

# **RIDERSHIP TRENDS**

**January 2019**



---

Prepared by the Division of Strategic Capital Planning  
March 2019

## **Table of Contents**

Executive Summary.....	1
Ridership .....	3
Estimated Passenger Trips by Line .....	3
Estimated Passenger Trips by Fare Zone Pair .....	4
Estimated Passenger Trips by Ticket Type .....	5
Passenger Loads .....	6
RTA Ride Free Permit Free Trips .....	6
Accessible Trips .....	7
Bicycle Trips .....	7
Ridership Influences.....	8
Employment .....	8
Gas Prices .....	9
Road Construction.....	10
Service Changes .....	10
Special Events and Promotions .....	10
Weather .....	10
Passenger Revenue and Ticket Sales.....	11
Passenger Revenue .....	11
Ticket Sales .....	14
Link-Up and PlusBus Sales .....	18
Reduced Fare Sales.....	19

## Executive Summary

Estimated passenger trips decreased 12.2 percent in January 2019 compared to January 2018. January 2019 had the same number of Saturdays, Sundays, and holidays compared to January 2019. The following factors influenced ridership in January 2019:

- The Partial Federal Government Shutdown from December 22 to January 25
- The Polar Vortex extreme winter weather event on January 30 and 31, causing total passenger loads for the workweek beginning January 28 to be about 50 percent lower than previous weeks
- The lack of 10-Ride Ticket stockpiling in 2019 compared to 2018, due to there being no fare increase in 2019

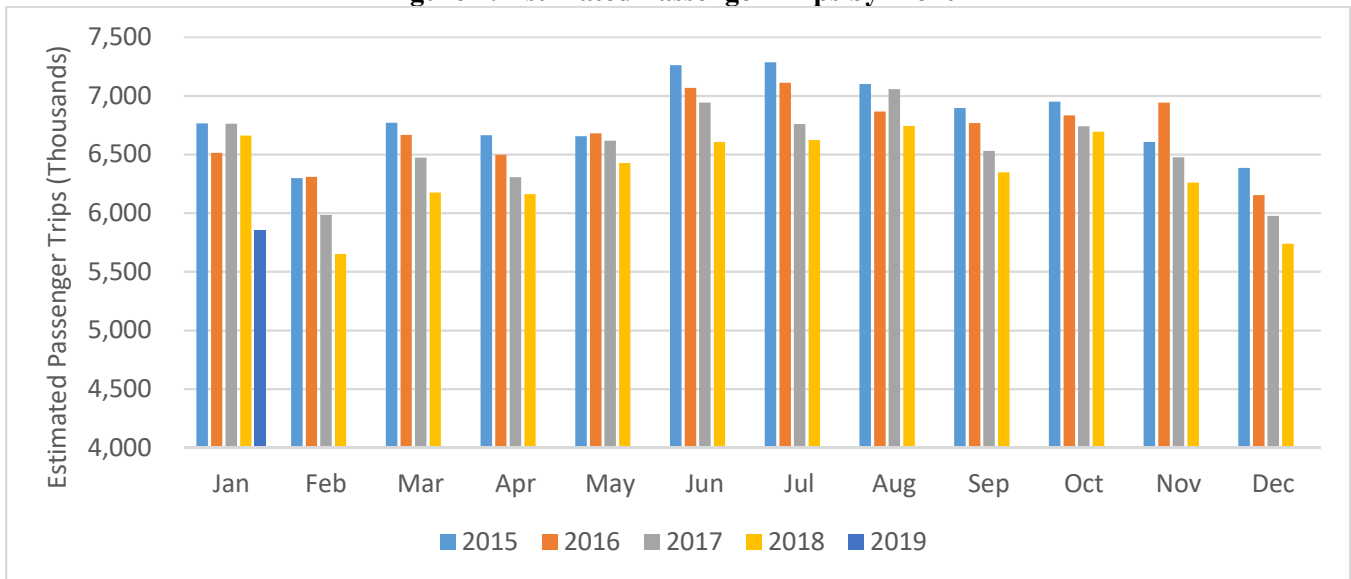
Estimated passenger trips have decreased 4.1 percent in the last 12 months compared to the previous 12 months.

**Table 1: Estimated Passenger Trips by Month <sup>1</sup>**

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			
Mar	6,770	6,666	6,474	6,176			
Apr	6,663	6,497	6,305	6,162			
May	6,656	6,681	6,618	6,426			
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			
<b>Last 3 Months</b>	<b>20,248</b>	<b>19,503</b>	<b>19,858</b>	<b>19,111</b>	<b>17,850</b>	<b>-11.8%</b>	<b>-6.6%</b>
<b>Last 12 Months</b>	<b>83,697</b>	<b>81,379</b>	<b>80,651</b>	<b>78,519</b>	<b>75,278</b>	<b>-10.1%</b>	<b>-4.1%</b>

<sup>1</sup> Values are rounded to the thousand. Change is calculated based on the unrounded values.

**Figure 1: Estimated Passenger Trips by Month**



For the 2018 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 <sup>1</sup>**

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2019)	Actual (2019)	
Jan	6,400	5,850	-8.6%
Feb	5,700		
Mar	5,950		
<b>1st Quarter</b>	<b>18,050</b>		
Apr	6,450		
May	6,400		
Jun	6,360		
<b>2nd Quarter</b>	<b>19,210</b>		
Jul	6,830		
Aug	6,490		
Sep	6,530		
<b>3rd Quarter</b>	<b>19,850</b>		
Oct	6,500		
Nov	5,970		
Dec	5,990		
<b>4th Quarter</b>	<b>18,460</b>		
<b>Total</b>	<b>75,570</b>		

<sup>1</sup> 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 6.6 percent in the last three months compared to the previous year, and decreased 4.1 percent in the last 12 months compared to the previous year.

