

# **RIDERSHIP TRENDS**

## **2021 ANNUAL REPORT**

(Updated March 2022)



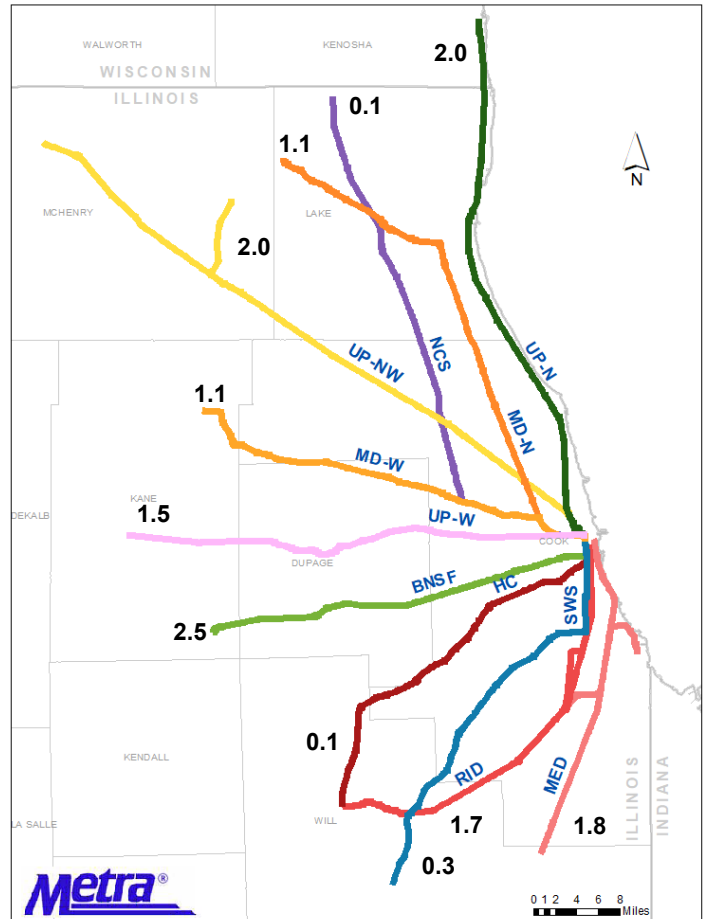
## I. OVERVIEW

This report details the trends that influenced Metra system ridership in 2021. Metra is the Commuter Rail Division of the Regional Transportation Authority and provides commuter rail passenger service on eleven service lines throughout metropolitan Chicago (see Figure 1). Metra estimates ridership each month based on the number and types of tickets sold.

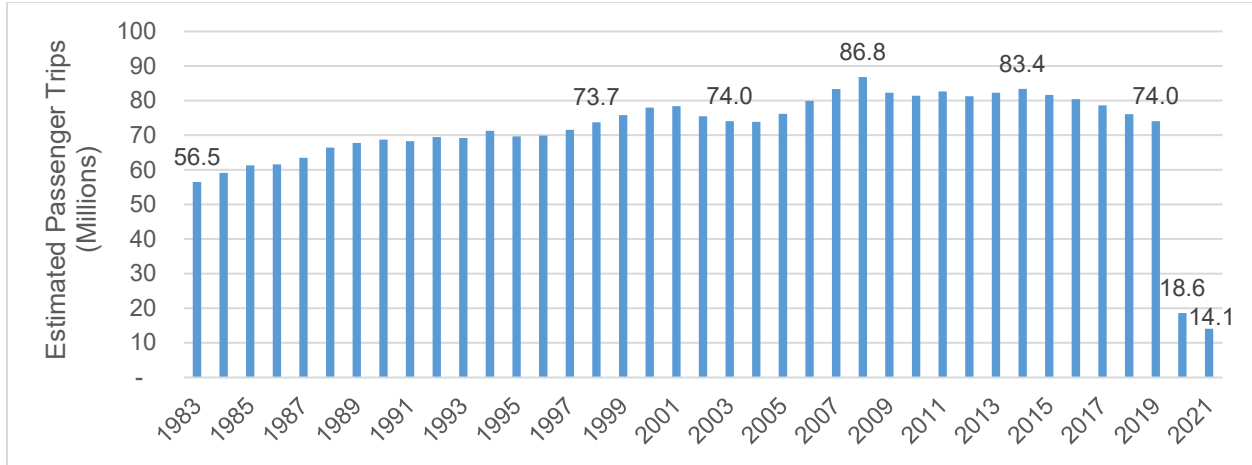
Metra ridership grew for the first three quarters of 2021, as COVID-19 vaccinations increased, and social distancing requirements were relaxed. Returning riders showed a growing preference for the Ventra mobile app, reaching a high in November of 68.6 percent of all ticket sales. The Fair Transit South Cook pilot launched in January, offering reduced fares to customers on the Metra Electric and Rock Island for the next three years, reimbursed by Cook County. The Restore Illinois COVID-19 recovery plan officially allowed 100 percent office occupancy starting June 11. Metra continued to add service for all lines through mid-July. Lollapalooza returned in late-July. With special event service, Metra reached its highest ridership day since the start of the pandemic with 108,690 passengers on the Thursday of Lollapalooza. Area schools returned to in-person classes in the fall. Average weekday ridership continued to climb, and on Dec 1 reached a high for the year of 90,980 daily passengers (without special event service).

Overall, Metra provided an estimated 14.1 million passenger trips in 2021, which is -14.7 percent unfavorable to the budgeted forecast of 16.5 million passenger trips. Metra's lowest historical ridership occurred in April 2020 at 3.1 percent of 2019 ridership. Ridership recovered to an annual average of 19.0 percent of 2019 levels in 2021, starting the year at 8.6 percent in January and reaching 24.2 percent in December.

Figure 1: 2021 Passenger Trips by Line (Millions of Trips)



**Figure 2: Metra System Annual Ridership**



**II. 2021 RIDERSHIP TRENDS**

In 2021, estimated passenger trips were 14,080,749, -14.7 percent unfavorable to the budgeted forecast.

