



**TO: Board of Directors**

**DATE: May 20, 2020**

**FROM: Jim Derwinski, CEO/Executive Director**

**SUBJECT: Ridership Trends – March and April 2020**

The COVID-19 pandemic and associated Stay at Home order resulted in unprecedented declines to Metra ridership. Based on the best sources available, it is estimated that March 2020 ridership was approximately 57 percent lower than the prior year. Ridership for the month of March started out strong with daily loads like those in 2019 and Metra providing 692 weekday trains. As events began to unfold during the early weeks of the month, ridership began to fall as many companies pulled back business travel and implemented work from home measures. By mid-March ridership had fallen following the cancelation of schools, major events, and the closure of restaurants and bars. As an accommodation for our monthly pass holders, on March 13 Metra announced it would waive its \$5 refund fee for monthly passes purchased by riders. Metra has refunded over 3,900 March monthly passes through the end of April.

On March 21, the Governor of Illinois issued a Stay at Home Order. In response to Governor's Stay at Home order, Metra reduced its scheduled number of weekday trains to 374 on March 23, representing 54 percent of typical weekday service. Metra also began offering free rides to medical personnel on March 23. Passenger loads data provided by conductors indicated that once the Stay at Home order was in place Metra ridership stabilized at between 7,000 and 8,000 passenger trips on the average weekday during the remainder of the month of March, more than a 95 percent decrease from the previous year.

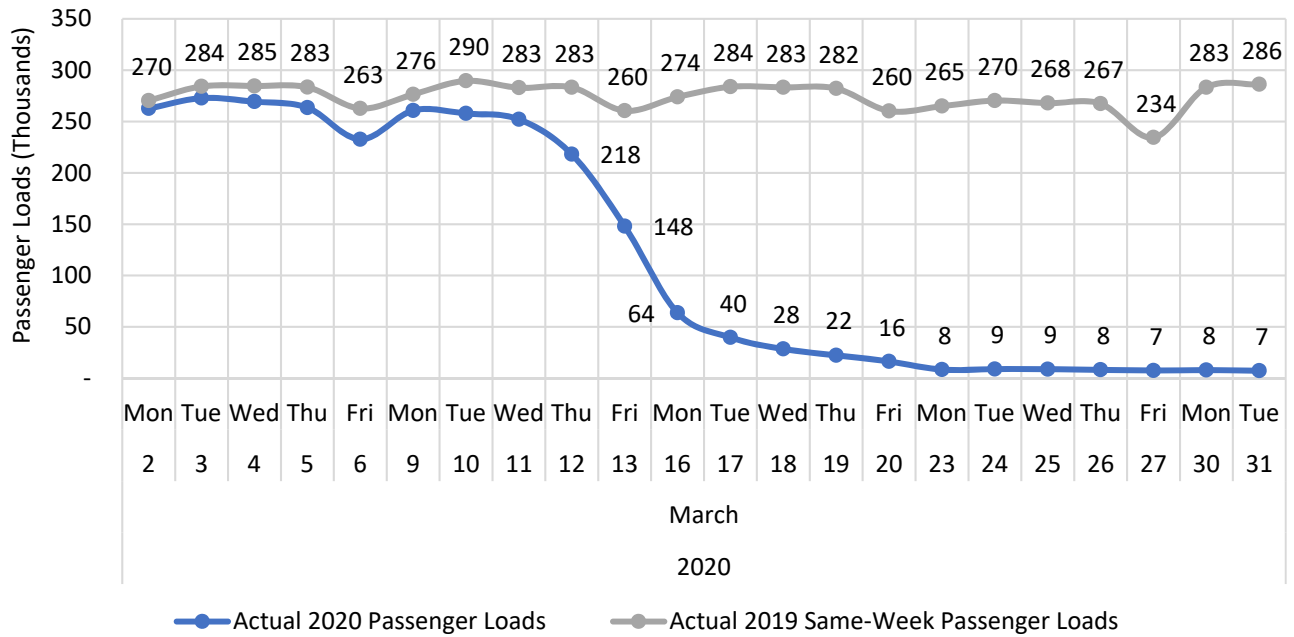
April ridership mirrored that of the end of March with the Stay at Home order still in place. Given the level of ridership, Metra would further cut back service on the North Central Service and Heritage Corridor Lines to one train per day in each direction, and on the SouthWest Service Line to two trains per day in each direction, effective. Prior to the further reduction of service, these three lines averaged between 60 and 300 passengers per day: the three lowest ridership lines in the system. Since the Stay at Home order, the Metra Electric Line has become Metra's highest ridership line averaging 1,445 passenger trips per weekday between March 23 and April 30. In the same period; the BNSF, RI, and UP-N lines averaged 1,071; 1,052; and 1,037 passenger trips per weekday; respectively. The system averaged 7,761 passenger trips per weekday between March 23 and April 30.

