

RIDERSHIP TRENDS

December 2019



**Prepared by the Division of Strategic Planning & Performance
January 2019**

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Executive Summary

Estimated passenger trips increased 0.4 percent in December 2019 compared to December 2018. December 2019 had the one more weekday, one less Saturday, and the same number of Sundays/holidays compared to December 2018.

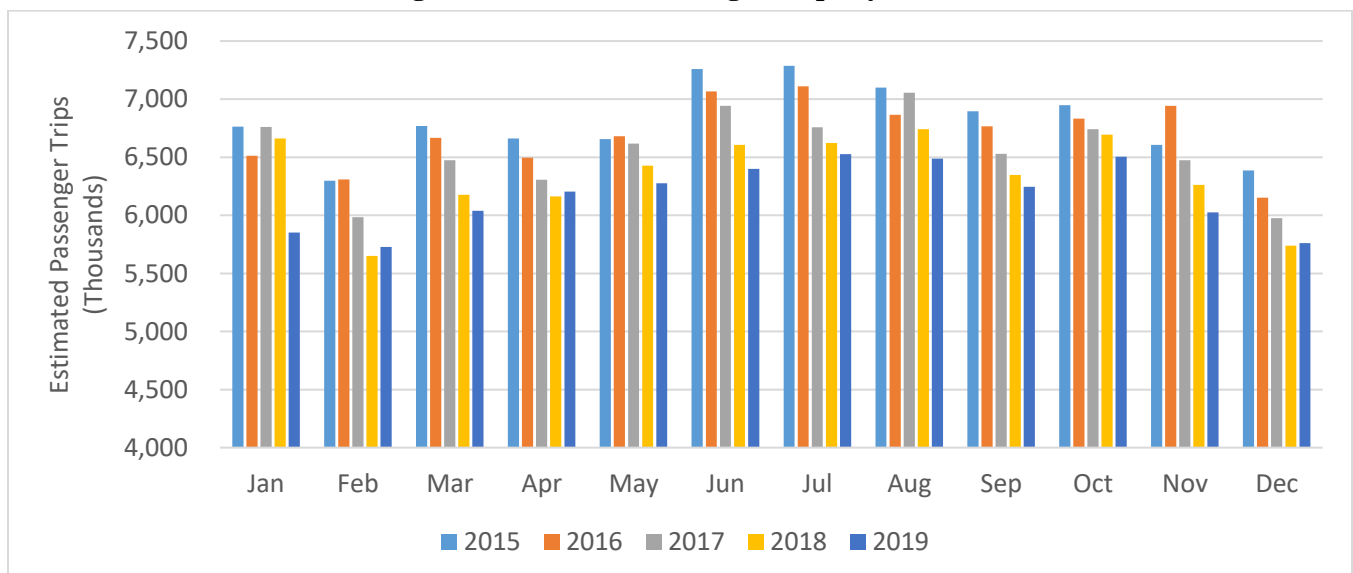
Estimated passenger trips decreased 2.2 percent in the last three months compared to 2018. Estimated passenger trips have decreased 2.7 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month ¹

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	6,504	-6.4%	-2.8%
Nov	6,606	6,943	6,475	6,261	6,024	-8.8%	-3.8%
Dec	6,385	6,153	5,976	5,739	5,760	-9.8%	0.4%
Last 3 Months	19,939	19,928	19,191	18,694	18,287	-8.3%	-2.2%
Last 12 Months	81,630	80,402	78,621	76,088	74,043	-9.3%	-2.7%

¹ 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 ¹

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%
1st Quarter	18,050	17,619	-2.4%
Apr	6,450	6,205	-3.8%
May	6,400	6,276	-1.9%
Jun	6,360	6,400	0.6%
2nd Quarter	19,210	18,880	-1.7%
Jul	6,830	6,526	-4.5%
Aug	6,490	6,487	0.0%
Sep	6,530	6,244	-4.4%
3rd Quarter	19,850	19,257	-3.0%
Oct	6,500	6,504	0.1%
Nov	5,970	6,024	0.9%
Dec	5,990	5,760	-3.8%
4th Quarter	18,460	18,287	-0.9%
Total	75,570	74,043	-2.0%

¹ 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 2.2 percent in the last three months compared to the previous year and decreased 2.7 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	December			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,171,105	1,186,538	1.3%	3,841,628	3,802,588	-1.0%	15,822,652	15,468,014	-2.2%
HC	53,444	56,895	6.5%	178,669	184,924	3.5%	728,467	734,098	0.8%
MD-N	504,880	513,936	1.8%	1,641,262	1,614,581	-1.6%	6,610,059	6,549,143	-0.9%
MD-W	459,410	458,340	-0.2%	1,499,731	1,451,183	-3.2%	6,143,996	5,904,808	-3.9%
ME	584,170	559,298	-4.3%	1,908,271	1,832,191	-4.0%	7,716,121	7,282,993	-5.6%
NCS	118,661	119,305	0.5%	399,974	388,791	-2.8%	1,640,984	1,589,905	-3.1%
RI	578,889	579,997	0.2%	1,858,949	1,805,459	-2.9%	7,578,330	7,338,133	-3.2%
SWS	184,239	178,873	-2.9%	598,385	580,275	-3.0%	2,420,921	2,356,767	-2.7%
UP-N	639,254	653,542	2.2%	2,122,596	2,112,703	-0.5%	8,689,776	8,552,117	-1.6%
UP-NW	825,010	828,630	0.4%	2,638,152	2,568,850	-2.6%	10,597,680	10,384,356	-2.0%
UP-W	620,323	624,760	0.7%	2,006,641	1,945,879	-3.0%	8,139,344	7,883,185	-3.1%
Total	5,739,384	5,760,110	0.4%	18,694,256	18,287,422	-2.2%	76,088,329	74,043,516	-2.7%

