips.



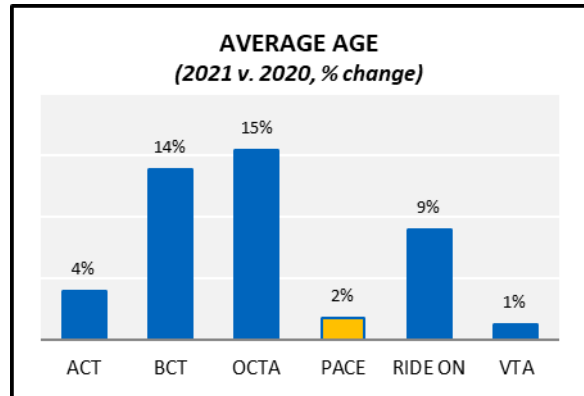
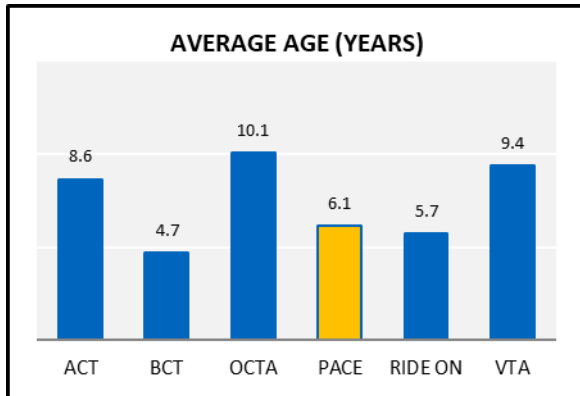
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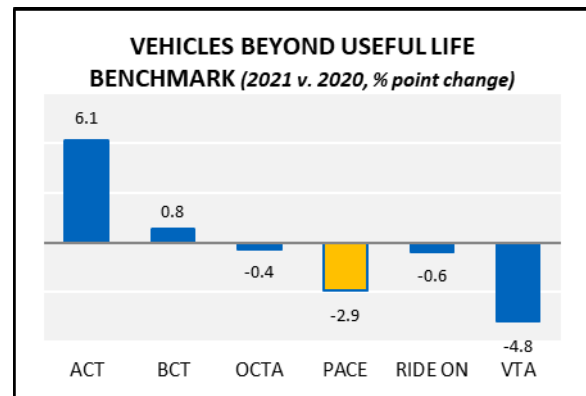
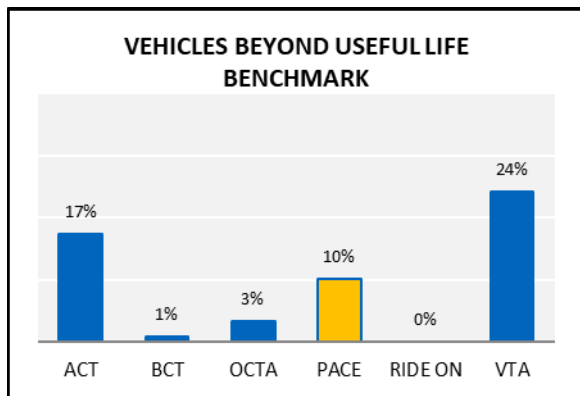
Service Maintenance & Capital Investment

