

RIDERSHIP TRENDS

March 2019



**Prepared by the Division of Strategic Capital Planning
May 2019**

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Executive Summary

Estimated passenger trips decreased 2.2 percent in March 2019 compared to March 2018. March 2019 had one less weekday, the same number of Saturdays, and one additional Sunday/holiday compared to March 2018.

Estimated passenger trips decreased 4.7 percent in January-March (year-to-date) 2019 compared to 2018. Major factors influencing ridership in the first quarter of 2019 included the Polar Vortex extreme winter weather event on January 30 and 31 and the lack of 10-Ride Ticket stockpiling in 2019 compared to 2018, due to there being no fare increase in 2019.

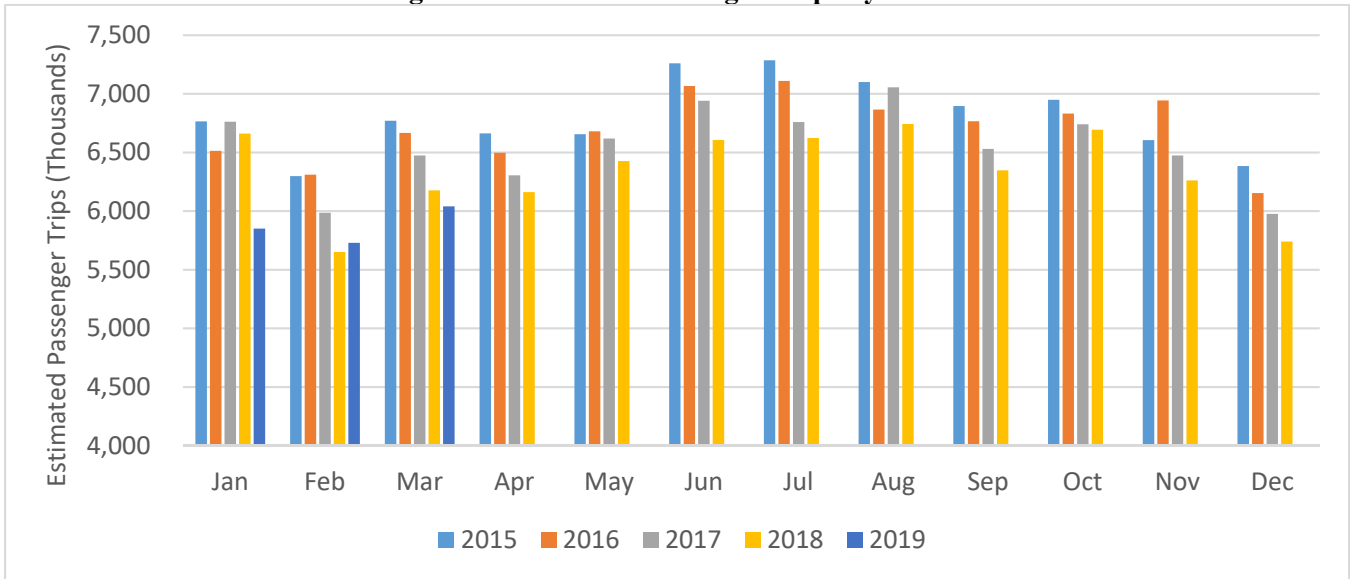
Estimated passenger trips have decreased 3.4 percent in the last 12 months compared to the previous 12 months.

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 | | | |
| May | 6,656 | 6,681 | 6,618 | 6,426 | | | |
| Jun | 7,260 | 7,066 | 6,941 | 6,607 | | | |
| Jul | 7,286 | 7,110 | 6,759 | 6,623 | | | |
| Aug | 7,100 | 6,866 | 7,055 | 6,742 | | | |
| Sep | 6,896 | 6,766 | 6,530 | 6,347 | | | |
| 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 | | | |
| Year-to-date | 19,831 | 19,489 | 19,220 | 18,488 | 17,619 | -11.2% | -4.7% |
| Last 12 Months | 83,540 | 81,288 | 80,134 | 77,888 | 75,220 | -10.0% | -3.4% |

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 | | |
| May | 6,400 | | |
| Jun | 6,360 | | |
| 2nd Quarter | 19,210 | | |
| Jul | 6,830 | | |
| Aug | 6,490 | | |
| Sep | 6,530 | | |
| 3rd Quarter | 19,850 | | |
| Oct | 6,500 | | |
| Nov | 5,970 | | |
| Dec | 5,990 | | |
| 4th Quarter | 18,460 | | |
| Year-to-date | 18,050 | 17,619 | -2.4% |
| Total | 75,570 | | |

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 4.7 percent in the last three months compared to the previous year, and decreased 3.4 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

| Line | March | | | Last 3 Months | | | Last 12 Months | | |
|--------------|------------------|------------------|--------------|-------------------|-------------------|--------------|-------------------|-------------------|--------------|
| | 2018 | 2019 | Change | 2018 | 2019 | Change | 2018 | 2019 | Change |
| BNSF | 1,284,242 | 1,258,543 | -2.0% | 3,853,186 | 3,690,679 | -4.2% | 16,139,219 | 15,660,145 | -3.0% |
| HC | 60,042 | 59,535 | -0.8% | 179,905 | 175,906 | -2.2% | 722,371 | 724,468 | 0.3% |
| MD-N | 526,837 | 526,553 | -0.1% | 1,591,707 | 1,538,261 | -3.4% | 6,772,269 | 6,556,614 | -3.2% |
| MD-W | 508,545 | 492,923 | -3.1% | 1,490,759 | 1,415,847 | -5.0% | 6,287,047 | 6,069,084 | -3.5% |
| ME | 642,132 | 599,901 | -6.6% | 1,905,835 | 1,722,858 | -9.6% | 7,995,545 | 7,533,144 | -5.8% |
| NCS | 132,594 | 129,803 | -2.1% | 407,354 | 384,934 | -5.5% | 1,677,895 | 1,618,564 | -3.5% |
| RI | 630,345 | 613,350 | -2.7% | 1,872,418 | 1,792,922 | -4.2% | 7,835,113 | 7,498,834 | -4.3% |
| SWS | 201,581 | 197,969 | -1.8% | 606,425 | 585,749 | -3.4% | 2,443,603 | 2,400,245 | -1.8% |
| UP-N | 688,476 | 682,299 | -0.9% | 2,094,760 | 1,992,012 | -4.9% | 8,928,672 | 8,587,027 | -3.8% |
| UP-NW | 846,947 | 841,181 | -0.7% | 2,532,684 | 2,455,966 | -3.0% | 10,811,791 | 10,520,962 | -2.7% |
| UP-W | 654,083 | 637,901 | -2.5% | 1,952,578 | 1,863,829 | -4.5% | 8,274,341 | 8,050,594 | -2.7% |
| Total | 6,175,822 | 6,039,955 | -2.2% | 18,487,610 | 17,618,960 | -4.7% | 77,887,863 | 75,219,679 | -3.4% |