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 ¹

Zone Pair	December (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	16	19	23.4%	57	65	14.5%	237	252	6.0%
A-B	405	425	4.8%	1,379	1,387	0.6%	5,525	5,494	-0.5%
A-C	792	811	2.4%	2,599	2,603	0.2%	10,480	10,445	-0.3%
A-D	936	946	1.1%	3,103	3,060	-1.4%	12,672	12,403	-2.1%
A-E	1,218	1,217	-0.1%	3,994	3,936	-1.5%	16,152	16,053	-0.6%
A-F	698	695	-0.4%	2,376	2,267	-4.6%	9,793	9,267	-5.4%
A-G	431	429	-0.6%	1,447	1,405	-2.9%	5,916	5,789	-2.2%
A-H	357	363	1.6%	1,168	1,145	-2.0%	4,790	4,636	-3.2%
A-I	123	124	0.9%	402	386	-4.1%	1,637	1,561	-4.6%
A-J	53	55	3.5%	169	165	-2.6%	458	664	45.0%
A-K	-	-		-	-		177	-	-100.0%
A-M	-	-		-	-		43	-	-100.0%
<i>A-J, K, & M</i>	<i>53</i>	<i>55</i>	<i>3.5%</i>	<i>169</i>	<i>165</i>	<i>-2.6%</i>	<i>678</i>	<i>664</i>	<i>-2.1%</i>
Intermediate	163	159	-2.5%	562	531	-5.6%	2,312	2,174	-6.0%
No Zone Pair	547	518	-5.3%	1,438	1,339	-6.9%	5,897	5,306	-10.0%
Total	5,739	5,760	0.4%	18,694	18,287	-2.2%	76,088	74,044	-2.7%

¹ 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 ¹

Ticket Type	December (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,214	3,129	-2.7%	56.4%	54.7%	10,894	10,544	-3.2%	58.4%	57.9%
10-Ride Ticket	1,375	1,433	4.2%	24.1%	25.1%	4,515	4,462	-1.2%	24.2%	24.5%
One-Way Ticket	769	827	7.6%	13.5%	14.5%	2,353	2,353	0.0%	12.6%	12.9%
Weekend Pass	273	265	-3.1%	4.8%	4.6%	684	645	-5.8%	3.7%	3.5%
Special Passes	-	-		0.0%	0.0%	0	0	395.2%	0.0%	0.0%
RTA Ride Free Permit	66	66	-0.3%	1.2%	1.2%	218	213	-2.2%	1.2%	1.2%
Total ²	5,698	5,720	0.4%			18,664	18,218	-2.4%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	44,395	43,139	-2.8%	58.3%	58.3%
10-Ride Ticket	18,438	17,962	-2.6%	24.2%	24.3%
One-Way Ticket	9,512	9,452	-0.6%	12.5%	12.8%
Weekend Pass	2,801	2,527	-9.8%	3.7%	3.4%
Special Passes	90	84	-7.4%	0.1%	0.1%
RTA Ride Free Permit	882	857	-2.8%	1.2%	1.2%
Total ²	76,119	74,021	-2.8%		

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

² 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 2.1 percent in the current month, and average total weekday passenger loads decreased 1.9 percent in the same period.