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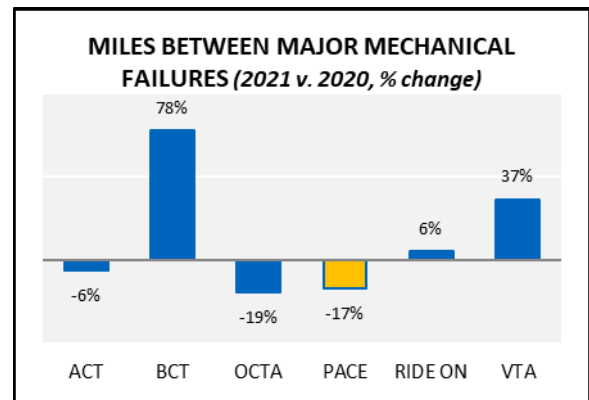
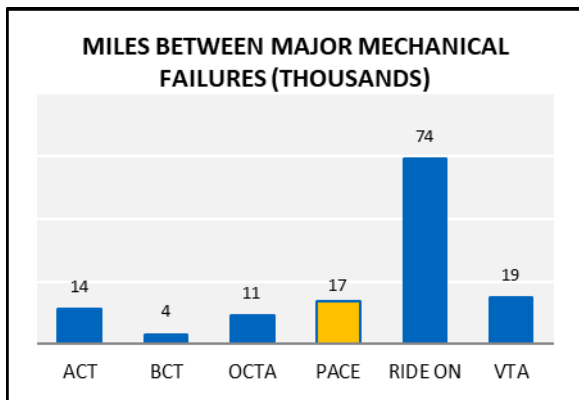
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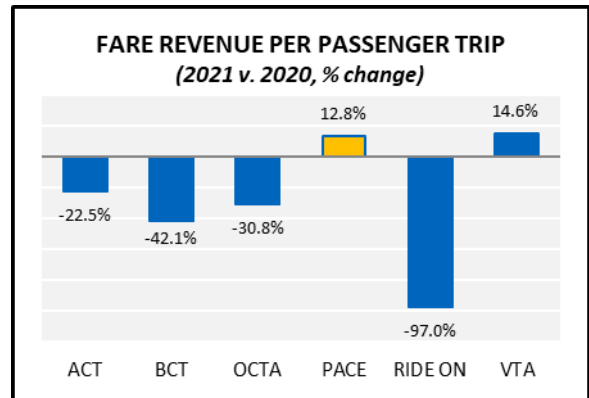
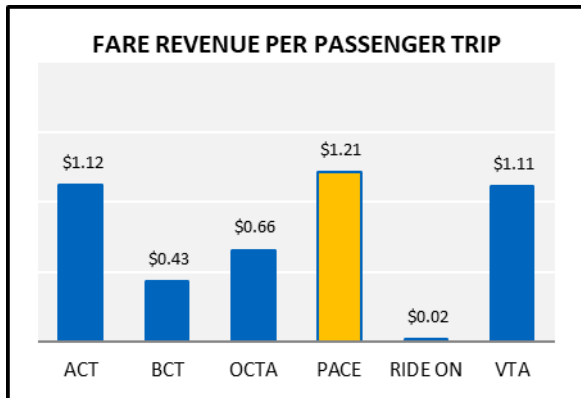
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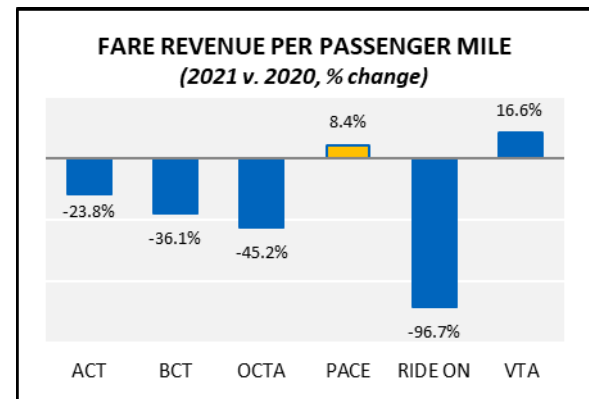
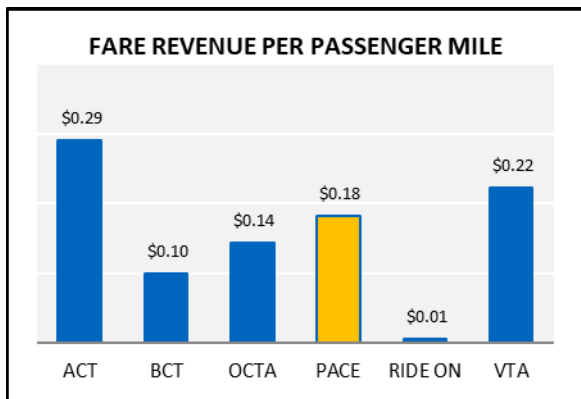
Service Level Solvency

