

# **RIDERSHIP TRENDS**

**September 2019**



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Prepared by the Division of Strategic Capital Planning  
November 2019

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**Executive Summary**

Estimated passenger trips decreased 1.6 percent in September 2019 compared to September 2018. September 2019 had one more weekday, one less Saturday, and the same number of Sundays/holidays compared to September 2018.

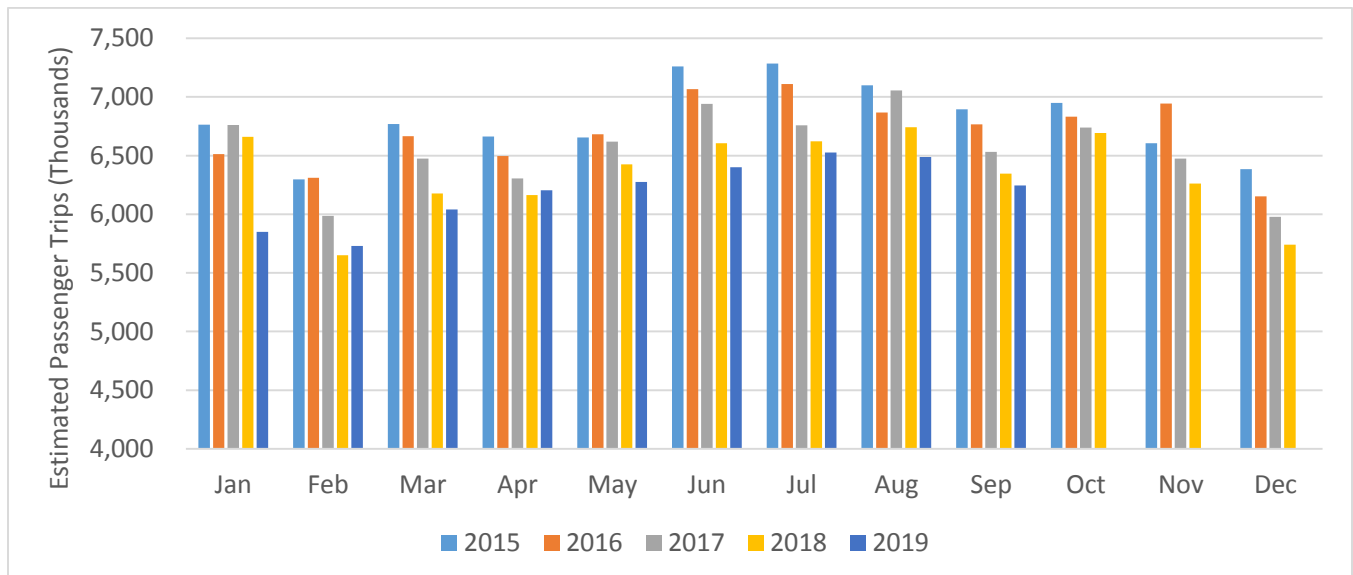
Estimated passenger trips decreased 2.3 percent in the last three months compared to 2018. Estimated passenger trips have decreased 2.8 percent in the last 12 months compared to the previous 12 months.

**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	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	6,400	-11.8%	-3.1%
Jul	7,286	7,110	6,759	6,623	6,526	-10.4%	-1.5%
Aug	7,100	6,866	7,055	6,742	6,487	-8.6%	-3.8%
Sep	6,896	6,766	6,530	6,347	6,244	-9.5%	-1.6%
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>Year-to-date</b>	<b>61,691</b>	<b>60,474</b>	<b>59,430</b>	<b>57,394</b>	<b>55,756</b>	<b>-9.6%</b>	<b>-2.9%</b>
<b>Last 3 Months</b>	<b>21,282</b>	<b>20,742</b>	<b>20,344</b>	<b>19,712</b>	<b>19,257</b>	<b>-9.5%</b>	<b>-2.3%</b>
<b>Last 12 Months</b>	<b>82,435</b>	<b>80,414</b>	<b>79,358</b>	<b>76,585</b>	<b>74,450</b>	<b>-9.7%</b>	<b>-2.8%</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 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 <sup>1</sup>**

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%
<b>1st Quarter</b>	<b>18,050</b>	<b>17,619</b>	<b>-2.4%</b>
Apr	6,450	6,205	-3.8%
May	6,400	6,276	-1.9%
Jun	6,360	6,400	0.6%
<b>2nd Quarter</b>	<b>19,210</b>	<b>18,880</b>	<b>-1.7%</b>
Jul	6,830	6,526	-4.5%
Aug	6,490	6,487	0.0%
Sep	6,530	6,244	-4.4%
<b>3rd Quarter</b>	<b>19,850</b>	<b>19,257</b>	<b>-3.0%</b>
Oct	6,500		
Nov	5,970		
Dec	5,990		
<b>4th Quarter</b>	<b>18,460</b>		
<b>Year-to-date</b>	<b>57,110</b>	<b>55,756</b>	<b>-2.4%</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 2.3 percent in the last three months compared to the previous year and decreased 2.8 percent in the last 12 months compared to the previous year.

