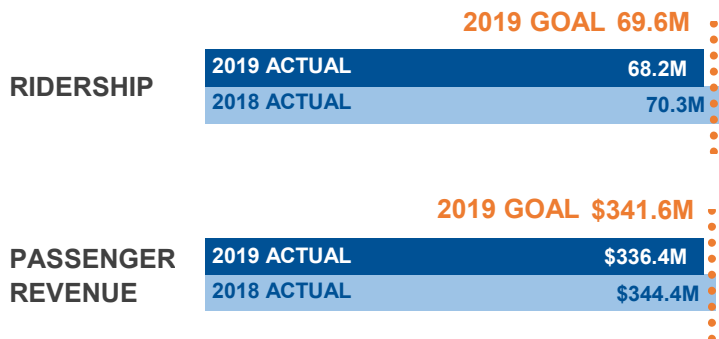


November 2019 System Performance Dashboard

PREPARED BY THE DIVISION OF STRATEGIC CAPITAL PLANNING

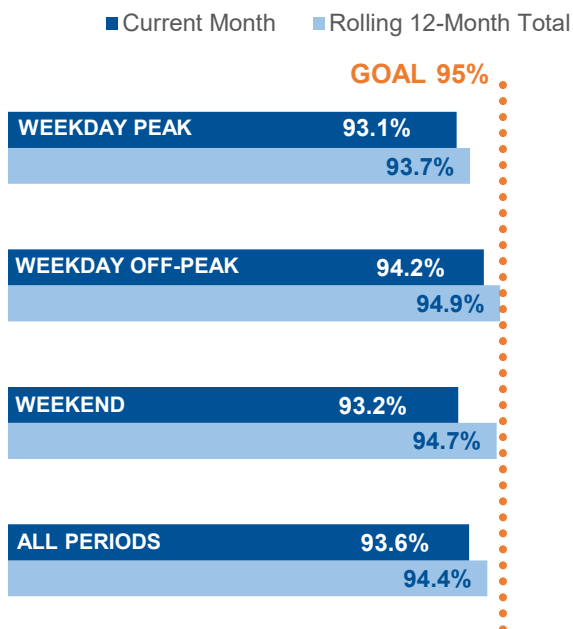
Ridership and Revenue Compared to Budget

YTD 2019 AND 2018



On-Time Performance by Service Period

CURRENT MONTH AND ROLLING 12-MONTH TOTAL



Average Daily Passenger Loads

YTD 2019 COMPARED TO 2018



Line	Rolling 12-Month Total		Ridership	On-Time Performance	Ventra App Adoption	
	Ridership	Pass. Revenue	Nov 2018 - Nov 2019	Compared to 95% Goal	Nov 2018	Nov 2019
Metra System	↓ -3%	↓ -2%	6.3M (Nov 2018) → 6.0M (Nov 2019)	93.6%	42%	47%
ME Metra Electric Line	↓ -6%	↓ -6%	635K (Nov 2018) → 592K (Nov 2019)	98.7%	36%	40%
RI Rock Island Line	↓ -4%	↓ -2%	625K (Nov 2018) → 597K (Nov 2019)	91.4%	31%	35%
SWS Southwest Service Line	↓ -3%	↓ -2%	202K (Nov 2018) → 194K (Nov 2019)	94.1%	43%	47%
HC Heritage Corridor Line	→ 0%	↑ 1%	61K (Nov 2018) → 61K (Nov 2019)	90.7%	46%	47%

PRELIMINARY DATA, SUBJECT TO CHANGE IN FINAL REPORTING

Line	Rolling 12-Month Total		Ridership	On-Time Performance	Ventra App Adoption	
	RIDERSHIP	PASS. REVENUE	NOV 2018-NOV 2019	COMPARED TO 95% GOAL	NOV 2018	NOV 2019
BNSF BNSF LINE	↓ -3%	↓ -1%	1.3M N D J F M A M J J A S O N	 N D J F M A M J J A S O N	41%	46%
UP-W UNION PACIFIC WEST LINE	↓ -3%	↓ -2%	668K N D J F M A M J J A S O N	 N D J F M A M J J A S O N	42%	47%
MD-W MILWAUKEE DISTRICT WEST LINE	↓ -4%	↓ -3%	504K N D J F M A M J J A S O N	 N D J F M A M J J A S O N	41%	46%
UP-NW UNION PACIFIC NORTHWEST LINE	↓ -2%	↓ -1%	879K N D J F M A M J J A S O N	 N D J F M A M J J A S O N	41%	47%
MD-N MILWAUKEE DISTRICT NORTH LINE	↓ -1%	→ 0%	552K N D J F M A M J J A S O N	 N D J F M A M J J A S O N	50%	55%
NCS NORTH CENTRAL SERVICE LINE	↓ -4%	↓ -3%	135K N D J F M A M J J A S O N	 N D J F M A M J J A S O N	48%	52%
UP-N UNION PACIFIC NORTH LINE	↓ -2%	→ 0%	709K N D J F M A M J J A S O N	 N D J F M A M J J A S O N	50%	57%

Definitions

Average Daily Passenger Loads

Daily average of the number of passengers counted by on-board personnel at each train's maximum load point

Passenger Revenue

Income from ticket sales

Ridership

Number of passengers based on tickets sold multiplied by a ridership factor unique to each ticket type

Rolling 12-Month Total

Sum of the last twelve months (Dec 2018-Nov 2019)

On-Time Performance

Percent of trains that arrived at their final destination within 5:59 of the scheduled time

Ventra App Adoption

Percent of estimated passenger trips taken using the Ventra App, based on ticket sales