



**TO: Board of Directors** **DATE: January 18, 2023**

**FROM: Jim Derwinski, CEO/Executive Director**

**SUBJECT: December 2022 Ridership Trends & Update on the \$100 Monthly Pass Pilot Program**

This memo describes ridership patterns in 2022, including ridership and service recovery by line and service period. This memo also describes fare product information including an update on the \$100 Monthly Pass pilot program. Data in this report is preliminary and will be finalized at the end of the year. December ticket sales data was outstanding at the time of making this report due to a contractor data issue. Exhibits 1, 2, 7, 8, and 9 and their associated text have not been updated since the November ridership trends memo.

Following trends for prior months, ridership in November 2022 was 37% higher than November 2021. Compared to October, ridership decreased 6%, which is typical given the time off workers take around the Thanksgiving holiday. November had the same number of weekdays and Sundays, with one less Saturday compared to October.

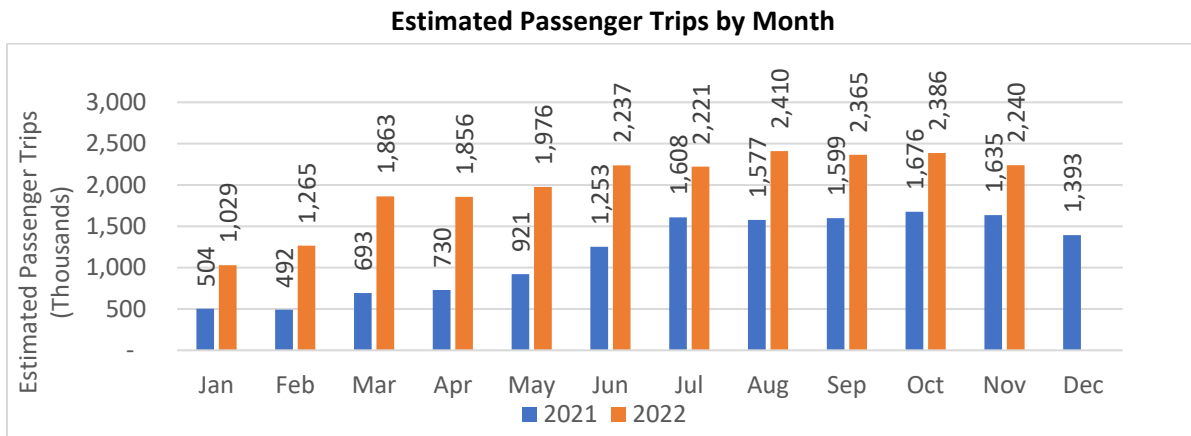


Exhibit 1

**Estimated Passenger Trips by Line (November 2021 vs. November 2022)**

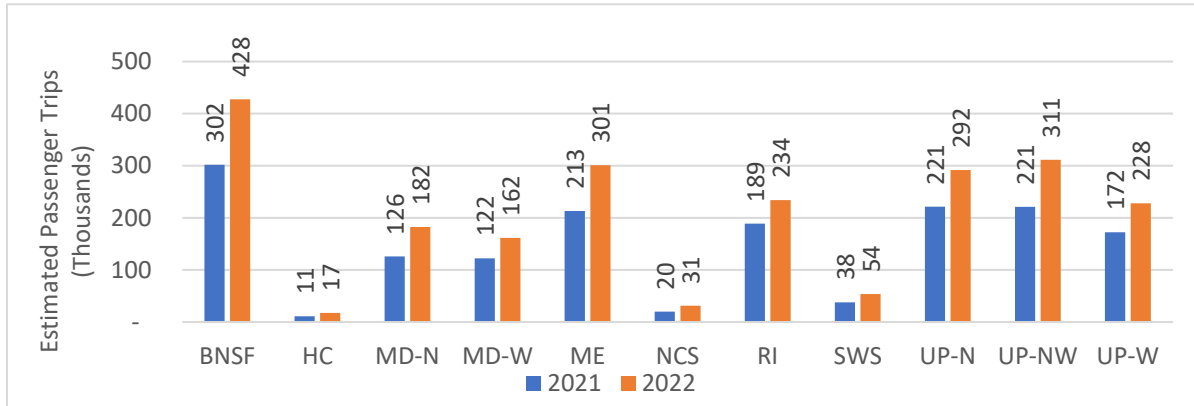
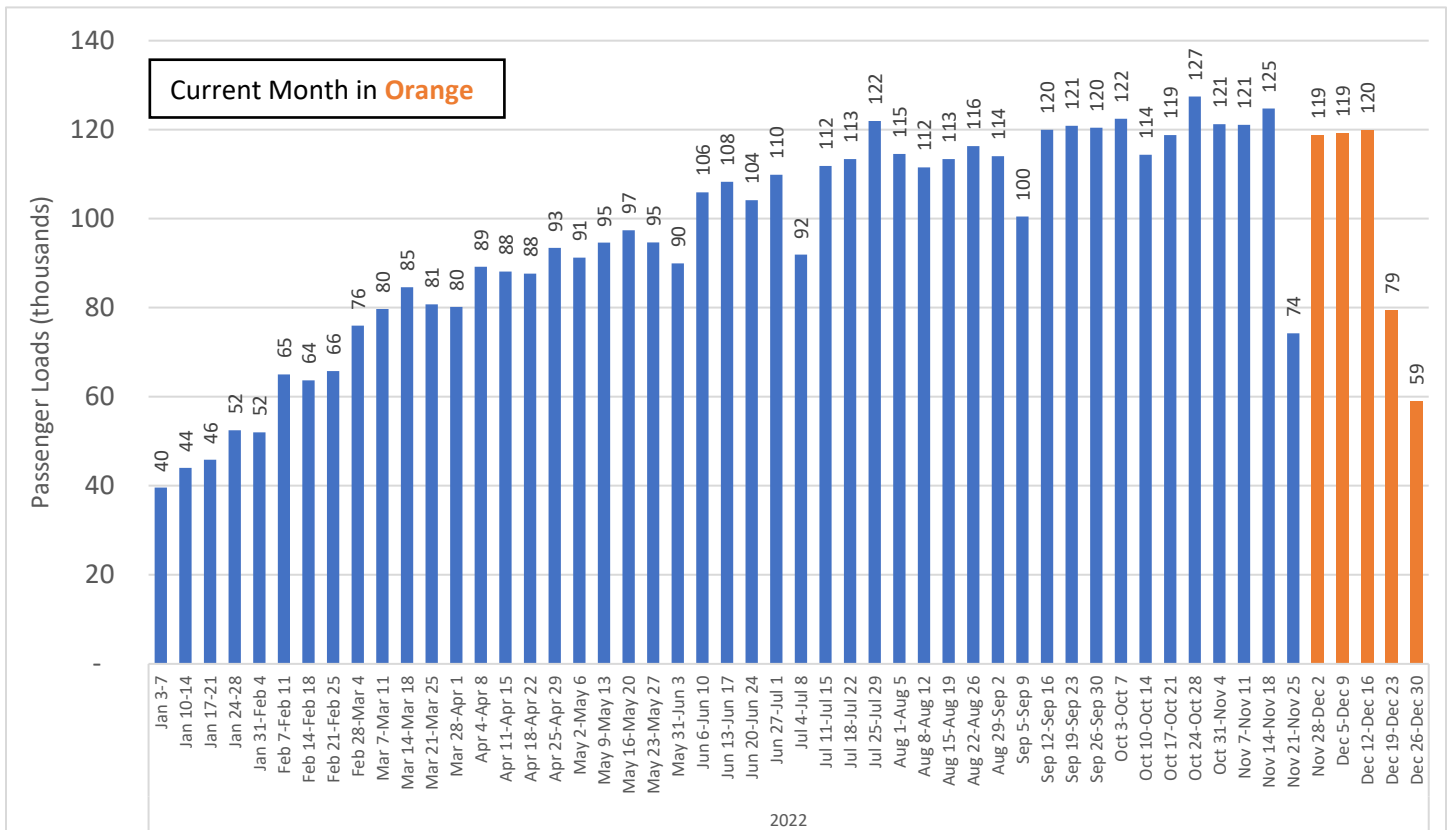


Exhibit 2

**Weekday Ridership**

Average weekday ridership recovery was 43 percent in December, which was down -1% from November. Average weekday ridership in December was 103,600, with ridership significantly declining in the last two weeks of the month which is consistent with trends in prior years due to holidays and vacations.