**Table 1: Estimated Passenger Trips Actual Compared to Budget**

Month	2019 Actual	2021 Budget	2021 Actual	Variance
Jan	5,850,211	1,170,000	503,640	-57.0%
Feb	5,728,794	1,260,000	492,482	-60.9%
Mar	6,039,955	1,450,000	693,142	-52.2%
Apr	6,204,717	800,000	730,291	-8.7%
May	6,275,574	950,000	920,936	-3.1%
Jun	6,399,941	1,100,000	1,252,695	13.9%
Jul	6,525,517	1,250,000	1,608,070	28.6%
Aug	6,487,306	1,400,000	1,576,951	12.6%
Sep	6,244,080	1,550,000	1,598,587	3.1%
Oct	6,503,633	1,700,000	1,675,740	-1.4%
Nov	6,023,680	1,885,000	1,634,718	-13.3%
Dec	5,760,110	2,000,000	1,393,498	-30.3%
<b>Annual Total</b>	<b>74,043,516</b>	<b>16,515,000</b>	<b>14,080,749</b>	<b>-14.7%</b>

Metra estimates ridership based on ticket sales, and usage rates from mobile ticket users. From April 2020 through May 2021, the Union Pacific did not collect fares onboard UP-N, UP-NW, and UP-W. Union Pacific line ridership is estimated based on passenger loads instead of ticket sales during this period.

**Ridership by Quarter**

Estimated passenger trips grew the first three quarters of 2021, reaching daily record highs in the 4<sup>th</sup> quarter since the start of the pandemic, balanced out by seasonal decreases around the holidays. Table 2 tracks the recovery of ridership in 2021 compared to 2019 as well as provides a comparison to 2020. Relaxed social distancing requirements, the return of several summer events, and increased Metra service helped restore Metra ridership in the 2<sup>nd</sup> and 3<sup>rd</sup> Quarters. Area schools held in-person classes throughout the Fall, boosting ridership until the holidays.

**Table 2: Estimated Passenger Trips by Quarter**

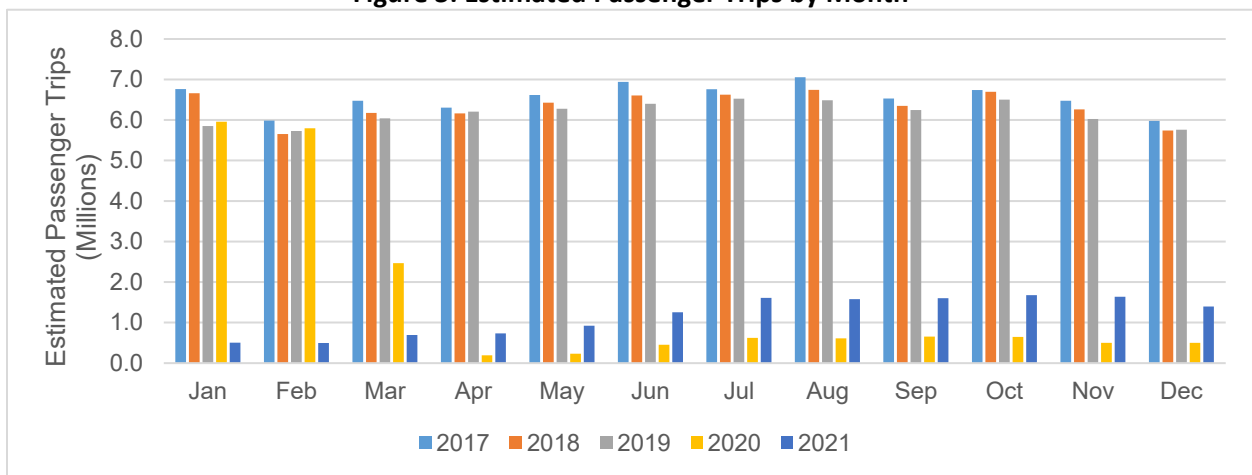
Quarter	2019	2020	2021	Percent Change (20-21)	2021 Recovery to 2019
1	17,618,960	14,218,118	1,689,264	-88.1%	9.6%
2	18,880,232	871,082	2,903,922	233.4%	15.4%
3	19,256,902	1,882,698	4,783,608	154.1%	24.8%
4	18,287,422	1,639,414	4,703,956	186.9%	25.7%
<b>Annual Total</b>	<b>74,043,516</b>	<b>18,611,311</b>	<b>14,080,749</b>	<b>-24.3%</b>	<b>19.0%</b>

**Ridership by Month**

Estimated passenger trips were higher in 9 of 12 months in 2021 compared to 2020. Ridership was at its lowest in January and February, increasing through June as more workers became eligible for vaccines, and COVID-19 cases declined. In July, service was expanded on all lines to accommodate growing ridership. Area schools resumed in-person classes in the fall.

There was no fare increase in 2021. The special \$10 All-Day Pass was available all year. The Fair Transit South Cook Pilot began in January, offering reduced fares for the Monthly Pass, 10-Ride Ticket, Round Trip Plus, and One-Way Ticket on the ME and RI lines. In February, the \$7 One Day Weekend Pass was introduced and available for purchase from conductors, vending machines, ticket agents, and the Ventra Mobile App. The \$10 Two Day Weekend Pass became available only on the mobile app. The \$7 One Day Weekend Pass was also available on holiday weekends.