The data presented above is preliminary and subject to change as data associated with ticket sales, ticket refunds, mobile usage and conductor load counts is reviewed and further analyzed.

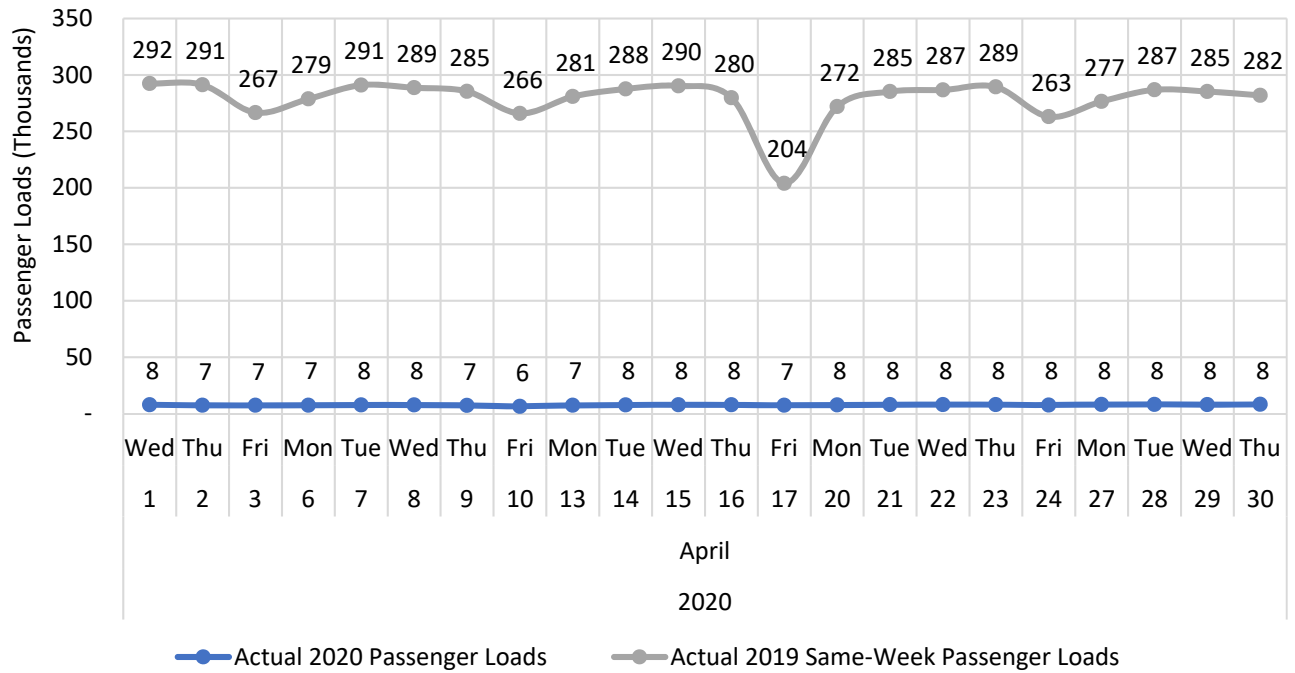
### Number of Weekday Trains and Average Weekday Passenger Loads by Line

	Original March 2020 Schedule	Modified Schedule Beginning March 23	Average Weekday Passenger Load (rounded)		
			Mar 25-Apr 30, 2019	Mar 23-Apr 30, 2020	Change
BNSF	97	41	61,850	1,070	-98%
HC	7	7	2,480	60	-97%
ME	155	88	27,100	1,450	-95%
MD-N	63	28	21,360	440	-98%
MD-W	58	32	20,590	700	-97%
NCS	20	14	5,250	150	-97%
RI	68	38	25,600	1,050	-96%
SWS	30	20	9,730	290	-97%
UP-N	70	36	34,210	1,040	-97%
UP-NW	65	36	39,250	840	-98%
UP-W	59	34	28,030	670	-98%
<b>Total</b>	<b>692</b>	<b>374</b>	<b>275,430</b>	<b>7,760</b>	<b>-97%</b>

**March Weekday 2020 Passenger Loads Compared to 2019 Same-Week Passenger Loads**



**April Weekday 2020 Passenger Loads Compared to 2019 Same-Week Passenger Loads**



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