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

Line	September			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,322,321	1,306,525	-1.2%	4,102,017	4,020,328	-2.0%	15,942,201	15,507,054	-2.7%
HC	60,593	63,730	5.2%	185,529	188,708	1.7%	726,499	727,843	0.2%
MD-N	548,299	554,514	1.1%	1,726,202	1,723,374	-0.2%	6,640,457	6,575,824	-1.0%
MD-W	517,055	500,085	-3.3%	1,608,067	1,543,149	-4.0%	6,189,324	5,953,356	-3.8%
ME	646,778	617,791	-4.5%	1,957,668	1,865,125	-4.7%	7,778,461	7,359,072	-5.4%
NCS	136,409	133,522	-2.1%	419,457	412,101	-1.8%	1,657,699	1,601,088	-3.4%
RI	631,684	613,130	-2.9%	1,940,614	1,879,816	-3.1%	7,660,011	7,391,623	-3.5%
SWS	201,078	199,362	-0.9%	608,123	594,927	-2.2%	2,436,238	2,374,877	-2.5%
UP-N	725,959	726,712	0.1%	2,272,006	2,260,501	-0.5%	8,752,394	8,562,010	-2.2%
UP-NW	877,284	869,216	-0.9%	2,761,794	2,712,903	-1.8%	10,628,679	10,453,658	-1.6%
UP-W	679,061	659,496	-2.9%	2,130,223	2,055,972	-3.5%	8,173,071	7,943,947	-2.8%
<b>Total</b>	<b>6,346,519</b>	<b>6,244,080</b>	<b>-1.6%</b>	<b>19,711,697</b>	<b>19,256,902</b>	<b>-2.3%</b>	<b>76,585,032</b>	<b>74,450,349</b>	<b>-2.8%</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	September (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	22	20	-6.0%	60	61	0.6%	236	243	3.1%
A-B	462	470	1.8%	1,383	1,391	0.5%	5,533	5,486	-0.8%
A-C	874	882	0.9%	2,650	2,669	0.7%	10,487	10,441	-0.4%
A-D	1,049	1,049	0.0%	3,223	3,185	-1.2%	12,758	12,447	-2.4%
A-E	1,344	1,355	0.7%	4,138	4,124	-0.3%	16,185	16,111	-0.5%
A-F	820	781	-4.8%	2,527	2,383	-5.7%	9,836	9,375	-4.7%
A-G	494	489	-1.0%	1,510	1,485	-1.7%	5,933	5,831	-1.7%
A-H	395	389	-1.6%	1,242	1,203	-3.2%	4,820	4,659	-3.3%
A-I	135	129	-4.3%	422	400	-5.4%	1,643	1,578	-4.0%
A-J	56	54	-2.9%	154	173	12.4%	361	668	85.0%
A-K	-	-		19	-	-100%	258	-	-100.0%
A-M	-	-		4	-	-100%	64	-	-100.0%
<b>A-J, K, &amp; M</b>	<b>56</b>	<b>54</b>	<b>-2.9%</b>	<b>177</b>	<b>173</b>	<b>-2.5%</b>	<b>684</b>	<b>668</b>	<b>-2.3%</b>
Intermediate	197	193	-2.0%	592	565	-4.6%	2,342	2,205	-5.8%
No Zone Pair	500	433	-13.3%	1,785	1,618	-9.3%	6,128	5,405	-11.8%
<b>Total</b>	<b>6,347</b>	<b>6,244</b>	<b>-1.6%</b>	<b>19,712</b>	<b>19,256.90</b>	<b>-2.3%</b>	<b>76,585</b>	<b>74,450</b>	<b>-2.8%</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 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 <sup>1</sup>**

Ticket Type	September (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,739	3,668	-1.9%	58.9%	58.6%	10,997	10,721	-2.5%	55.7%	55.6%
10-Ride Ticket	1,500	1,516	1.0%	23.6%	24.2%	4,720	4,687	-0.7%	23.9%	24.3%
One-Way Ticket	782	774	-1.0%	12.3%	12.4%	2,837	2,763	-2.6%	14.4%	14.3%
Weekend Pass	247	220	-10.8%	3.9%	3.5%	865	804	-7.0%	4.4%	4.2%
Special Passes	7	6	-13.8%	0.1%	0.1%	81	78	-3.8%	0.4%	0.4%
RTA Ride Free Permit	73	74	1.4%	1.1%	1.2%	233	228	-2.3%	1.2%	1.2%
<b>Total <sup>2</sup></b>	<b>6,348</b>	<b>6,258</b>	<b>-1.4%</b>			<b>19,732</b>	<b>19,280</b>	<b>-2.3%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	44,678	43,489	-2.7%	58.3%	58.4%
10-Ride Ticket	18,621	18,014	-3.3%	24.3%	24.2%
One-Way Ticket	9,354	9,452	1.0%	12.2%	12.7%
Weekend Pass	2,966	2,566	-13.5%	3.9%	3.4%
Special Passes	91	83	-7.9%	0.1%	0.1%
RTA Ride Free Permit	890	862	-3.2%	1.2%	1.2%
<b>Total <sup>2</sup></b>	<b>76,599</b>	<b>74,467</b>	<b>-2.8%</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 increased 0.3 percent in the current month, and average total weekday passenger loads decreased by 0.1 percent in the same period.