**Table 3: Estimated Passenger Trips by Line**

Line	January			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,386,291	1,223,615	-11.7%	3,946,537	3,686,523	-6.6%	16,238,763	15,659,976	-3.6%
HC	63,219	57,180	-9.6%	177,609	171,246	-3.6%	725,752	722,428	-0.5%
MD-N	593,526	513,273	-13.5%	1,680,003	1,570,296	-6.5%	6,829,059	6,529,806	-4.4%
MD-W	525,766	462,209	-12.1%	1,523,534	1,425,266	-6.5%	6,339,002	6,080,439	-4.1%
ME	665,078	581,285	-12.6%	1,943,521	1,800,124	-7.4%	8,087,524	7,632,328	-5.6%
NCS	149,916	127,162	-15.2%	418,366	380,615	-9.0%	1,687,098	1,618,230	-4.1%
RI	657,100	589,100	-10.3%	1,925,298	1,793,218	-6.9%	7,903,327	7,510,330	-5.0%
SWS	213,163	193,331	-9.3%	610,914	579,685	-5.1%	2,454,995	2,401,089	-2.2%
UP-N	780,979	662,002	-15.2%	2,182,477	2,010,027	-7.9%	9,021,363	8,570,799	-5.0%
UP-NW	921,503	820,610	-10.9%	2,670,207	2,524,254	-5.5%	10,907,566	10,496,787	-3.8%
UP-W	704,013	620,447	-11.9%	2,033,015	1,909,231	-6.1%	8,324,978	8,055,778	-3.2%
<b>Total</b>	<b>6,660,551</b>	<b>5,850,211</b>	<b>-12.2%</b>	<b>19,111,481</b>	<b>17,850,483</b>	<b>-6.6%</b>	<b>78,519,424</b>	<b>75,277,989</b>	<b>-4.1%</b>

## 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 <sup>1</sup>**

Zone Pair	January (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	22	19	-15.3%	57	54	-5.6%	239	234	-1.9%
A-B	509	443	-12.9%	1,397	1,310	-6.2%	5,657	5,459	-3.5%
A-C	937	834	-11.0%	2,628	2,500	-4.9%	10,584	10,377	-2.0%
A-D	1,133	994	-12.3%	3,192	2,972	-6.9%	12,995	12,533	-3.6%
A-E	1,437	1,297	-9.7%	4,032	3,861	-4.2%	16,453	16,012	-2.7%
A-F	865	746	-13.8%	2,424	2,250	-7.2%	9,880	9,674	-2.1%
A-G	524	464	-11.4%	1,471	1,385	-5.8%	6,023	5,856	-2.8%
A-H	420	363	-13.7%	1,195	1,111	-7.0%	4,909	4,733	-3.6%
A-I	143	124	-13.1%	409	382	-6.7%	1,655	1,618	-2.3%
A-J	25	51	105.8%	72	161	123.4%	293	484	65.1%
A-K	28	-	-100%	82	-	-100%	331	148	-55.2%
A-M	7	-	-100%	21	-	-100%	89	37	-58.3%
A-J, K, & M	60	51	-14.0%	174	161	-7.8%	713	670	-6.1%
Intermediate	206	174	-15.8%	580	526	-9.3%	2,435	2,279	-6.4%
No Zone Pair	405	342	-15.6%	1,552	1,338	-13.8%	6,977	5,833	-16.4%
<b>Total</b>	<b>6,661</b>	<b>5,850</b>	<b>-12.2%</b>	<b>19,111</b>	<b>17,850</b>	<b>-6.6%</b>	<b>78,519</b>	<b>75,278</b>	<b>-4.1%</b>

<sup>1</sup> 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 2018 fare increase. As a result, 10-Ride Ticket passenger trips are overstated in January 2018 compared to January 2019.

**Table 5: Estimated Passenger Trips by Ticket Type <sup>1</sup>**

Ticket Type	January (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,666	3,557	-3.0%	54.9%	60.8%	10,826	10,509	-2.9%	56.7%	59.0%
10-Ride Ticket	2,118	1,460	-31.1%	31.7%	24.9%	5,174	4,315	-16.6%	27.1%	24.2%
One-Way Ticket	625	623	-0.3%	9.4%	10.6%	2,066	2,146	3.9%	10.8%	12.0%
Weekend Pass	195	151	-22.6%	2.9%	2.6%	802	648	-19.2%	4.2%	3.6%
Special Passes	0	-	0%	0.0%	0.0%	0	-	0%	0.0%	0.0%
RTA Ride Free Permit	69	63	-8.4%	1.0%	1.1%	211	200	-5.6%	1.1%	1.1%
<b>Total <sup>2</sup></b>	<b>6,673</b>	<b>5,853</b>	<b>-12.3%</b>			<b>19,079</b>	<b>17,817</b>	<b>-6.6%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	45,820	44,286	-3.3%	58.3%	58.8%
10-Ride Ticket	18,915	17,780	-6.0%	24.1%	23.6%
One-Way Ticket	9,198	9,510	3.4%	11.7%	12.6%
Weekend Pass	3,524	2,757	-21.8%	4.5%	3.7%
Special Passes	129	90	-29.9%	0.2%	0.1%
RTA Ride Free Permit	942	876	-7.0%	1.2%	1.2%
<b>Total <sup>2</sup></b>	<b>78,528</b>	<b>75,299</b>	<b>-4.1%</b>		

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

<sup>2</sup> 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 10.1 percent in the current month, and average total weekday passenger loads decreased by 10.3 percent in the same period.