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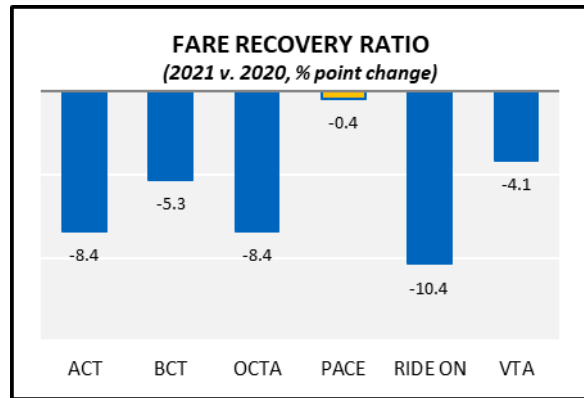
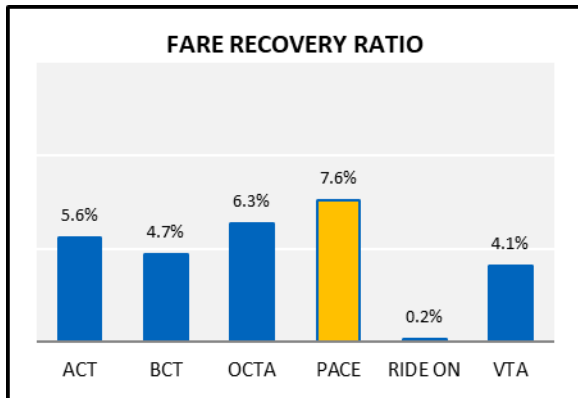
Fare Revenue per Passenger Mile: All income received from passengers divided by the total number of passenger miles traveled.



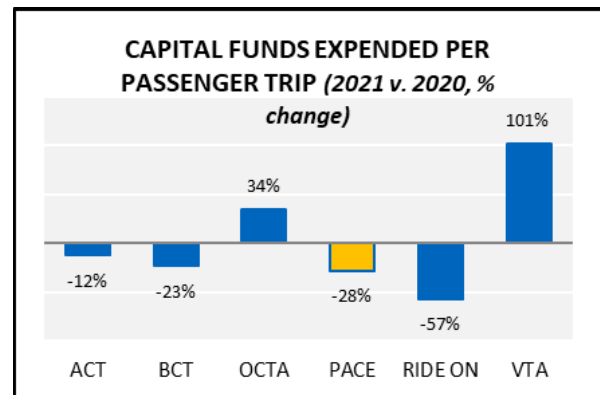
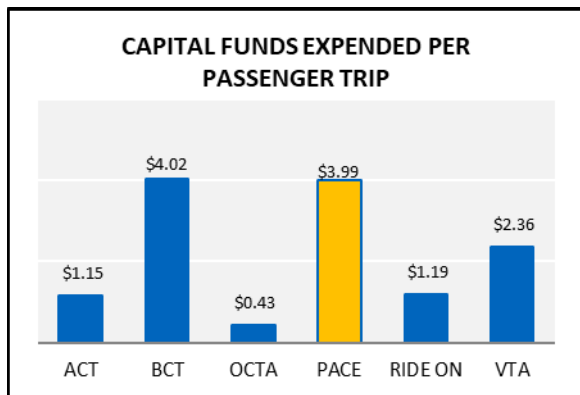
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Capital Funds Expended per Passenger Trip: Expenses related to the purchase of equipment and financing capital projects, expressed on a per-passenger trip basis. Equipment means an article of non-expendable tangible personal property having a useful life of more than one year and an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or \$5,000. Capital expenses do not include operating expenses that are eligible to use capital funds.



