5TH International Transportation Systems Performance Measurement and Data Conference
June 1-2, 2015
Denver, CO

MAKING PERFORMANCE MEASURES MATTER

Transparency, Accountability, and Advocacy

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www.rtachicago.org

CHICAGO RTA GOVERNANCE

- 3 Operating Agencies
  - Chicago Transit Authority (CTA)
  - Metra Commuter Rail
  - Pace Suburban Bus
- RTA – Oversight, funding, planning

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LEGISLATIVE REQUIREMENTS

- 2008 State funding reform
- Increase in dollars = Increase in oversight
- Annual reporting
- Publish on website
- Create transparency and accountability

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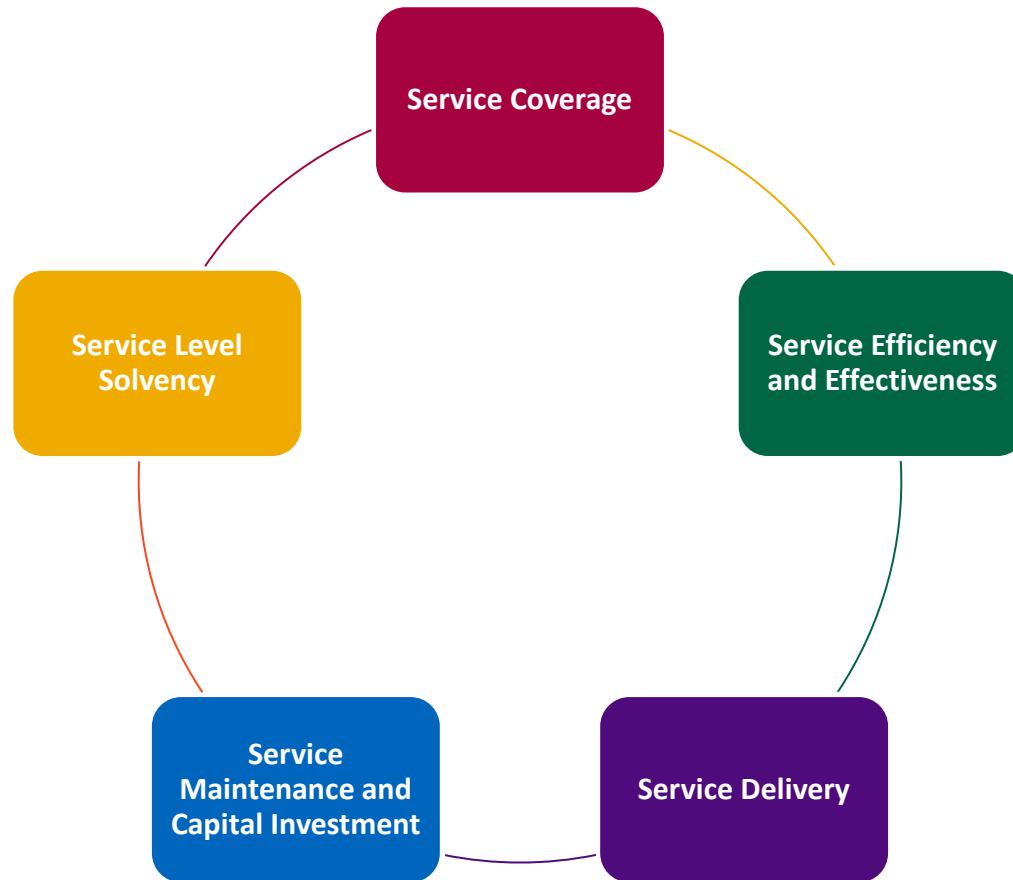
CHALLENGES

- Operating agency resistance
- Lack of trust
- Fear measures would tell a negative story
- Differing data sources
- Differing opinions on the measures to report

APPROACH

- Collaborative process
- Reach common agreement on measures
- Release to public at regional level first
- Use NTD to achieve data consistency
- Workshops with external stakeholders
- Review of reports by operating agencies

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SERVICE AREAS

- Service Coverage
- Service Efficiency and Effectiveness
- Service Delivery
- Service Maintenance and Capital Investment
- Service Level Solvency