Table 6: Average Daily Passenger Loads ¹

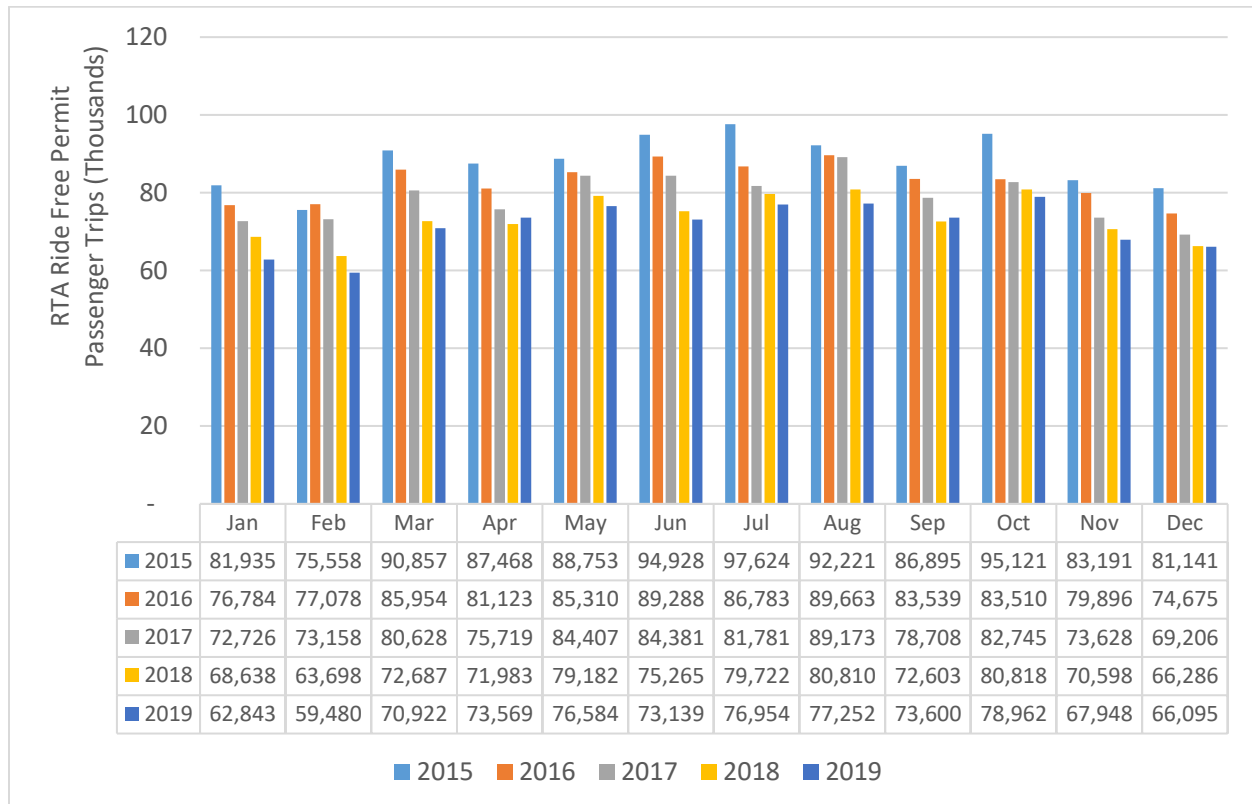
Service Period	December (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	181	177	-2.1%	201	200	-0.6%	211	209	-1.2%
Peak - Reverse Direction	18	17	-1.9%	19	19	0.8%	20	19	-3.6%
Midday	32	32	-0.6%	32	32	0.1%	31	31	-1.9%
Evening	15	15	-1.3%	15	15	-1.3%	16	15	-4.2%
Weekday	246	242	-1.9%	266	265	-0.5%	278	273	-1.6%
Saturday	63	64	2.1%	58	58	0.5%	60	62	3.5%
Sunday	38	37	-2.8%	37	37	0.2%	38	38	-1.4%

¹ 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.

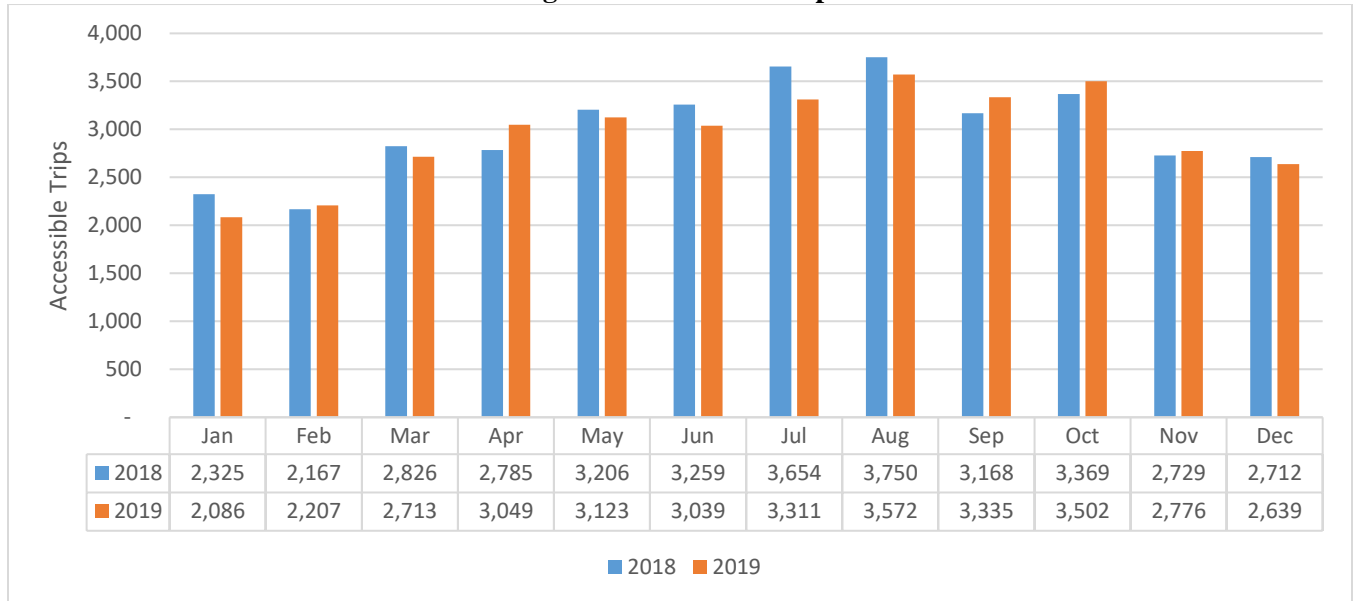
Figure 2: RTA Ride Free Permit Passenger Trip



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.