**Table 6: Average Daily Passenger Loads <sup>1</sup>**

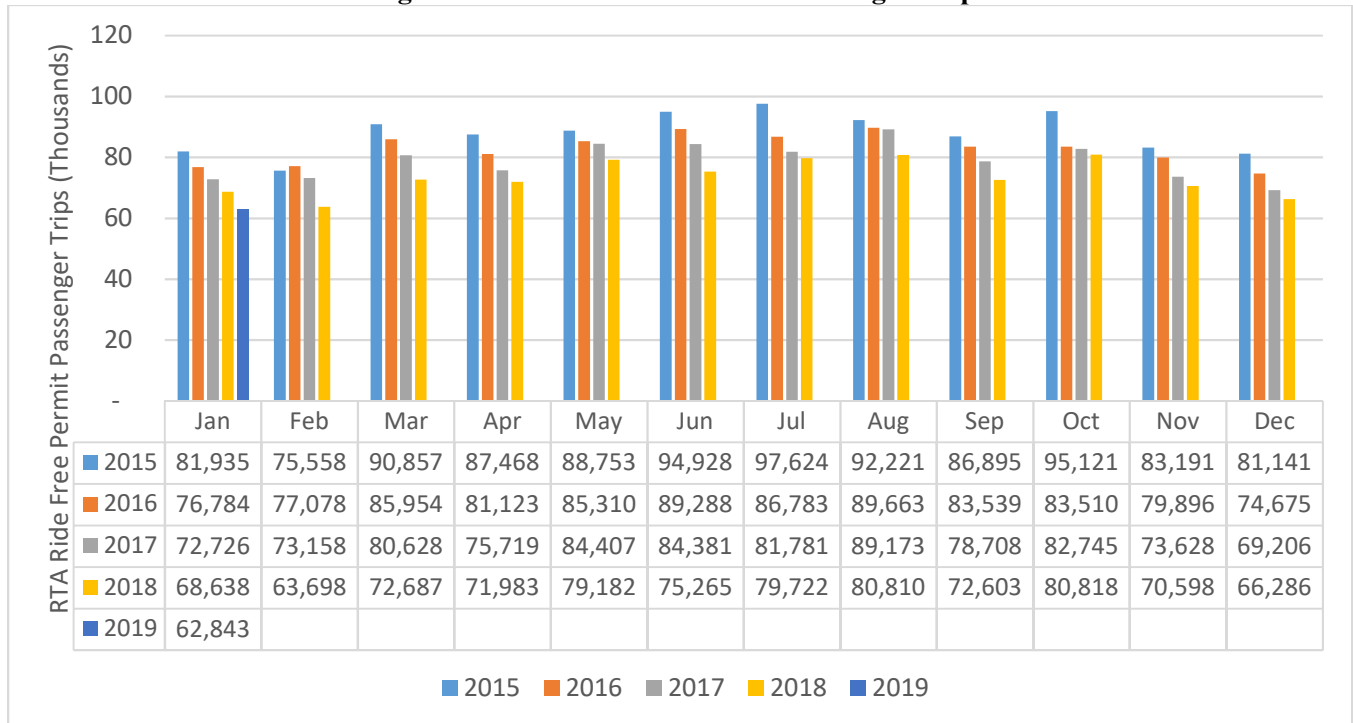
Service Period	January (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	213	191	-10.1%	205	192	-6.2%	215	209	-2.8%
Peak - Reverse Direction	19	16	-14.4%	19	17	-9.1%	20	19	-4.0%
Midday	28	25	-9.5%	32	30	-6.3%	32	31	-4.5%
Evening	14	12	-10.1%	15	14	-5.7%	16	16	-3.1%
<b>Weekday</b>	<b>273</b>	<b>245</b>	<b>-10.3%</b>	<b>271</b>	<b>253</b>	<b>-6.4%</b>	<b>284</b>	<b>275</b>	<b>-3.1%</b>
Saturday	49	44	-10.0%	58	56	-4.2%	65	59	-9.2%
Sunday	27	29	5.1%	33	34	4.1%	41	38	-5.8%