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 | March (Thousands) | | | Last 3 Months (Thousands) | | | Last 12 Months (Thousands) | | |
|------------------------|-------------------|--------------|--------------|---------------------------|---------------|--------------|----------------------------|---------------|--------------|
| | 2018 | 2019 | Change | 2018 | 2019 | Change | 2018 | 2019 | Change |
| A-A | 21 | 20 | -5.0% | 60 | 58 | -3.1% | 238 | 236 | -0.9% |
| A-B | 449 | 450 | 0.1% | 1,375 | 1,325 | -3.7% | 5,603 | 5,474 | -2.3% |
| A-C | 846 | 848 | 0.2% | 2,578 | 2,512 | -2.6% | 10,509 | 10,414 | -0.9% |
| A-D | 1,030 | 1,003 | -2.6% | 3,131 | 2,993 | -4.4% | 12,896 | 12,534 | -2.8% |
| A-E | 1,306 | 1,309 | 0.3% | 3,961 | 3,892 | -1.7% | 16,345 | 16,084 | -1.6% |
| A-F | 801 | 760 | -5.0% | 2,407 | 2,250 | -6.5% | 9,823 | 9,636 | -1.9% |
| A-G | 482 | 478 | -0.8% | 1,459 | 1,409 | -3.4% | 5,993 | 5,866 | -2.1% |
| A-H | 392 | 380 | -3.1% | 1,171 | 1,105 | -5.6% | 4,870 | 4,725 | -3.0% |
| A-I | 134 | 130 | -2.8% | 399 | 378 | -5.4% | 1,646 | 1,615 | -1.9% |
| A-J | 22 | 56 | 161.0% | 67 | 158 | 136.8% | 288 | 549 | 90.7% |
| A-K | 26 | - | -100% | 78 | - | -100% | 328 | 99 | -69.9% |
| A-M | 7 | - | -100% | 19 | - | -100% | 87 | 24 | -72.1% |
| A-J, K, & M | 55 | 56 | 2.1% | 164 | 158 | -3.4% | 703 | 672 | -4.4% |
| Intermediate | 190 | 176 | -7.6% | 572 | 520 | -9.1% | 2,401 | 2,260 | -5.9% |
| No Zone Pair | 468 | 428 | -8.6% | 1,210 | 1,018 | -15.9% | 6,859 | 5,705 | -16.8% |
| Total | 6,176 | 6,040 | -2.2% | 18,488 | 17,619 | -4.7% | 77,888 | 75,220 | -3.4% |

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, March 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 | March (Thousands) | | | | | Last 3 Months (Thousands) | | | | |
|---------------------------|-------------------|--------------|--------------|------------|------------|---------------------------|---------------|--------------|------------|------------|
| | 2018 | 2019 | Change | Share 2018 | Share 2019 | 2018 | 2019 | Change | Share 2018 | Share 2019 |
| Monthly Pass | 3,789 | 3,652 | -3.6% | 61.3% | 60.4% | 11,167 | 10,834 | -3.0% | 60.3% | 61.4% |
| 10-Ride Ticket | 1,359 | 1,389 | 2.2% | 22.0% | 23.0% | 4,647 | 4,255 | -8.4% | 25.1% | 24.1% |
| One-Way Ticket | 723 | 709 | -2.0% | 11.7% | 11.7% | 1,916 | 1,886 | -1.6% | 10.3% | 10.7% |
| Weekend Pass | 240 | 226 | -5.9% | 3.9% | 3.7% | 582 | 465 | -20.0% | 3.1% | 2.6% |
| Special Passes | - | - | | 0.0% | 0.0% | 0 | - | -100% | 0.0% | 0.0% |
| RTA Ride Free Permit | 73 | 71 | -2.4% | 1.2% | 1.2% | 205 | 193 | -5.7% | 1.1% | 1.1% |
| Total ² | 6,183 | 6,046 | -2.2% | | | 18,517 | 17,633 | -4.8% | | |

| Ticket Type | Last 12 Months (Thousands) | | | | |
|---------------------------|----------------------------|---------------|--------------|------------|------------|
| | 2018 | 2019 | Change | Share 2018 | Share 2019 |
| Monthly Pass | 45,383 | 44,062 | -2.9% | 58.3% | 58.6% |
| 10-Ride Ticket | 18,766 | 18,046 | -3.8% | 24.1% | 24.0% |
| One-Way Ticket | 9,221 | 9,482 | 2.8% | 11.8% | 12.6% |
| Weekend Pass | 3,481 | 2,684 | -22.9% | 4.5% | 3.6% |
| Special Passes | 129 | 90 | -29.9% | 0.2% | 0.1% |
| RTA Ride Free Permit | 925 | 871 | -5.9% | 1.2% | 1.2% |
| Total ² | 77,904 | 75,235 | -3.4% | | |

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 increased by 0.4 percent in the current month, and average total weekday passenger loads decreased by 0.8 percent in the same period.