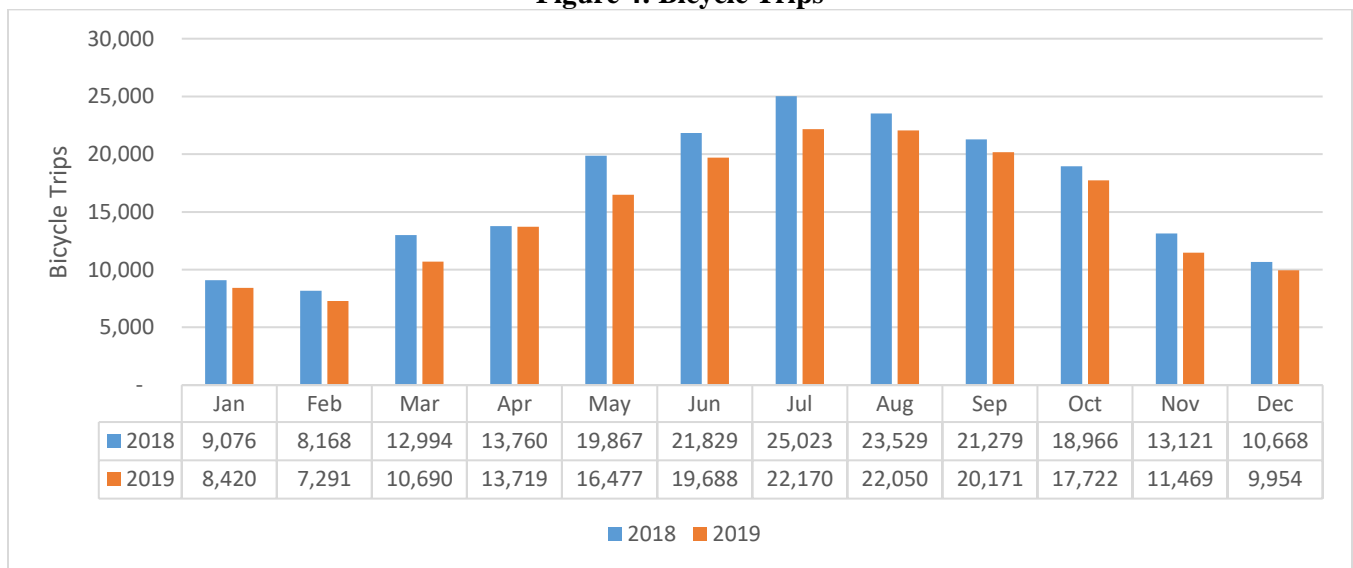
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



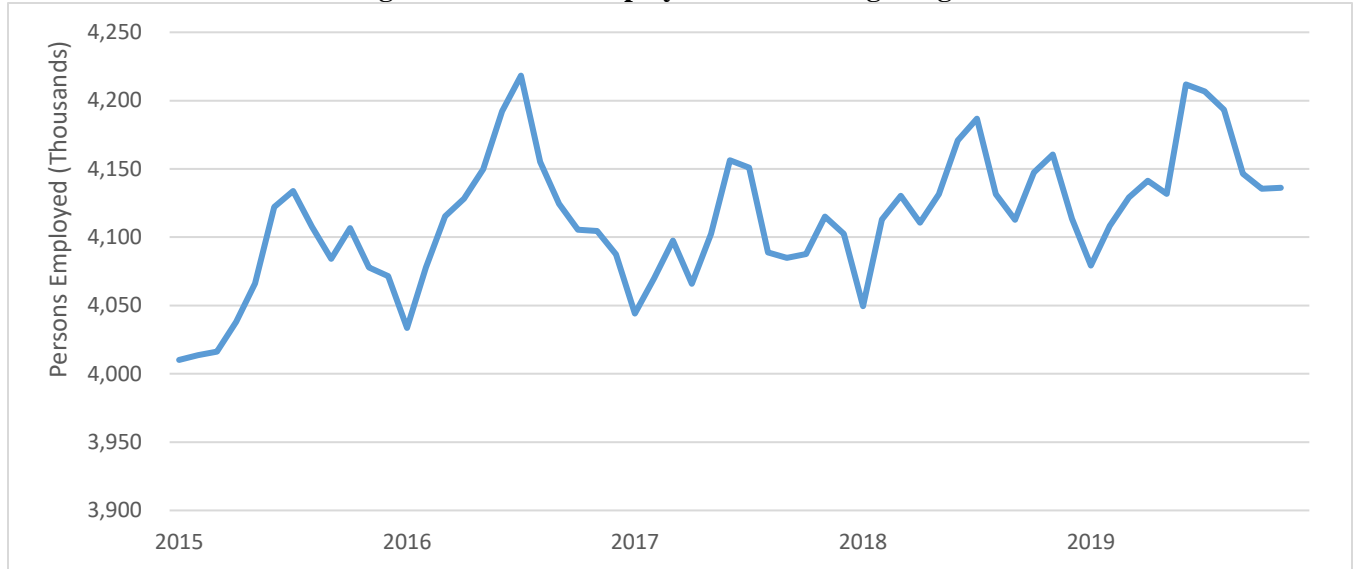
Ridership Influences

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 decreased 0.6 percent in November 2019 compared to November 2018.