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

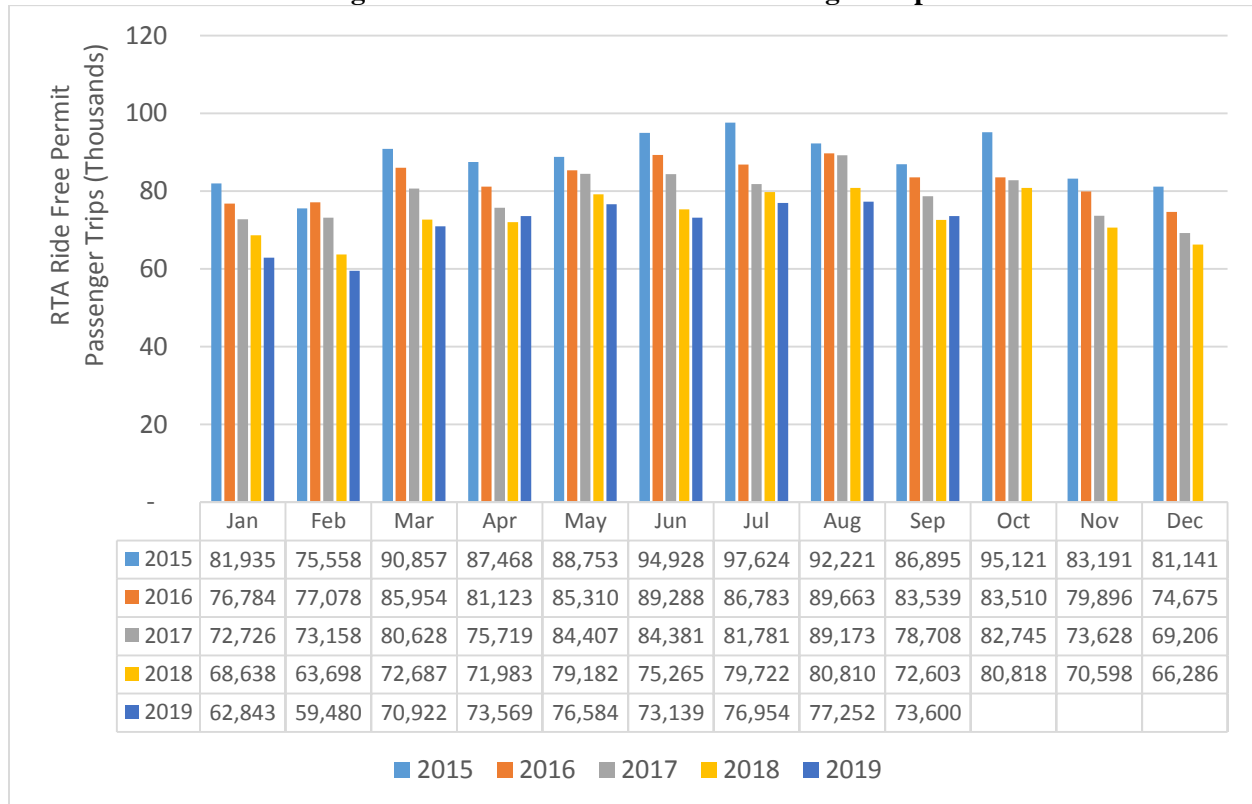
Service Period	September (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	219	220	0.3%	214	211	-1.4%	213	208	-2.3%
Peak - Reverse Direction	20	21	3.6%	20	20	-1.8%	20	19	-6.4%
Midday	31	31	-2.0%	34	34	2.5%	32	31	-3.4%
Evening	16	15	-6.3%	18	17	-3.9%	16	15	-4.5%
<b>Weekday</b>	<b>286</b>	<b>286</b>	<b>-0.1%</b>	<b>286</b>	<b>283</b>	<b>-1.1%</b>	<b>280</b>	<b>272</b>	<b>-2.9%</b>
Saturday	57	59	3.3%	68	79	15.2%	60	62	3.0%
Sunday	40	39	-3.6%	47	50	7.8%	38	38	-1.2%