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REGIONAL SERVICE COVERAGE

Measure	2013 Value	2013	2009-2013
Transit Capacity (Trips) per Resident	**336**	↑	↓
Vehicle Revenue Miles per Square Mile	**63,820**	↑	↓
Passenger Trips	**642,656,074**	↓	↑
Passenger Trips per Area Resident	**76.6**	↓	↑
Passenger Trips per Vehicle Revenue Mile	**2.74**	↓	↑
Passenger Miles Traveled	**4,128,063,485**	↓	↑

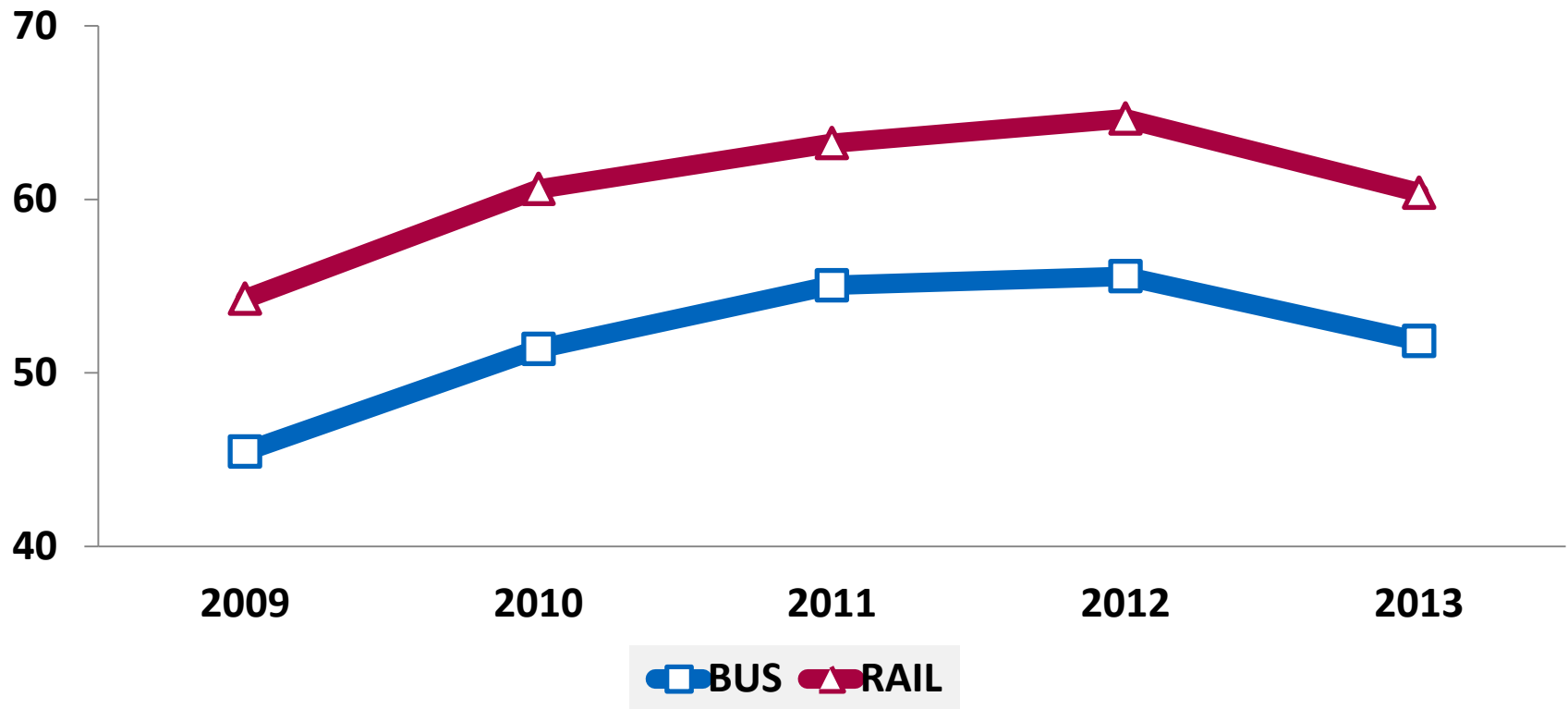Regional Transportation Authority

SUB-REGIONAL REPORTING

- Reporting by agency and mode
- Agencies not compared to each other
- Emphasize performance to own past trend
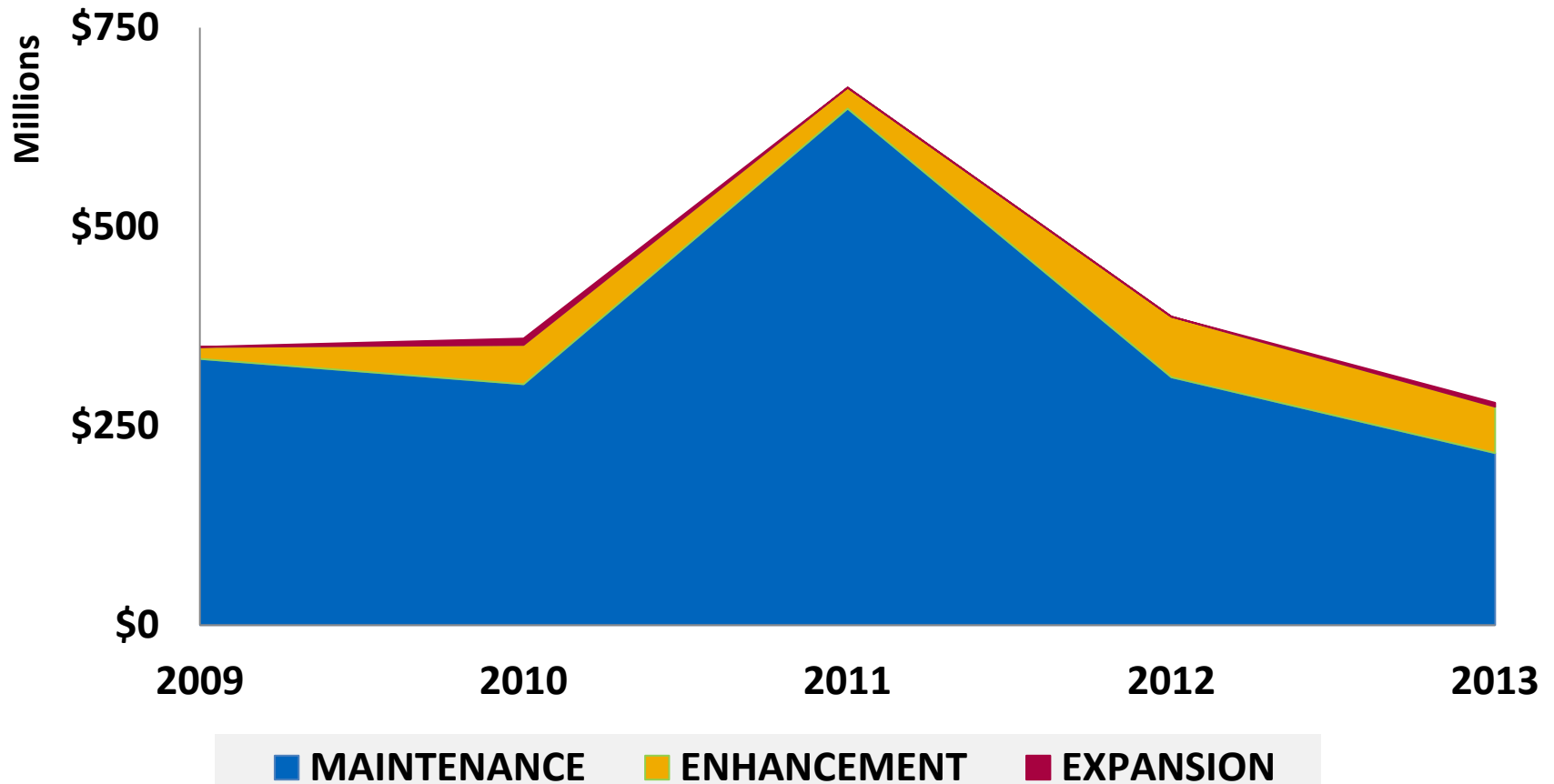- Explanations of operating constraints