**Figure 3: Estimated Passenger Trips by Month**



### **Ridership by Line**

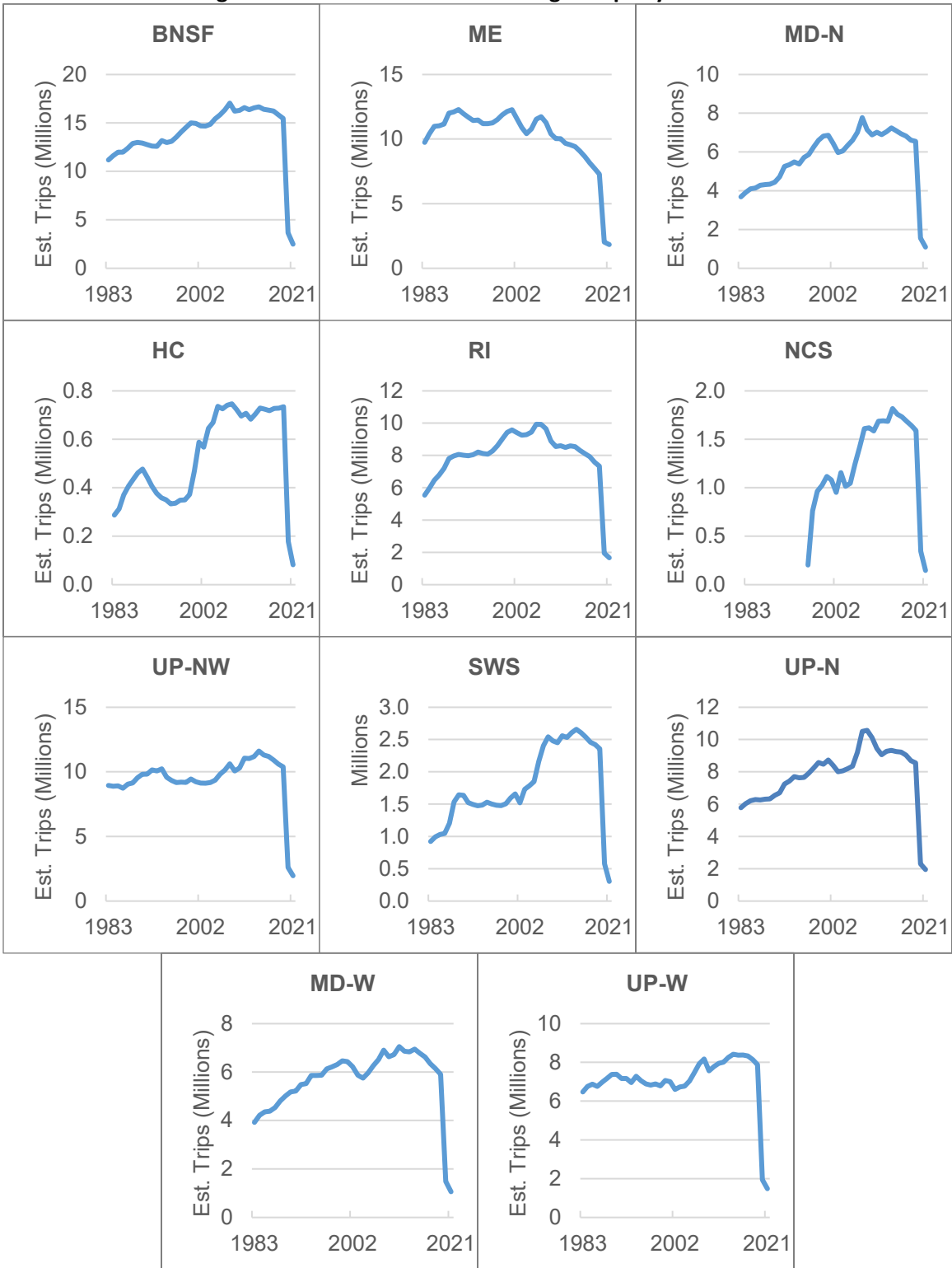
From April to December 2021, all rail lines had higher ridership than in 2020. Table 3 shows estimated passenger trips by line for the last five years. Note that the ME has retained more of its pre-Covid ridership than any other line at 25.2 percent, followed by the RI at 22.7 percent. For the system, Metra has retained 19% of its total ridership in 2021 compared to pre-Covid.

**Table 3: Estimated Passenger Trips by Rail Line**

<b>Line</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Share 2017- 2019</b>	<b>Share 2021</b>
BNSF	16,235,817	15,822,652	15,468,014	3,659,617	2,483,782	20.8%	17.6%
ME	8,149,977	7,716,121	7,282,993	2,019,403	1,836,723	10.1%	13.0%
HC	727,202	728,467	734,098	177,838	82,197	1.0%	0.6%
MD-N	6,818,808	6,610,059	6,549,143	1,556,783	1,094,292	8.7%	7.8%
MD-W	6,349,963	6,143,996	5,904,808	1,480,973	1,059,742	8.0%	7.5%
NCS	1,684,357	1,640,984	1,589,905	340,682	146,668	2.1%	1.0%
RI	7,923,588	7,578,330	7,338,133	1,952,547	1,669,273	10.0%	11.9%
SWS	2,457,418	2,420,921	2,356,767	574,815	305,167	3.2%	2.2%
UP-N	9,030,120	8,689,776	8,552,117	2,300,363	1,954,284	11.5%	13.9%
UP-NW	10,910,882	10,597,680	10,384,356	2,602,403	1,962,084	13.9%	13.9%
UP-W	8,332,483	8,139,344	7,883,185	1,945,886	1,486,536	10.6%	10.6%
<b>Annual Total</b>	<b>78,620,612</b>	<b>76,088,329</b>	<b>74,043,516</b>	<b>18,611,311</b>	<b>14,080,749</b>		

Figure 4 on the following page shows the ridership by rail line since 1983.