<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**

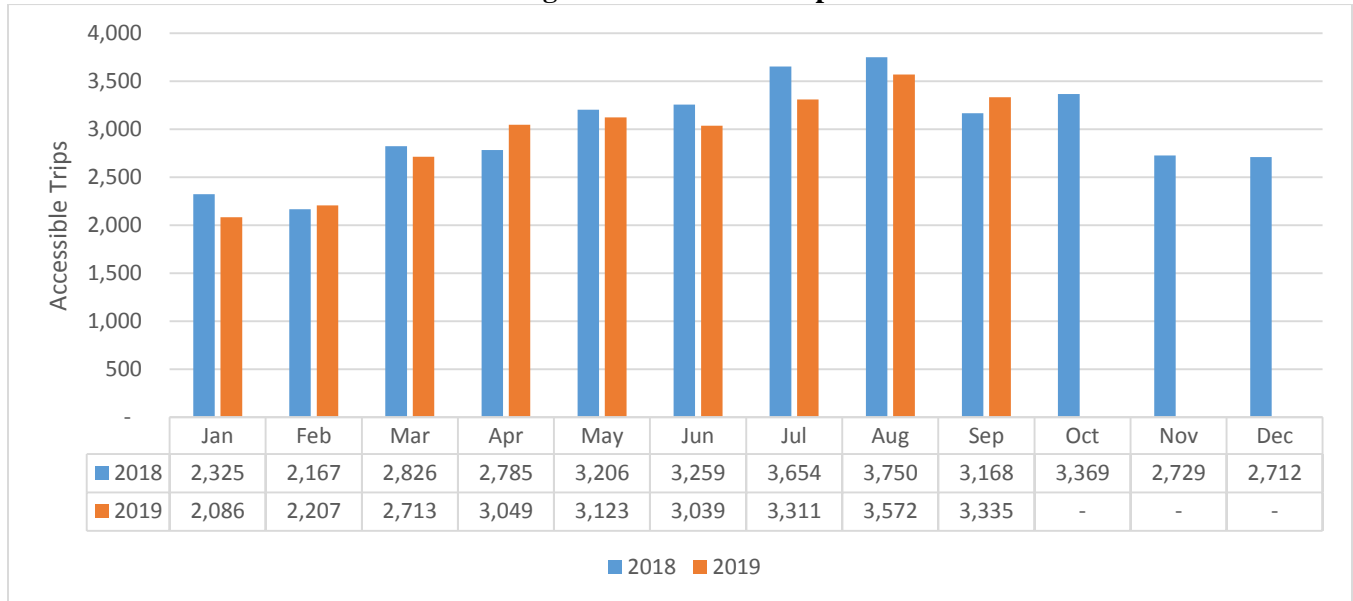




### Accessible Trips

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

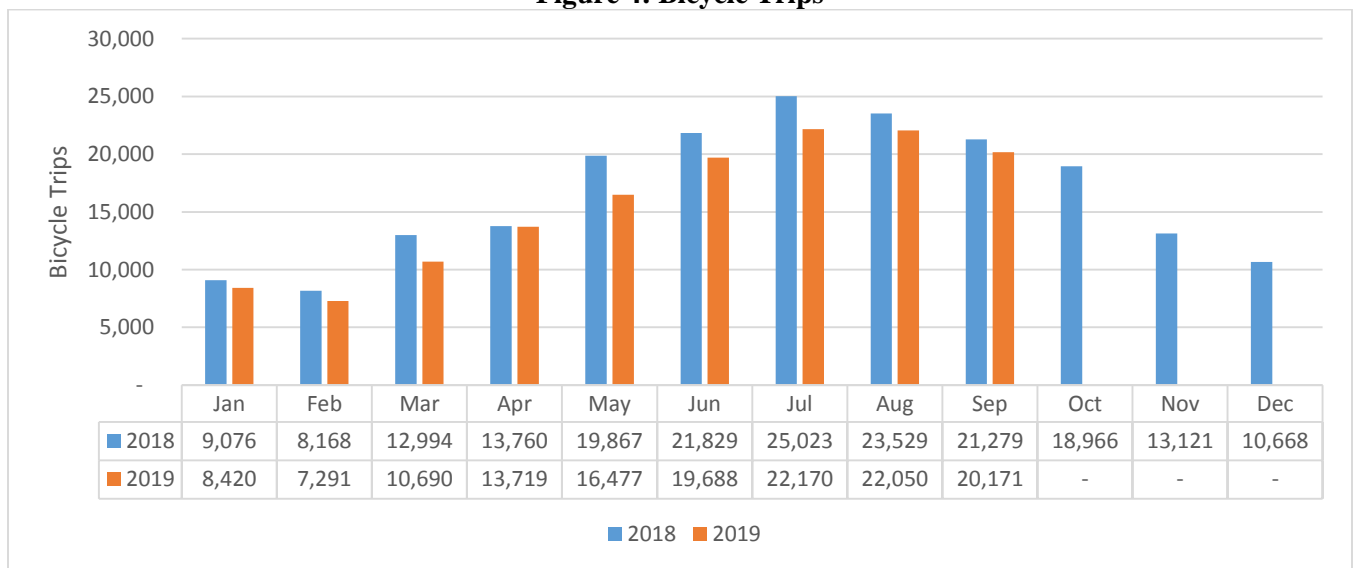
**Figure 3: Accessible Trips**



### Bicycle Trips

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

**Figure 4: Bicycle Trips**



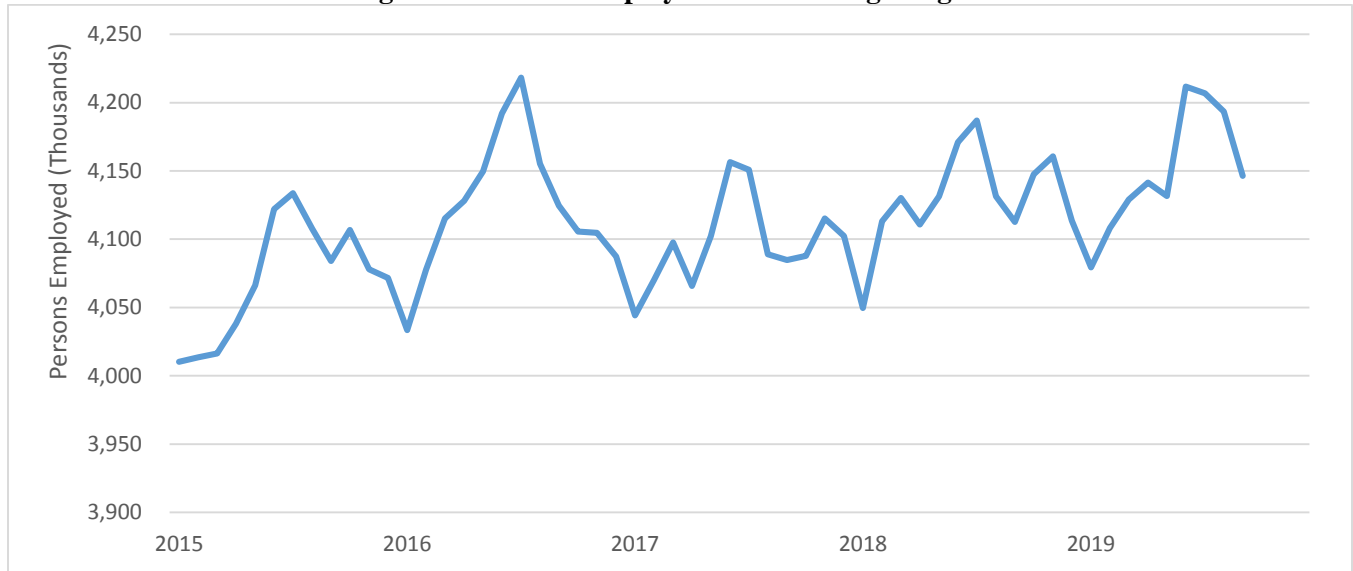
**Ridership Influences**

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 increased 0.8 percent in September 2019 compared to September 2018.

