



**TO: Board of Directors**

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

**SUBJECT: June 2023 Ridership Trends**

**DATE: July 19, 2023**

This memo describes ridership patterns in 2023, including ridership and service recovery by line and service period. The data in this report is preliminary and will be finalized at the end of the year.

In June 2023, Metra provided 2.9 million passenger trips, a 4% increase from the previous month and Metra’s highest monthly ridership since the start of the pandemic. Compared to May, June had the same number of weekdays, the same number of Saturdays, and one less Sunday.

**Estimated Passenger Trips by Month**

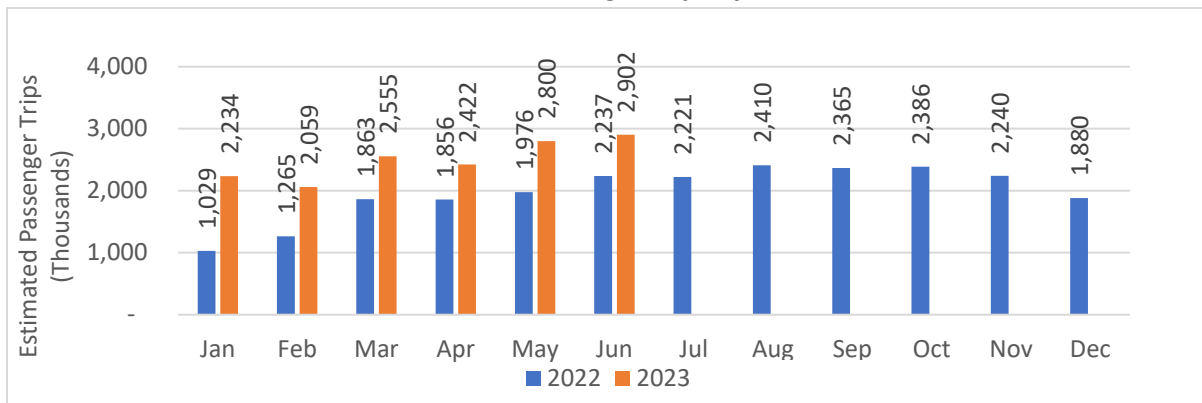


Exhibit 1

**Estimated Passenger Trips by Line (June 2022 vs. June 2023)**

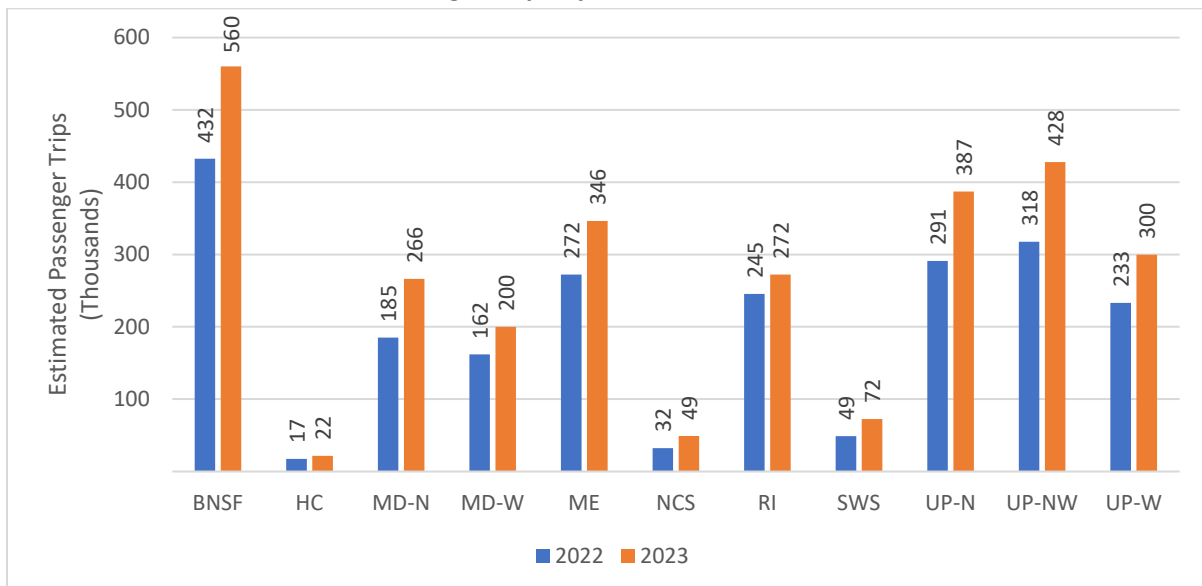
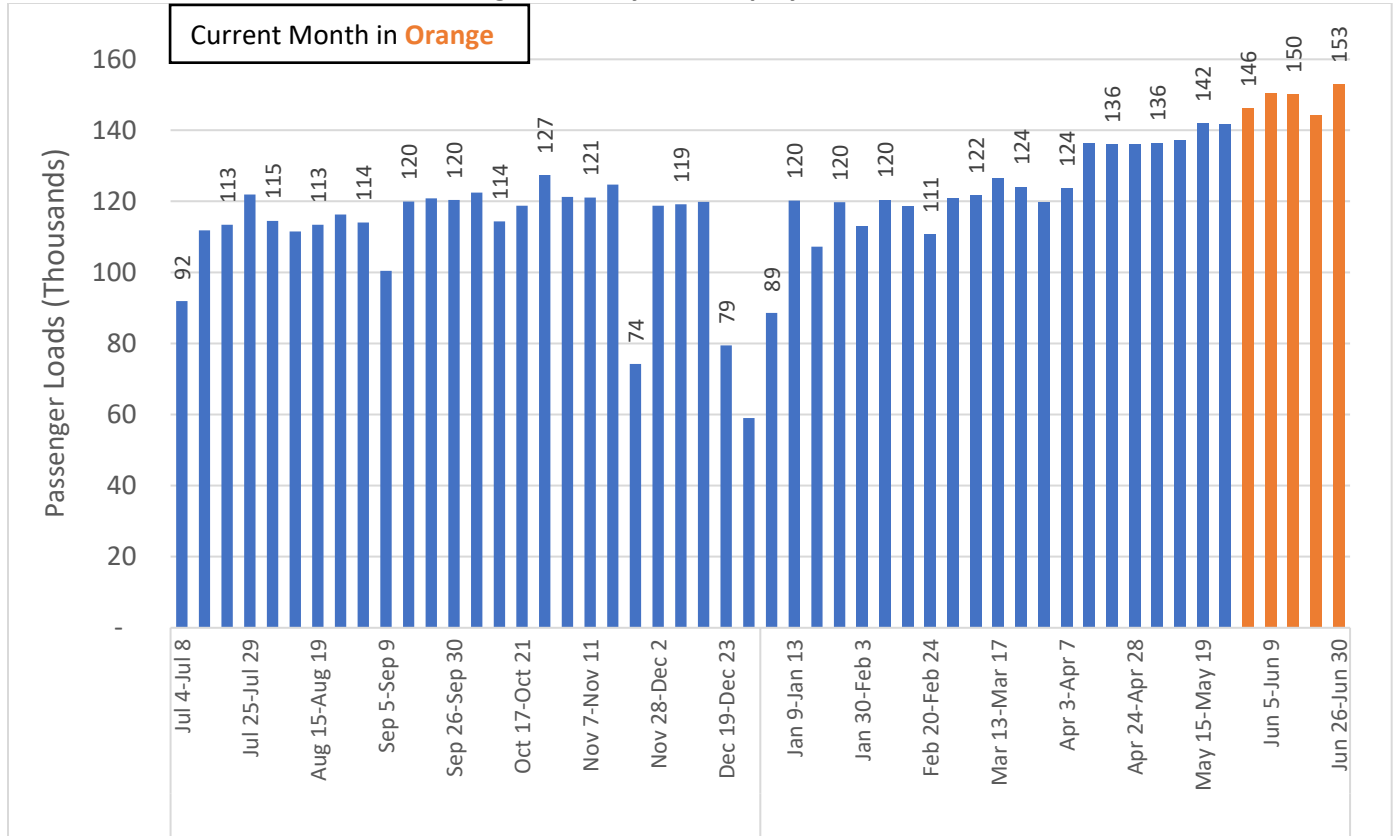


Exhibit 2

**Weekday Ridership**

June average weekday ridership was 148,800, which was 5% higher than May and 52% of 2019 levels. Metra continued to break daily ridership records in June. With 180,300 passengers, Wednesday June 21 became Metra’s highest ridership day since the start of the pandemic.

