

RIDERSHIP TRENDS

May 2019



Prepared by the Division of Strategic Capital Planning
July 2019

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Executive Summary

Estimated passenger trips decreased 2.3 percent in May 2019 compared to May 2018. May 2019 had the same number of weekdays, Saturdays, and Sundays/holidays compared to May 2018.

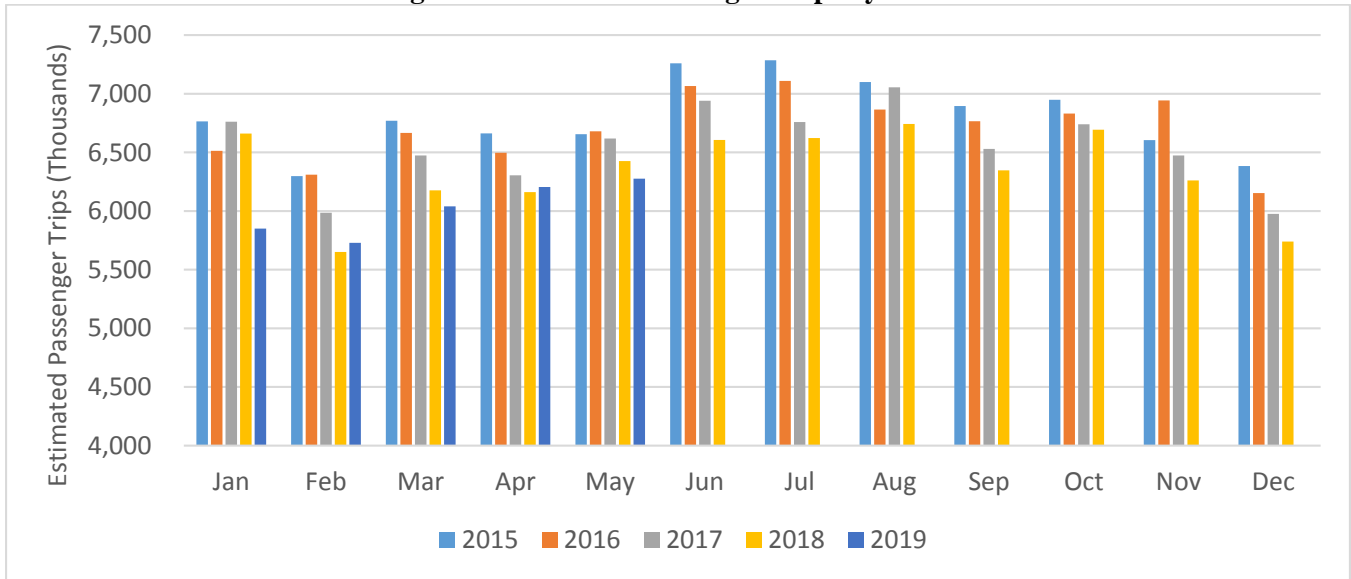
Estimated passenger trips decreased 1.3 percent in the last three months compared to 2018. Estimated passenger trips have decreased 3.1 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month ¹

Month	Estimated Passenger Trips (Thousands)					Change	
	2015	2016	2017	2018	2019	2015-2019	2018-2019
Jan	6,764	6,513	6,762	6,661	5,850	-13.5%	-12.2%
Feb	6,297	6,310	5,985	5,651	5,729	-9.0%	1.4%
Mar	6,770	6,666	6,474	6,176	6,040	-10.8%	-2.2%
Apr	6,663	6,497	6,305	6,162	6,205	-6.9%	0.7%
May	6,656	6,681	6,618	6,426	6,276	-5.7%	-2.3%
Jun	7,260	7,066	6,941	6,607			
Jul	7,286	7,110	6,759	6,623			
Aug	7,100	6,866	7,055	6,742			
Sep	6,896	6,766	6,530	6,347			
Oct	6,949	6,832	6,740	6,694			
Nov	6,606	6,943	6,475	6,261			
Dec	6,385	6,153	5,976	5,739			
Year-to-date	33,149	32,666	32,144	31,076	30,099	-9.2%	-3.1%
Last 3 Months	20,088	19,844	19,397	18,764	18,520	-7.8%	-1.3%
Last 12 Months	83,019	81,147	79,880	77,553	75,112	-9.5%	-3.1%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Figure 1: Estimated Passenger Trips by Month



For the 2019 budget year, Metra estimated total annual passenger trips to be 75.6 million. To track how well ridership is comparing to this budgeted amount, monthly estimates have been calculated by distributing the budgeted trips throughout the year based on the distribution in previous years. Unanticipated differences in holiday and special event travel are common explanations for variations between the monthly budget distribution and actual ridership. These effects are less pronounced at the quarterly and annual level. Table 2 shows the estimated monthly passenger trips compared to this distribution.

Table 2: Estimated vs. Budget Passenger Trips ¹

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2019)	Actual (2019)	
Jan	6,400	5,850	-8.6%
Feb	5,700	5,729	0.5%
Mar	5,950	6,040	1.5%
1st Quarter	18,050	17,619	-2.4%
Apr	6,450	6,205	-3.8%
May	6,400	6,276	-1.9%
Jun	6,360		
2nd Quarter	19,210		
Jul	6,830		
Aug	6,490		
Sep	6,530		
3rd Quarter	19,850		
Oct	6,500		
Nov	5,970		
Dec	5,990		
4th Quarter	18,460		
Year-to-date	30,900	30,099	-2.6%
Total	75,570		

¹ Values are rounded to the thousand. Variance is calculated based on the unrounded values.

Ridership

Estimated ridership figures are based on the number of ticket sales multiplied by a standard ridership factor unique to each ticket type, in addition to the number of RTA Ride Free Permit passenger trips reported by conductors.