**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
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	4,066
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	4,133
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	4,096
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	4,126
2019	4,079	4,108	4,129	4,141	4,132	4,212	4,207	4,193	4,146				4,150
<b>Change 2018-2019</b>	<b>0.7%</b>	<b>-0.1%</b>	<b>0.0%</b>	<b>0.7%</b>	<b>0.0%</b>	<b>1.0%</b>	<b>0.5%</b>	<b>1.5%</b>	<b>0.8%</b>				<b>0.6%</b>

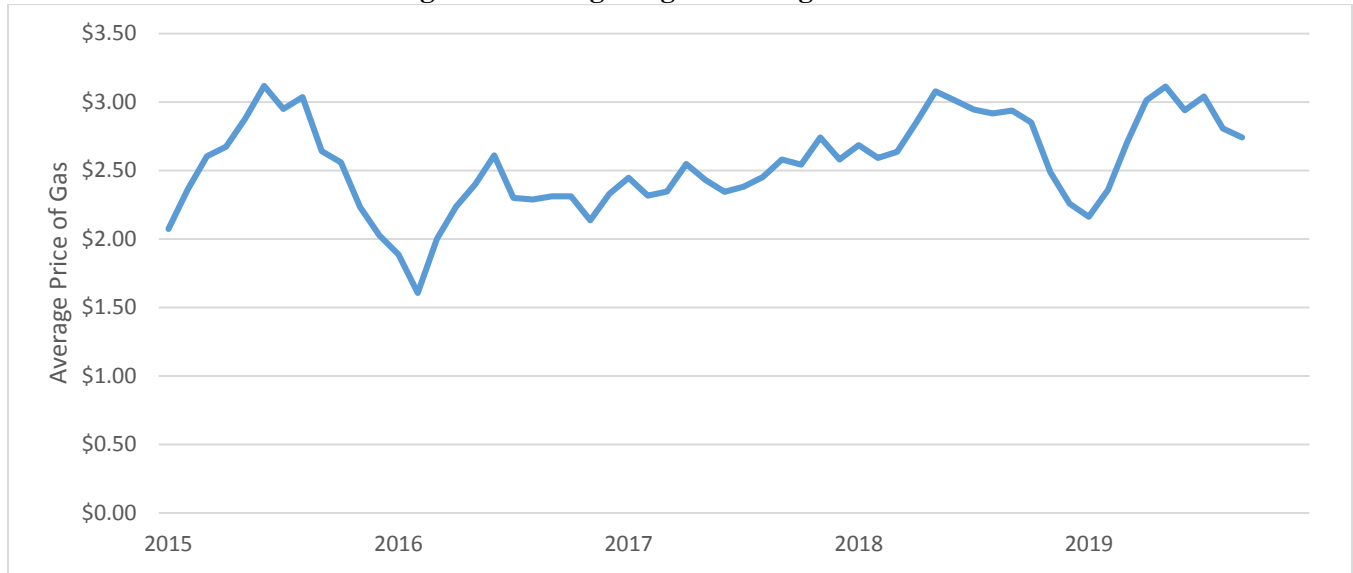
<sup>1</sup> Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 \$2.74 in September 2019, a \$0.19 decrease compared to September 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	\$3.72
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	\$2.18
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	\$2.43
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	\$2.85
2019	\$2.16	\$2.36	\$2.71	\$3.01	\$3.11	\$2.94	\$3.04	\$2.81	\$2.74				\$2.76
<b>Change 2018-2019</b>	<b>-\$0.52</b>	<b>-\$0.23</b>	<b>\$0.07</b>	<b>\$0.16</b>	<b>\$0.03</b>	<b>-\$0.07</b>	<b>\$0.10</b>	<b>-\$0.11</b>	<b>-\$0.19</b>				<b>-\$0.09</b>

Source: Bureau of Labor Statistics

## **Road Construction**

No new roadway construction projects of regional significance began in September. 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 June 1, weekend service on the BNSF, Rock Island, and UP-NW lines was increased as part of a pilot project to increase weekend ridership. The pilot project was continued for the BNSF and UP-NW after September 3 with minor adjustments to run times and scheduled stops. The pilot project was discontinued for the Rock Island Line, although one additional Saturday morning train was retained on the schedule.

Schedules of some off-peak trains on the UP-W were adjusted to accommodate the federally mandated Positive Train Control (PTC) safety system.

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 ended on Labor Day (Sep 2).

## Passenger Revenue and Ticket Sales

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

- 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 2019 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, 2019 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.
- On June 1, 2019 Metra began allowing monthly pass holders to use their ticket to travel anywhere in the system on weekends, where previously travel was restricted to the zones on the 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 <sup>1</sup>**