**Metra Average Weekday Ridership by Week (July 2022-June 2023)**



	2022						2023					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Weekday Avg Chg. from Prior Month	4%	1%	3%	1%	-2%	-12%	10%	3%	5%	9%	6%	5%

Exhibit 3

**Weekday Passenger Loads for Month** (Fridays shown with grey bars)

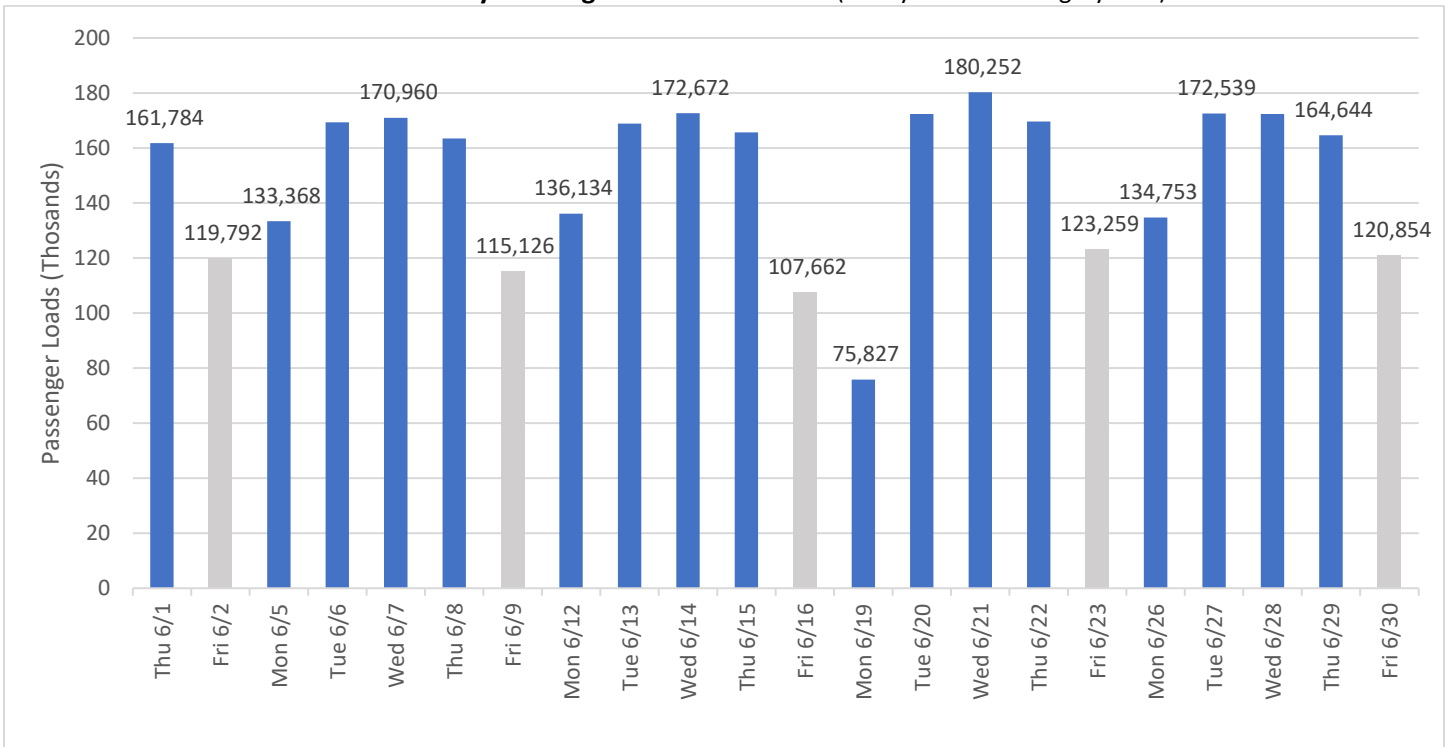


Exhibit 4

**June Ridership Highlights**

- Metra recorded 180,300 daily passengers on Wednesday, June 21, exceeding the previous month’s daily ridership record by 12,600 passengers.
- Metra ran 7 additional trains on Sunday, June 25 for the 52<sup>nd</sup> annual Chicago Pride Parade, and two additional trains for the Ravinia Festival, drawing an estimated 15,600 more passengers than other Sundays in June.
- Metra operated on a weekday schedule for Juneteenth (Monday June 19). While commuters observed the holiday, daily ridership decreased -44% compared to other Mondays in June.
- Monthly Pass sales increased for the sixth consecutive month, with Metra selling 34,351 Monthly Passes in June, which is the most since the start of the pandemic.

**Service Status**

Metra continues to restore service in different capacities on its lines, as ridership recovers from the COVID-19 pandemic. Schedules for four lines (BNSF, Metra Electric, Rock Island, and Union Pacific North) were redesigned to standardize stopping patterns and to increase midday service as part of a 2021 pilot schedule initiative. The UP-NW 2022 pilot schedule was further enhanced in April 