ADA Paratransit

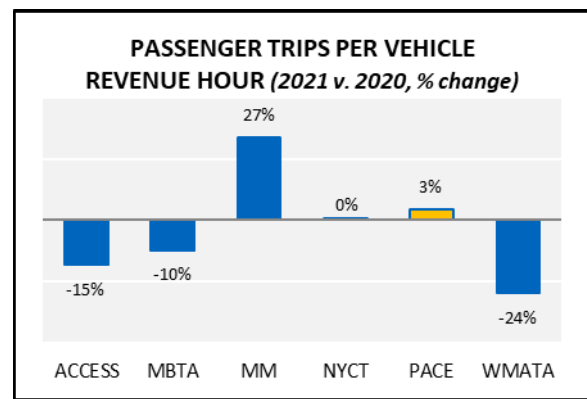
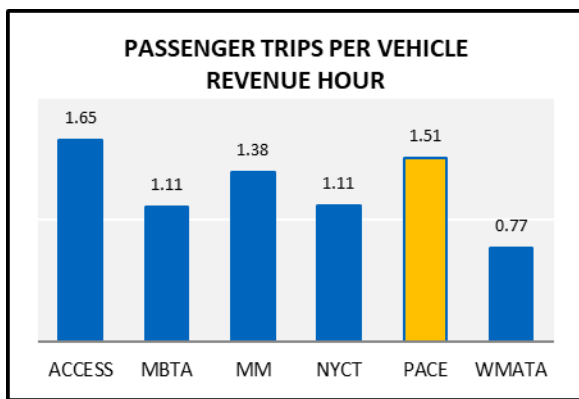
Agencies may provide performance results to the Federal Transit Administration based on a fiscal- or calendar-year basis. Pace, Metro Mobility, and NYCT report on a calendar-year basis; MBTA, ASI, and WMATA reported for the period July 1, 2020 – June 30, 2021. As a result, direct peer comparisons for the 2021 report year are difficult to make, as the time periods reflect unique stages of the pandemic. Thus, direct peer comparisons are not reasonable; results are stated herein to maintain continuity of the performance reporting effort and to provide general information regarding each agency’s operations. For each measure, performance is stated in nominal terms and as a percent change from the prior year result.

ADA Paratransit Characteristics	PACE	MM	MBTA	NYCT	ACCESS	WMATA
	Chicago	Minneapolis	Boston	New York	LA	Washington, DC
Service Area Population	6,603,537	2,849,712	3,109,308	8,804,190	11,638,106	4,914,725
Service Area (square miles)	1,337	2,975	3,244	321	1,621	1,349
Population Density	4,939	958	958	27,427	7,180	3,643
Vehicle Revenue Miles	22,630,605	25,916,674	9,610,603	23,722,953	25,881,834	14,179,483
Vehicle Revenue Hours	1,548,051	1,393,278	684,902	2,135,142	1,298,283	1,391,431
Passenger Trips	2,331,139	1,928,824	758,764	2,378,705	2,136,786	1,064,502
Passenger Miles	19,635,790	19,772,242	5,646,101	22,109,054	23,721,637	8,775,801
Operating Cost	\$153,791,285	\$90,466,933	\$99,896,936	\$399,747,333	\$147,957,016	\$144,149,692
Fare Revenue	\$6,754,040	\$6,617,477	\$2,258,209	\$4,385,958	\$5,234,306	\$4,415,909
Capital Funds Expended	\$0	\$270,869	\$12,199,963	\$2,581,388	\$2,953,298	\$8,772,164
Average Speed (mph)	14.6	18.6	14.0	11.1	19.9	10.2
Average Trip Length (miles)	8.4	10.3	7.4	9.3	11.1	8.2
Average Vehicle Passenger Capacity	10.0	8.8	6.7	5.1	8.8	4.9
Average Vehicle Age (years)	2.4	3.5	4.6	4.5	5.2	2.8
Vehicles Operated in Maximum Service	997	553	432	878	676	720

