



**Regional
Transportation
Authority**

Performance Measurement: Peer Reporting

**Transport Chicago
June 7, 2013**

RTA Performance Measurement Program

2008 RTA Act amendment

Purpose:

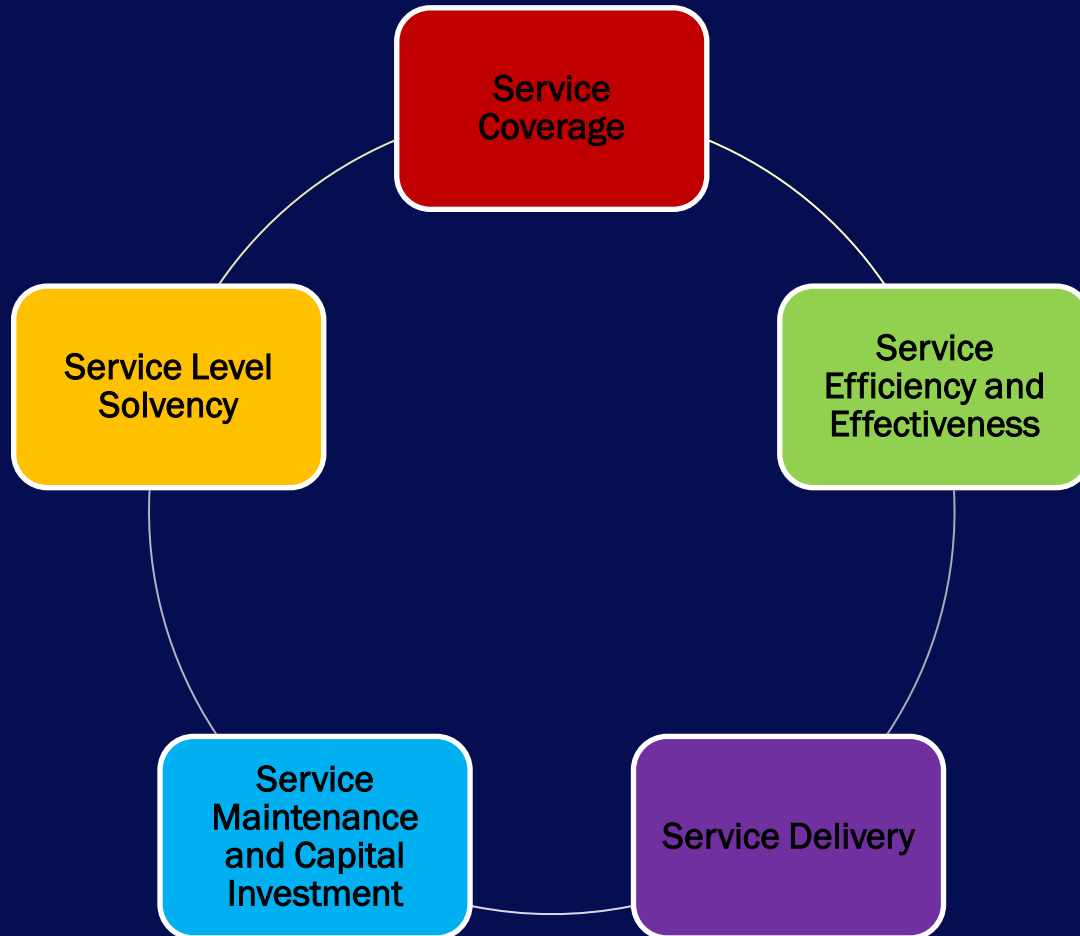
- Transparency & accountability
- Identify potential improvements
- Provide benchmarks
- Basis of further research

Scope:

- Regional
- Sub-Regional

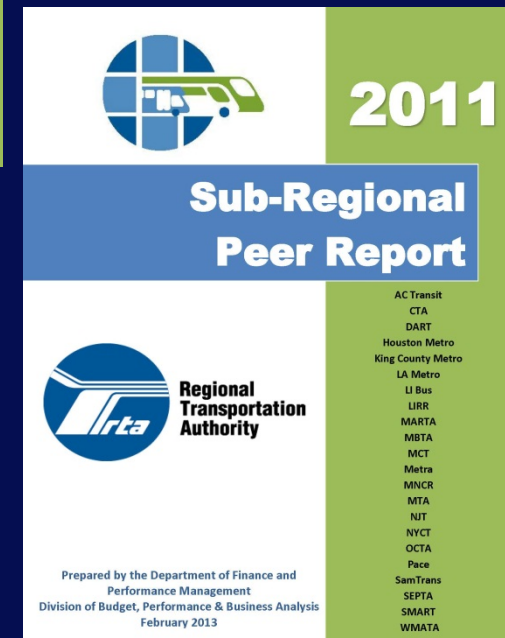
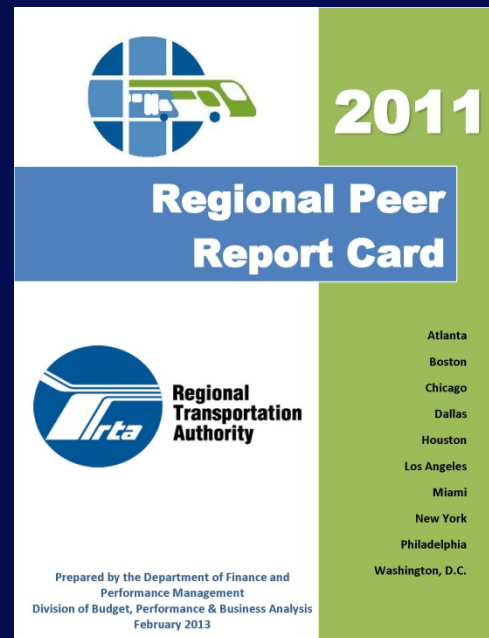
RTA Performance Measurement Program

Performance is a function of five major areas:



2011 Peer Reports

- Regional Report
 - 5th Annual Report
 - Ten metropolitan regions
 - 42 transit agencies
- Sub-Regional
 - 3rd Annual Report
 - Five peers for each mode
 - 14 metropolitan regions



Peer Determination

Comparable peer regions

- Initially used UZA
- Top ten most populous regions
- Problems:
 - Land area/population determination difficult
- MSA considered to be better source
 - Regions matched UZA
 - County-based (area/pop solved)
 - Used for other measures

Peer Performance

Metropolitan Regions

- New York
- Los Angeles
- Chicago
- Dallas
- Houston
- Philadelphia
- Washington, DC
- Miami
- Atlanta
- Boston

Peer Regions: Agency Determinations

- Goal: to best represent the public transportation services of each region
- First looked at proportion of service to region
 - Problematic for New York
- Took median ridership from all agencies in the original group of peer agencies
 - 15% of median \approx 4 million trips
 - Allowed us to focus on RTA services
 - Went from 43 agencies to 39

Peer Regions: Agency Determinations

The New Jersey issue

- New York City/Philadelphia/New Jersey
- Altogether excluded from prior reports
- PATH, PATCO added into 2011

Atlanta: one additional agency added

TOTAL: 42 peer agencies

2011 Performance Overview

Regional Report:

- Strong performance across all categories
 - Ranked among **top three** for 6 of 15 measures
 - Ranked among **top half** for 12 of 15 measures
- Rank position changes
 - ↑ Improved for two measures
 - ↔ Stayed same for six measures
 - ↓ Loss of rank position for seven measures



2011 Regional Report: Service Coverage

PERFORMANCE MEASURE / RANKING	1	2	3	4	5	6	7	8	9	10
Transit Capacity per Resident	NY	BOS	DC	PHI	CHI	ATL	LA	MIA	DAL	HOU
Vehicle Revenue Miles per Square Mile	NY	LA	CHI	BOS	DC	PHI	MIA	HOU	ATL	DAL
Passenger Trips	NY	LA	CHI	DC	BOS	PHI	MIA	ATL	HOU	DAL
Passenger Trips per Resident	NY	BOS	DC	CHI	PHI	LA	MIA	ATL	HOU	DAL
Passenger Miles	NY	CHI	LA	DC	BOS	PHI	MIA	ATL	HOU	DAL