2023 which included implementing hourly midday service, a level not reached even in the pre-COVID schedule. These lines have demonstrated a stronger midday recovery compared to the overall recovery of those lines and compared to the system’s midday as a whole. For example, the Union Pacific North and Metra Electric each have recoveries of 95% during the midday compared to the system’s recovery of 73%.

Metra staff continually monitors ridership, operations data, and customer feedback on all lines to explore any opportunities for improvement.

**Ridership Recovery by Line & Service Period (Jun 2023 as a percentage of Jun 2019)**

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	43%	47%	62%	53%	<b>46%</b>	68%	71%
HC	44%	-	-	-	<b>42%</b>	-	-
MD-N	48%	42%	66%	45%	<b>49%</b>	82%	66%
MD-W	37%	46%	56%	55%	<b>40%</b>	75%	68%
ME	42%	145%	95%	92%	<b>57%</b>	129%	126%
NCS	37%	30%	69%	-	<b>38%</b>	-	-
RI	42%	109%	71%	71%	<b>47%</b>	79%	70%
SWS	37%	32%	32%	20%	<b>35%</b>	-	-
UP-N	60%	65%	95%	102%	<b>68%</b>	93%	91%
UP-NW	51%	59%	85%	66%	<b>56%</b>	90%	92%
UP-W	54%	66%	56%	71%	<b>56%</b>	90%	90%
<b>Total</b>	<b>46%</b>	<b>62%</b>	<b>73%</b>	<b>67%</b>	<b>52%</b>	<b>86%</b>	<b>84%</b>

Exhibit 5

**Monthly Pass Sales**

Monthly Pass sales increased for the sixth consecutive month, with Metra selling the most Monthly Passes in June since the start of the pandemic. Growth in Monthly Pass sales is a trend Metra continues to see since offering the flat-rate price of \$100 beginning in July 2022.