Line	September (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$6,650	\$6,608	-0.6%	\$20,835	\$20,463	-1.8%	\$78,592	\$78,395	-0.3%
HC	\$318	\$336	5.8%	\$977	\$999	2.2%	\$3,743	\$3,825	2.2%
MD-N	\$2,798	\$2,827	1.0%	\$8,904	\$8,878	-0.3%	\$33,100	\$33,587	1.5%
MD-W	\$2,608	\$2,530	-3.0%	\$8,174	\$7,858	-3.9%	\$30,561	\$30,067	-1.6%
ME	\$2,901	\$2,767	-4.6%	\$8,868	\$8,422	-5.0%	\$34,223	\$32,915	-3.8%
NCS	\$780	\$765	-2.0%	\$2,417	\$2,377	-1.7%	\$9,323	\$9,153	-1.8%
RI	\$2,988	\$2,899	-3.0%	\$9,258	\$8,966	-3.2%	\$35,420	\$35,005	-1.2%
SWS	\$945	\$935	-1.0%	\$2,881	\$2,814	-2.3%	\$11,207	\$11,161	-0.4%
UP-N	\$3,261	\$3,281	0.6%	\$10,367	\$10,351	-0.2%	\$38,467	\$38,732	0.7%
UP-NW	\$4,521	\$4,482	-0.9%	\$14,408	\$14,133	-1.9%	\$53,829	\$54,061	0.4%
UP-W	\$3,393	\$3,292	-3.0%	\$10,783	\$10,389	-3.7%	\$39,995	\$39,873	-0.3%
<b>Total</b>	<b>\$31,163</b>	<b>\$30,723</b>	<b>-1.4%</b>	<b>\$97,873</b>	<b>\$95,650</b>	<b>-2.3%</b>	<b>\$368,461</b>	<b>\$366,774</b>	<b>-0.5%</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	September (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$16,349	\$15,989	-2.2%	52.4%	52.0%	\$48,116	\$46,777	-2.8%	49.1%	48.9%
10-Ride Ticket	\$8,899	\$8,995	1.1%	28.5%	29.2%	\$28,150	\$27,946	-0.7%	28.7%	29.2%
One-Way Ticket	\$4,908	\$4,882	-0.5%	15.7%	15.9%	\$17,814	\$17,379	-2.4%	18.2%	18.2%
Weekend Pass	\$989	\$882	-10.8%	3.2%	2.9%	\$3,458	\$3,216	-7.0%	3.5%	3.4%
Special Passes	\$28	\$24	-14.8%	0.1%	0.1%	\$432	\$379	-12.3%	0.4%	0.4%
<b>Total <sup>2</sup></b>	<b>\$31,174</b>	<b>\$30,771</b>	<b>-1.3%</b>			<b>\$97,969</b>	<b>\$95,696</b>	<b>-2.3%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$191,983	\$189,688	-1.2%	52.1%	51.7%
10-Ride Ticket	\$107,094	\$107,241	0.1%	29.0%	29.2%
One-Way Ticket	\$58,144	\$59,366	2.1%	15.8%	16.2%
Weekend Pass	\$11,027	\$10,257	-7.0%	3.0%	2.8%
Special Passes	\$507	\$401	-21.0%	0.1%	0.1%
<b>Total <sup>2</sup></b>	<b>\$368,755</b>	<b>\$366,952</b>	<b>-0.5%</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	\$5,100	\$4,751	-6.8%	31.2%	29.7%	\$642	\$607	-5.4%	7.2%	6.8%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$5,131	\$4,622	-9.9%	31.4%	28.9%	\$2,434	\$2,233	-8.2%	27.3%	24.8%
Vending Machine	\$583	\$506	-13.2%	3.6%	3.2%	\$391	\$319	-18.5%	4.4%	3.5%
Ventra App	\$5,536	\$6,110	10.4%	33.9%	38.2%	\$5,432	\$5,835	7.4%	61.0%	64.9%
<b>Total</b>	<b>\$16,349</b>	<b>\$15,989</b>	<b>-2.2%</b>			<b>\$8,899</b>	<b>\$8,995</b>	<b>1.1%</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	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$1,010	\$873	-13.6%	20.6%	17.9%	\$480	\$454	-5.5%	47.2%	50.1%
Ticket Agent	\$1,350	\$1,185	-12.2%	27.5%	24.3%	\$122	\$83	-32.1%	12.0%	9.2%
Vending Machine	\$183	\$137	-25.2%	3.7%	2.8%	\$34	\$20	-40.0%	3.3%	2.3%
Ventra App	\$2,364	\$2,687	13.7%	48.2%	55.0%	\$381	\$349	-8.5%	37.5%	38.5%
<b>Total</b>	<b>\$4,908</b>	<b>\$4,882</b>	<b>-0.5%</b>			<b>\$1,017</b>	<b>\$906</b>	<b>-11.0%</b>		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,742	\$5,359	-6.7%	18.4%	17.4%
Conductor	\$1,490	\$1,326	-11.0%	4.8%	4.3%
Ticket Agent	\$9,037	\$8,123	-10.1%	29.0%	26.4%
Vending Machine	\$1,191	\$982	-17.6%	3.8%	3.2%
Ventra App	\$13,714	\$14,982	9.2%	44.0%	48.7%
<b>Total <sup>2</sup></b>	<b>\$31,174</b>	<b>\$30,771</b>	<b>-1.3%</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 1.9 percent in the current month compared to the previous year, and 10-Ride Ticket sales increased by 1.0 percent in the same period.

