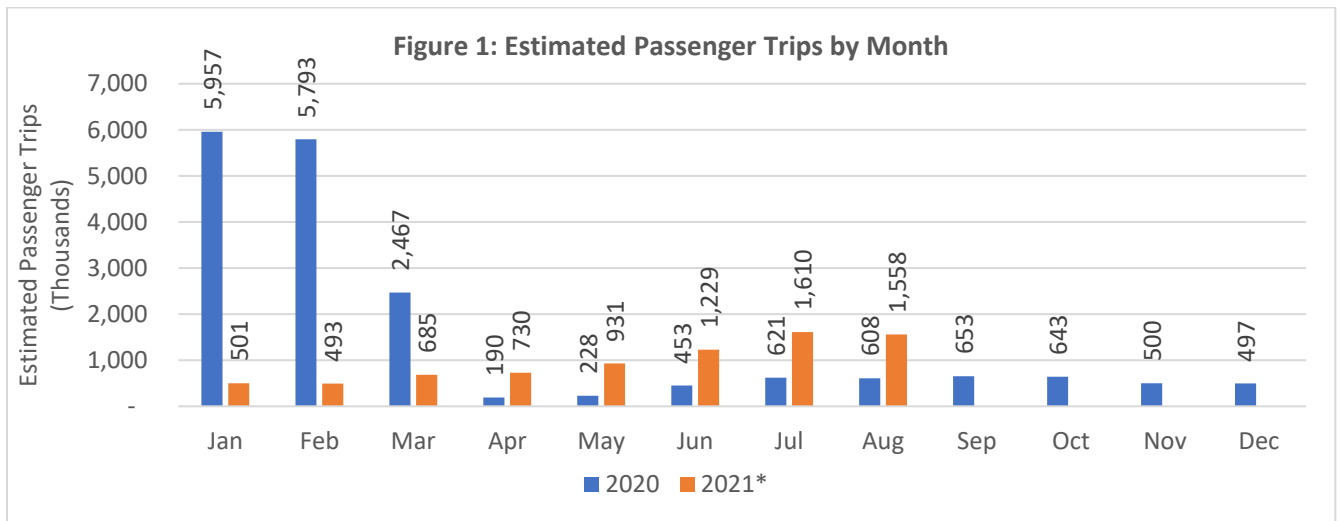




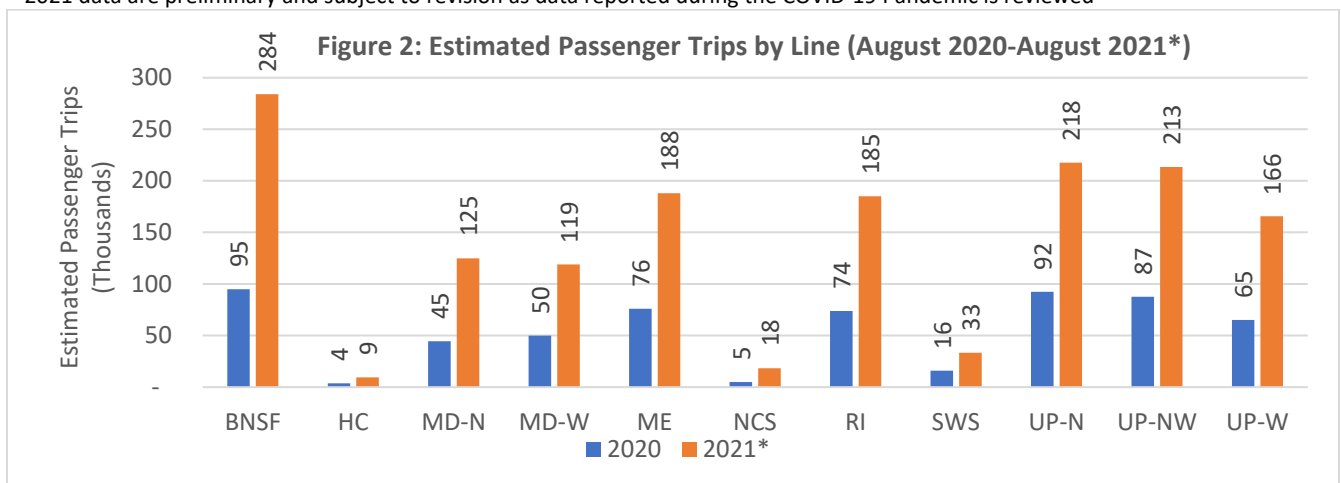
TO: Board of Directors
FROM: Jim Derwinski, CEO/Executive Director
SUBJECT: August 2021 Ridership Trends

DATE: September 15, 2021

Metra provided over 1.5 million trips in August 2021, a 3.2 percent decrease over July 2021, representing 24.0 percent of ridership compared to August 2019. Lollapalooza ended Sunday, August 1. Area schools resumed in-person classes in the second half of August. Return-to-work plans were delayed due to a resurgence of COVID-19 cases and hospitalizations in August.