**Figure 4: Annual Estimated Passenger Trips by Rail Line**



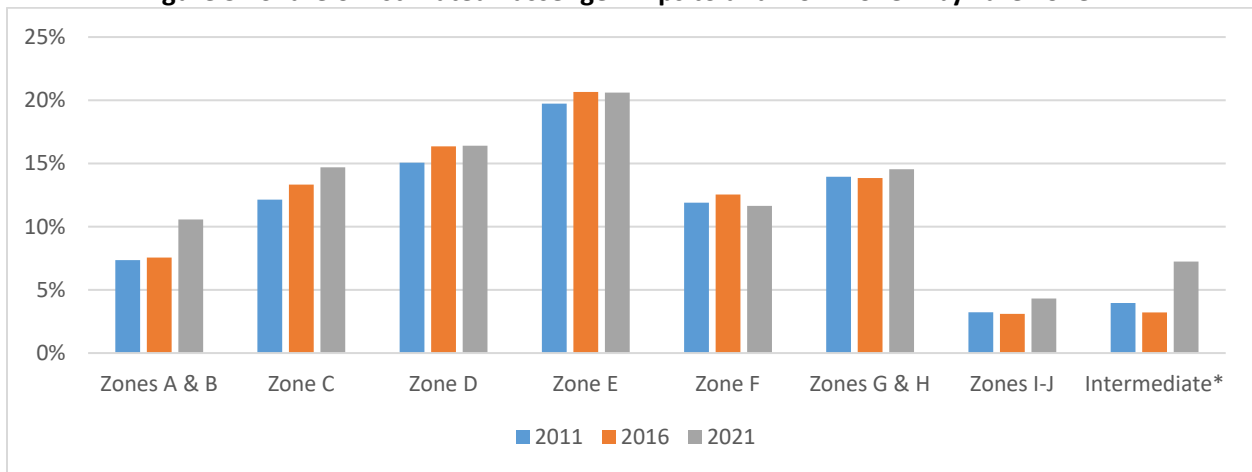
**Ridership by Fare Zone**

Metra records the valid zones for each ticket with specific zone requirements. By the end of 2021, all conductors were able to use the Ticket Daily Collection app to record tickets sold by zone pair, reducing the quantity of tickets with unknown zone pairs. This caused an increase in the share of intermediate trips in 2021. At the end of 2021, only conductor sales of the One Day Weekend Pass and \$10 All Day Pass were sold without zone pair information.

Changes in the zone pairs over time reflect changes in ridership patterns (See Figure 5). Between 2016 and 2021, the share of trips with known fare zone pairs increased for zones A and B, with slight increases seen in Zone C and Zones I-J. Zones D, E, and H did not see much change, with Zone F seeing a decrease in its share of trips. Fare collection was limited for the Union Pacific Lines from January to May 2021. Consequently, data in 2021 has limited comparability to prior years.

The 2017-2018 Fare Structure Study recommendations implemented in July 2018 also influenced a shift in ridership in Zones B and C while slowing ridership declines in Zone J. 83rd St. and 87th St. (ME-ML) and 123rd St. (RI-Beverly) stations were reassigned from Zone C to B; State St. through Ashland stations (ME-BI) were reassigned from Zone D to C. Fare Zones K-M (Woodstock, McHenry, Harvard, Antioch, and Kenosha stations) were consolidated into Fare Zone J.

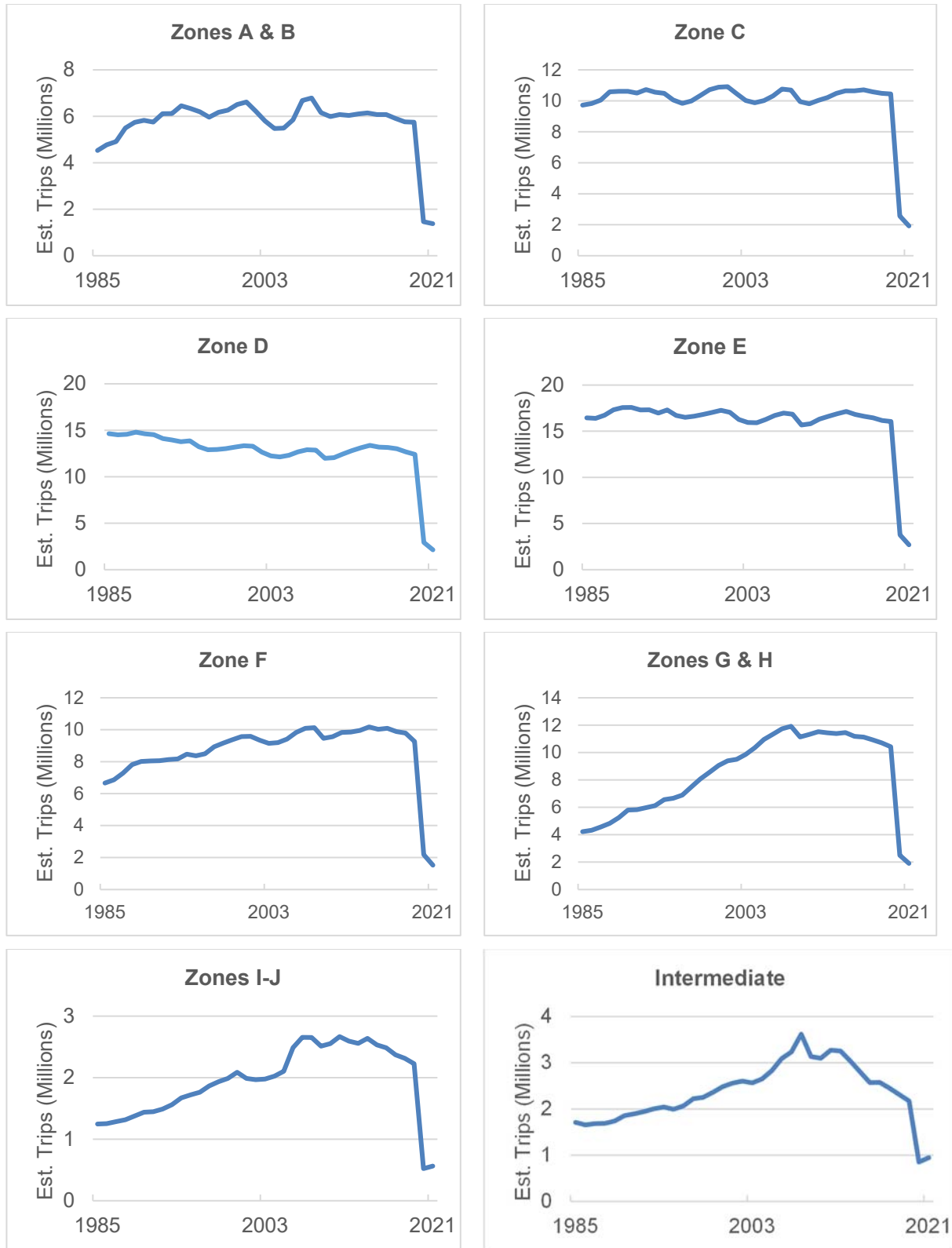
**Figure 5: Share of Estimated Passenger Trips to and from Zone A by Fare Zone\*\***