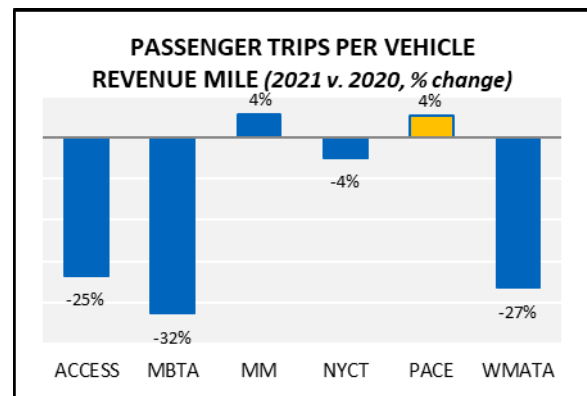
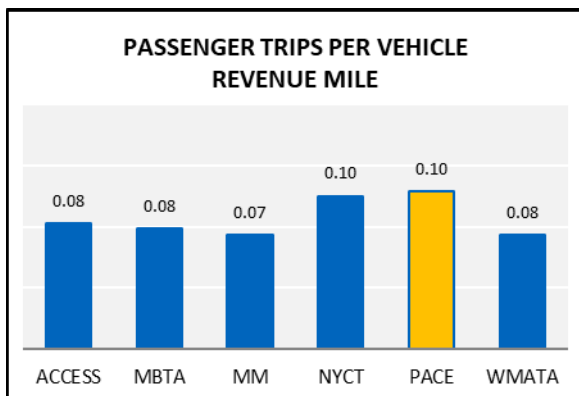
Service Coverage

NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data are for 1/1/21 – 12/31/21; MBTA, WMATA, and Access data are for 7/1/20 – 6/30/21.

Passenger trips per vehicle revenue hour: The total number of passengers who board public transportation vehicles divided by the total number of hours that vehicles travel while in revenue service. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Vehicle revenue hours include layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.



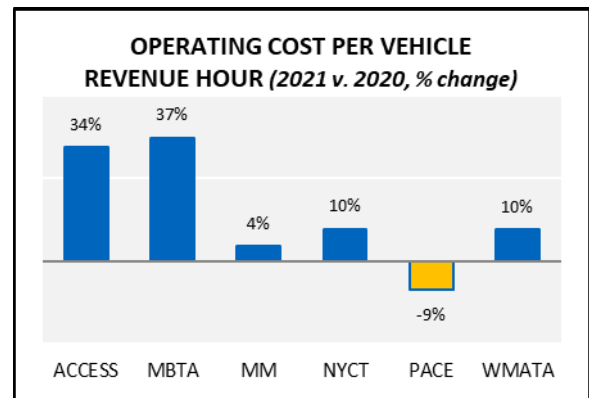
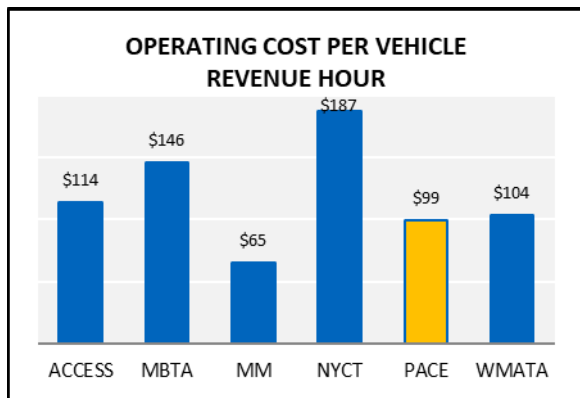
Passenger trips per vehicle revenue mile: the total number of unlinked passenger trips divided by the total number of miles vehicles travel while in revenue service, including layover/ recovery time, but excluding deadhead, operator training, vehicle maintenance testing, and other non-revenue uses of vehicles.



Service Efficiency & Effectiveness

NOTE: Report Year time periods vary by agency. Pace, MM, and NYCT data are for 1/1/21 – 12/31/21; MBTA, WMATA, and Access data are for 7/1/20 – 6/30/21.