Estimated Passenger Trips by Line

Table 3 shows estimated passenger trips by line for the current month, the last three months, and the last 12 months. Estimated passenger trips decreased by 1.3 percent in the last three months compared to the previous year, and decreased 3.1 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	May			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,351,874	1,312,255	-2.9%	3,926,689	3,871,443	-1.4%	16,112,822	15,630,598	-3.0%
HC	61,192	61,455	0.4%	181,989	183,335	0.7%	723,889	726,321	0.3%
MD-N	556,105	558,695	0.5%	1,598,295	1,623,149	1.6%	6,739,032	6,581,751	-2.3%
MD-W	515,012	490,920	-4.7%	1,526,118	1,483,935	-2.8%	6,258,072	6,042,524	-3.4%
ME	652,667	622,364	-4.6%	1,933,668	1,842,120	-4.7%	7,923,108	7,483,828	-5.5%
NCS	136,851	132,542	-3.1%	405,051	397,336	-1.9%	1,676,455	1,613,639	-3.7%
RI	636,835	618,171	-2.9%	1,889,292	1,845,732	-2.3%	7,787,547	7,472,269	-4.0%
SWS	203,898	196,981	-3.4%	605,663	599,932	-0.9%	2,445,540	2,398,127	-1.9%
UP-N	734,817	727,892	-0.9%	2,119,963	2,119,351	0.0%	8,886,433	8,592,592	-3.3%
UP-NW	891,358	884,847	-0.7%	2,585,794	2,582,145	-0.1%	10,753,148	10,523,078	-2.1%
UP-W	685,578	669,453	-2.4%	1,991,558	1,971,771	-1.0%	8,246,464	8,046,990	-2.4%
Total	6,426,184	6,275,574	-2.3%	18,764,078	18,520,246	-1.3%	77,552,506	75,111,714	-3.1%

Estimated Passenger Trips by Fare Zone Pair

Table 4 shows estimated passenger trips by fare zone pair for the current month, the last three months, and the last 12 months.

- The long-term decline in No Zone Pair passenger trips is expected to continue as data collection improvements and the shift to the Ventra App cause fewer trips to be reported without a zone pair.
- In July 2018, year-long testing of the zone consolidation policy began. All tickets for Zones K through M were capped to the price of Zone J tickets. This caused an increase in passenger trips for Zone A-J, and a decrease for passenger trips for Zones A-K and A-M. There are no stations in Zone L.

Table 4: Estimated Passenger Trips by Fare Zone Pair ¹

Zone Pair	May (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	20	22	10.7%	61	68	11.4%	235	244	3.5%
A-B	471	471	0.1%	1,379	1,389	0.7%	5,585	5,483	-1.8%
A-C	893	892	-0.1%	2,600	2,619	0.7%	10,505	10,432	-0.7%
A-D	1,075	1,053	-2.1%	3,152	3,108	-1.4%	12,869	12,517	-2.7%
A-E	1,354	1,360	0.5%	3,972	4,037	1.6%	16,298	16,145	-0.9%
A-F	827	781	-5.6%	2,437	2,335	-4.2%	9,833	9,574	-2.6%
A-G	502	494	-1.6%	1,471	1,471	0.0%	5,985	5,870	-1.9%
A-H	401	390	-2.7%	1,184	1,160	-2.0%	4,852	4,713	-2.9%
A-I	137	132	-3.2%	403	393	-2.5%	1,644	1,609	-2.2%
A-J	23	56	144.5%	65	167	155.0%	284	616	117.1%
A-K	27	-	-100%	79	-	-100%	325	46	-85.9%
A-M	7	-	-100%	20	-	-100%	85	12	-86.2%
A-J, K, & M	56	56	-0.4%	165	167	1.4%	693	674	-2.9%
Intermediate	201	190	-5.6%	583	551	-5.5%	2,383	2,242	-5.9%
No Zone Pair	490	435	-11.3%	1,357	1,223	-9.9%	6,670	5,610	-15.9%
Total	6,426	6,276	-2.3%	18,764	18,520	-1.3%	77,553	75,112	-3.1%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for the current month, the last three months, and the last 12 months. Special event tickets and other data irregularities can affect month-to-month comparisons of passenger trips by ticket type:

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, February 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

Table 5: Estimated Passenger Trips by Ticket Type ¹

Ticket Type	May (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,764	3,646	-3.1%	58.5%	58.1%	11,361	11,083	-2.4%	60.5%	59.8%
10-Ride Ticket	1,554	1,542	-0.7%	24.2%	24.6%	4,365	4,431	1.5%	23.3%	23.9%
One-Way Ticket	809	814	0.6%	12.6%	13.0%	2,191	2,228	1.7%	11.7%	12.0%
Weekend Pass	225	197	-12.4%	3.5%	3.1%	632	577	-8.7%	3.4%	3.1%
Special Passes	-	-		0.0%	0.0%	-	-		0.0%	0.0%
RTA Ride Free Permit	79	77	-3.3%	1.2%	1.2%	224	221	-1.2%	1.2%	1.2%
Total ²	6,430	6,275	-2.4%			18,773	18,541	-1.2%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	45,069	43,921	-2.5%	58.1%	58.5%
10-Ride Ticket	18,856	18,081	-4.1%	24.3%	24.1%
One-Way Ticket	9,261	9,534	2.9%	11.9%	12.7%
Weekend Pass	3,339	2,644	-20.8%	4.3%	3.5%
Special Passes	129	90	-29.9%	0.2%	0.1%
RTA Ride Free Permit	916	870	-5.1%	1.2%	1.2%
Total ²	77,570	75,139	-3.1%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² Passenger trip totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds.

Passenger Loads

Table 6 shows the average daily passenger loads by service period for the current month, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 1.6 percent in the current month, and average total weekday passenger loads decreased by 1.8 percent in the same period.