\*Intermediate trips do not begin or end in Zone A

\*\*Note: Includes zone-pairs from all tickets sold in 2021 with fare zones. Onboard fare collection was limited on the Union Pacific lines from January to May 2021.

**Figure 6: Estimated Passenger Trips to and From Zone A by Fare Zone**



Note: In 2018, 83rd St. and 87th St. (ME-ML) and 123rd St. (RI-Beverly) stations were reassigned from Zone C to B; State St. through Ashland stations (ME-BI) were reassigned from Zone D to C. Fare Zones K-M (Woodstock, McHenry, Harvard, Antioch, and Kenosha stations) were consolidated into Fare Zone J.

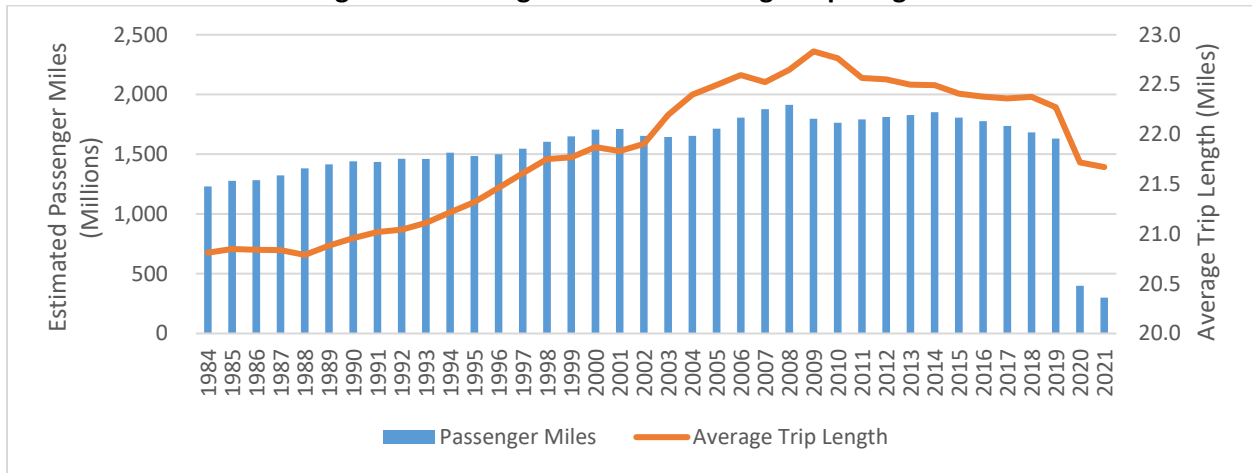


**Passenger Miles**

Each year, Metra calculates the number of passenger miles traveled and the average trip length by line.

The total number of passenger miles decreased by 25.0 percent in 2021 compared to 2020. Average trip length remained at 21.7 miles from 2020 to 2021.

**Figure 7: Passenger Miles and Average Trip Length\***



\*Free RTA Ride Free Permit rides are not included.

**Passenger Loads by Service Period**

Peak period/peak direction remains Metra’s largest ridership market. In 2021, 65.6 percent of weekday trips were taken in the peak period/peak direction. Figure 8 shows average daily passenger loads by service period for the last five years. Saturday and Sunday passenger loads performed the strongest, rising to 46.2 percent of 2019 levels. During the week, midday service averaged 29.9 percent of 2019 passenger loads, while peak service reached 15.9 percent of 2019. Peak loads were the only service period that decreased from last year, at -33.9 percent. Overall, weekday off-peak loads increased 5.2 percent, with Midday loads seeing the largest increase of 8.9 percent. Saturday loads increased 72.4 percent and Sunday loads increased 79.6 percent compared to 2020.