- Declined one rank position in transit capacity
- Ridership up 3.0% from 2010
- Passenger miles up 4.5%

2011 Regional Report: Efficiency/Effectiveness

PERFORMANCE MEASURE / RANKING	1	2	3	4	5	6	7	8	9	10
Operating Cost per Unit of Transit Capacity	ATL	BOS	NY	CHI	DC	PHI	MIA	DAL	HOU	LA
Operating Cost per Passenger Trip	NY	ATL	PHI	BOS	LA	CHI	DC	MIA	HOU	DAL
Operating Cost per Passenger Mile	CHI	NY	ATL	LA	BOS	PHI	WA	HOU	MIA	DAL

- Rank first for Cost / Passenger Mile
- Declined one rank position in Cost/Transit Capacity
- Declined one rank position in Cost/Trip

2011 Regional Report: Maintenance/Investment

PERFORMANCE MEASURE / RANKING	1	2	3	4	5	6	7	8	9	10
Percent of Vehicles Beyond Useful Life	LA	ATL	HOU	DAL	DC	NY	BOS	MIA	CHI	PHI
Miles Between Major Mechanical Failures	CHI	DC	BOS	NY	LA	HOU	PHI	DAL	MIA	ATL

- 28% of Chicago's transit Vehicles are Beyond their Useful Lives
- Chicago remains top-ranked for Miles between Failures

2011 Regional Report: Solvency

PERFORMANCE MEASURE / RANKING	1	2	3	4	5	6	7	8	9	10
Fare Revenue per Passenger Trip	DC	NY	CHI	PHI	BOS	MIA	DAL	HOU	LA	ATL
Farebox Shortfall per Passenger Trip	NY	PHI	DC	BOS	CHI	ATL	LA	MIA	HOU	DAL
Fare Recovery Ratio	NY	DC	PHI	CHI	BOS	ATL	LA	MIA	HOU	DAL
Capital Program Expenditures	NY	LA	DC	CHI	DAL	PHI	BOS	HOU	MIA	ATL
Capital Expenditures per Resident	NY	DC	BOS	LA	PHI	DAL	HOU	CHI	MIA	ATL

- Chicago regional Fare/ Trip level with 2010
- Farebox Shortfall increased \$0.05 per trip
- Capital program expenditures /resident increased by \$7.12 per resident

Sub-Regional Peer Report: Purpose

Benchmark performance

Point out strengths and weaknesses

Illustrate unique circumstances

- Understand constraints
- Potential areas of improvement



Sub-Regional Peer Report: Overview

- Very strong performance in service efficiency and reliability across all modes
- CTA Bus strongest performer relative to peers
- Metra performs above peer average in all categories except fare-related measures and average fleet age
- ADA service ranks above peer average in 7 of 10 measures

Sub-Regional Peer Report: Overview

Unique operating/service characteristics:

- CTA Rail: smaller cars required
- Pace Bus: large geography
- Pace Vanpool: Advantage program, no HOV lanes

2011 Sub-Regional Peer Report: CTA Bus

Peers: MBTA, LA Metro, NYCT, SEPTA, WMATA

(Boston, Los Angeles, New York, Philadelphia, Washington, DC)

SERVICE AREA	PERFORMANCE MEASURE	2011
Coverage	Passenger Trips per Vehicle Revenue Hour	√
	Passenger Trips per Vehicle Revenue Mile	√
Efficiency & Effectiveness	Operating Cost per Vehicle Revenue Hour	√
	Operating Cost per Passenger Mile	√
	Operating Cost per Passenger Trip	√
Maintenance & Capital Investment	Average age	√
	Miles Between Major Mechanical Failures	√
Solvency	Fare Revenue per Passenger Trip	√
	Fare Revenue per Passenger Mile	√
	Fare Recovery Ratio	√
	Capital Funds Expended per Passenger Trip	

2011 Sub-Regional Peer Report: CTA Rail

Peers: MARTA, MBTA, NYCT, SEPTA, WMATA

(Atlanta, Boston, New York, Philadelphia, Washington, DC)