<sup>1</sup> 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**

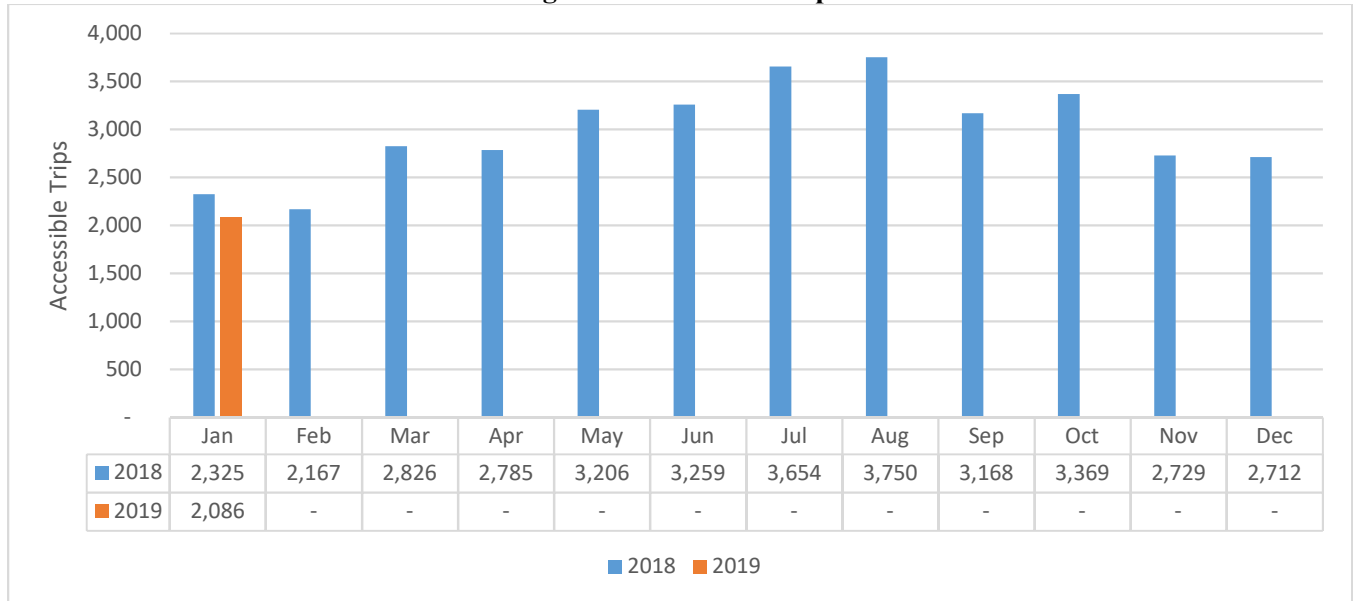




## Accessible Trips

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

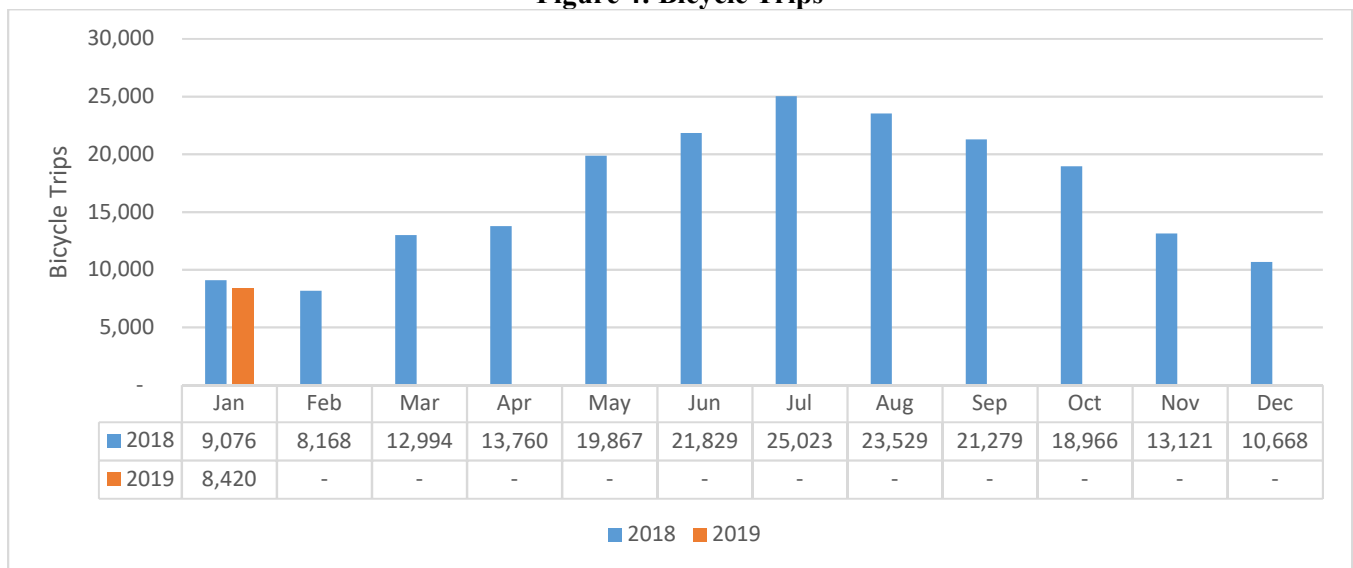
**Figure 3: Accessible Trips**



## Bicycle Trips

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

**Figure 4: Bicycle Trips**



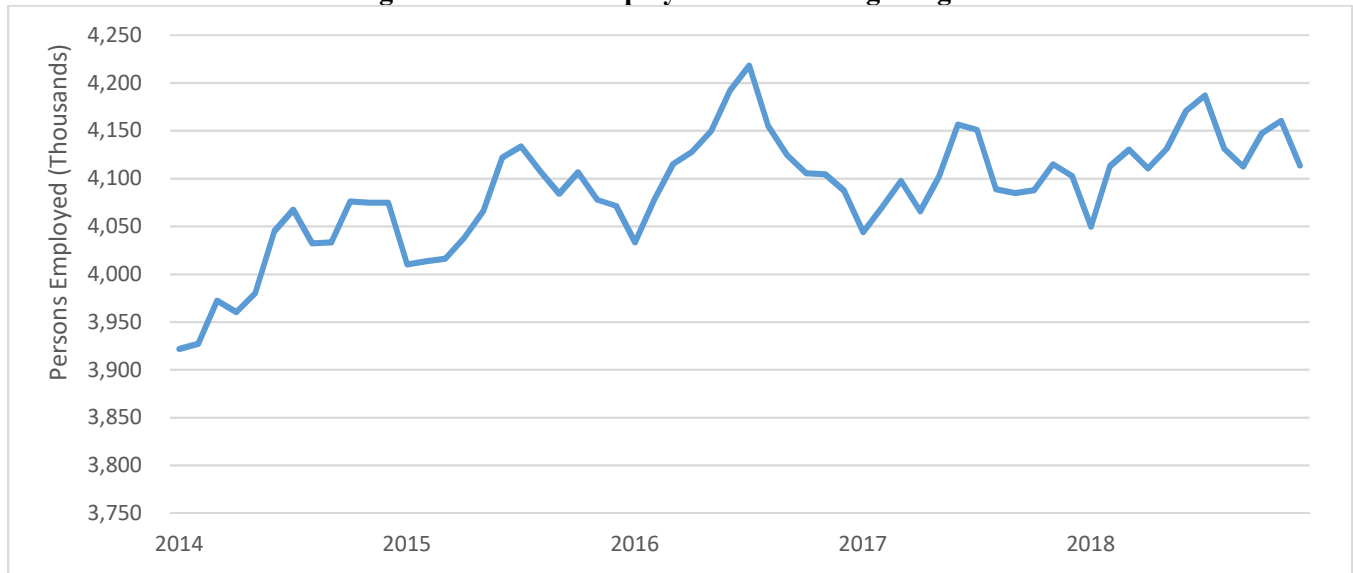
**Ridership Influences**

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 increased 0.3 percent in December 2018 compared to December 2017. Employment data for January 2019 will be released in March 2019.

**Figure 5: Persons Employed in the Chicago Region <sup>1</sup>**



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	4,014
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	4,071
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	4,124
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	4,097
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	4,130
<b>Change 2017-2018</b>	<b>0.1%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>0.4%</b>	<b>0.9%</b>	<b>1.0%</b>	<b>0.7%</b>	<b>1.5%</b>	<b>1.1%</b>	<b>0.3%</b>	<b>0.8%</b>