Figure 5: Persons Employed in the Chicago Region ¹



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	4,071
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	4,128
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	4,131
2019	4,079	4,108	4,129	4,141	4,132	4,212	4,207	4,193	4,146	4,136	4,136		4,147
Change 2018-2019	0.7%	-0.1%	0.0%	0.7%	0.0%	1.0%	0.5%	1.5%	0.8%	-0.3%	-0.6%		0.4%

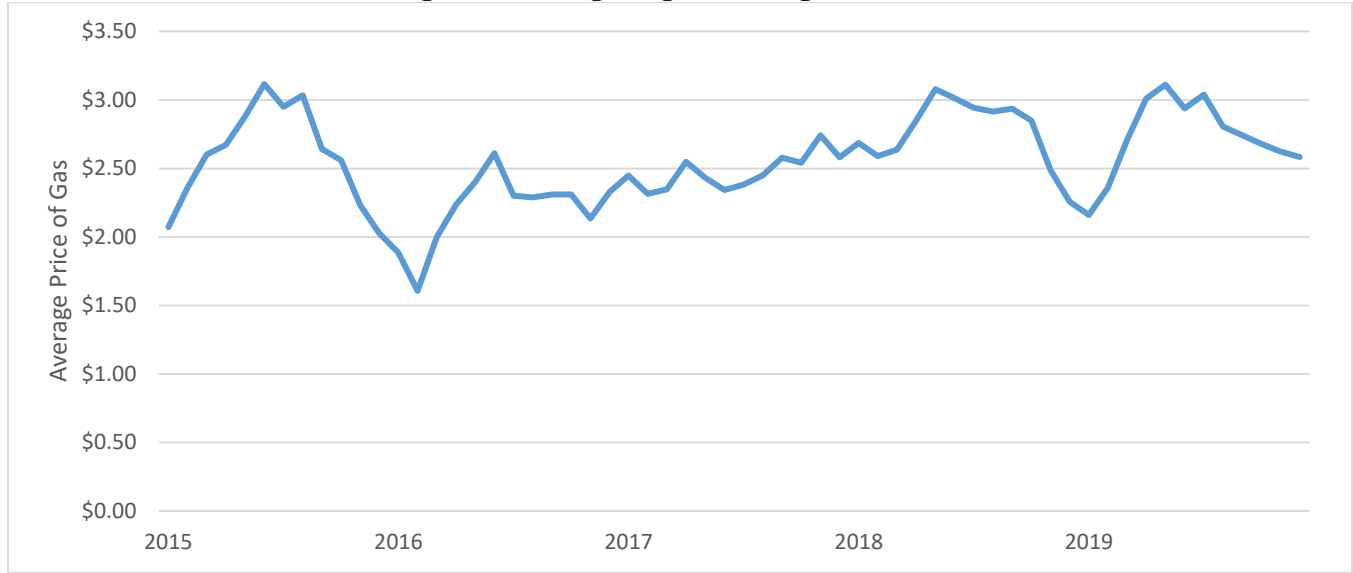
¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 \$2.58 in December 2019, a \$0.33 increase compared to December 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	\$3.53
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	\$2.20
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	\$2.48
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	\$2.77
2019	\$2.16	\$2.36	\$2.71	\$3.01	\$3.11	\$2.94	\$3.04	\$2.81	\$2.74	\$2.68	\$2.62	\$2.58	\$2.73
Change 2018-2019	-\$0.52	-\$0.23	\$0.07	\$0.16	\$0.03	-\$0.07	\$0.10	-\$0.11	-\$0.19	-\$0.17	\$0.14	\$0.33	-\$0.04

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in December. 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 as of September 3, although one additional Saturday morning train was retained on the schedule.

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 started Dec 21.

Metra offered \$10 unlimited ride passes for Christmas Eve and Christmas Day, December 24 and 25.

Free rides were offered for New Year's Eve (Dec 31). An estimated 28,000 free trips were provided. These are not included in any of the estimates used in this report.

One additional outbound train was added to the Rock Island only for New Year's Eve (Dec 31).