**Metra Average Weekday Ridership**



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Weekday Avg Chg. from Prior Month	-	+34%	+30%	+9%	+10%	+11%	+4%	+1%	+3%	+1%	-2%	-12%

Exhibit 3

## 2022 Weekday Passenger Loads

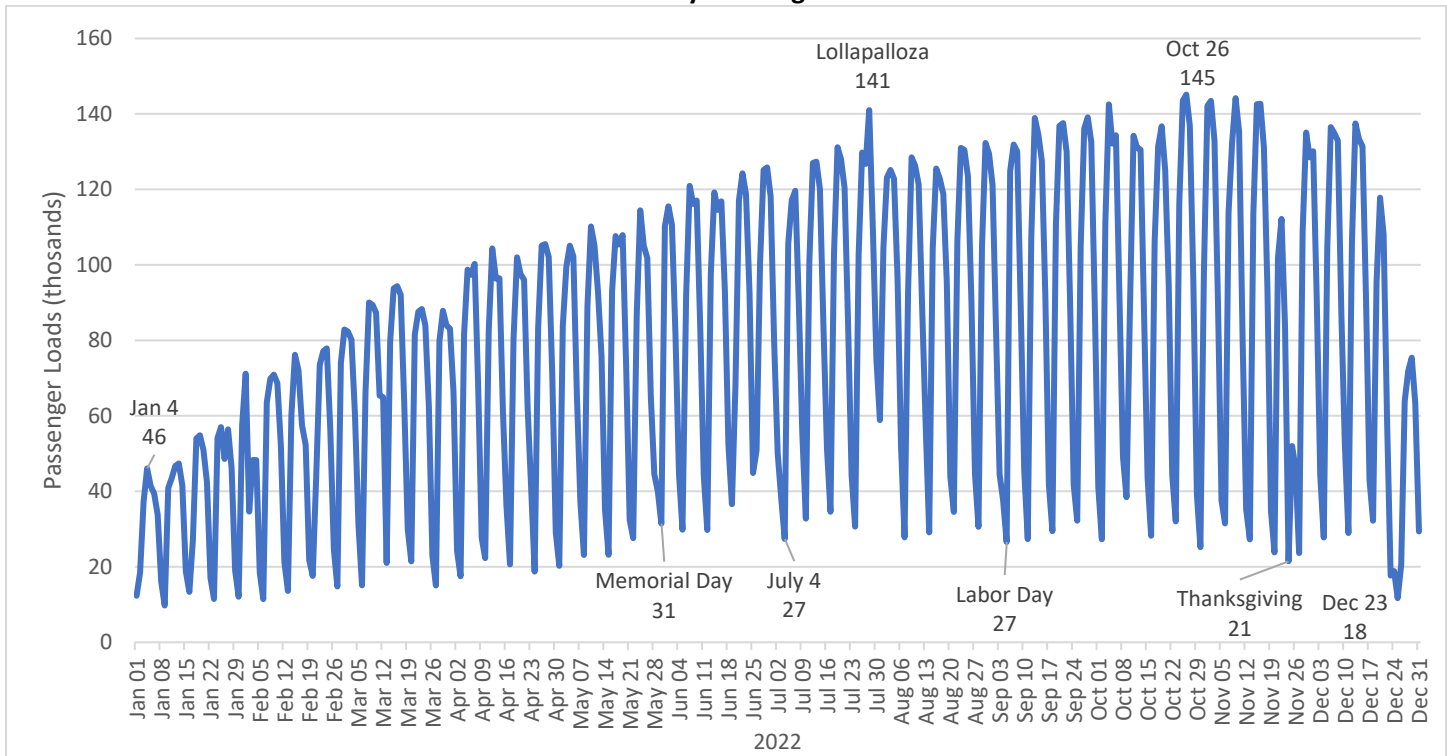


Exhibit 4

### December Ridership Highlights

- Metra expanded its weekday schedule by a total of 46 additional trains in December. The Union Pacific-West line received 18 additional trains, effective December 5. On December 12, Metra added 28 weekday trains split between the Milwaukee District North (14), Milwaukee District West (12), and North Central Service (2) lines.
- UP-W average mid-week ridership increased 9% during the first week of its new schedule compared to the line's average midweek ridership in November.
- Due to severe weather and the anticipated low ridership, Metra operated a modified schedule on Friday December 23, with 288 trains systemwide that served 17,700 passengers.
- Metra operated a Sunday schedule on Christmas Day Sunday December 25 and the observed holiday Monday December 26, serving 11,700 and 20,500 passengers, respectively.

### Service Status

After reducing service in response to the COVID-19 pandemic, Metra has restored service in different capacities on its lines. On four lines in particular (BNSF, Metra Electric, Rock Island, Union Pacific North), schedules were redesigned to standardize stopping patterns and to increase midday service as part of a pilot schedule initiative. As a result, these lines have experienced a stronger recovery in the midday compared to the overall recovery of those lines and compared to the system's midday as a whole. For example, the Union Pacific North has a recovery of 69% during the midday compared to the line's weekday recovery of 54% and Metra's overall midday recovery of 54%.