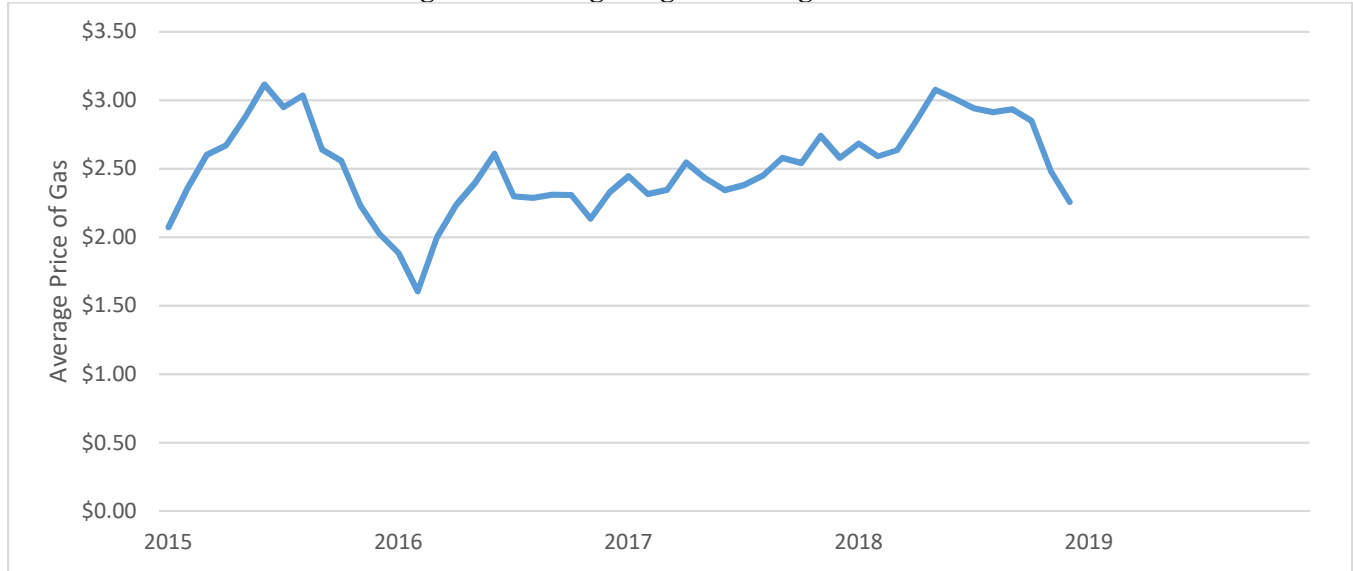
<sup>1</sup> Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 \$2.16 in January 2019, a \$0.52 decrease compared to January 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	\$3.45
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	\$1.89
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	\$2.45
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												\$2.16
<b>Change 2018-2019</b>	<b>-\$0.52</b>												<b>-\$0.52</b>

Source: Bureau of Labor Statistics

## **Road Construction**

No new roadway construction projects of regional significance began in January. 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**

On January 28, a new schedule was implemented on the Rock Island Line. The new schedule includes changes necessary for the new Positive Train Control (PTC) safety system, as well as some service enhancements such as new express trains.

## **Special Events and Promotions**

Metra offered \$10 unlimited ride passes valid on New Year's Eve and New Year's Day, Dec 31 and Jan 1.

Family Fares were in effect on January 1.