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

Ticket Type	September (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share	Share	2018	2019	Change	Share	Share
				2018	2019				2018	2019
Monthly Pass	87	85	-1.9%	7.8%	7.7%	256	249	-2.5%	6.5%	6.5%
10-Ride Ticket	150	152	1.0%	13.4%	13.7%	472	469	-0.7%	12.0%	12.2%
One-Way Ticket	782	774	-1.0%	69.7%	70.2%	2,837	2,763	-2.6%	71.9%	72.0%
Weekend Pass	99	88	-10.8%	8.8%	8.0%	346	322	-7.0%	8.8%	8.4%
Special Passes	4	3	-14.3%	0.3%	0.3%	35	33	-4.7%	0.9%	0.9%
<b>Total</b>	<b>1,122</b>	<b>1,102</b>	<b>-1.7%</b>			<b>3,945</b>	<b>3,836</b>	<b>-2.8%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share	Share
				2018	2019
Monthly Pass	1,039	1,011	-2.7%	7.7%	7.6%
10-Ride Ticket	1,862	1,801	-3.3%	13.8%	13.5%
One-Way Ticket	9,354	9,452	1.0%	69.4%	70.9%
Weekend Pass	1,186	1,026	-13.5%	8.8%	7.7%
Special Passes	40	36	-9.2%	0.3%	0.3%
<b>Total</b>	<b>13,481</b>	<b>13,327</b>	<b>-1.1%</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	19,478	18,893	-3.0%	BNSF	31,089	32,485	4.5%
HC	1,027	1,085	5.6%	HC	1,289	1,347	4.5%
MD-N	6,832	6,917	1.2%	MD-N	15,319	15,748	2.8%
MD-W	7,247	6,900	-4.8%	MD-W	10,054	10,191	1.4%
ME	8,306	8,091	-2.6%	ME	13,900	12,655	-9.0%
NCS	2,012	1,974	-1.9%	NCS	3,333	3,233	-3.0%
RI	9,888	9,694	-2.0%	RI	11,583	11,031	-4.8%
SWS	3,310	3,246	-1.9%	SWS	3,994	3,987	-0.2%
UP-N	8,066	8,202	1.7%	UP-N	21,963	22,749	3.6%
UP-NW	11,689	11,486	-1.7%	UP-NW	20,696	21,223	2.5%
UP-W	9,101	8,808	-3.2%	UP-W	16,783	16,910	0.8%
<b>Total</b>	<b>86,956</b>	<b>85,296</b>	<b>-1.9%</b>	<b>Total</b>	<b>150,003</b>	<b>151,559</b>	<b>1.0%</b>
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	103,532	107,204	3.5%	BNSF	17,296	15,023	-13.1%
HC	2,859	3,291	15.1%	HC	396	217	-45.2%
MD-N	55,985	58,246	4.0%	MD-N	16,365	14,018	-14.3%
MD-W	52,769	53,599	1.6%	MD-W	17,378	14,906	-14.2%
ME	90,514	90,045	-0.5%	ME	25,375	21,894	-13.7%
NCS	11,109	11,610	4.5%	NCS	4,663	3,880	-16.8%
RI	51,892	52,559	1.3%	RI	13,690	11,347	-17.1%
SWS	13,095	14,514	10.8%	SWS	3,447	2,817	-18.3%
UP-N	77,306	81,728	5.7%	UP-N	31,715	27,047	-14.7%
UP-NW	85,043	89,945	5.8%	UP-NW	27,065	22,520	-16.8%
UP-W	63,329	64,691	2.2%	UP-W	17,539	13,123	-25.2%
<b>Total</b>	<b>607,433</b>	<b>627,432</b>	<b>3.3%</b>	<b>Total</b>	<b>174,929</b>	<b>146,792</b>	<b>-16.1%</b>
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	11,737	9,324	-20.6%	BNSF	5,472	5,093	-6.9%
HC	-	-		HC	-	-	
MD-N	5,143	4,199	-18.4%	MD-N	4,637	4,733	2.1%
MD-W	5,174	4,028	-22.1%	MD-W	5,514	5,621	1.9%
ME	5,518	4,066	-26.3%	ME	2,164	2,092	-3.3%
NCS	-	-		NCS	-	-	
RI	3,208	2,638	-17.8%	RI	4,358	3,719	-14.7%
SWS	124	97	-21.8%	SWS	219	116	-47.0%
UP-N	7,341	6,896	-6.1%	UP-N	8,881	7,504	-15.5%
UP-NW	8,916	8,402	-5.8%	UP-NW	10,216	10,256	0.4%
UP-W	6,788	5,762	-15.1%	UP-W	6,995	6,636	-5.1%
<b>Total</b>	<b>53,949</b>	<b>45,412</b>	<b>-15.8%</b>	<b>Total</b>	<b>48,456</b>	<b>45,770</b>	<b>-5.5%</b>

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) <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	25	-6.7%	30.6%	29.1%	10	10	-5.4%	6.7%	6.3%
Conductor	-	-				-	-			
Ticket Agent	28	25	-9.6%	32.0%	29.4%	43	40	-7.9%	28.6%	26.1%
<i>Cash &amp; Other</i>	4	3	-23.7%			7	6	-12.5%		
<i>Credit Card</i>	23	22	-7.0%			36	34	-7.1%		
Vending Machine	3	3	-13.3%	3.6%	3.2%	6	5	-19.0%	4.3%	3.5%
Ventra App	29	33	10.9%	33.9%	38.3%	91	97	7.4%	60.4%	64.2%
<i>Credit Card</i>	27	31	14.3%			86	93	7.7%		
<i>Mixed &amp; Other</i>	1	0	-71.0%			1	0	-59.7%		
<i>Ventra</i>	1	1	32.1%			3	4	20.5%		
<b>Total</b>	<b>87</b>	<b>85</b>	<b>-1.9%</b>			<b>150</b>	<b>152</b>	<b>1.0%</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	175	147	-16.1%	22.4%	19.0%	48	46	-5.5%	47.3%	50.2%
Ticket Agent	207	183	-11.9%	26.5%	23.6%	12	8	-31.7%	12.1%	9.3%
<i>Cash &amp; Other</i>	116	100	-13.9%			6	4	-34.5%		
<i>Credit Card</i>	91	83	-9.3%			6	4	-28.9%		
Vending Machine	29	21	-27.2%	3.7%	2.8%	3	2	-40.0%	3.3%	2.2%
Ventra App	371	424	14.2%	47.4%	54.7%	38	35	-8.5%	37.2%	38.3%
<i>Credit Card</i>	335	386	15.1%			36	33	-8.4%		
<i>Mixed &amp; Other</i>	2	2	-26.1%			0	0	-40.3%		
<i>Ventra</i>	34	36	7.5%			2	2	-7.5%		
<b>Total</b>	<b>782</b>	<b>774</b>	<b>-1.0%</b>			<b>102</b>	<b>91</b>	<b>-11.0%</b>		