Table 6: Average Daily Passenger Loads ¹

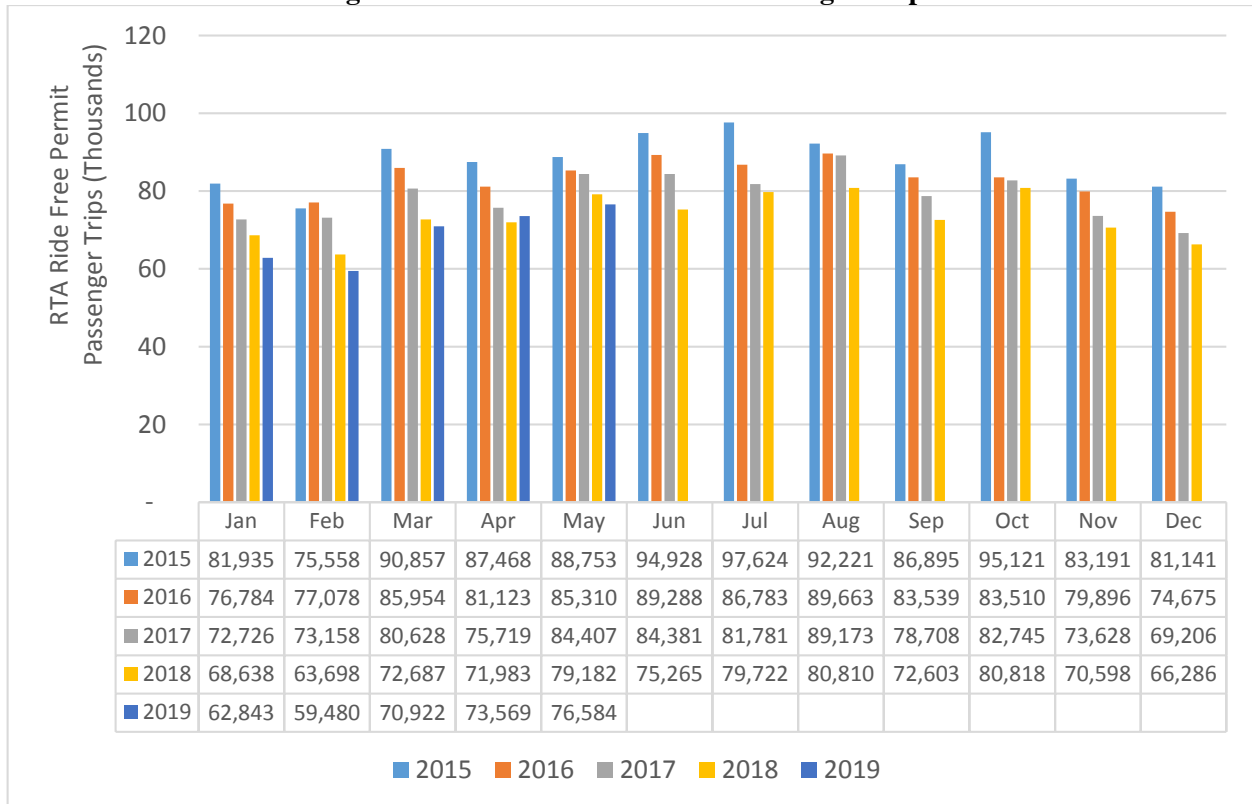
Service Period	May (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	217	214	-1.6%	216	214	-0.8%	214	209	-2.6%
Peak - Reverse Direction	21	19	-8.5%	20	19	-6.4%	20	19	-6.2%
Midday	31	31	-1.1%	30	30	-3.1%	32	31	-4.6%
Evening	15	16	3.5%	15	15	-1.2%	16	16	-3.5%
Weekday	285	280	-1.8%	281	277	-1.4%	283	274	-3.1%
Saturday	59	61	3.0%	58	61	5.0%	63	60	-5.1%
Sunday	41	36	-11.6%	35	32	-7.0%	40	38	-4.5%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

RTA Ride Free Permit Free Trips

Figure 2 shows the number of RTA Ride Free Permit passenger trips for the last five years. Trips are included in ridership estimates because Metra is eligible for reimbursement for the number provided.

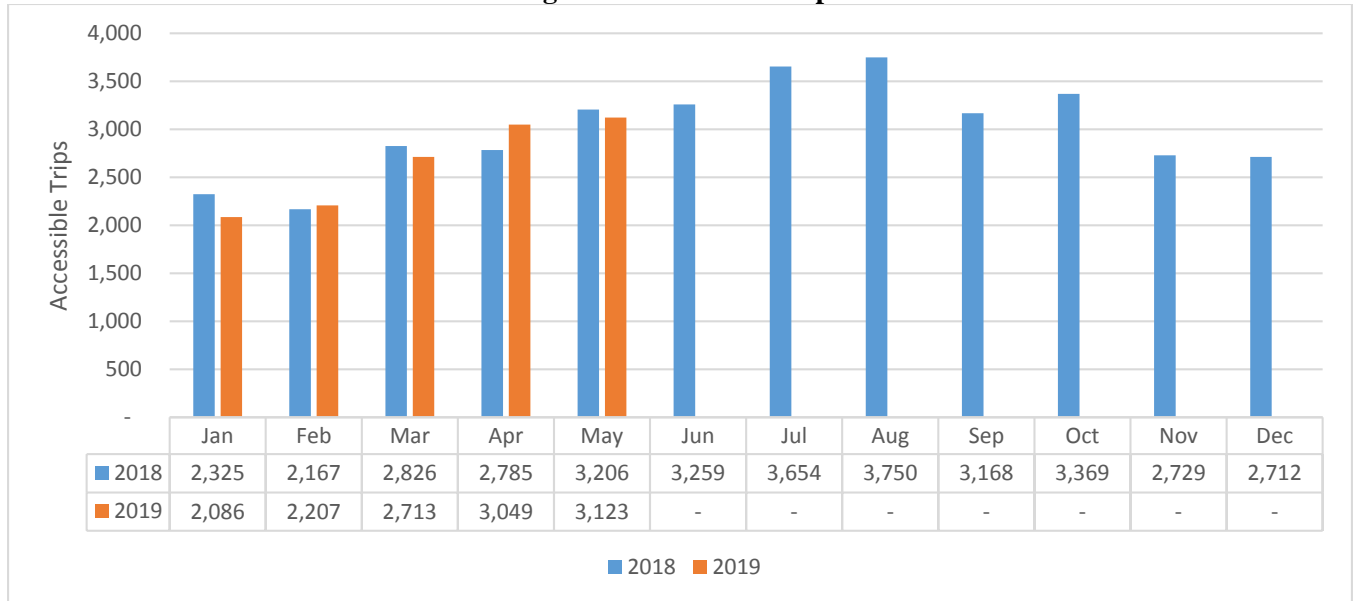
Figure 2: RTA Ride Free Permit Passenger Trips



Accessible Trips

Figure 3 shows the number of trips provided using accessible equipment. Accessible equipment consists of bridge plates on the Metra Electric Line and wheelchair lifts on all other lines.