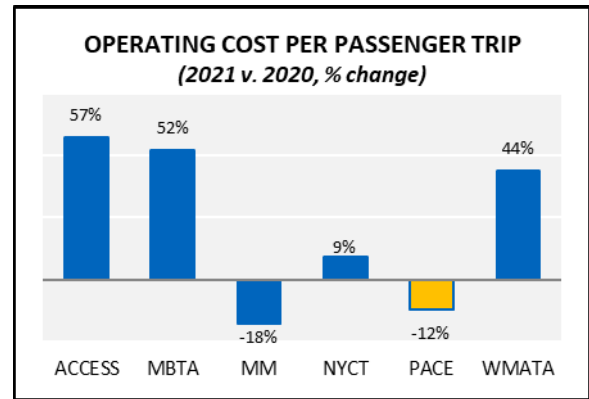
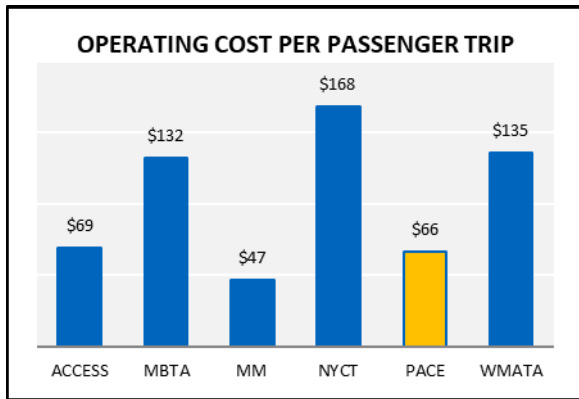
Operating Cost per Vehicle Revenue Hour: Total operating cost is comprised of expenses associated with the operation of the transit agency, and classified by function (e.g., mode) or activity, and the goods and services purchased. The basic functions and object classes are defined in Section 5.2 and 6.2 of the Uniform System of Accounts (USOA). These are consumable items with a useful life of less than one year or an acquisition cost which equals the lesser of: the capitalization level established by the government unit for financial statement purposes, or \$5,000. This measure of cost efficiency is expressed as the total operating cost divided by the hours that vehicles travel while in revenue service.



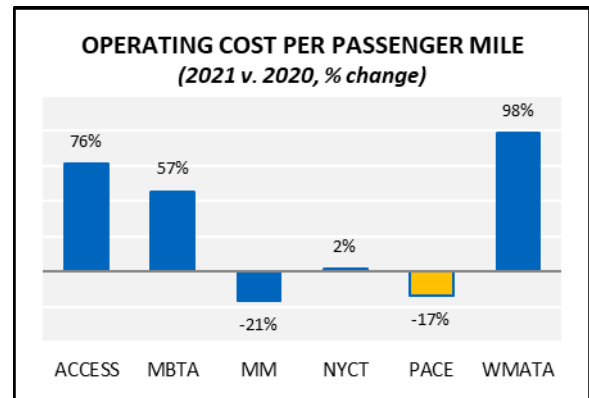
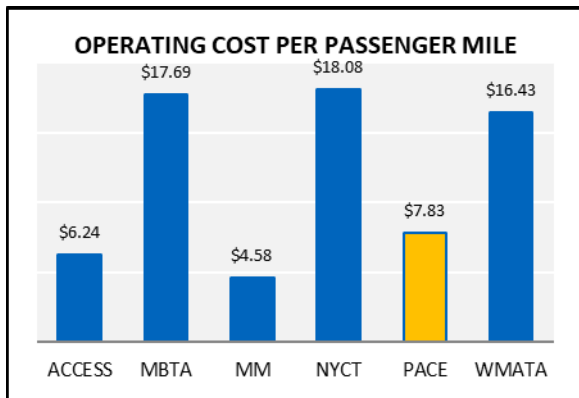
Service Efficiency & Effectiveness