SERVICE AREA	PERFORMANCE MEASURE	2011
Coverage	Passenger Trips per Vehicle Revenue Hour	
	Passenger Trips per Vehicle Revenue Mile	
Efficiency & Effectiveness	Operating Cost per Vehicle Revenue Hour	√
	Operating Cost per Passenger Mile	√
	Operating Cost per Passenger Trip	
Maintenance & Capital Investment	Average age	
	Miles Between Major Mechanical Failures	√
Solvency	Fare Revenue per Passenger Trip	
	Fare Revenue per Passenger Mile	
	Fare Recovery Ratio	
	Capital Funds Expended per Passenger Trip	

2011 Sub-Regional Peer Report: Metra

Peers: MBTA, LIRR, MNCR, NJT, SEPTA

(Boston, New York, Philadelphia)

SERVICE AREA	PERFORMANCE MEASURE	2011
Coverage	Passenger Trips per Vehicle Revenue Hour	√
	Passenger Trips per Vehicle Revenue Mile	√
Efficiency & Effectiveness	Operating Cost per Vehicle Revenue Hour	√
	Operating Cost per Passenger Mile	√
	Operating Cost per Passenger Trip	√
Maintenance & Capital Investment	Average Age	
	Miles Between Major Mechanical Failures	√
Solvency	Fare Revenue per Passenger Trip	
	Fare Revenue per Passenger Mile	
	Fare Recovery Ratio	
	Capital Funds Expended per Passenger Trip	√

2011 Sub-Regional Peer Report: Pace Bus

Peers: SMART, OCTA, MTA LI Bus, SamTrans, AC Transit

(Detroit, Los Angeles, New York, San Francisco)

SERVICE AREA	PERFORMANCE MEASURE	2011
Coverage	Passenger Trips per Vehicle Revenue Hour	
	Passenger Trips per Vehicle Revenue Mile	
Efficiency & Effectiveness	Operating Cost per Vehicle Revenue Hour	√
	Operating Cost per Passenger Mile	√
	Operating Cost per Passenger Trip	√
Maintenance & Capital Investment	Average age	√
	Miles Between Major Mechanical Failures	√
Solvency	Fare Revenue per Passenger Trip	
	Fare Revenue per Passenger Mile	
	Fare Recovery Ratio	
	Capital Funds Expended per Passenger Trip	

2011 Sub-Regional Peer Report: Pace Vanpool

Peers: DART, Houston Metro, LA Metro, King County Metro, Madison County

(Dallas, Houston, Los Angeles, Seattle, St. Louis)

SERVICE AREA	PERFORMANCE MEASURE	2011
Coverage	Passenger Trips per Vehicle Revenue Hour	
	Passenger Trips per Vehicle Revenue Mile	
Efficiency & Effectiveness	Operating Cost per Vehicle Revenue Hour	√
	Operating Cost per Passenger Mile	
	Operating Cost per Passenger Trip	√
Maintenance & Capital Investment	Average age	
	Miles Between Major Mechanical Failures	
Solvency	Fare Revenue per Passenger Trip	
	Fare Revenue per Passenger Mile	√
	Fare Recovery Ratio	

2011 Sub-Regional Peer Report: Pace ADA/DAR

Peers: MTA, MBTA, NYCT, SEPTA, WMATA

(Baltimore, Boston, New York, Philadelphia, Washington, DC)

SERVICE AREA	PERFORMANCE MEASURE	2011
Coverage	Passenger Trips per Vehicle Revenue Hour	√
	Passenger Trips per Vehicle Revenue Mile	
Efficiency & Effectiveness	Operating Cost per Vehicle Revenue Hour	
	Operating Cost per Passenger Mile	√
	Operating Cost per Passenger Trip	√
Maintenance & Capital Investment	Average age	√
	Miles Between Major Mechanical Failures	
Solvency	Fare Revenue per Passenger Trip	√
	Fare Revenue per Passenger Mile	√
	Fare Recovery Ratio	√

Next Steps:

- Performance Standards and Targets
- Integration of Asset Condition Assessment
- Customer Satisfaction Survey





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