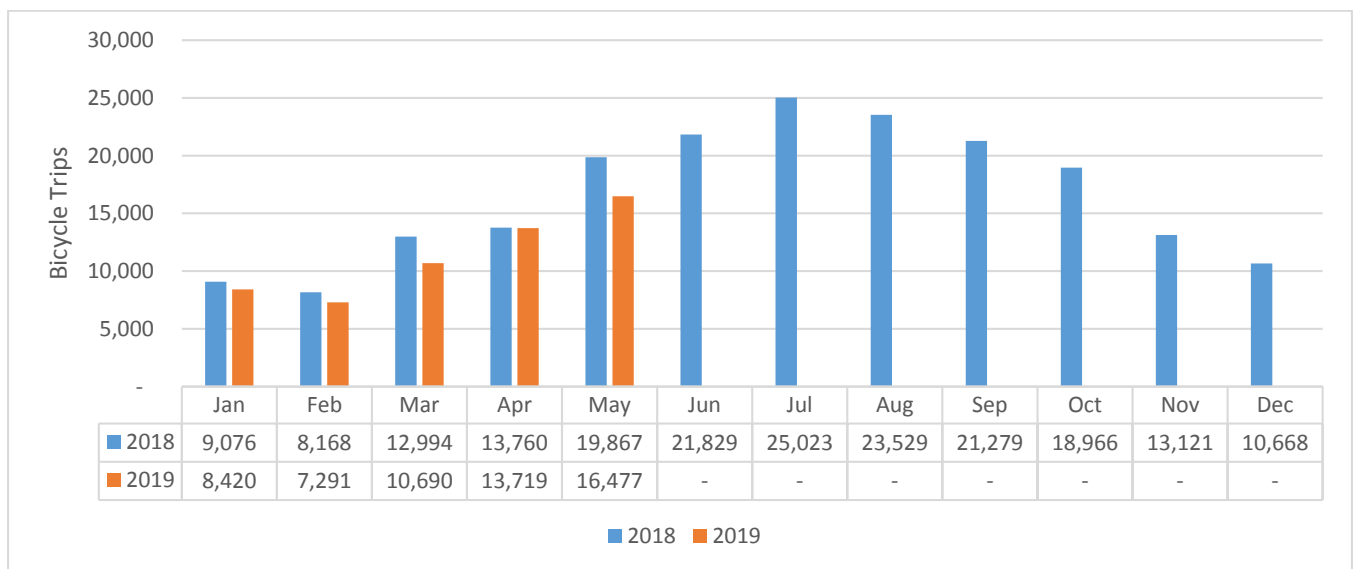
Figure 3: Accessible Trips



Bicycle Trips

Figure 4 shows the number of trips provided where the passenger transported a bicycle.

Figure 4: Bicycle Trips



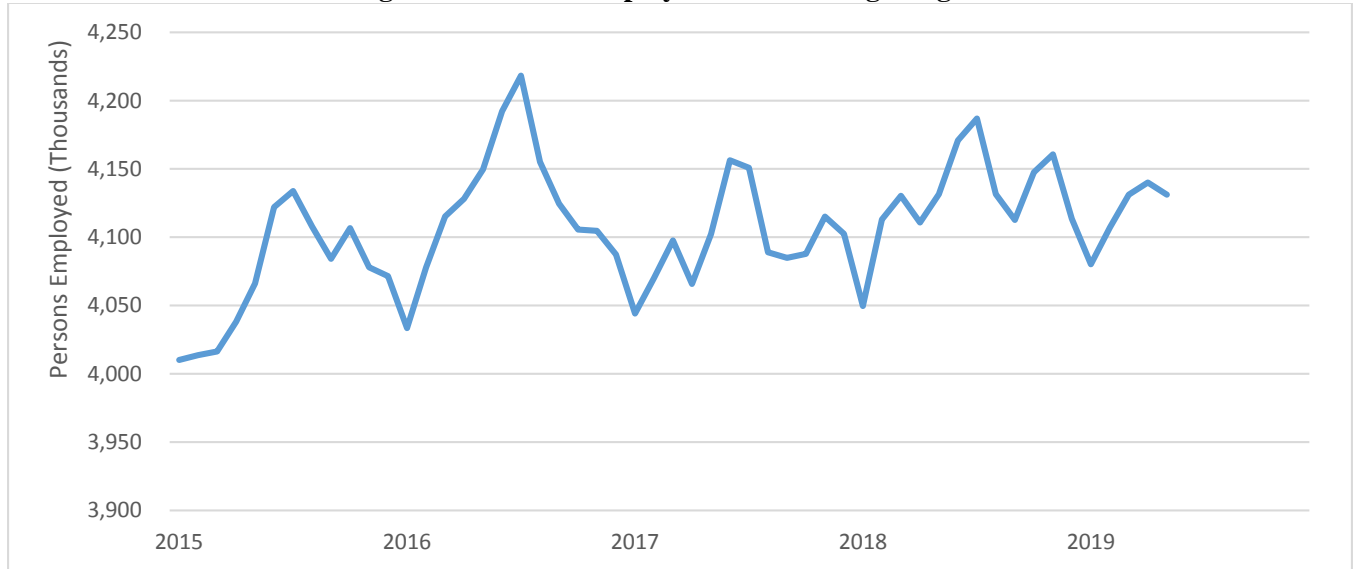
Ridership Influences

Many different factors (such as the employment, gas prices, road construction, service changes, and special events) can influence ridership trends.