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



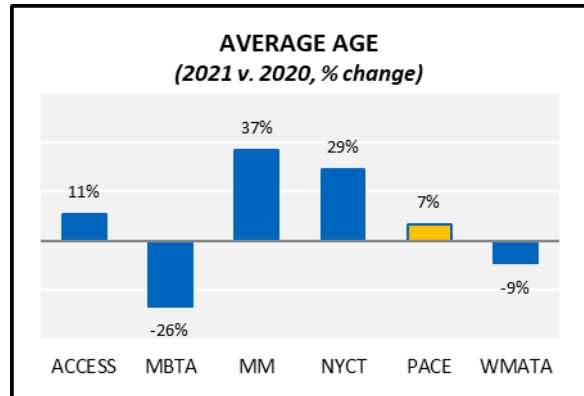
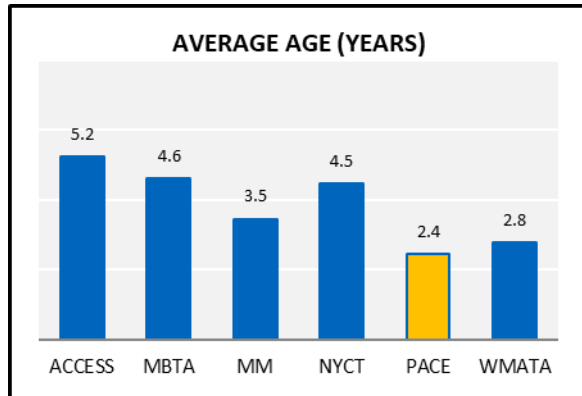
Operating Cost per Passenger Mile: Total operating cost divided by the total number of miles traveled by passengers.