Table 6: Average Daily Passenger Loads ¹

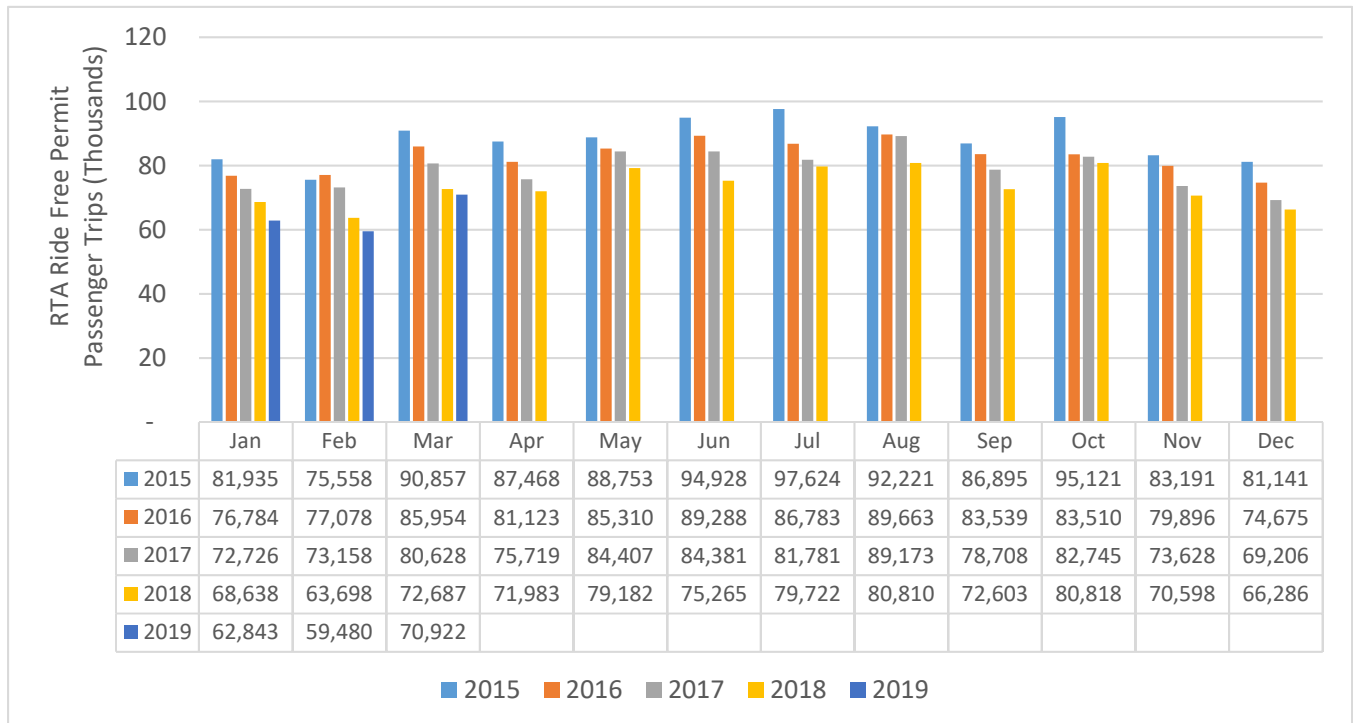
| Service Period | March (Thousands) | | | Last 3 Months (Thousands) | | | Last 12 Months (Thousands) | | |
|--------------------------|-------------------|------------|--------------|---------------------------|------------|--------------|----------------------------|------------|--------------|
| | 2018 | 2019 | Change | 2018 | 2019 | Change | 2018 | 2019 | Change |
| Peak - Peak Direction | 211 | 212 | 0.4% | 212 | 205 | -3.2% | 214 | 209 | -2.1% |
| Peak - Reverse Direction | 19 | 18 | -4.8% | 19 | 17 | -9.9% | 20 | 19 | -5.6% |
| Midday | 30 | 28 | -5.5% | 29 | 27 | -7.1% | 32 | 31 | -5.2% |
| Evening | 15 | 14 | -4.1% | 14 | 13 | -6.4% | 16 | 16 | -3.8% |
| Weekday | 275 | 273 | -0.8% | 273 | 262 | -4.3% | 283 | 275 | -2.8% |
| Saturday | 66 | 68 | 2.8% | 55 | 54 | -0.5% | 65 | 60 | -7.7% |
| Sunday | 33 | 30 | -9.0% | 29 | 30 | 1.4% | 40 | 38 | -5.6% |

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.

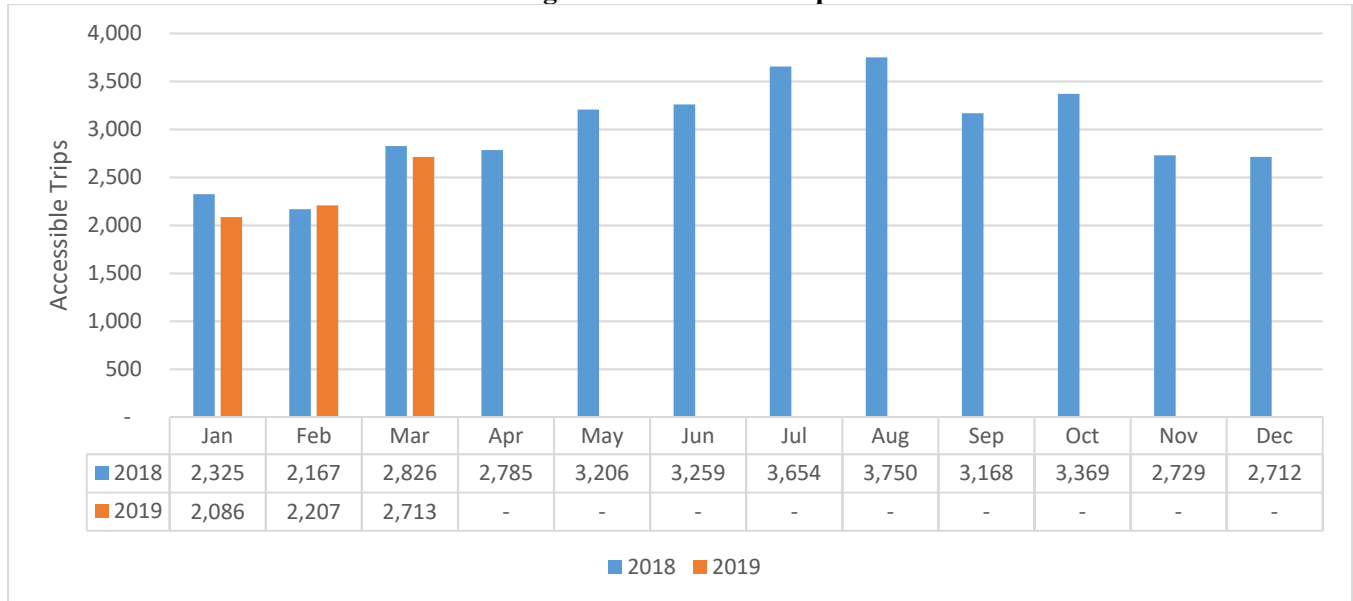
Figure 2: RTA Ride Free Permit Passenger Trips



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.