Employment

Figure 5 shows the number of persons employed in the six-county Chicago Region. The number of persons employed changed 0.0 percent in May 2019 compared to May 2018.

Figure 5: Persons Employed in the Chicago Region ¹



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,020
2016	4,033	4,078	4,115	4,128	4,150	4,192	4,218	4,155	4,125	4,106	4,105	4,087	4,089
2017	4,044	4,070	4,098	4,066	4,102	4,156	4,151	4,089	4,085	4,088	4,115	4,102	4,069
2018	4,050	4,113	4,130	4,111	4,131	4,171	4,187	4,131	4,113	4,147	4,161	4,113	4,101
2019	4,080	4,107	4,131	4,140	4,131								4,118
Change 2018-2019	0.8%	-0.1%	0.0%	0.7%	0.0%								0.3%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Source: Illinois Department of Employment Security

Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Naperville-Elgin area. The average price of a gallon of regular unleaded gas was \$3.11 in May 2019, a \$0.03 increase compared to May 2018.

Figure 6: Chicago Region Average Gas Prices

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2015	\$3.45	\$3.52	\$3.83	\$3.95	\$3.86	\$3.99	\$3.71	\$3.57	\$3.61	\$3.30	\$3.00	\$2.57	\$3.69
2016	\$1.89	\$1.61	\$2.00	\$2.24	\$2.40	\$2.61	\$2.30	\$2.29	\$2.31	\$2.31	\$2.14	\$2.33	\$1.93
2017	\$2.45	\$2.32	\$2.35	\$2.55	\$2.43	\$2.34	\$2.38	\$2.45	\$2.58	\$2.54	\$2.74	\$2.58	\$2.41
2018	\$2.69	\$2.59	\$2.64	\$2.85	\$3.08	\$3.01	\$2.94	\$2.92	\$2.94	\$2.85	\$2.49	\$2.26	\$2.69
2019	\$2.16	\$2.36	\$2.71	\$3.01	\$3.11								\$2.56
Change 2018-2019	-\$0.52	-\$0.23	\$0.07	\$0.16	\$0.03								-\$0.10

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in May. The following projects are either under construction or were recently completed:

- Jane Byrne Interchange Reconfiguration – In 2015, work began on a major reconfiguration of the Jane Byrne Interchange. Work is expected to continue through 2022.

Service Changes

No service changes occurred in May 2019.

A two-year reverse-commute pilot project began March 4 on the Milwaukee District-North. The Milwaukee District-North schedule was adjusted to add two outbound morning express trains between Union Station and Lake Forest, and one inbound evening train.

Special Events and Promotions

Family Fares are in effect from Memorial Day to Labor Day.

Passenger Revenue and Ticket Sales

Changes in fares, ticket policies, and ticket sales channels can affect passenger revenue and ticket sales trends:

- The Ventra App was introduced in November 2015, causing a long-term shift from ticket agent and conductor sales to sales through the app.
- In June 2018, Metra stopped selling Monthly Passes and 10-Ride Tickets from vending machines at 15 non-downtown stations on the Metra Electric Line.
- In June 2018, Metra ended its Ticket-by-Internet program.
- In July 2018, yearlong testing of the zone consolidation policy began. All tickets from Zone A to Zones K through M were capped at the price of Zone J tickets.
- In July 2018, select stations with perceived inconsistencies in distance from downtown were reassigned to closer zones. Ashland, Racine, West Pullman, Stewart Ridge and State Street stations moved from Zone D to C. On the Metra Electric mainline, the 83rd Street and 87th Street stations were moved from Zone C to B. On the Rock Island Beverly Branch, the 123rd Street Station was moved from Zone D to C.
- In December 2018, an update to the Ventra app ended the option for purchasing mobile tickets without creating a Ventra account.
- Customers on the Metra Electric Line received a 15 percent discount on their April Monthly Pass. The discount was offered as compensation for two weeks of service disruptions in January and February, including all or part of six days without any service, caused by unusually severe weather conditions and damage from the derailment of a CN train.
- On the weekend of February 16-17, Metra offered free rides on all trains. Ridership from the weekend of February 16-17 is not included in the quantity of Weekend Passes sold in February 2019 as passengers were not required to purchase a ticket.

Special event tickets and other data irregularities can affect month-to-month comparisons of passenger revenue and ticket sales figures:

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, May 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

Passenger Revenue

Table 7 shows passenger revenue by line for the current month, the last three months, and the last 12 months.

Table 7: Passenger Revenue by Line ¹

Line	May (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$6,813	\$6,639	-2.5%	\$19,673	\$19,499	-0.9%	\$77,354	\$78,969	2.1%
HC	\$320	\$323	0.8%	\$952	\$957	0.5%	\$3,661	\$3,810	4.1%
MD-N	\$2,842	\$2,856	0.5%	\$8,118	\$8,242	1.5%	\$32,621	\$33,630	3.1%
MD-W	\$2,592	\$2,477	-4.4%	\$7,649	\$7,451	-2.6%	\$30,100	\$30,510	1.4%
ME	\$2,936	\$2,785	-5.1%	\$8,674	\$8,088	-6.8%	\$34,011	\$33,516	-1.5%
NCS	\$786	\$759	-3.4%	\$2,308	\$2,261	-2.0%	\$9,245	\$9,227	-0.2%
RI	\$3,005	\$2,925	-2.6%	\$8,871	\$8,714	-1.8%	\$35,153	\$35,390	0.7%
SWS	\$956	\$924	-3.4%	\$2,825	\$2,808	-0.6%	\$11,010	\$11,278	2.4%
UP-N	\$3,305	\$3,284	-0.6%	\$9,489	\$9,518	0.3%	\$38,004	\$38,824	2.2%
UP-NW	\$4,623	\$4,575	-1.0%	\$13,318	\$13,300	-0.1%	\$53,052	\$54,453	2.6%
UP-W	\$3,444	\$3,365	-2.3%	\$9,927	\$9,864	-0.6%	\$39,256	\$40,409	2.9%
Total	\$31,623	\$30,914	-2.2%	\$91,804	\$90,703	-1.2%	\$363,467	\$370,017	1.8%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Table 8 shows passenger revenue by ticket type for the current month, the last three months, and the last 12 months.