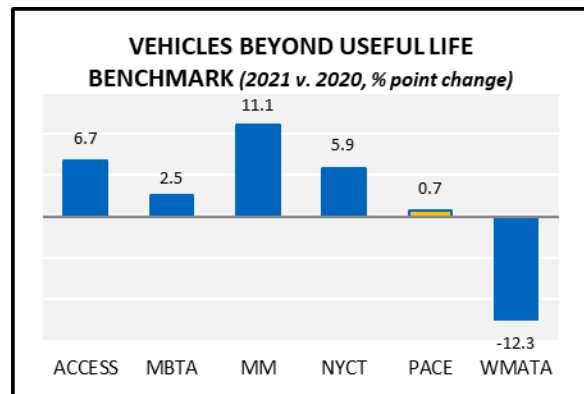
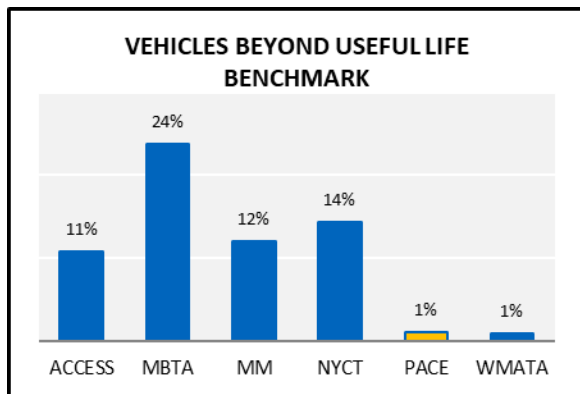
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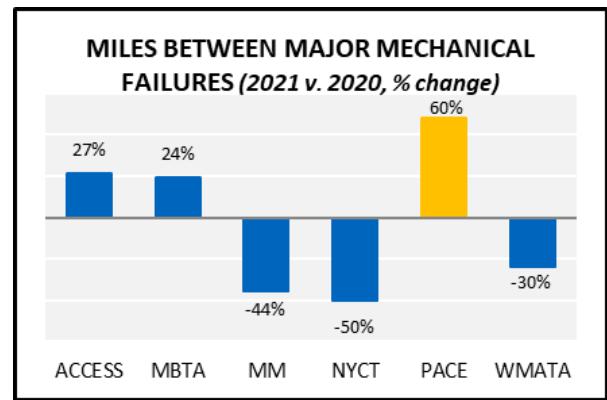
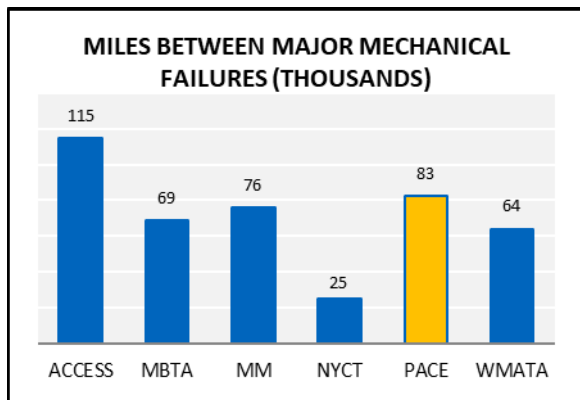
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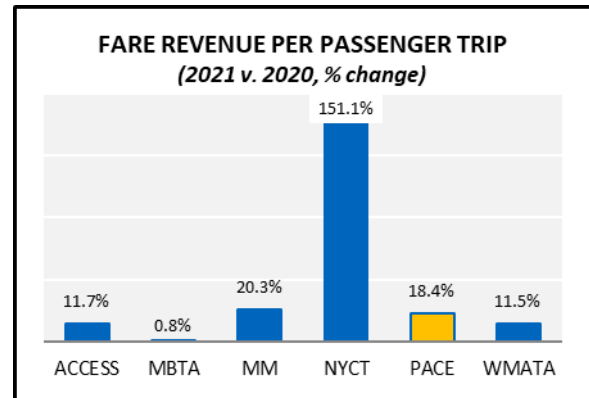
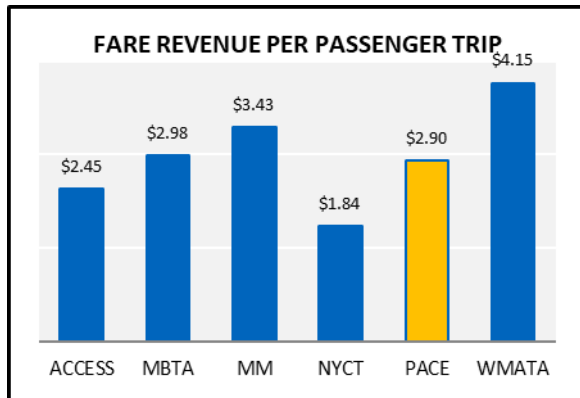
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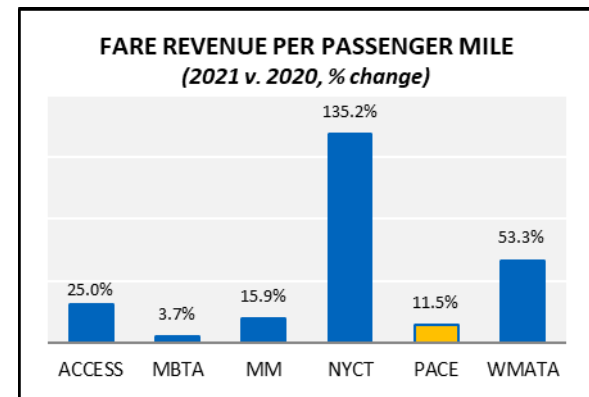
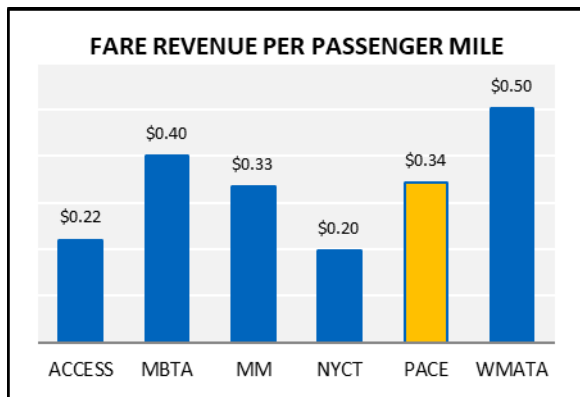
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