CTA SERVICE EFFECTIVENESS

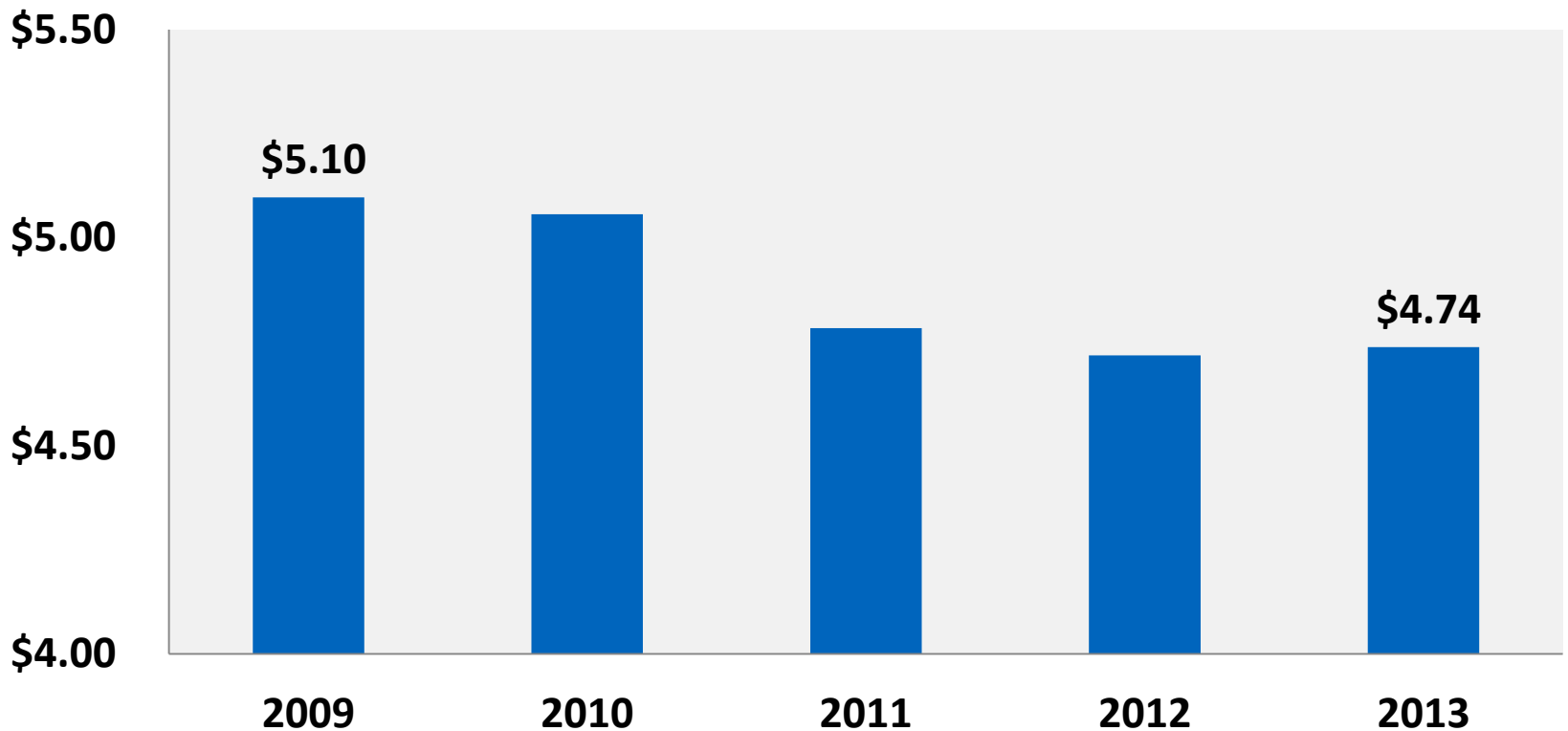**Passenger Trips per Vehicle Revenue Hour**

METRA CAPITAL PROGRAM

PACE BUS COST/TRIP

Operating Cost per Passenger Trip (2009$)

PEER REPORTS

- Benchmarks for performance
- Meaningful comparisons to other operators
- Strengthened performance measurement program
- Provided value to operating agencies
- Conducted at regional and sub-regional levels