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 ¹

Line	December (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$5,922	\$6,035	1.9%	\$19,391	\$19,223	-0.9%	\$79,382	\$78,227	-1.5%
HC	\$280	\$299	6.7%	\$940	\$974	3.7%	\$3,808	\$3,860	1.4%
MD-N	\$2,569	\$2,642	2.8%	\$8,363	\$8,248	-1.4%	\$33,587	\$33,472	-0.3%
MD-W	\$2,313	\$2,319	0.3%	\$7,550	\$7,328	-2.9%	\$30,877	\$29,844	-3.3%
ME	\$2,619	\$2,534	-3.3%	\$8,555	\$8,206	-4.1%	\$34,540	\$32,566	-5.7%
NCS	\$676	\$688	1.8%	\$2,280	\$2,233	-2.0%	\$9,349	\$9,107	-2.6%
RI	\$2,727	\$2,747	0.7%	\$8,780	\$8,527	-2.9%	\$35,653	\$34,753	-2.5%
SWS	\$863	\$843	-2.3%	\$2,805	\$2,724	-2.9%	\$11,314	\$11,080	-2.1%
UP-N	\$2,890	\$2,962	2.5%	\$9,566	\$9,524	-0.4%	\$38,957	\$38,690	-0.7%
UP-NW	\$4,274	\$4,304	0.7%	\$13,616	\$13,254	-2.7%	\$54,583	\$53,699	-1.6%
UP-W	\$3,113	\$3,150	1.2%	\$10,052	\$9,753	-3.0%	\$40,601	\$39,573	-2.5%
Total	\$28,247	\$28,523	1.0%	\$91,898	\$89,995	-2.1%	\$372,652	\$364,871	-2.1%

¹ 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 ¹

Ticket Type	December (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$13,990	\$13,581	-2.9%	49.7%	47.7%	\$47,535	\$45,875	-3.5%	51.7%	51.1%
10-Ride Ticket	\$8,214	\$8,544	4.0%	29.2%	30.0%	\$26,815	\$26,512	-1.1%	29.2%	29.5%
One-Way Ticket	\$4,879	\$5,267	8.0%	17.3%	18.5%	\$14,806	\$14,845	0.3%	16.1%	16.5%
Weekend Pass	\$1,092	\$1,058	-3.2%	3.9%	3.7%	\$2,736	\$2,579	-5.8%	3.0%	2.9%
Special Passes	-	-		0.0%	0.0%	\$0	\$1	395.2%	0.0%	0.0%
Total ²	\$28,175	\$28,450	1.0%			\$91,894	\$89,812	-2.3%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$193,277	\$188,027	-2.7%	51.8%	51.5%
10-Ride Ticket	\$108,554	\$106,938	-1.5%	29.1%	29.3%
One-Way Ticket	\$59,617	\$59,404	-0.4%	16.0%	16.3%
Weekend Pass	\$11,046	\$10,099	-8.6%	3.0%	2.8%
Special Passes	\$506	\$401	-20.6%	0.1%	0.1%
Total ²	\$373,000	\$364,870	-2.2%		

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

² 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) ¹

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	\$4,819	\$4,498	-6.7%	34.4%	33.1%	\$623	\$603	-3.3%	7.6%	7.1%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$4,289	\$3,784	-11.8%	30.7%	27.9%	\$2,252	\$2,146	-4.7%	27.4%	25.1%
Vending Machine	\$486	\$415	-14.6%	3.5%	3.1%	\$362	\$285	-21.5%	4.4%	3.3%
Ventra App	\$4,396	\$4,883	11.1%	31.4%	36.0%	\$4,977	\$5,511	10.7%	60.6%	64.5%
Total	\$13,990	\$13,581	-2.9%			\$8,214	\$8,544	4.0%		
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	\$974	\$889	-8.7%	20.0%	16.9%	\$529	\$522	-1.4%	51.8%	49.3%
Ticket Agent	\$1,358	\$1,317	-3.0%	27.8%	25.0%	\$99	\$81	-18.6%	9.7%	7.6%
Vending Machine	\$172	\$147	-14.7%	3.5%	2.8%	\$38	\$27	-28.5%	3.7%	2.5%
Ventra App	\$2,375	\$2,914	22.7%	48.7%	55.3%	\$356	\$429	20.3%	34.9%	40.5%
Total	\$4,879	\$5,267	8.0%			\$1,022	\$1,058	3.5%		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,443	\$5,101	-6.3%	19.4%	17.9%
Conductor	\$1,503	\$1,411	-6.1%	5.3%	5.0%
Ticket Agent	\$7,998	\$7,328	-8.4%	28.5%	25.8%
Vending Machine	\$1,058	\$873	-17.5%	3.8%	3.1%
Ventra App	\$12,104	\$13,736	13.5%	43.1%	48.3%
Total ²	\$28,105	\$28,450	1.2%		

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

² 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 2.7 percent in the current month compared to the previous year, and 10-Ride Ticket sales increased by 4.2 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

Ticket Type	December (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share	Share	2018	2019	Change	Share	Share
				2018	2019				2018	2019
Monthly Pass	75	73	-2.7%	6.9%	6.3%	253	245	-3.2%	7.6%	7.4%
10-Ride Ticket	137	143	4.2%	12.6%	12.5%	451	446	-1.2%	13.6%	13.5%
One-Way Ticket	769	827	7.6%	70.5%	72.0%	2,353	2,353	0.0%	70.6%	71.3%
Weekend Pass	109	106	-3.1%	10.0%	9.2%	274	258	-5.8%	8.2%	7.8%
Special Passes	-	-		0.0%	0.0%	0	0	381.0%	0.0%	0.0%
Total	1,091	1,149	5.4%			3,331	3,303	-0.9%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	1,032	1,003	-2.8%	7.6%	7.5%
10-Ride Ticket	1,844	1,796	-2.6%	13.6%	13.5%
One-Way Ticket	9,512	9,452	-0.6%	70.2%	71.1%
Weekend Pass	1,120	1,011	-9.8%	8.3%	7.6%
Special Passes	40	36	-8.7%	0.3%	0.3%
Total	13,548	13,299	-1.8%		