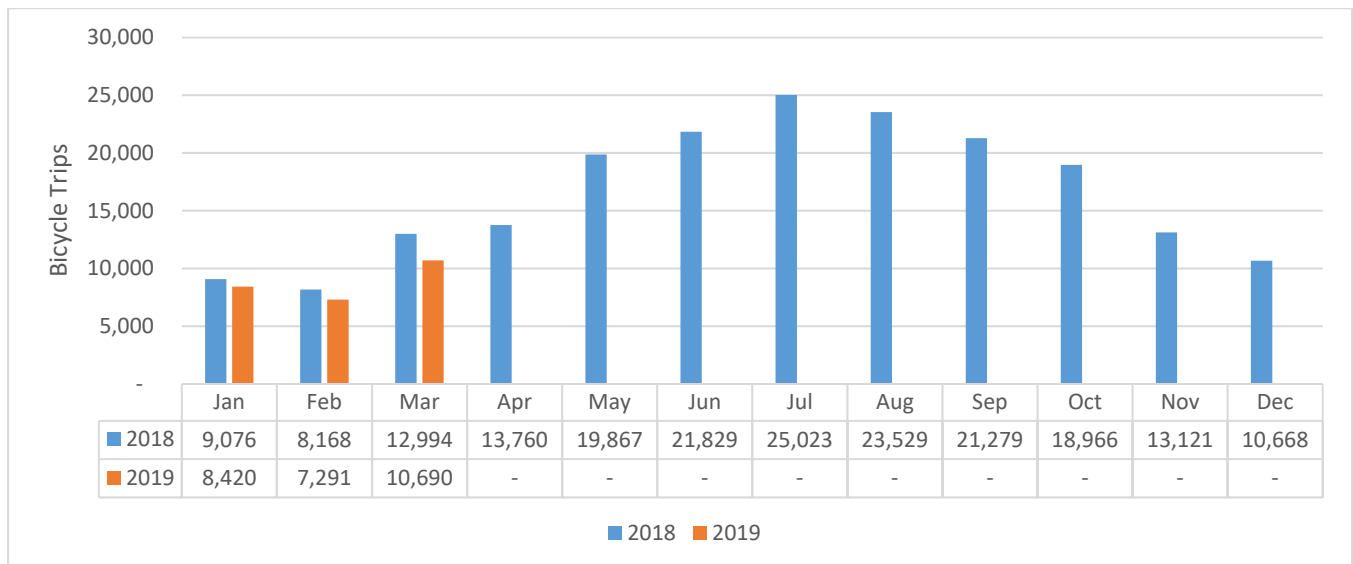
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



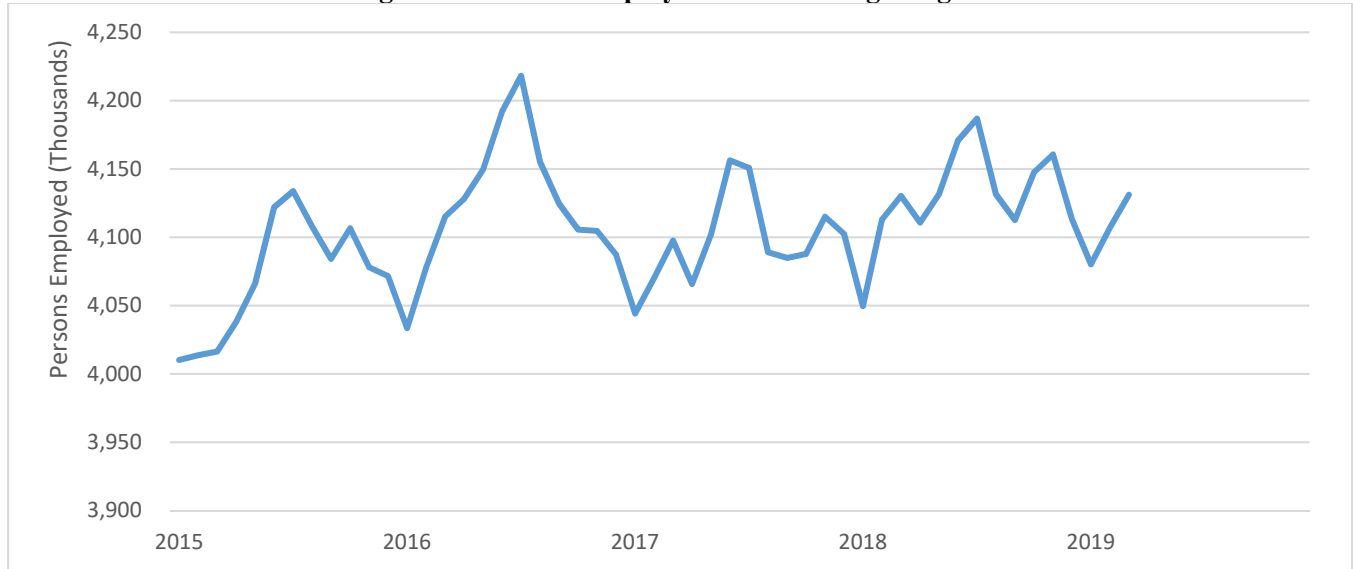
Ridership Influences

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 changed 0.0 percent in March 2019 compared to March 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 | 4,013 |
| 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 | 4,076 |
| 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 | 4,071 |
| 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 | 4,098 |
| 2019 | 4,080 | 4,107 | 4,131 | | | | | | | | | | 4,106 |
| Change 2018-2019 | 0.8% | -0.1% | 0.0% | | | | | | | | | | 0.2% |