In December 2022, Metra added service to the Milwaukee District North, Milwaukee District West, North Central Service and Union Pacific West lines. The Union Pacific West line in particular returned to a level of service comparable to pre-COVID levels, which contributed to its relatively strong weekday recovery of 50%. Metra staff monitors ridership and operations on these schedule enhancements to determine if future adjustments are necessary.

**Ridership Recovery by Line & Service Period (Dec 2022 as a percentage of Dec 2019)**

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	35%	38%	48%	38%	37%	39%	56%
HC	32%	-	33%	-	32%	-	-
MD-N	39%	34%	44%	36%	39%	46%	59%
MD-W	31%	48%	41%	43%	34%	46%	60%
ME	40%	120%	80%	80%	52%	90%	94%
NCS	31%	17%	25%	0%	28%	-	-
RI	40%	71%	60%	55%	43%	54%	52%
SWS	33%	2%	10%	0%	28%	0%	-
UP-N	48%	56%	69%	65%	54%	74%	75%
UP-NW	41%	64%	52%	48%	45%	69%	76%
UP-W	48%	62%	56%	53%	50%	66%	57%
<b>Total</b>	39%	55%	54%	47%	43%	59%	66%

Exhibit 5

**\$100 Monthly Pass Pilot Program**

Sales of Metra’s promotional flat-rate \$100 “Super Saver” Monthly Pass, which was implemented in July 2022, remained high in December despite a decrease due to the holidays. Staff will continue to monitor these trends as the Monthly Pass promotion continues.