## **Weather**

The Chicago region experienced a Polar Vortex extreme winter weather event on January 30 and 31. Metra operated on a modified schedule on January 30 and 31 due to the extreme cold. Total passenger loads data shows that ridership was depressed for the entire workweek beginning January 28, about 50 percent lower compared to the weeks of January 7-11 and January 14-18.

Metra Electric Line service was suspended on January 30 and 31 due to the extreme cold and a Canadian National freight train derailment.

## 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.

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.

## **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 <sup>1</sup>**

Line	January (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$6,621	\$6,162	-6.9%	\$18,652	\$18,592	-0.3%	\$76,124	\$78,923	3.7%
HC	\$317	\$300	-5.5%	\$883	\$899	1.9%	\$3,597	\$3,791	5.4%
MD-N	\$2,855	\$2,614	-8.4%	\$7,969	\$7,987	0.2%	\$32,239	\$33,346	3.4%
MD-W	\$2,536	\$2,333	-8.0%	\$7,208	\$7,175	-0.5%	\$29,778	\$30,675	3.0%
ME	\$2,814	\$2,615	-7.1%	\$8,169	\$8,082	-1.1%	\$33,881	\$34,341	1.4%
NCS	\$828	\$726	-12.4%	\$2,281	\$2,170	-4.9%	\$9,131	\$9,247	1.3%
RI	\$2,944	\$2,783	-5.5%	\$8,528	\$8,462	-0.8%	\$34,886	\$35,491	1.7%
SWS	\$953	\$913	-4.2%	\$2,702	\$2,722	0.7%	\$10,822	\$11,274	4.2%
UP-N	\$3,278	\$2,978	-9.2%	\$9,098	\$9,051	-0.5%	\$37,579	\$38,656	2.9%
UP-NW	\$4,526	\$4,219	-6.8%	\$12,966	\$13,009	0.3%	\$52,534	\$54,276	3.3%
UP-W	\$3,317	\$3,093	-6.7%	\$9,465	\$9,545	0.8%	\$38,661	\$40,378	4.4%
<b>Total</b>	<b>\$30,989</b>	<b>\$28,735</b>	<b>-7.3%</b>	<b>\$87,921</b>	<b>\$87,695</b>	<b>-0.3%</b>	<b>\$359,232</b>	<b>\$370,399</b>	<b>3.1%</b>

<sup>1</sup> 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 <sup>1</sup>**

Ticket Type	January (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$15,191	\$15,536	2.3%	48.9%	54.0%	\$44,793	\$45,841	2.3%	51.0%	52.3%
10-Ride Ticket	\$11,438	\$8,700	-23.9%	36.8%	30.3%	\$27,964	\$25,710	-8.1%	31.8%	29.3%
One-Way Ticket	\$3,791	\$3,914	3.2%	12.2%	13.6%	\$12,582	\$13,533	7.6%	14.3%	15.4%
Weekend Pass	\$624	\$603	-3.4%	2.0%	2.1%	\$2,566	\$2,591	1.0%	2.9%	3.0%
Special Passes	\$0	-		0.0%	0.0%	\$0	-		0.0%	0.0%
<b>Total <sup>2</sup></b>	<b>\$31,044</b>	<b>\$28,752</b>	<b>-7.4%</b>			<b>\$87,905</b>	<b>\$87,675</b>	<b>-0.3%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$189,777	\$193,622	2.0%	52.8%	52.2%
10-Ride Ticket	\$102,236	\$105,815	3.5%	28.4%	28.5%
One-Way Ticket	\$55,598	\$59,740	7.5%	15.5%	16.1%
Weekend Pass	\$11,330	\$11,025	-2.7%	3.2%	3.0%
Special Passes	\$471	\$469	-0.5%	0.1%	0.1%
<b>Total <sup>2</sup></b>	<b>\$359,411</b>	<b>\$370,671</b>	<b>3.1%</b>		

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

<sup>2</sup> 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) <sup>1</sup>**

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	\$4,991	\$4,980	-0.2%	32.9%	32.1%	\$659	\$632	-4.1%	5.8%	7.3%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	\$484	-	-100%	3.2%	0.0%	\$110	-	-100%	1.0%	0.0%
Ticket Agent	\$4,663	\$4,868	4.4%	30.7%	31.3%	\$3,809	\$2,241	-41.2%	33.3%	25.8%
Vending Machine	\$572	\$497	-13.1%	3.8%	3.2%	\$386	\$346	-10.3%	3.4%	4.0%
Ventra App	\$4,481	\$5,190	15.8%	29.5%	33.4%	\$6,475	\$5,481	-15.3%	56.6%	63.0%
<b>Total</b>	<b>\$15,191</b>	<b>\$15,536</b>	<b>2.3%</b>			<b>\$11,438</b>	<b>\$8,700</b>	<b>-23.9%</b>		
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	\$864	\$761	-11.9%	22.8%	19.5%	\$353	\$341	-3.4%	56.5%	56.5%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$1,110	\$997	-10.2%	29.3%	25.5%	\$72	\$53	-26.7%	11.5%	8.7%
Vending Machine	\$122	\$118	-3.7%	3.2%	3.0%	\$15	\$15	-3.2%	2.4%	2.4%
Ventra App	\$1,695	\$2,038	20.2%	44.7%	52.1%	\$184	\$195	5.6%	29.5%	32.3%
<b>Total</b>	<b>\$3,791</b>	<b>\$3,914</b>	<b>3.2%</b>			<b>\$624</b>	<b>\$603</b>	<b>-3.4%</b>		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,650	\$5,612	-0.7%	18.2%	19.5%
Conductor	\$1,216	\$1,102	-9.4%	3.9%	3.8%
Internet	\$594	-	-100%	1.9%	0.0%
Ticket Agent	\$9,654	\$8,159	-15.5%	31.1%	28.4%
Vending Machine	\$1,095	\$975	-10.9%	3.5%	3.4%
Ventra App	\$12,835	\$12,904	0.5%	41.3%	44.9%
<b>Total <sup>2</sup></b>	<b>\$31,044</b>	<b>\$28,752</b>	<b>-7.4%</b>		

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

<sup>2</sup> 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 3.0 percent in the current month compared to the previous year, and 10-Ride Ticket sales decreased by 31.1 percent in the same period.