**Figure 8: Average Daily Passenger Loads by Period**

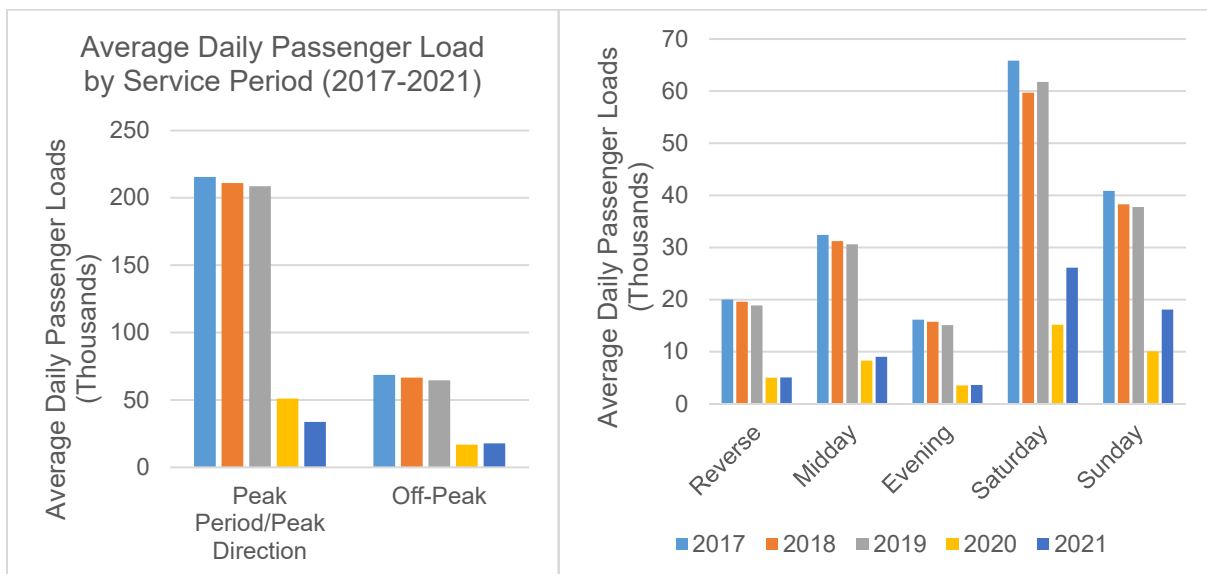
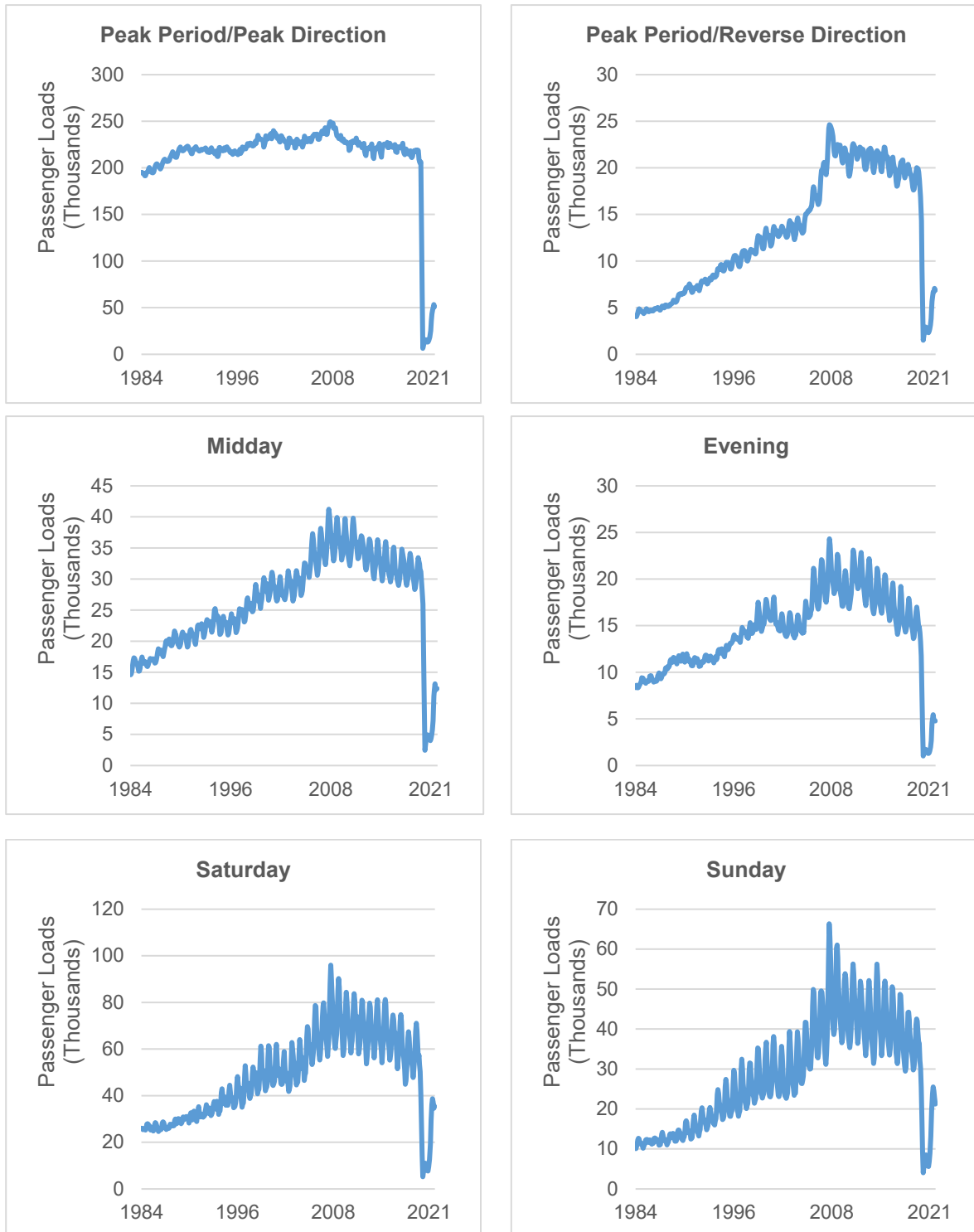


Figure 9 shows a rolling three-month average of daily passenger loads by service period since 1984.

**Figure 9: Passenger Loads by Service Period (3 Month Rolling Average)**



### **RTA Ride Free Program**

Senate Bill 1920 was signed into law in September 2008 granting free trips to riders with an issued Circuit Permit as part of the new People with Disabilities Ride Free Program. The legislation required free trips on fixed-route and regularly scheduled transit in the RTA’s service region available to any Illinois resident who enrolled as a person with a disability in the Illinois Circuit Breaker Program. The People with Disabilities Ride Free Program officially began on October 24, 2008. As of September 6, 2011, the number of Circuit-Permit trips also included the low-income seniors who qualified for the program. Effective January 1, 2013, the state changed the name of the Circuit Breaker Program to the Benefit Access Program. The program is now referred to as the RTA Ride Free Program. In 2021, the number of free trips reached 276,180, or 32.2 percent of 2019 levels. 2.0 percent of all trips in 2021 were made using an RTA Free Ride Permit, an increase from 1.2 percent of all trips in 2019.