Table 8: Passenger Revenue by Ticket Type ¹

Ticket Type	May (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$16,447	\$15,891	-3.4%	51.9%	51.4%	\$49,698	\$48,243	-2.9%	54.1%	53.1%
10-Ride Ticket	\$9,231	\$9,155	-0.8%	29.2%	29.6%	\$25,929	\$26,326	1.5%	28.2%	29.0%
One-Way Ticket	\$5,085	\$5,097	0.2%	16.1%	16.5%	\$13,721	\$13,945	1.6%	14.9%	15.4%
Weekend Pass	\$900	\$789	-12.4%	2.8%	2.5%	\$2,530	\$2,305	-8.9%	2.8%	2.5%
Special Passes	\$0	-		0.0%	0.0%	\$0	-		0.0%	0.0%
Total ²	\$31,664	\$30,931	-2.3%			\$91,877	\$90,819	-1.2%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$190,216	\$191,752	0.8%	52.3%	51.8%
10-Ride Ticket	\$104,928	\$107,642	2.6%	28.9%	29.1%
One-Way Ticket	\$56,699	\$59,880	5.6%	15.6%	16.2%
Weekend Pass	\$11,375	\$10,568	-7.1%	3.1%	2.9%
Special Passes	\$471	\$506	7.3%	0.1%	0.1%
Total ²	\$363,690	\$370,347	1.8%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² Passenger revenue totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds.

Table 9 shows passenger revenue by ticket type and sales channel for the current month 2018 and 2019.

Table 9: Passenger Revenue by Ticket Type and Sales Channel (Current Month) ¹

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,194	\$4,884	-6.0%	31.6%	30.7%	\$661	\$637	-3.6%	7.2%	7.0%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	\$433	-	-100%	2.6%	0.0%	\$62	-	-100%	0.7%	0.0%
Ticket Agent	\$5,042	\$4,903	-2.8%	30.7%	30.9%	\$2,649	\$2,421	-8.6%	28.7%	26.5%
Vending Machine	\$625	\$489	-21.7%	3.8%	3.1%	\$543	\$347	-36.2%	5.9%	3.8%
Ventra App	\$5,153	\$5,615	9.0%	31.3%	35.3%	\$5,315	\$5,749	8.2%	57.6%	62.8%
Total	\$16,447	\$15,891	-3.4%			\$9,231	\$9,155	-0.8%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$1,104	\$922	-16.5%	21.7%	18.1%	\$504	\$376	-25.4%	56.0%	51.4%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$1,525	\$1,336	-12.4%	30.0%	26.2%	\$97	\$78	-20.1%	10.8%	10.6%
Vending Machine	\$178	\$153	-14.1%	3.5%	3.0%	\$25	\$21	-16.3%	2.8%	2.9%
Ventra App	\$2,278	\$2,687	17.9%	44.8%	52.7%	\$273	\$314	14.8%	30.4%	35.1%
Total	\$5,085	\$5,097	0.2%			\$900	\$789	-12.4%		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,855	\$5,521	-5.7%	18.5%	17.8%
Conductor	\$1,608	\$1,298	-19.3%	5.1%	4.2%
Internet	\$495	-	-100.0%	1.6%	0.0%
Ticket Agent	\$9,314	\$8,739	-6.2%	29.4%	28.3%
Vending Machine	\$1,371	\$1,010	-26.3%	4.3%	3.3%
Ventra App	\$13,020	\$14,364	10.3%	41.1%	46.4%
Total ²	\$31,664	\$30,931	-2.3%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² Passenger revenue totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds

Ticket Sales

Table 10 shows ticket sales by ticket type for the current month, the last three months, and the last 12 months. Monthly Pass sales decreased by 3.1 percent in the current month compared to the previous year, and 10-Ride Ticket sales decreased by 0.7 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

Ticket Type	May (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share	Share	2018	2019	Change	Share	Share
				2018	2019				2018	2019
Monthly Pass	88	85	-3.1%	7.7%	7.5%	264	258	-2.4%	8.4%	8.2%
10-Ride Ticket	155	154	-0.7%	13.6%	13.6%	437	443	1.5%	13.9%	14.0%
One-Way Ticket	809	814	0.6%	70.8%	71.9%	2,191	2,228	1.7%	69.7%	70.5%
Weekend Pass	90	79	-12.4%	7.9%	7.0%	253	231	-8.7%	8.0%	7.3%
Special Passes	0	-	-100%	0.0%	0.0%	0	-	-100%	0.0%	0.0%
Total	1,142	1,132	-0.9%			3,144	3,160	0.5%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share	Share
				2018	2019
Monthly Pass	1,048	1,021	-2.5%	7.7%	7.6%
10-Ride Ticket	1,886	1,808	-4.1%	13.9%	13.4%
One-Way Ticket	9,261	9,534	2.9%	68.2%	70.8%
Weekend Pass	1,336	1,057	-20.8%	9.8%	7.9%
Special Passes	53	44	-17.0%	0.4%	0.3%
Total	13,584	13,465	-0.9%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Tables 11 details ticket sales by line and ticket type.