REGIONAL PEERS

Metropolitan Regions

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

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SUB-REGIONAL PEERS

Mode	Peers
CTA Bus	LA Metro, Boston MBTA, NYC Transit, SEPTA, WMATA
CTA Rail	Atlanta MARTA, Boston MBTA, NYC Transit, SEPTA, WMATA
Metra Commuter Rail	Boston MBTA, LIRR, Metro-North, NJ Transit, SEPTA
Pace Suburban Bus	Oakland ACT, Orange County TA, San Francisco SAM, Nassau County NY, Detroit SMART
Pace Vanpool	Dallas DART, Seattle King Co., LA Metro, Orange County TA, Houston MTA
ADA Paratransit	Boston MBTA, Baltimore MTA, NYC Transit, LA Access, WMATA

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2013 REGIONAL PEER REVIEW:
Service Maintenance & Capital Investment

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

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2013 SUB-REGIONAL PEER REVIEW:
Commuter Rail

Metra peers: MBTA, NJT, LIRR, MNCR, SEPTA

(Boston, New York, Philadelphia)

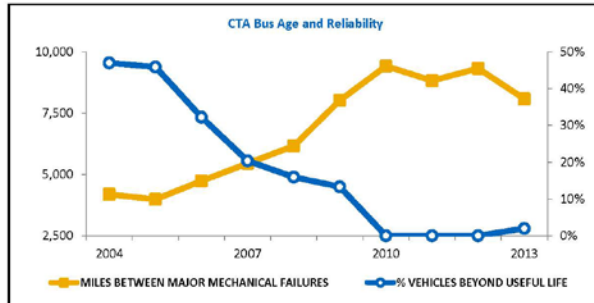| SERVICE AREA	PERFORMANCE MEASURE	2013
Coverage	Passenger Trips per Vehicle Revenue Hour	✓
	Passenger Trips per Vehicle Revenue Mile	✓
Efficiency & Effectiveness	Operating Cost per Vehicle Revenue Hour	✓
	Operating Cost per Passenger Mile	✓
	Operating Cost per Passenger Trip	✓
Maintenance & Capital Investment	Average Vehicle 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	

SUCCESSES

- Arguing changed to discussion
- Reports no longer threatening
- Highlight positive performance
- Bring attention to operational challenges
- Used by each operating agency in 2015 budget presentations

ADVOCACY

- Show funds are well spent – efficient operations, reliable service, satisfied customers

- Explain needs - capital funding, fare increases, new vehicles

- Work with Communications Dept. to incorporate in presentations, press releases, speeches

- Produce easy messaging pieces

BUS INVESTMENT

CTA Bus Age and Reliability

MILES BETWEEN MAJOR MECHANICAL FAILURES — % VEHICLES BEYOND USEFUL LIFE

This chart shows an inverse correlation (r=-0.95) between the percent of vehicles beyond useful life and the reliability indicator miles between major mechanical failures. Specifically, as CTA made investments to replace its bus fleet in the later 2000's and reached a level of zero buses in service beyond their useful life in 2010, reliability soared as buses experienced longer distances traveled between breakdowns.

Data source: Federal Transit Administration National Transit Database, 2013 release

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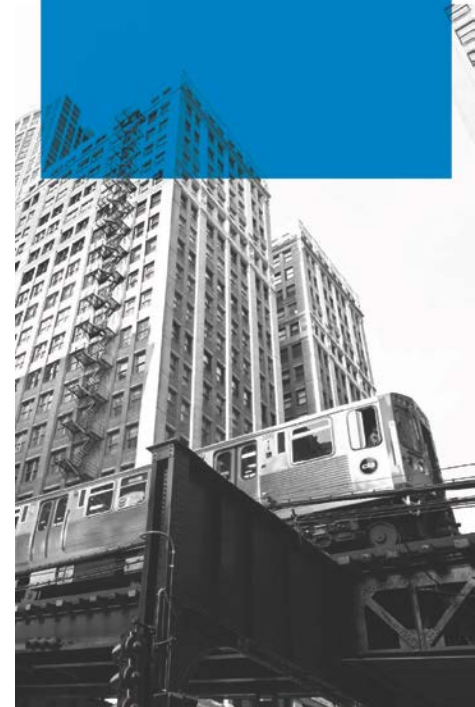
KEY LESSONS

- The development process is as important as data reported

- Build trust with reporting entities

- Discuss the causes of performance changes – move metrics to background

- Develop communications messages for executive management

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