**Table 4: RTA Ride Free Permit Trips (2012-2021)\***

Month	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Jan	69,123	76,802	73,543	81,935	76,784	72,726	68,638	62,843	68,906	10,574
Feb	70,491	73,179	73,647	75,558	77,078	73,158	63,698	59,480	64,765	9,521
Mar	78,307	78,710	84,896	90,857	85,954	80,628	72,687	70,922	37,014	13,018
Apr	76,694	84,089	90,296	87,468	81,123	75,719	71,983	73,569	3,755	13,625
May	78,507	88,367	92,746	88,753	85,310	84,406	79,182	76,584	3,345	15,154
Jun	81,498	90,828	94,934	94,928	89,288	84,381	75,265	73,139	5,697	23,101
Jul	79,551	96,166	99,638	97,624	86,783	81,781	79,722	76,954	7,548	32,000
Aug	86,543	95,616	97,153	92,221	89,663	89,173	80,810	77,252	9,058	32,691
Sep	83,034	90,054	97,329	86,895	83,539	78,708	72,603	73,600	14,816	32,656
Oct	90,053	94,499	105,618	95,121	83,510	82,745	80,818	78,962	15,791	31,858
Nov	81,871	85,149	84,953	83,191	79,896	73,628	70,598	67,948	11,743	31,452
Dec	74,816	80,425	90,641	81,141	74,675	69,206	66,286	66,095	12,984	30,530
<b>Total</b>	<b>950,488</b>	<b>1,033,884</b>	<b>1,085,394</b>	<b>1,055,692</b>	<b>993,603</b>	<b>946,259</b>	<b>882,290</b>	<b>857,348</b>	<b>255,422</b>	<b>276,180</b>

\*For 2008-2011 RTA Free Ride totals, see Metra’s 2020 Annual Ridership Report

### **Police Officer and Firefighter Free Rides**

Chicago-area uniformed police officers from any municipality, including sheriff’s deputies, bailiffs, corrections officers, and Chicago firefighters are allowed free transportation on Metra. These free trips are not reimbursed by the State of Illinois. Conductors began recording the number of free trips taken by these uniformed police officers and firefighters in April 2012. The number has decreased by 0.7 percent from 2020 to 2021.

**Table 5: Total Police Officers and Firefighters in Uniform Riding Free**

Line	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
BNSF	7,830	14,066	15,753	12,235	11,363	9,450	8,677	8,570	1,534	423
ME	11,559	21,836	19,023	19,183	17,212	14,705	13,627	11,474	2,902	6,175
HC	1,392	1,346	971	760	544	600	918	1,055	309	91
MD-N	2,138	1,229	1,365	1,608	1,137	1,123	716	633	625	281
MD-W	3,690	4,590	3,776	2,936	2,481	2,576	2,175	2,108	2,657	674
NCS	520	316	182	154	272	243	177	237	62	6
RI	16,593	20,727	17,438	17,420	18,109	19,174	19,100	22,680	8,279	8,339
SWS	943	1,021	1,243	2,631	2,832	4,058	5,886	5,498	1,214	1,544
UP-N	88	302	300	73	103	149	16	19	106	24
UP-NW	90	199	309	121	91	129	40	12	28	22
UP-W	83	182	143	94	135	346	22	4	10	17
<b>Annual Total</b>	<b>44,926</b>	<b>65,814</b>	<b>60,503</b>	<b>57,215</b>	<b>54,279</b>	<b>52,553</b>	<b>51,354</b>	<b>52,290</b>	<b>17,726</b>	<b>17,596</b>

### **RTA Reduced Fare Trips**

In 2021, Metra offered reduced fares through the Regional Transportation Authority's Reduced Fare Permit Program (active on all lines). Costs for the RTA's program are eligible for reimbursement from the State of Illinois. The following groups of riders are eligible to receive a reduced fare permit through the RTA's Reduced Fare Permit Program.

- All senior citizens who are within three weeks of their 65<sup>th</sup> birthday or older
- Medicare card recipients receiving Social Security benefits
- People with disabilities who receive Social Security benefits
- Veterans with disabilities who receive Service-connected disability benefits
- People with disabilities whose doctors validate their disability
- Full-time students enrolled in an accredited grade school or high school with a valid letter of certification from their school (on school stationery) or a valid school I.D. bearing the student's name, school name and authorized signature.

Metra also offers reduced fare tickets to children ages 7 to 11 (saving 50 percent over One-Way fares) and to U.S. military personnel (may purchase One-Way or 10-Ride tickets at a reduced fare provided they present proper military identification indicating they are on active duty). Prior to the fare change effective February 1, 2012, young adults (ages 12-17) were eligible for reduced fares on weekends and holidays. Table 6 shows all reduced fare passenger trips by year for 2007 through 2021. In 2008, state legislation required Metra to provide free rides to seniors under the Seniors Ride Free Program. This caused a -39.9 percent drop in the number of reduced fare passenger trips in that year. This decision was reversed in September 2011.

**Table 6: Reduced Fare Passenger Trips by Year\***

<b>Year</b>	<b>Estimated Passenger Trips</b>	<b>Change</b>
2007	3,033,277	
2008	1,822,246	-39.9%
2009	1,423,241	-21.9%
2010	1,565,633	10.0%
2011	2,352,122	50.2%
2012	3,736,638	58.9%
2013	3,677,516	-1.6%
2014	3,591,620	-2.3%
2015	3,649,846	1.6%
2016	3,809,102	4.4%
2017	3,835,018	0.7%
2018	3,741,955	-2.4%
2019	3,681,511	-1.6%
2020	928,587	-74.8%
2021	724,430	-21.9%

\*This figure includes reduced fare rides for reimbursement from the State of Illinois and does not include conductor sales, group sales, or tickets purchased through the Fair Transit South Cook Pilot. While onboard fare collection was inactive on the Union Pacific lines from April 2020 to May 2021 and all lines April 2020 to May 2020, eligible customers were able to independently purchase reduced fare tickets. These purchases are included in only Tables 6 and 7 of this report.