**2022 Monthly Pass Sales**

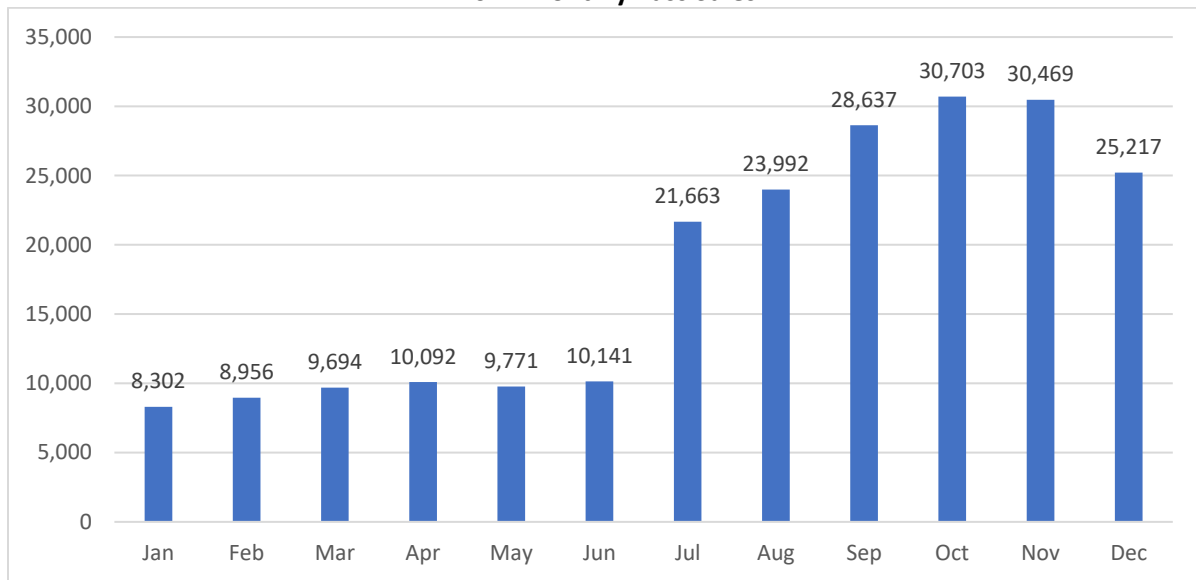


Exhibit 6

### Ridership by Ticket Type

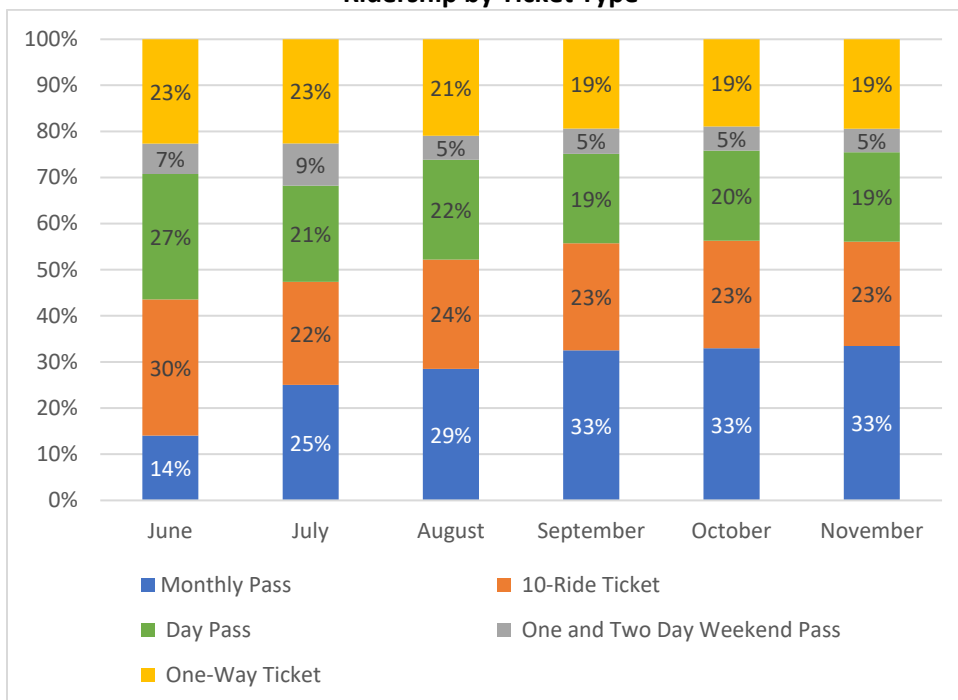


Exhibit 7

### Ticket Sales

Metra sold nearly 31,000 Monthly Passes in November, more than three times the quantity sold in June, before the “Super Saver” pilot began.

### Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales					Ridership					
	Nov 2019	Jun 2022	Nov 2022	Jun 2022 Share	Nov 2022 Share	Nov 2019	Jun 2022	Nov 2022	Nov 2019 Share	Jun 2022 Share	Nov 2022 Share
Monthly Pass	84	10	30	1.0%	3.8%	3,604	308	738	59.8%	13.8%	32.9%
10-Ride Ticket	140	65	50	6.7%	6.2%	1,402	649	498	23.3%	29.0%	22.2%
One-Way Ticket	712	498	428	51.5%	53.5%	712	498	428	11.8%	22.3%	19.1%
Weekend Pass	95	-	-	0.0%	0.0%	237	-	-	3.9%	0.0%	0.0%
One Day Weekend Pass	-	67	57	6.9%	7.2%	-	113	92	0.0%	5.0%	4.1%
Two Day Weekend Pass	-	15	10	1.6%	1.3%	-	32	20	0.0%	1.4%	0.9%
Day Pass	-	312	225	32.2%	28.1%	-	599	428	0.0%	26.8%	19.1%
\$6 Day Pass	-	55	69	5.7%	8.7%	-	134	131	0.0%	6.0%	5.9%
\$10 Day Pass	-	257	156	26.6%	19.4%	-	465	297	0.0%	20.8%	13.2%
RTA Ride Free Permit	-	-	-	0.0%	0.0%	68	37	35	1.1%	1.6%	1.6%
<b>Total</b>	<b>1,031</b>	<b>967</b>	<b>801</b>	<b>100%</b>	<b>100%</b>	<b>6,023</b>	<b>2,237</b>	<b>2,240</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Exhibit 8

**Ridership by Sales Channel (thousands)**

Sales Channel	Ticket Sales				Ridership			
	Nov 2019	Nov 2022	Nov 2019 Share	Nov 2022 Share	Nov 2019	Nov 2022	Nov 2019 Share	Nov 2022 Share
Conductor	153	75	15.0%	9.6%	200	85	3.3%	3.8%
Commuter Benefit	35	5	3.5%	0.7%	1,163	90	19.4%	4.0%
Ventra App	565	603	55.6%	76.7%	2,771	1,661	46.2%	74.6%
Ticket Agent	235	90	23.1%	11.5%	1,607	333	26.8%	15.0%
Ticket Vending Machine	29	13	2.9%	1.6%	183	23	3.0%	1.0%
RTA Ride Free Permit	-	-	0.0%	0.0%	68	35	1.1%	1.6%
<b>Total</b>	<b>1,017</b>	<b>786</b>	<b>100%</b>	<b>100%</b>	<b>5,992</b>	<b>2,227</b>	<b>100%</b>	<b>100%</b>

Exhibit 9

Note: Values in Exhibits 8 and 9 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; 2022 data are preliminary and subject to revision as data is continuously reviewed throughout the year. Sales of incremental tickets are not included.

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