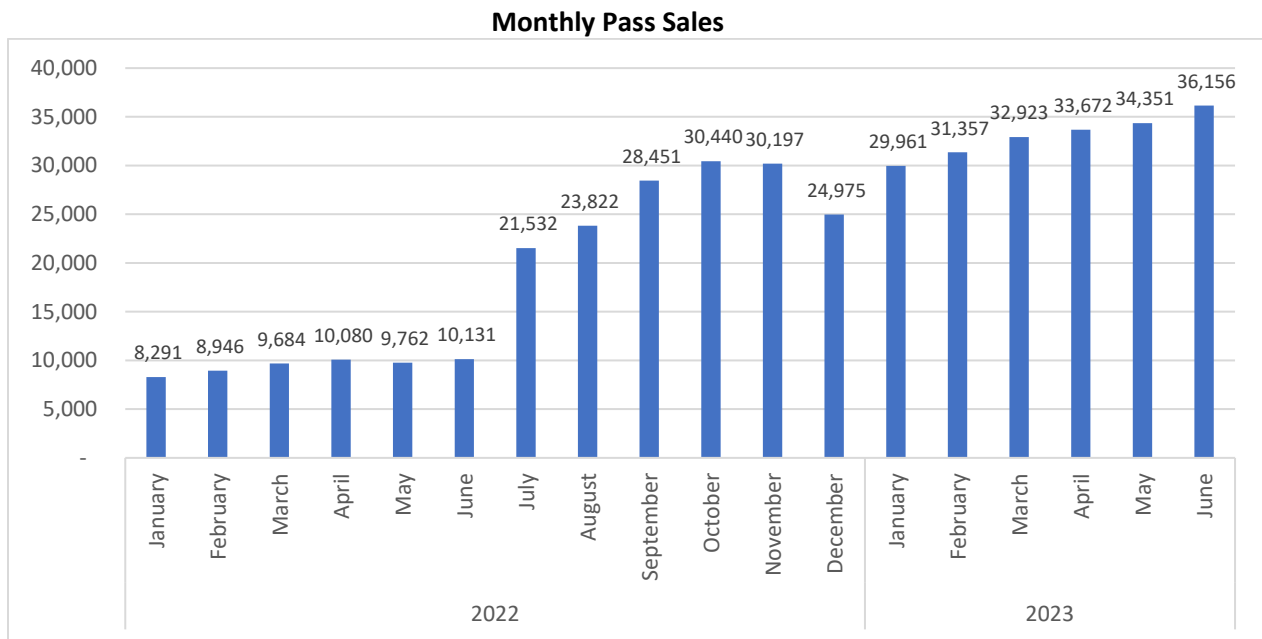


Exhibit 6

### Ridership by Ticket Type

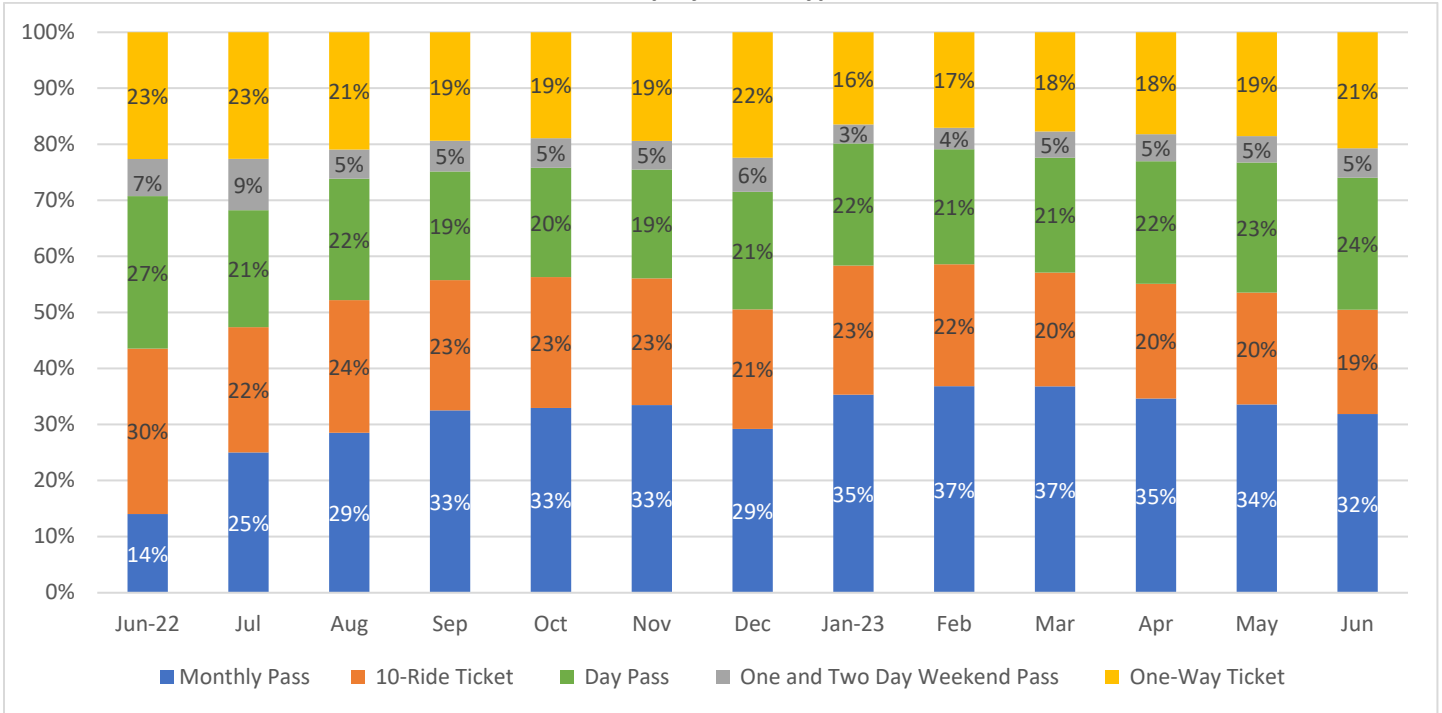


Exhibit 7

Note: Exhibit 7 excludes free trips

### Ticket Sales

The following tables show ticket sales and ridership by ticket type and sales channel.

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

Ticket Type	Ticket Sales					Ridership					
	Jun 2019	Jun 2022	Jun 2023	Jun 2019 Share	Jun 2023 Share	Jun 2019	Jun 2022	Jun 2023	Jun 2019 Share	Jun 2022 Share	Jun 2023 Share
Monthly Pass	84	10	36	7%	3%	3,609	308	911	57%	14%	31%
10-Ride Ticket	151	65	53	12%	5%	1,507	649	533	24%	29%	18%
One-Way Ticket	917	498	593	73%	53%	916	498	593	14%	22%	20%
Weekend Pass	104	-	-	8%	0%	260	-	-	4%	0%	0%
One Day Weekend Pass	-	67	72	0%	6%	-	113	116	0%	5%	4%
Two Day Weekend Pass	-	15	18	0%	2%	-	32	34	0%	1%	1%
Day Pass	-	312	356	0%	32%	-	599	674	0%	27%	23%
\$6 Day Pass	-	55	108	0%	10%	-	134	212	0%	6%	4%
\$10 Day Pass	-	257	248	0%	22%	-	465	462	0%	21%	16%
RTA Ride Free Permit	-	-	-	0%	0%	73	37	42	1%	2%	1%