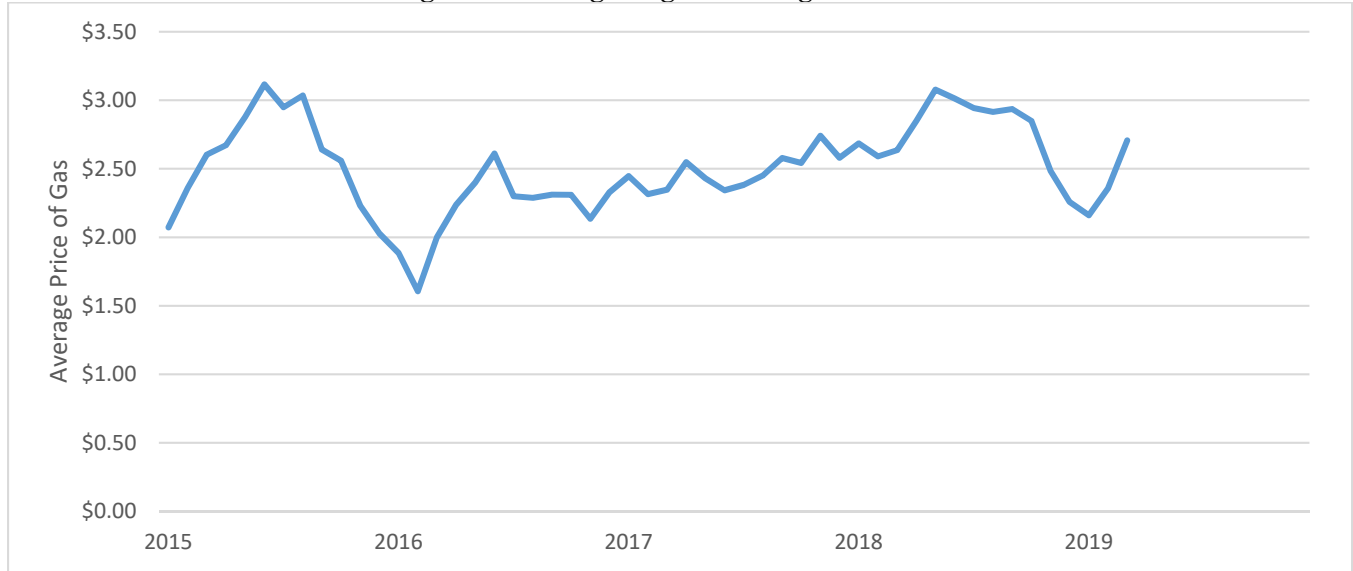
¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 \$2.71 in March 2019, a \$0.07 increase compared to March 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 | \$3.60 |
| 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 | \$1.83 |
| 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 | \$2.37 |
| 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 | \$2.64 |
| 2019 | \$2.16 | \$2.36 | \$2.71 | | | | | | | | | | \$2.41 |
| Change 2018-2019 | -\$0.52 | -\$0.23 | \$0.07 | | | | | | | | | | -\$0.23 |

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in March. 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

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

Trains operated on a modified schedule with additional service and seating capacity for the downtown St. Patrick's Day Parade (March 16). Rock Island Line trains operated with additional seating capacity for the South Side Irish Parade (March 17).

Passenger Revenue and Ticket Sales

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

- The Ventra App was introduced in November 2015, causing a long-term shift from ticket agent and conductor sales to sales through the app.
- 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.

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, March 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 | March (Thousands) | | | Last 3 Months (Thousands) | | | Last 12 Months (Thousands) | | |
|--------------|-------------------|-----------------|--------------|---------------------------|-----------------|--------------|----------------------------|------------------|-------------|
| | 2018 | 2019 | Change | 2018 | 2019 | Change | 2018 | 2019 | Change |
| BNSF | \$6,400 | \$6,307 | -1.5% | \$18,881 | \$18,547 | -1.8% | \$76,501 | \$79,048 | 3.3% |
| HC | \$314 | \$311 | -1.0% | \$926 | \$920 | -0.7% | \$3,616 | \$3,802 | 5.2% |
| MD-N | \$2,665 | \$2,655 | -0.4% | \$7,884 | \$7,793 | -1.2% | \$32,354 | \$33,496 | 3.5% |
| MD-W | \$2,538 | \$2,461 | -3.1% | \$7,358 | \$7,111 | -3.4% | \$29,878 | \$30,630 | 2.5% |
| ME | \$2,878 | \$2,679 | -6.9% | \$8,368 | \$7,731 | -7.6% | \$33,891 | \$33,903 | 0.0% |
| NCS | \$749 | \$736 | -1.8% | \$2,278 | \$2,189 | -3.9% | \$9,159 | \$9,260 | 1.1% |
| RI | \$2,950 | \$2,876 | -2.5% | \$8,622 | \$8,442 | -2.1% | \$34,963 | \$35,473 | 1.5% |
| SWS | \$937 | \$925 | -1.3% | \$2,776 | \$2,746 | -1.1% | \$10,884 | \$11,283 | 3.7% |
| UP-N | \$3,068 | \$3,048 | -0.7% | \$9,102 | \$8,919 | -2.0% | \$37,647 | \$38,774 | 3.0% |
| UP-NW | \$4,335 | \$4,311 | -0.6% | \$12,743 | \$12,607 | -1.1% | \$52,640 | \$54,447 | 3.4% |
| UP-W | \$3,244 | \$3,175 | -2.1% | \$9,478 | \$9,280 | -2.1% | \$38,872 | \$40,403 | 3.9% |
| Total | \$30,079 | \$29,482 | -2.0% | \$88,416 | \$86,285 | -2.4% | \$360,405 | \$370,521 | 2.8% |

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 | March (Thousands) | | | | | Last 3 Months (Thousands) | | | | |
|---------------------------|-------------------|-----------------|--------------|------------|------------|---------------------------|-----------------|--------------|------------|------------|
| | 2018 | 2019 | Change | Share 2018 | Share 2019 | 2018 | 2019 | Change | Share 2018 | Share 2019 |
| Monthly Pass | \$16,581 | \$15,947 | -3.8% | 55.1% | 54.0% | \$48,028 | \$47,324 | -1.5% | 54.2% | 54.8% |
| 10-Ride Ticket | \$8,069 | \$8,248 | 2.2% | 26.8% | 27.9% | \$26,477 | \$25,348 | -4.3% | 29.9% | 29.4% |
| One-Way Ticket | \$4,504 | \$4,419 | -1.9% | 15.0% | 15.0% | \$11,875 | \$11,828 | -0.4% | 13.4% | 13.7% |
| Weekend Pass | \$959 | \$897 | -6.4% | 3.2% | 3.0% | \$2,170 | \$1,855 | -14.5% | 2.5% | 2.1% |
| Special Passes | - | - | | 0.0% | 0.0% | \$0 | - | | 0.0% | 0.0% |
| Total ² | \$30,112 | \$29,511 | -2.0% | | | \$88,550 | \$86,355 | -2.5% | | |

| Ticket Type | Last 12 Months (Thousands) | | | | |
|---------------------------|----------------------------|------------------|-------------|------------|------------|
| | 2018 | 2019 | Change | Share 2018 | Share 2019 |
| Monthly Pass | \$189,747 | \$192,573 | 1.5% | 52.6% | 51.9% |
| 10-Ride Ticket | \$102,811 | \$107,424 | 4.5% | 28.5% | 29.0% |
| One-Way Ticket | \$56,088 | \$59,570 | 6.2% | 15.6% | 16.1% |
| Weekend Pass | \$11,499 | \$10,731 | -6.7% | 3.2% | 2.9% |
| Special Passes | \$471 | \$469 | -0.5% | 0.1% | 0.1% |
| Total ² | \$360,616 | \$370,768 | 2.8% | | |