**Table 10: Ticket Sales by Ticket Type <sup>1</sup>**

Ticket Type	January (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share	Share	2018	2019	Change	Share	Share
				2018	2019				2018	2019
Monthly Pass	85	83	-3.0%	8.5%	9.1%	252	244	-2.9%	8.0%	7.9%
10-Ride Ticket	212	146	-31.1%	21.2%	16.0%	517	431	-16.6%	16.4%	14.0%
One-Way Ticket	625	623	-0.3%	62.5%	68.3%	2,066	2,146	3.9%	65.5%	69.6%
Weekend Pass	78	60	-22.6%	7.8%	6.6%	321	259	-19.2%	10.2%	8.4%
Special Passes	0	-	-100%	0.0%	0.0%	0	-	-100%	0.0%	0.0%
<b>Total</b>	<b>1,000</b>	<b>912</b>	<b>-8.8%</b>			<b>3,156</b>	<b>3,081</b>	<b>-2.4%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	1,066	1,030	-3.3%	7.8%	7.7%
10-Ride Ticket	1,892	1,778	-6.0%	13.9%	13.2%
One-Way Ticket	9,198	9,510	3.4%	67.5%	70.7%
Weekend Pass	1,410	1,103	-21.8%	10.4%	8.2%
Special Passes	53	40	-25.6%	0.4%	0.3%
<b>Total</b>	<b>13,618</b>	<b>13,460</b>	<b>-1.2%</b>		

<sup>1</sup> 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	19,141	18,356	-4.1%	BNSF	42,974	30,551	-28.9%
HC	1,017	974	-4.2%	HC	1,645	1,219	-25.9%
MD-N	6,633	6,539	-1.4%	MD-N	22,178	15,194	-31.5%
MD-W	6,825	6,628	-2.9%	MD-W	14,881	9,886	-33.6%
ME	8,287	8,061	-2.7%	ME	18,738	12,346	-34.1%
NCS	1,992	1,886	-5.3%	NCS	5,034	3,241	-35.6%
RI	9,697	9,537	-1.6%	RI	16,522	11,076	-33.0%
SWS	3,291	3,141	-4.6%	SWS	5,563	4,215	-24.2%
UP-N	7,915	7,671	-3.1%	UP-N	32,114	21,915	-31.8%
UP-NW	11,586	11,355	-2.0%	UP-NW	29,519	20,302	-31.2%
UP-W	8,880	8,575	-3.4%	UP-W	22,638	16,026	-29.2%
<b>Total</b>	<b>85,264</b>	<b>82,723</b>	<b>-3.0%</b>	<b>Total</b>	<b>211,806</b>	<b>145,971</b>	<b>-31.1%</b>
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	81,191	82,928	2.1%	BNSF	15,521	12,575	-19.0%
HC	2,623	2,693	2.7%	HC	336	334	-0.6%
MD-N	42,369	45,876	8.3%	MD-N	15,155	12,867	-15.1%
MD-W	41,558	42,139	1.4%	MD-W	15,784	13,018	-17.5%
ME	68,324	69,671	2.0%	ME	22,298	18,027	-19.2%
NCS	8,277	8,902	7.6%	NCS	5,091	4,102	-19.4%
RI	43,855	43,359	-1.1%	RI	12,457	10,182	-18.3%
SWS	11,254	11,746	4.4%	SWS	3,295	2,769	-16.0%
UP-N	55,859	61,320	9.8%	UP-N	27,699	24,421	-11.8%
UP-NW	65,069	70,143	7.8%	UP-NW	20,904	20,157	-3.6%
UP-W	50,313	52,484	4.3%	UP-W	15,311	13,078	-14.6%
<b>Total</b>	<b>470,692</b>	<b>491,261</b>	<b>4.4%</b>	<b>Total</b>	<b>153,851</b>	<b>131,530</b>	<b>-14.5%</b>
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	6,896	5,385	-21.9%	BNSF	5,444	4,204	-22.8%
HC	-	-		HC	-	-	
MD-N	4,256	2,844	-33.2%	MD-N	5,829	4,176	-28.4%
MD-W	3,041	2,612	-14.1%	MD-W	4,741	3,921	-17.3%
ME	3,445	2,676	-22.3%	ME	2,236	1,611	-28.0%
NCS	-	-		NCS	-	-	
RI	1,906	1,566	-17.8%	RI	3,395	2,372	-30.1%
SWS	97	76	-21.6%	SWS	159	153	-3.8%
UP-N	3,817	2,763	-27.6%	UP-N	6,527	4,062	-37.8%
UP-NW	6,051	4,707	-22.2%	UP-NW	9,359	8,293	-11.4%
UP-W	4,449	3,604	-19.0%	UP-W	6,394	5,356	-16.2%
<b>Total</b>	<b>33,958</b>	<b>26,233</b>	<b>-22.7%</b>	<b>Total</b>	<b>44,084</b>	<b>34,148</b>	<b>-22.5%</b>

Tables 12 shows ticket sales by ticket type, sales channel, and tender type for the current month 2018 and 2019. Tables 14 shows total ticket sales by sales channel and tender type for the current month 2018 and 2019.

**Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Current Month) <sup>1</sup>**

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	26	-5.5%	32.2%	31.4%	11	10	-12.1%	5.3%	6.8%
Conductor	-	-				-	-			
Internet	3	-	-100%	3.2%		2	-	-100%	0.9%	
Ticket Agent	27	26	-0.9%	31.2%	31.9%	73	39	-46.4%	34.5%	26.8%
<i>Cash &amp; Other</i>	4	4	-5.4%			11	6	-47.1%		
<i>Credit Card</i>	22	22	-0.1%			62	33	-46.3%		
Vending Machine	3	3	-17.0%	3.8%	3.3%	7	6	-19.8%	3.4%	3.9%
Ventra App	25	28	9.8%	29.5%	33.4%	118	91	-23.0%	55.9%	62.5%
<i>Credit Card</i>	23	25	9.4%			111	86	-22.1%		
<i>Mixed &amp; Other</i>	1	1	-2.8%			2	1	-56.0%		
<i>Ventra</i>	1	1	39.6%			6	4	-30.2%		
<b>Total</b>	<b>85</b>	<b>83</b>	<b>-3.0%</b>			<b>212</b>	<b>146</b>	<b>-31.1%</b>		
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	154	132	-14.5%	24.6%	21.1%	44	34	-22.4%	56.5%	56.0%
Internet	-	-				-	-			
Ticket Agent	177	153	-13.2%	28.3%	24.6%	9	5	-41.4%	11.5%	8.7%
<i>Cash &amp; Other</i>	105	87	-16.7%			5	3	-44.8%		
<i>Credit Card</i>	72	66	-8.0%			4	3	-37.4%		
Vending Machine	20	18	-8.2%	3.2%	2.9%	2	1	-22.5%	2.4%	2.4%
Ventra App	274	320	16.6%	43.9%	51.3%	23	20	-13.1%	29.6%	32.9%
<i>Credit Card</i>	243	290	19.6%			21	19	-10.2%		
<i>Mixed &amp; Other</i>	3	2	-34.8%			0	0	-49.5%		
<i>Ventra</i>	29	28	-4.1%			2	1	-41.0%		
<b>Total</b>	<b>625</b>	<b>623</b>	<b>-0.3%</b>			<b>78</b>	<b>61</b>	<b>-21.9%</b>		

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

**Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month) <sup>1</sup>**

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	39	36	-7.4%	3.9%	3.9%
Conductor	198	166	-16.3%	19.8%	18.2%
Internet	5	-	-100%	0.5%	
Ticket Agent	285	224	-21.4%	28.6%	24.6%
<i>Cash &amp; Other</i>	125	100	-20.1%		
<i>Credit Card</i>	161	125	-22.5%		
Vending Machine	32	28	-12.5%	3.2%	3.1%
Ventra App	441	458	4.0%	44.1%	50.2%
<i>Credit Card</i>	398	421	5.8%		
<i>Mixed &amp; Other</i>	6	4	-35.7%		
<i>Ventra</i>	37	34	-9.0%		
<b>Total</b>	<b>1,000</b>	<b>912</b>	<b>-8.7%</b>		

<sup>1</sup> 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 8.2 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 10.2 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	-	-	-	-	-	-
Mar	3,109	1,188	-	-	-	-	-	-
Apr	3,051	1,148	-	-	-	-	-	-
May	2,964	1,107	-	-	-	-	-	-
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	-	-	-	-	-	-
<b>Last 3 Months</b>	<b>8,988</b>	<b>3,472</b>	<b>8,460</b>	<b>3,049</b>	<b>-5.9%</b>	<b>-12.2%</b>	<b>28.1%</b>	<b>23.5%</b>
<b>Last 12 Months</b>	<b>36,710</b>	<b>14,354</b>	<b>34,941</b>	<b>12,987</b>	<b>-4.8%</b>	<b>-9.5%</b>	<b>25.3%</b>	<b>21.0%</b>

*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	-	-	-	-
Mar	3,007	11,429	64,010	24,568	-	-	-	-
Apr	3,006	12,195	43,755	22,532	-	-	-	-
May	3,039	13,026	55,248	27,998	-	-	-	-
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	-	-	-	-
<b>Last 3 Months</b>	<b>8,555</b>	<b>44,591</b>	<b>146,136</b>	<b>69,374</b>	<b>8,549</b>	<b>34,413</b>	<b>154,137</b>	<b>66,746</b>
<b>Last 12 Months</b>	<b>36,131</b>	<b>159,168</b>	<b>691,140</b>	<b>337,027</b>	<b>35,389</b>	<b>145,129</b>	<b>700,566</b>	<b>311,420</b>

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	-	-	-	-
Mar	-	-	-	-
Apr	-	-	-	-
May	-	-	-	-
Jun	-	-	-	-
Jul	-	-	-	-
Aug	-	-	-	-
Sep	-	-	-	-
Oct	-	-	-	-
Nov	-	-	-	-
Dec	-	-	-	-
<b>Last 3 Months</b>	<b>-0.1%</b>	<b>-22.8%</b>	<b>5.5%</b>	<b>-3.8%</b>
<b>Last 12 Months</b>	<b>-2.1%</b>	<b>-8.8%</b>	<b>1.4%</b>	<b>-7.6%</b>