<b>Total</b>	<b>1,256</b>	<b>967</b>	<b>1,129</b>	<b>100%</b>	<b>100%</b>	<b>6,365</b>	<b>2,237</b>	<b>2,902</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Exhibit 8

**Ridership by Sales Channel (thousands)**

Sales Channel	Ticket Sales				Ridership			
	Jun 2019	Jun 2023	Jun 2019 Share	Jun 2023 Share	Jun 2019	Jun 2023	Jun 2019 Share	Jun 2023 Share
Conductor	228	109	18%	10%	295	121	5%	4%
Commuter Benefit	35	6	3%	1%	1,177	105	18%	4%
Ventra App	638	874	51%	77%	2,846	2,214	45%	76%
Ticket Agent	314	120	25%	11%	1,764	388	28%	13%
Ticket Vending Machine	41	20	3%	2%	217	32	3%	1%
RTA Ride Free Permit	-	-	0%	0%	73	42	1%	1%
<b>Total</b>	<b>1,256</b>	<b>1,128</b>	<b>100%</b>	<b>100%</b>	<b>6,372</b>	<b>2,902</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; 2023 data are preliminary and subject to revision as data is continuously reviewed throughout the year. Sales of incremental tickets are not included.

Prepared by: Daniel Miodonski, Senior Manager, Operations Planning & Analysis  
 Steven Mannella, Manager, Transportation Planning, Operations Planning & Analysis  
 Cody Wolcott, Principal Transportation Planner, Operations Planning & Analysis