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 | \$5,284 | \$4,962 | -6.1% | 31.9% | 31.1% | \$635 | \$606 | -4.6% | 7.9% | 7.3% |
| Conductor | - | - | | 0.0% | 0.0% | - | - | | 0.0% | 0.0% |
| Internet | \$470 | - | -100% | 2.8% | 0.0% | \$50 | - | -100% | 0.6% | 0.0% |
| Ticket Agent | \$5,110 | \$4,909 | -3.9% | 30.8% | 30.8% | \$2,381 | \$2,205 | -7.4% | 29.5% | 26.7% |
| Vending Machine | \$651 | \$486 | -25.3% | 3.9% | 3.0% | \$412 | \$334 | -19.0% | 5.1% | 4.0% |
| Ventra App | \$5,066 | \$5,590 | 10.3% | 30.6% | 35.1% | \$4,590 | \$5,104 | 11.2% | 56.9% | 61.9% |
| Total | \$16,581 | \$15,947 | -3.8% | | | \$8,069 | \$8,248 | 2.2% | | |
| 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 | \$936 | \$786 | -16.1% | 20.8% | 17.8% | \$429 | \$366 | -14.7% | 44.8% | 40.8% |
| Internet | - | - | | 0.0% | 0.0% | - | - | | 0.0% | 0.0% |
| Ticket Agent | \$1,376 | \$1,214 | -11.8% | 30.5% | 27.5% | \$167 | \$148 | -11.6% | 17.4% | 16.5% |
| Vending Machine | \$160 | \$144 | -10.5% | 3.6% | 3.2% | \$25 | \$23 | -10.1% | 2.6% | 2.5% |
| Ventra App | \$2,032 | \$2,276 | 12.0% | 45.1% | 51.5% | \$337 | \$361 | 7.0% | 35.2% | 40.2% |
| Total | \$4,504 | \$4,419 | -1.9% | | | \$959 | \$897 | -6.4% | | |

| Sales Channel | All Ticket Types (Thousands) | | | | |
|---------------------------|------------------------------|-----------------|--------------|------------|------------|
| | 2018 | 2019 | Change | Share 2018 | Share 2019 |
| Commuter Benefit | \$5,918 | \$5,568 | -5.9% | 19.7% | 18.9% |
| Conductor | \$1,365 | \$1,152 | -15.6% | 4.5% | 3.9% |
| Internet | \$520 | - | -100% | 1.7% | 0.0% |
| Ticket Agent | \$9,034 | \$8,475 | -6.2% | 30.0% | 28.7% |
| Vending Machine | \$1,249 | \$986 | -21.0% | 4.1% | 3.3% |
| Ventra App | \$12,026 | \$13,330 | 10.8% | 39.9% | 45.2% |
| Total ² | \$30,112 | \$29,511 | -2.0% | | |

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 3.6 percent in the current month compared to the previous year, and 10-Ride Ticket sales increased by 2.2 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

| Ticket Type | March (Thousands) | | | | | Last 3 Months (Thousands) | | | | |
|----------------|-------------------|--------------|--------------|-------|-------|---------------------------|--------------|--------------|-------|-------|
| | 2018 | 2019 | Change | Share | Share | 2018 | 2019 | Change | Share | Share |
| | | | | 2018 | 2019 | | | | 2018 | 2019 |
| Monthly Pass | 88 | 85 | -3.6% | 8.4% | 8.3% | 260 | 252 | -3.0% | 9.0% | 9.2% |
| 10-Ride Ticket | 136 | 139 | 2.2% | 13.0% | 13.6% | 465 | 426 | -8.4% | 16.2% | 15.5% |
| One-Way Ticket | 723 | 709 | -2.0% | 69.3% | 69.3% | 1,916 | 1,886 | -1.6% | 66.7% | 68.6% |
| Weekend Pass | 96 | 90 | -5.9% | 9.2% | 8.8% | 233 | 186 | -20.0% | 8.1% | 6.8% |
| Special Passes | - | - | | 0.0% | 0.0% | 0 | - | -100% | 0.0% | 0.0% |
| Total | 1,043 | 1,023 | -1.9% | | | 2,873 | 2,749 | -4.3% | | |

| Ticket Type | Last 12 Months (Thousands) | | | | |
|----------------|----------------------------|---------------|--------------|------------|------------|
| | 2018 | 2019 | Change | Share 2018 | Share 2019 |
| Monthly Pass | 1,055 | 1,025 | -2.9% | 7.8% | 7.6% |
| 10-Ride Ticket | 1,877 | 1,805 | -3.8% | 13.8% | 13.4% |
| One-Way Ticket | 9,221 | 9,482 | 2.8% | 67.8% | 70.6% |
| Weekend Pass | 1,392 | 1,074 | -22.9% | 10.2% | 8.0% |
| Special Passes | 53 | 40 | -25.6% | 0.4% | 0.3% |
| Total | 13,598 | 13,425 | -1.3% | | |