¹ 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	16,308	16,039	-1.6%	BNSF	29,547	30,881	4.5%
HC	910	941	3.4%	HC	1,113	1,321	18.7%
MD-N	5,839	5,707	-2.3%	MD-N	13,853	14,894	7.5%
MD-W	5,939	5,692	-4.2%	MD-W	9,353	9,645	3.1%
ME	7,682	7,317	-4.8%	ME	10,851	10,882	0.3%
NCS	1,635	1,589	-2.8%	NCS	3,050	3,222	5.6%
RI	8,862	8,632	-2.6%	RI	10,547	10,762	2.0%
SWS	2,887	2,721	-5.7%	SWS	3,782	3,917	3.6%
UP-N	6,953	6,930	-0.3%	UP-N	20,142	21,020	4.4%
UP-NW	10,051	9,750	-3.0%	UP-NW	19,810	20,219	2.1%
UP-W	7,685	7,448	-3.1%	UP-W	15,450	16,549	7.1%
Total	74,751	72,766	-2.7%	Total	137,498	143,312	4.2%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	103,290	118,059	14.3%	BNSF	16,253	14,370	-11.6%
HC	2,757	2,909	5.5%	HC	319	199	-37.6%
MD-N	56,420	65,927	16.9%	MD-N	17,332	14,228	-17.9%
MD-W	52,057	59,217	13.8%	MD-W	17,167	15,369	-10.5%
ME	78,569	85,338	8.6%	ME	20,756	17,929	-13.6%
NCS	10,229	11,682	14.2%	NCS	4,692	3,750	-20.1%
RI	52,206	57,361	9.9%	RI	11,424	13,047	14.2%
SWS	13,408	14,953	11.5%	SWS	3,738	3,183	-14.8%
UP-N	69,046	78,042	13.0%	UP-N	29,723	26,767	-9.9%
UP-NW	96,715	109,177	12.9%	UP-NW	26,491	23,537	-11.2%
UP-W	68,401	77,291	13.0%	UP-W	18,022	15,059	-16.4%
Total	603,098	679,956	12.7%	Total	165,917	147,438	-11.1%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	11,147	10,654	-4.4%	BNSF	5,835	5,983	2.5%
HC	-	-		HC	-	-	
MD-N	6,807	6,201	-8.9%	MD-N	6,223	6,200	-0.4%
MD-W	5,337	5,411	1.4%	MD-W	6,378	6,106	-4.3%
ME	6,353	5,095	-19.8%	ME	2,398	2,201	-8.2%
NCS	-	-		NCS	-	-	
RI	3,272	3,325	1.6%	RI	3,470	4,391	26.5%
SWS	249	177	-28.9%	SWS	493	270	-45.2%
UP-N	4,887	4,406	-9.8%	UP-N	6,398	6,428	0.5%
UP-NW	10,889	11,517	5.8%	UP-NW	13,243	13,500	1.9%
UP-W	7,373	6,924	-6.1%	UP-W	8,486	7,111	-16.2%
Total	56,314	53,710	-4.6%	Total	52,924	52,190	-1.4%

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)^{1, 2}

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	25	24	-6.5%	33.7%	32.3%	10	9	-3.7%	7.1%	6.6%
Conductor	-	-				-	-			
Ticket Agent	23	21	-11.3%	31.3%	28.5%	39	38	-4.3%	28.6%	26.3%
<i>Cash & Other</i>	4	3	-23.7%			6	5	-14.0%		
<i>Credit Card</i>	20	18	-9.0%			33	33	-2.5%		
Vending Machine	3	2	-14.5%	3.5%	3.1%	6	5	-21.1%	4.3%	3.3%
Ventra App	24	26	11.5%	31.5%	36.1%	82	92	11.2%	59.9%	63.9%
<i>Credit Card</i>	22	25	14.6%			78	87	11.4%		
<i>Mixed & Other</i>	1	0	-70.3%			1	0	-63.5%		
<i>Ventra</i>	1	1	29.7%			3	4	23.8%		
Total	75	73	-2.6%			137	143	4.3%		
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	166	147	-11.1%	21.6%	17.8%	53	52	-1.4%	48.4%	49.3%
Ticket Agent	208	203	-2.4%	27.1%	24.6%	10	8	-17.6%	9.1%	7.7%
<i>Cash & Other</i>	115	107	-7.7%			5	4	-20.8%		
<i>Credit Card</i>	93	97	4.3%			5	4	-14.1%		
Vending Machine	26	22	-15.4%	3.4%	2.7%	4	3	-28.5%	3.4%	2.5%
Ventra App	369	454	23.3%	47.9%	54.9%	43	43	0.5%	39.1%	40.5%
<i>Credit Card</i>	336	418	24.1%			40	41	1.4%		
<i>Mixed & Other</i>	2	1	-23.8%			0	0	-27.8%		
<i>Ventra</i>	30	35	17.1%			2	2	-13.7%		
Total	769	827	7.6%			109	106	-3.1%		