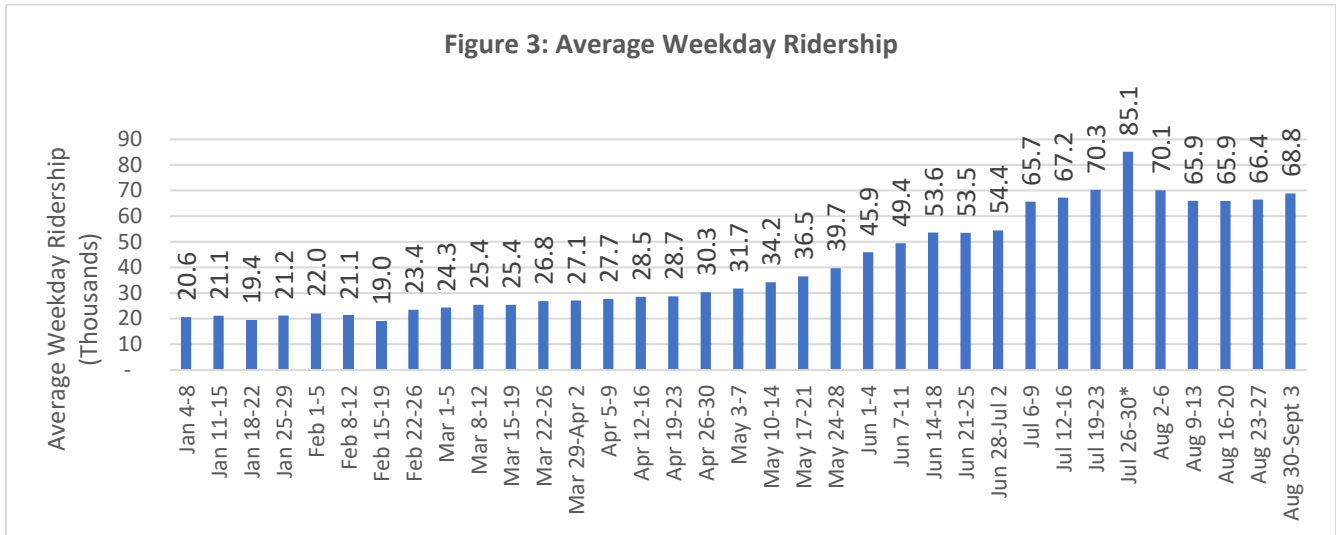
* 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed



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Weekday passenger loads averaged 67,200 passengers per day, reaching a peak of 74,400 the first Wednesday of August. Thursdays were the strongest performing weekday with an average 71,000 passengers per day. Saturdays carried an average of 40,600 passengers, or 60 percent of weekday averages for the month. Excluding Lollapalooza, Sundays carried an average of 24,900, or 61 percent of Saturday averages.

An additional 25 trains operated for the last day of Lollapalooza, on Sunday, August 1. Instead of the Air and Water Show, the City of Chicago presented a solo demonstration from the US Navy Blue Angels on August 21 and 22. Extra trains for Ravinia concerts continued.



*July 26-30 average includes extra service on July 29-30 for the Thursday and Friday of Lollapalooza.

Sales of the special \$10 all-day pass continued in August. There was no special pass for Lollapalooza. The Ravinia concert season continued. Ravinia tickets served as proof of payment to ride Metra. An estimated 7,310 passengers were observed alighting at Ravinia Park station before concerts throughout the month. Assuming a round trip, this program generated 14,620 rides total. These rides are included in the totals for this report. The Fair Transit South Cook Pilot program continued in July, offering reduced fares on the Metra Electric and Rock Island lines. The Family Fare policy was active in August.

Compared to August 2019, a significant share of ridership has shifted from the monthly pass to the 10-Ride Ticket, One-Way Ticket, \$10 All Day Pass, and Round Trip Plus Pass. The share of riders using the Ventra App grew compared to before the pandemic: 60 percent of riders used the Ventra App in August 2021 compared to 45% in August 2019.

Table 1: Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales				Ridership			
	August 2019	August 2021	Aug 2019 Share	Aug 2021 Share	August 2019	August 2021	Aug 2019 Share	Aug 2021 Share
Monthly Pass	82	9	6.1%	1.5%	3,542	273	54.9%	17.5%
10-Ride Ticket	155	48	11.5%	8.0%	1,547	475	24.0%	30.5%
One-Way Ticket	982	279	73.2%	46.9%	982	279	15.2%	17.9%
Weekend Pass	118	0	8.8%	0.0%	295	0	4.6%	0.0%
One Day Weekend Pass	-	60	0.0%	10.0%	0	100	0.0%	6.4%
Two Day Weekend Pass	-	11	0.0%	1.9%	0	25	0.0%	1.6%
\$10 All Day Pass	-	148	0.0%	25.0%	0	285	0.0%	18.3%
Round Trip Plus	-	40	0.0%	6.7%	0	74	0.0%	4.7%
Ravinia	4	0	0.3%	0.0%	9	15	0.1%	0.9%
RTA Ride Free Permit	0	0	0.0%	0.0%	77	33	1.2%	2.1%
Total	1,342	594	100.0%	100.0%	6,452	1,558	100.0%	100.0%

Note: Values do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2019 data may not match previously-reported totals due to late-reporting sales and refunds; 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed. Sales of incremental tickets are not included.

Table 2: Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	August 2019	August 2021	Aug 2019 Share	Aug 2021 Share	Aug 2019	Aug 2021	Aug 2019 Share	Aug 2021 Share
Conductor	241	110	17.7%	18.5%	311	150	4.8%	9.7%
Commuter Benefit	34	4	2.5%	0.7%	1,162	79	17.9%	5.1%
Ventra App	698	373	51.3%	62.8%	2,947	932	45.4%	60.4%
Ticket Agent	351	95	25.8%	16.0%	1,784	326	27.5%	21.1%
Ticket Vending Machine	36	12	2.7%	2.0%	204	23	3.1%	1.5%
RTA Ride Free Permit	0	0	0.0%	0.0%	77	33	1.2%	2.1%
Total	1,360	594	100.00%	100.00%	6,484	1,543	100.0%	100.0%

Note: Values do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2019 data may not match previously-reported totals due to late-reporting sales and refunds; 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed. Sales of incremental tickets are not included.

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