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 | 19,562 | 18,660 | -4.6% | BNSF | 27,791 | 29,428 | 5.9% |
| HC | 1,055 | 1,004 | -4.8% | HC | 1,166 | 1,296 | 11.1% |
| MD-N | 6,813 | 6,751 | -0.9% | MD-N | 13,696 | 14,116 | 3.1% |
| MD-W | 7,308 | 6,956 | -4.8% | MD-W | 9,198 | 9,273 | 0.8% |
| ME | 8,745 | 8,373 | -4.3% | ME | 12,946 | 11,409 | -11.9% |
| NCS | 2,078 | 1,968 | -5.3% | NCS | 2,851 | 3,023 | 6.0% |
| RI | 10,124 | 9,805 | -3.2% | RI | 10,710 | 10,632 | -0.7% |
| SWS | 3,436 | 3,293 | -4.2% | SWS | 3,668 | 3,801 | 3.6% |
| UP-N | 8,200 | 7,957 | -3.0% | UP-N | 20,110 | 20,923 | 4.0% |
| UP-NW | 11,749 | 11,452 | -2.5% | UP-NW | 18,632 | 19,559 | 5.0% |
| UP-W | 9,041 | 8,718 | -3.6% | UP-W | 15,084 | 15,412 | 2.2% |
| Total | 88,111 | 84,937 | -3.6% | Total | 135,852 | 138,872 | 2.2% |
| One-Way Ticket (Mobile & Station) | | | | One-Way Ticket (Conductor) | | | |
| Line | 2018 | 2019 | Change | Line | 2018 | 2019 | Change |
| BNSF | 97,042 | 96,660 | -0.4% | BNSF | 15,538 | 13,427 | -13.6% |
| HC | 2,579 | 2,774 | 7.6% | HC | 376 | 318 | -15.4% |
| MD-N | 51,116 | 52,277 | 2.3% | MD-N | 16,292 | 13,101 | -19.6% |
| MD-W | 50,019 | 51,648 | 3.3% | MD-W | 17,356 | 14,041 | -19.1% |
| ME | 79,661 | 77,357 | -2.9% | ME | 23,814 | 19,668 | -17.4% |
| NCS | 9,325 | 9,820 | 5.3% | NCS | 4,952 | 4,410 | -10.9% |
| RI | 48,757 | 49,202 | 0.9% | RI | 12,981 | 10,631 | -18.1% |
| SWS | 11,420 | 12,520 | 9.6% | SWS | 3,356 | 2,893 | -13.8% |
| UP-N | 69,036 | 71,997 | 4.3% | UP-N | 28,268 | 25,856 | -8.5% |
| UP-NW | 78,868 | 83,787 | 6.2% | UP-NW | 22,867 | 20,465 | -10.5% |
| UP-W | 62,354 | 62,730 | 0.6% | UP-W | 17,129 | 12,981 | -24.2% |
| Total | 560,177 | 570,772 | 1.9% | Total | 162,929 | 137,791 | -15.4% |
| Weekend, Special, Ravinia Passes (Mobile & Station) | | | | Weekend, Special, Ravinia Passes (Conductor) | | | |
| Line | 2018 | 2019 | Change | Line | 2018 | 2019 | Change |
| BNSF | 11,755 | 11,821 | 0.6% | BNSF | 6,307 | 4,626 | -26.7% |
| HC | - | - | | HC | - | - | |
| MD-N | 5,609 | 5,296 | -5.6% | MD-N | 4,504 | 4,732 | 5.1% |
| MD-W | 5,471 | 5,794 | 5.9% | MD-W | 4,885 | 4,933 | 1.0% |
| ME | 4,617 | 4,253 | -7.9% | ME | 2,053 | 1,816 | -11.5% |
| NCS | - | - | | NCS | - | - | |
| RI | 3,396 | 4,052 | 19.3% | RI | 4,589 | 4,123 | -10.2% |
| SWS | 162 | 167 | 3.1% | SWS | 390 | 630 | 61.5% |
| UP-N | 5,251 | 5,011 | -4.6% | UP-N | 5,239 | 3,919 | -25.2% |
| UP-NW | 9,815 | 9,405 | -4.2% | UP-NW | 9,354 | 7,535 | -19.4% |
| UP-W | 6,890 | 7,321 | 6.3% | UP-W | 5,548 | 4,794 | -13.6% |
| Total | 52,966 | 53,120 | 0.3% | Total | 42,869 | 37,108 | -13.4% |

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2017 and 2018. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2017 and 2018.

Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (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 | 28 | 26 | -5.9% | 31.2% | 30.5% | 10 | 9 | -4.4% | 7.3% | 6.8% |
| Conductor | - | - | | | | - | - | | | |
| Internet | 2 | - | -100% | 2.8% | | 1 | - | -100% | 0.6% | |
| Ticket Agent | 28 | 27 | -3.8% | 31.4% | 31.3% | 42 | 39 | -7.1% | 30.8% | 28.0% |
| <i>Cash & Other</i> | 5 | 4 | -28.0% | | | 7 | 6 | -20.3% | | |
| <i>Credit Card</i> | 23 | 23 | 1.5% | | | 35 | 33 | -4.4% | | |
| Vending Machine | 3 | 3 | -24.8% | 4.0% | 3.1% | 7 | 6 | -18.7% | 5.0% | 4.0% |
| Ventra App | 27 | 30 | 10.6% | 30.6% | 35.1% | 76 | 85 | 11.1% | 56.3% | 61.2% |
| <i>Credit Card</i> | 24 | 28 | 13.5% | | | 72 | 81 | 11.3% | | |
| <i>Mixed & Other</i> | 2 | 1 | -39.3% | | | 1 | 1 | -37.1% | | |
| <i>Ventra</i> | 1 | 1 | 47.8% | | | 3 | 4 | 26.7% | | |
| Total | 88 | 85 | -3.6% | | | 136 | 139 | 2.2% | | |
| 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 | 163 | 138 | -15.4% | 22.5% | 19.4% | 43 | 37 | -13.4% | 44.7% | 41.1% |
| Internet | - | - | | | | - | - | | | |
| Ticket Agent | 216 | 191 | -11.7% | 29.9% | 26.9% | 17 | 15 | -11.6% | 17.5% | 16.4% |
| <i>Cash & Other</i> | 120 | 104 | -13.8% | | | 9 | 8 | -9.5% | | |
| <i>Credit Card</i> | 96 | 87 | -9.1% | | | 8 | 7 | -13.9% | | |
| Vending Machine | 25 | 22 | -11.3% | 3.5% | 3.2% | 3 | 2 | -10.1% | 2.6% | 2.5% |
| Ventra App | 319 | 357 | 12.2% | 44.1% | 50.4% | 34 | 36 | 7.0% | 35.2% | 40.0% |
| <i>Credit Card</i> | 282 | 325 | 15.5% | | | 31 | 34 | 9.5% | | |
| <i>Mixed & Other</i> | 3 | 2 | -45.5% | | | 0 | 0 | -40.2% | | |
| <i>Ventra</i> | 34 | 30 | -10.2% | | | 2 | 2 | -21.5% | | |
| Total | 723 | 709 | -2.0% | | | 96 | 90 | -5.9% | | |