Table 11: Ticket Sales by Ticket Type and Line (Current Month)

Monthly Pass				10-Ride Ticket			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	19,653	18,776	-4.5%	BNSF	32,575	33,017	1.4%
HC	1,057	1,013	-4.2%	HC	1,236	1,401	13.3%
MD-N	6,876	6,851	-0.4%	MD-N	15,878	16,201	2.0%
MD-W	7,080	6,737	-4.8%	MD-W	10,096	9,831	-2.6%
ME	8,570	8,373	-2.3%	ME	13,950	12,203	-12.5%
NCS	1,990	1,915	-3.8%	NCS	3,343	3,278	-1.9%
RI	9,887	9,627	-2.6%	RI	11,732	11,349	-3.3%
SWS	3,349	3,191	-4.7%	SWS	4,043	3,990	-1.3%
UP-N	8,268	8,086	-2.2%	UP-N	23,318	23,553	1.0%
UP-NW	11,708	11,429	-2.4%	UP-NW	21,674	21,910	1.1%
UP-W	9,086	8,784	-3.3%	UP-W	17,513	17,480	-0.2%
Total	87,524	84,782	-3.1%	Total	155,358	154,213	-0.7%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	111,522	113,082	1.4%	BNSF	19,485	14,736	-24.4%
HC	2,973	3,346	12.5%	HC	483	306	-36.6%
MD-N	55,935	60,371	7.9%	MD-N	17,828	16,473	-7.6%
MD-W	54,900	54,601	-0.5%	MD-W	18,957	16,667	-12.1%
ME	85,147	89,739	5.4%	ME	26,475	22,140	-16.4%
NCS	11,330	11,589	2.3%	NCS	5,724	4,912	-14.2%
RI	53,329	55,146	3.4%	RI	16,677	13,454	-19.3%
SWS	12,813	14,154	10.5%	SWS	3,962	3,111	-21.5%
UP-N	74,476	83,366	11.9%	UP-N	33,230	29,263	-11.9%
UP-NW	88,737	97,074	9.4%	UP-NW	27,866	24,487	-12.1%
UP-W	67,638	70,549	4.3%	UP-W	19,157	15,268	-20.3%
Total	618,800	653,017	5.5%	Total	189,844	160,817	-15.3%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	8,684	8,867	2.1%	BNSF	6,797	4,272	-37.1%
HC	-	-		HC	-	-	
MD-N	4,038	4,241	5.0%	MD-N	5,186	3,899	-24.8%
MD-W	3,782	3,909	3.4%	MD-W	6,495	4,829	-25.7%
ME	4,137	3,766	-9.0%	ME	2,523	1,773	-29.7%
NCS	-	-		NCS	-	-	
RI	2,226	2,594	16.5%	RI	4,915	3,734	-24.0%
SWS	98	107	9.2%	SWS	273	99	-63.7%
UP-N	3,938	3,992	1.4%	UP-N	6,208	4,409	-29.0%
UP-NW	8,095	8,529	5.4%	UP-NW	11,127	9,277	-16.6%
UP-W	4,574	5,236	14.5%	UP-W	6,925	5,336	-22.9%
Total	39,572	41,241	4.2%	Total	50,449	37,628	-25.4%

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2018 and 2019. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2018 and 2019.

Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Current Month) ¹

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	27	25	-5.8%	30.9%	30.1%	10	10	-3.6%	6.6%	6.4%
Conductor	-	-				-	-			
Internet	2	-	-100%	2.6%		1	-	-100%	0.7%	
Ticket Agent	27	27	-2.5%	31.3%	31.5%	47	43	-8.2%	30.0%	27.7%
<i>Cash & Other</i>	4	4	-10.9%			8	6	-17.9%		
<i>Credit Card</i>	23	23	-1.1%			39	37	-6.3%		
Vending Machine	3	3	-21.5%	3.8%	3.1%	9	6	-36.0%	5.7%	3.7%
Ventra App	28	30	9.2%	31.4%	35.4%	88	96	8.2%	57.0%	62.1%
<i>Credit Card</i>	25	28	10.6%			84	91	8.1%		
<i>Mixed & Other</i>	2	1	-28.1%			1	1	-28.2%		
<i>Ventra</i>	1	1	41.4%			3	4	24.1%		
Total	88	85	-3.1%			155	154	-0.7%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	190	161	-15.3%	23.5%	19.8%	50	38	-25.4%	56.0%	47.7%
Internet	-	-				-	-			
Ticket Agent	235	208	-11.7%	29.1%	25.5%	10	8	-20.1%	10.8%	9.9%
<i>Cash & Other</i>	132	113	-14.2%			5	4	-19.9%		
<i>Credit Card</i>	103	94	-8.5%			5	4	-20.2%		
Vending Machine	28	24	-13.4%	3.4%	3.0%	2	2	-16.3%	2.8%	2.7%
Ventra App	356	421	18.4%	44.0%	51.8%	27	31	14.8%	30.4%	39.8%
<i>Credit Card</i>	319	384	20.5%			25	29	16.8%		
<i>Mixed & Other</i>	3	2	-26.9%			0	0	-22.1%		
<i>Ventra</i>	34	35	2.7%			2	2	-6.8%		
Total	809	814	0.6%			90	79	-12.4%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Table 13: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date)