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

² As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

Table 13: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date) ¹

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	321	301	-6.0%	31.1%	30.0%	125	118	-5.3%	6.8%	6.6%
Conductor	-	-				-	-			
Internet	17	-	-100%	1.6%		7	-	-100%	0.4%	
Ticket Agent	325	305	-6.3%	31.5%	30.4%	559	484	-13.4%	30.3%	26.9%
<i>Cash & Other</i>	54	41	-24.2%			89	70	-22.0%		
<i>Credit Card</i>	271	264	-2.7%			470	415	-11.8%		
Vending Machine	38	32	-15.8%	3.6%	3.1%	86	67	-22.1%	4.7%	3.7%
Ventra App	332	366	10.1%	32.2%	36.4%	1,067	1,127	5.6%	57.9%	62.8%
<i>Credit Card</i>	303	342	12.9%			1,011	1,071	6.0%		
<i>Mixed & Other</i>	19	9	-50.9%			13	7	-45.5%		
<i>Ventra</i>	10	14	38.5%			43	49	13.9%		
Total	1,032	1,004	-2.8%			1,844	1,796	-2.6%		
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	2,153	1,815	-15.7%	22.6%	19.2%	584	476	-18.5%	50.3%	45.2%
Internet	-	-				-	-			
Ticket Agent	2,704	2,384	-11.8%	28.4%	25.2%	155	127	-18.4%	13.4%	12.1%
<i>Cash & Other</i>	1,510	1,288	-14.7%			79	63	-20.7%		
<i>Credit Card</i>	1,194	1,096	-8.2%			77	64	-16.0%		
Vending Machine	340	275	-18.9%	3.6%	2.9%	34	25	-26.7%	2.9%	2.4%
Ventra App	4,315	4,978	15.4%	45.4%	52.7%	388	425	9.6%	33.4%	40.4%
<i>Credit Card</i>	3,881	4,542	17.0%			361	401	11.0%		
<i>Mixed & Other</i>	30	20	-33.3%			3	2	-32.3%		
<i>Ventra</i>	404	416	2.8%			24	22	-7.1%		
Total	9,512	9,452	-0.6%			1,161	1,053	-9.3%		

¹ As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month) ^{1,2}

Sales Channel	All Ticket Types (Thousands)			Share 2018	Share 2019
	2018	2019	Change		
Commuter Benefit	35	33	-5.7%	3.2%	2.9%
Conductor	219	200	-8.8%	20.1%	17.4%
Ticket Agent	281	270	-3.9%	25.8%	23.5%
<i>Cash & Other</i>	130	119	-9.0%		
<i>Credit Card</i>	151	151	0.5%		
Vending Machine	39	32	-17.5%	3.5%	2.8%
Ventra App	517	615	18.9%	47.4%	53.5%
<i>Credit Card</i>	476	570	19.7%		
<i>Mixed & Other</i>	4	2	-44.5%		
<i>Ventra</i>	37	43	16.2%		
Total	1,091	1,149	5.4%		

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

² As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

Table 15: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date) ^{1,2}

Sales Channel	All Ticket Types (Thousands)			Share 2018	Share 2019
	2018	2019	Change		
Commuter Benefit	445	419	-5.8%	3.3%	3.2%
Conductor	2,737	2,291	-16.3%	20.2%	17.2%
Internet	23	-	-100%	0.2%	
Ticket Agent	3,744	3,300	-11.9%	27.6%	24.8%
<i>Cash & Other</i>	1,732	1,461	-15.7%		
<i>Credit Card</i>	2,012	1,839	-8.6%		
Vending Machine	497	399	-19.8%	3.7%	3.0%
Ventra App	6,102	6,896	13.0%	45.0%	51.8%
<i>Credit Card</i>	5,556	6,357	14.4%		
<i>Mixed & Other</i>	65	38	-41.0%		
<i>Ventra</i>	481	500	4.1%		
Total	13,549	13,305	-1.8%		

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

² As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes decreased by 9.1 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 2.5 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	2,641	1,020	-8.9%	-8.2%	30.3%	26.9%
Nov	2,925	1,070	2,707	1,011	-7.5%	-5.5%	31.3%	27.0%
Dec	2,699	922	2,454	899	-9.1%	-2.5%	31.6%	26.9%
Last 3 Months	8,523	3,103	7,802	2,930	-8.5%	-5.6%	31.0%	36.9%
Last 12 Months	35,195	13,107	32,557	12,141	-7.5%	-7.4%	29.2%	25.1%

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	3,265	13,586	56,308	22,069
Nov	3,122	12,216	53,685	22,797	3,044	11,695	58,922	20,528
Dec	2,675	11,029	57,839	24,766	2,611	11,358	71,444	25,662
Last 3 Months	9,115	37,681	163,883	73,212	8,920	36,639	186,674	68,259
Last 12 Months	35,408	152,093	698,481	312,420	34,783	144,384	742,002	289,005

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	-1.6%	-5.9%	7.5%	-14.0%
Nov	-2.5%	-4.3%	9.8%	-10.0%
Dec	-2.4%	3.0%	23.5%	3.6%
Last 3 Months	-2.1%	-2.8%	13.9%	-6.8%
Last 12 Months	-1.8%	-5.1%	6.2%	-7.5%