¹ 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 | 82 | 78 | -5.5% | 31.7% | 30.9% | 31 | 29 | -6.8% | 6.8% | 6.9% |
| Conductor | - | - | | | | - | - | | | |
| Internet | 8 | - | -100% | 3.0% | | 4 | - | -100% | 0.8% | |
| Mail | - | - | | | | - | - | | | |
| Ticket Agent | 82 | 79 | -3.5% | 31.5% | 31.3% | 150 | 118 | -21.2% | 32.2% | 27.8% |
| <i>Cash & Other</i> | 15 | 11 | -27.0% | | | 24 | 17 | -28.4% | | |
| <i>Credit Card</i> | 66 | 68 | 2.0% | | | 126 | 101 | -19.8% | | |
| Vending Machine | 10 | 8 | -21.7% | 3.9% | 3.1% | 20 | 17 | -16.5% | 4.3% | 3.9% |
| Ventra App | 78 | 87 | 12.3% | 30.0% | 34.7% | 260 | 261 | 0.6% | 55.9% | 61.4% |
| <i>Credit Card</i> | 70 | 81 | 15.7% | | | 245 | 248 | 1.1% | | |
| <i>Mixed & Other</i> | 6 | 4 | -41.6% | | | 4 | 2 | -42.4% | | |
| <i>Ventra</i> | 2 | 3 | 51.2% | | | 11 | 11 | 4.9% | | |
| Total | 260 | 252 | -3.0% | | | 465 | 426 | -8.4% | | |
| 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 | 452 | 374 | -17.3% | 23.6% | 19.8% | 117 | 87 | -25.6% | 50.2% | 46.5% |
| Internet | - | - | | | | - | - | | | |
| Mail | - | - | | | | - | - | | | |
| Ticket Agent | 548 | 480 | -12.5% | 28.6% | 25.4% | 32 | 23 | -27.2% | 13.8% | 12.5% |
| <i>Cash & Other</i> | 315 | 267 | -15.4% | | | 17 | 12 | -27.0% | | |
| <i>Credit Card</i> | 233 | 213 | -8.5% | | | 15 | 11 | -27.3% | | |
| Vending Machine | 66 | 57 | -13.3% | 3.4% | 3.0% | 7 | 5 | -26.6% | 2.8% | 2.6% |
| Ventra App | 850 | 975 | 14.8% | 44.4% | 51.7% | 77 | 72 | -7.4% | 33.2% | 38.4% |
| <i>Credit Card</i> | 751 | 886 | 17.9% | | | 71 | 67 | -4.9% | | |
| <i>Mixed & Other</i> | 8 | 5 | -40.0% | | | 1 | 0 | -46.8% | | |
| <i>Ventra</i> | 90 | 84 | -6.3% | | | 6 | 4 | -33.4% | | |
| Total | 1,916 | 1,886 | -1.6% | | | 233 | 187 | -19.8% | | |

Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month) ¹

| Sales Channel | All Ticket Types (Thousands) | | | Share 2018 | Share 2019 |
|--------------------------|------------------------------|--------------|--------------|---------------|---------------|
| | 2018 | 2019 | Change | | |
| Commuter Benefit | 37 | 35 | -5.5% | 3.6% | 3.5% |
| Conductor | 206 | 175 | -15.0% | 19.7% | 17.1% |
| Internet | 3 | - | -100% | 0.3% | |
| Ticket Agent | 303 | 271 | -10.4% | 29.0% | 26.5% |
| <i>Cash & Other</i> | 141 | 121 | -14.4% | | |
| <i>Credit Card</i> | 161 | 150 | -6.8% | | |
| Vending Machine | 38 | 33 | -13.8% | 3.7% | 3.2% |
| Ventra App | 456 | 508 | 11.5% | 43.7% | 49.7% |
| <i>Credit Card</i> | 410 | 468 | 14.2% | | |
| <i>Mixed & Other</i> | 7 | 4 | -41.9% | | |
| <i>Ventra</i> | 39 | 37 | -7.0% | | |
| Total | 1,043 | 1,023 | -1.9% | | |

¹ 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) ¹

| Sales Channel | All Ticket Types (Thousands) | | | Share 2018 | Share 2019 |
|--------------------------|------------------------------|--------------|--------------|---------------|---------------|
| | 2018 | 2019 | Change | | |
| Commuter Benefit | 114 | 107 | -5.9% | 4.0% | 3.9% |
| Conductor | 569 | 461 | -19.0% | 19.8% | 16.8% |
| Internet | 11 | - | -100% | 0.4% | |
| Ticket Agent | 812 | 700 | -13.8% | 28.3% | 25.5% |
| <i>Cash & Other</i> | 371 | 307 | -17.2% | | |
| <i>Credit Card</i> | 440 | 393 | -10.8% | | |
| Vending Machine | 102 | 86 | -15.6% | 3.6% | 3.1% |
| Ventra App | 1,265 | 1,396 | 10.4% | 44.0% | 50.8% |
| <i>Credit Card</i> | 1,137 | 1,282 | 12.8% | | |
| <i>Mixed & Other</i> | 19 | 11 | -41.3% | | |
| <i>Ventra</i> | 109 | 103 | -5.4% | | |
| Total | 2,873 | 2,750 | -4.3% | | |

¹ 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 7.6 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 10.6 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 | | | | | | |
| May | 2,964 | 1,107 | | | | | | |
| Jun | 2,908 | 1,068 | | | | | | |
| Jul | 2,812 | 1,038 | | | | | | |
| Aug | 2,820 | 1,060 | | | | | | |
| Sep | 2,798 | 1,063 | | | | | | |
| Oct | 2,899 | 1,111 | | | | | | |
| Nov | 2,925 | 1,070 | | | | | | |
| Dec | 2,699 | 922 | | | | | | |
| Year-to-date | 9,319 | 3,520 | 8,576 | 3,165 | -8.0% | -10.1% | 28.5% | 23.7% |
| Last 12 Months | 36,315 | 14,126 | 34,452 | 12,752 | -5.1% | -9.7% | 26.4% | 22.1% |

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 | Conductor | Monthly Pass | 10-Ride Ticket | One-Way Ticket Mobile & Station | 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 | - | - | - | - |
| May | 3,039 | 13,026 | 55,248 | 27,998 | - | - | - | - |
| Jun | 2,875 | 12,742 | 73,733 | 34,342 | - | - | - | - |
| Jul | 2,841 | 12,374 | 88,996 | 34,797 | - | - | - | - |
| Aug | 2,703 | 12,919 | 82,500 | 32,105 | - | - | - | - |
| Sep | 3,154 | 12,430 | 49,190 | 24,220 | - | - | - | - |
| 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 | - | - | - | - |
| Year-to-date | 8,675 | 38,726 | 141,176 | 63,214 | 8,530 | 33,526 | 140,117 | 54,935 |
| Last 12 Months | 35,695 | 157,569 | 696,746 | 330,160 | 35,263 | 146,893 | 697,422 | 304,141 |

| Month | Change | | | |
|-----------------------|--------------|----------------|------------------------------------|---------------|
| | Monthly Pass | 10-Ride Ticket | One-Way Ticket Mobile & Station | 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 | | | | |
| May | | | | |
| Jun | | | | |
| Jul | | | | |
| Aug | | | | |
| Sep | | | | |
| Oct | | | | |
| Nov | | | | |
| Dec | | | | |
| Year-to-date | -1.7% | -13.4% | -0.8% | -13.1% |
| Last 12 Months | -1.2% | -6.8% | 0.1% | -7.9% |