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	137	129	-5.6%	31.4%	30.4%	52	49	-5.5%	6.8%	6.7%
Conductor	-	-				-	-			
Internet	12	-	-100%	2.9%		6	-	-100%	0.7%	
Mail	-	-				-	-			
Ticket Agent	137	134	-2.1%	31.5%	31.6%	240	202	-15.7%	31.3%	27.7%
<i>Cash & Other</i>	24	19	-22.8%			39	29	-24.6%		
<i>Credit Card</i>	113	115	2.4%			201	173	-14.0%		
Vending Machine	16	13	-19.6%	3.8%	3.1%	37	28	-23.3%	4.8%	3.9%
Ventra App	133	148	11.4%	30.6%	34.9%	431	450	4.4%	56.3%	61.7%
<i>Credit Card</i>	120	137	14.1%			407	427	4.8%		
<i>Mixed & Other</i>	10	6	-37.8%			6	4	-37.7%		
<i>Ventra</i>	4	6	49.1%			17	19	11.7%		
Total	436	425	-2.5%			765	730	-4.7%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	799	681	-14.8%	23.6%	20.0%	203	155	-23.6%	52.0%	47.3%
Internet	-	-				-	-			
Mail	-	-				-	-			
Ticket Agent	971	864	-11.0%	28.7%	25.4%	50	38	-24.4%	12.7%	11.5%
<i>Cash & Other</i>	555	477	-13.9%			26	19	-25.6%		
<i>Credit Card</i>	417	387	-7.1%			24	18	-23.0%		
Vending Machine	117	104	-11.4%	3.5%	3.1%	12	9	-25.6%	3.0%	2.6%
Ventra App	1,496	1,757	17.5%	44.2%	51.6%	126	126	0.5%	32.3%	38.6%
<i>Credit Card</i>	1,325	1,597	20.5%			115	119	2.9%		
<i>Mixed & Other</i>	14	9	-36.8%			1	1	-41.3%		
<i>Ventra</i>	157	152	-3.5%			9	7	-24.2%		
Total	3,383	3,406	0.7%			390	327	-16.0%		

Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month) ¹

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	37	35	-5.2%	3.3%	3.1%
Conductor	240	198	-17.4%	21.0%	17.5%
Internet	3	-	-100%	0.3%	
Ticket Agent	319	285	-10.6%	27.9%	25.2%
<i>Cash & Other</i>	149	127	-14.5%		
<i>Credit Card</i>	170	158	-7.3%		
Vending Machine	43	35	-18.9%	3.7%	3.0%
Ventra App	499	578	15.9%	43.7%	51.1%
<i>Credit Card</i>	453	532	17.4%		
<i>Mixed & Other</i>	6	4	-27.4%		
<i>Ventra</i>	41	43	4.8%		
Total	1,142	1,132	-0.9%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Table 15: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date) ¹

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	188	178	-5.6%	3.8%	3.6%
Conductor	1,002	836	-16.6%	20.1%	17.1%
Internet	18	-	-100%	0.4%	
Ticket Agent	1,398	1,238	-11.4%	28.1%	25.3%
<i>Cash & Other</i>	644	545	-15.4%		
<i>Credit Card</i>	754	693	-8.0%		
Vending Machine	182	154	-15.4%	3.7%	3.2%
Ventra App	2,186	2,482	13.6%	43.9%	50.8%
<i>Credit Card</i>	1,967	2,279	15.8%		
<i>Mixed & Other</i>	31	19	-37.5%		
<i>Ventra</i>	188	184	-2.1%		
Total	4,974	4,888	-1.7%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes decreased by 6.9 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 8.6 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2018 and 2019.

Table 16: Link-Up and PlusBus Sales

Month	2018		2019		Change		Mobile Share (2019)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	3,090	1,177	2,836	1,057	-8.2%	-10.2%	27.5%	23.4%
Feb	3,120	1,155	2,867	1,046	-8.1%	-9.4%	29.0%	23.6%
Mar	3,109	1,188	2,873	1,062	-7.6%	-10.6%	29.1%	24.1%
Apr	3,051	1,148	2,843	1,053	-6.8%	-8.3%	27.6%	24.7%
May	2,964	1,107	2,759	1,012	-6.9%	-8.6%	28.1%	24.7%
Jun	2,908	1,068						
Jul	2,812	1,038						
Aug	2,820	1,060						
Sep	2,798	1,063						
Oct	2,899	1,111						
Nov	2,925	1,070						
Dec	2,699	922						
Year-to-date	15,334	5,775	14,178	5,230	-7.5%	-9.4%	28.2%	24.1%
Last 3 Months	9,124	3,443	8,475	3,127	-7.1%	-9.2%	28.2%	24.5%
Last 12 Months	36,019	13,954	34,039	12,562	-5.5%	-10.0%	27.0%	23.0%

Reduced Fare Sales

Seniors, some Medicare recipients, some persons with disabilities, primary and secondary school students, children, and military personnel are eligible for reduced fares on Metra. Table 17 shows the number of reduced fare tickets sold by month for 2018 and 2019.

Table 17: Reduced Fare Ticket Sales

Month	2018				2019			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	2,771	18,132	40,528	20,183	2,752	11,168	42,613	19,183
Feb	2,897	9,165	36,638	18,463	2,838	10,771	33,924	14,399
Mar	3,007	11,429	64,010	24,568	2,940	11,587	63,580	21,353
Apr	3,006	12,195	43,755	22,532	2,991	11,919	47,792	17,705
May	3,039	13,026	55,248	27,998	2,972	12,896	59,546	26,328
Jun	2,875	12,742	73,733	34,342	-	-	-	-
Jul	2,841	12,374	88,996	34,797	-	-	-	-
Aug	2,703	12,919	82,500	32,105	-	-	-	-
Sep	3,154	12,430	49,190	24,220	-	-	-	-
Oct	3,318	14,436	52,359	25,649	-	-	-	-
Nov	3,122	12,216	53,685	22,797	-	-	-	-
Dec	2,675	11,029	57,839	24,766	-	-	-	-
Year-to-date	14,720	63,947	240,179	113,744	14,493	58,341	247,455	98,968
Last 3 Months	9,052	36,650	163,013	75,098	8,903	36,402	170,918	65,386
Last 12 Months	35,458	157,974	695,097	326,639	35,181	146,487	705,757	297,644

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	-0.7%	-38.4%	5.1%	-5.0%
Feb	-2.0%	17.5%	-7.4%	-22.0%
Mar	-2.2%	1.4%	-0.7%	-13.1%
Apr	-0.5%	-2.3%	9.2%	-21.4%
May	-2.2%	-1.0%	7.8%	-6.0%
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
Year-to-date	-1.5%	-8.8%	3.0%	-13.0%
Last 3 Months	-1.6%	-0.7%	4.8%	-12.9%
Last 12 Months	-0.8%	-7.3%	1.5%	-8.9%