<sup>1</sup> 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	242	228	-5.8%	31.1%	30.1%	93	88	-5.2%	6.7%	6.5%
Conductor	-	-				-	-			
Internet	17	-	-100%	2.1%		7	-	-100%	0.5%	
Ticket Agent	246	234	-4.9%	31.6%	30.8%	427	367	-14.1%	30.7%	27.2%
<i>Cash &amp; Other</i>	41	32	-23.7%			68	53	-22.2%		
<i>Credit Card</i>	204	202	-1.1%			359	314	-12.5%		
Vending Machine	29	24	-16.2%	3.7%	3.2%	66	51	-22.5%	4.8%	3.8%
Ventra App	245	272	10.9%	31.5%	35.9%	799	843	5.6%	57.4%	62.5%
<i>Credit Card</i>	223	254	13.7%			757	801	5.9%		
<i>Mixed &amp; Other</i>	15	8	-46.4%			11	6	-43.0%		
<i>Ventra</i>	7	10	44.0%			32	36	14.0%		
<b>Total</b>	<b>779</b>	<b>758</b>	<b>-2.7%</b>			<b>1,392</b>	<b>1,350</b>	<b>-3.0%</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	1,647	1,404	-14.8%	23.0%	19.8%	445	359	-19.2%	50.1%	45.3%
Internet	-	-				-	-			
Ticket Agent	2,080	1,821	-12.4%	29.0%	25.7%	127	101	-20.4%	14.3%	12.8%
<i>Cash &amp; Other</i>	1,163	989	-15.0%			65	50	-23.0%		
<i>Credit Card</i>	917	832	-9.2%			62	51	-17.7%		
Vending Machine	260	210	-19.1%	3.6%	3.0%	26	18	-29.1%	2.9%	2.3%
Ventra App	3,173	3,664	15.5%	44.3%	51.6%	290	314	8.4%	32.6%	39.6%
<i>Credit Card</i>	2,845	3,341	17.5%			269	296	10.0%		
<i>Mixed &amp; Other</i>	24	16	-34.4%			2	1	-36.2%		
<i>Ventra</i>	304	307	0.9%			18	16	-10.1%		
<b>Total</b>	<b>7,159</b>	<b>7,099</b>	<b>-0.8%</b>			<b>887</b>	<b>793</b>	<b>-10.7%</b>		

**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	37	34	-6.4%	3.3%	3.1%
Conductor	223	193	-13.8%	19.9%	17.5%
Ticket Agent	290	256	-11.9%	25.9%	23.2%
<i>Cash &amp; Other</i>	133	113	-15.1%		
<i>Credit Card</i>	157	143	-9.2%		
Vending Machine	42	31	-25.9%	3.8%	2.8%
Ventra App	529	588	11.2%	47.2%	53.4%
<i>Credit Card</i>	484	542	12.0%		
<i>Mixed &amp; Other</i>	5	2	-47.1%		
<i>Ventra</i>	41	44	8.4%		
<b>Total</b>	<b>1,122</b>	<b>1,102</b>	<b>-1.7%</b>		

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

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	335	316	-5.7%	3.3%	3.2%
Conductor	2,092	1,763	-15.7%	20.5%	17.6%
Internet	23	-	-100%	0.2%	
Ticket Agent	2,880	2,523	-12.4%	28.2%	25.2%
<i>Cash &amp; Other</i>	1,338	1,124	-16.0%		
<i>Credit Card</i>	1,542	1,400	-9.2%		
Vending Machine	380	304	-20.2%	3.7%	3.0%
Ventra App	4,506	5,093	13.0%	44.1%	50.9%
<i>Credit Card</i>	4,094	4,692	14.6%		
<i>Mixed &amp; Other</i>	52	31	-39.8%		
<i>Ventra</i>	361	370	2.3%		
<b>Total</b>	<b>10,217</b>	<b>10,000</b>	<b>-2.1%</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 6.5 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 6.1 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	2,658	1,020	-8.6%	-4.5%	27.5%	24.6%
Jul	2,812	1,038	2,636	965	-6.3%	-7.0%	29.5%	24.5%
Aug	2,820	1,060	2,668	998	-5.4%	-5.8%	29.5%	25.9%
Sep	2,798	1,063	2,615	998	-6.5%	-6.1%	29.7%	25.4%
Oct	2,899	1,111						
Nov	2,925	1,070						
Dec	2,699	922						
<b>Year-to-date</b>	<b>26,672</b>	<b>10,004</b>	<b>24,755</b>	<b>9,211</b>	<b>-7.2%</b>	<b>-7.9%</b>	<b>28.6%</b>	<b>24.5%</b>
<b>Last 3 Months</b>	<b>8,430</b>	<b>3,161</b>	<b>7,919</b>	<b>2,961</b>	<b>-6.1%</b>	<b>-6.3%</b>	<b>29.6%</b>	<b>25.2%</b>
<b>Last 12 Months</b>	<b>35,600</b>	<b>13,538</b>	<b>33,278</b>	<b>12,314</b>	<b>-6.5%</b>	<b>-9.0%</b>	<b>28.5%</b>	<b>24.2%</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	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	2,809	12,175	76,946	33,644
Jul	2,841	12,374	88,996	34,797	2,780	12,334	91,136	35,997
Aug	2,703	12,919	82,500	32,105	2,627	12,208	87,632	29,854
Sep	3,154	12,430	49,190	24,220	3,154	12,687	52,159	22,283
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>Year-to-date</b>	<b>26,293</b>	<b>114,412</b>	<b>534,598</b>	<b>239,208</b>	<b>25,863</b>	<b>107,745</b>	<b>555,328</b>	<b>220,746</b>
<b>Last 3 Months</b>	<b>8,698</b>	<b>37,723</b>	<b>220,686</b>	<b>91,122</b>	<b>8,561</b>	<b>37,229</b>	<b>230,927</b>	<b>88,134</b>
<b>Last 12 Months</b>	<b>35,483</b>	<b>155,369</b>	<b>690,370</b>	<b>315,128</b>	<b>34,978</b>	<b>145,426</b>	<b>719,211</b>	<b>293,958</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	-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	-2.3%	-4.4%	4.4%	-2.0%
Jul	-2.1%	-0.3%	2.4%	3.4%
Aug	-2.8%	-5.5%	6.2%	-7.0%
Sep	0.0%	2.1%	6.0%	-8.0%
Oct				
Nov				
Dec				
<b>Year-to-date</b>	<b>-1.6%</b>	<b>-5.8%</b>	<b>3.9%</b>	<b>-7.7%</b>
<b>Last 3 Months</b>	<b>-1.6%</b>	<b>-1.3%</b>	<b>4.6%</b>	<b>-3.3%</b>
<b>Last 12 Months</b>	<b>-1.4%</b>	<b>-6.4%</b>	<b>4.2%</b>	<b>-6.7%</b>