Table 7 shows total free trips and all reduced fare passenger trips by month.

**Table 7: Estimated Reduced Fare Passenger Trips by Month\***

	2019			2020			2021		
	Free	Reduced	Total	Free	Reduced	Total	Free	Reduced	Total
Jan	62,843	272,629	335,472	68,906	311,121	380,027	10,574	23,048	33,622
Feb	59,480	263,668	323,148	64,765	295,222	359,987	9,521	22,897	32,418
Mar	70,922	305,870	376,792	37,014	134,788	171,802	13,018	34,225	47,243
Apr	73,569	295,595	369,164	3,755	2,950**	6,705	13,625	34,281	47,906
May	76,584	316,302	392,886	3,345	3,128**	6,473	15,154	40,243	55,397
Jun	73,139	319,483	392,622	5,697	15,959	21,656	23,101	66,058	89,159
Jul	76,954	334,016	410,970	7,548	26,430	33,978	32,000	80,671	112,671
Aug	77,252	322,673	399,925	9,058	26,091	35,149	32,691	81,305	113,996
Sep	73,600	314,651	388,251	14,816	30,203	45,019	32,656	86,427	119,083
Oct	78,962	332,563	411,525	15,791	29,937	45,728	31,858	91,757	123,615
Nov	67,948	306,764	374,712	11,743	26,284	38,027	31,452	88,368	119,820
Dec	66,095	297,297	363,392	12,984	26,476	39,460	30,530	75,150	105,680
<b>Total</b>	<b>857,348</b>	<b>3,681,511</b>	<b>4,538,859</b>	<b>255,422</b>	<b>928,587</b>	<b>1,184,009</b>	<b>276,180</b>	<b>724,430</b>	<b>1,000,610</b>

\*Does not include tickets eligible for a reduced fare through the Fair Transit South Cook Pilot

\*\*Note: While fare collection was inactive on all Metra lines in April and May 2020, eligible customers were able to independently purchase reduced fare tickets.

**Cook County's Fair Transit South Cook Pilot**

The Fair Transit South Cook Pilot began in January 2021 and offers reduced fare tickets to all riders on the ME and RI lines. The Pilot is scheduled to last three years. Cook County has agreed to reimburse Metra for the difference in price between full and reduced fare tickets. Riders may continue purchasing reduced fare tickets through other Metra programs. Tickets through the Pilot are marked as "South Cook" tickets and are not valid for travel on other Metra lines. Riders wishing to transfer to another line must purchase a full fare ticket for that portion of their trip. Tickets for the Pilot are available through the mobile app and commuter benefit program. South Cook tickets are also available at vending machines and ticket agents along the ME and RI lines only.

Table 8 shows total ridership and the number of rides eligible for reimbursement on the ME and RI lines by Cook County through the Fair Transit South Cook Pilot.

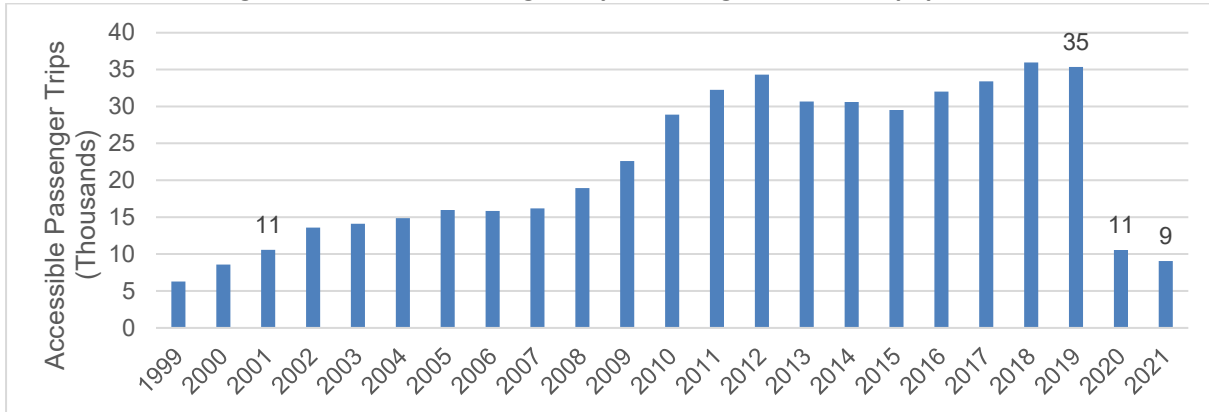
**Table 8: ME & RI Total Ridership and Fair Transit South Cook Pilot Rides**

Month	Total Ridership		Fair Transit South Cook Pilot Rides	
	ME	RI	ME	RI
Jan	73,842	67,839	57,854	58,496
Feb	71,216	65,440	58,888	56,737
Mar	99,978	89,301	83,161	77,326
Apr	103,140	91,013	85,469	80,302
May	115,983	106,943	97,374	92,548
Jun	149,495	151,162	127,974	133,821
Jul	184,199	180,072	157,795	157,832
Aug	188,089	185,519	163,447	165,045
Sep	218,844	186,696	193,214	169,543
Oct	239,039	195,288	213,339	178,405
Nov	212,957	188,850	190,813	171,490
Dec	179,941	161,149	158,359	146,608
<b>Annual Total</b>	<b>1,836,723</b>	<b>1,669,273</b>	<b>1,587,687</b>	<b>1,488,153</b>

**Accessible Equipment Usage**

Metra’s trains became fully accessible in April 1998, providing at least one accessible car per train consistent with the Americans with Disabilities Act (ADA). In 2021, Metra provided approximately 9,000 passenger trips that utilized either ADA lifts on diesel lines or bridge plates on the Metra Electric, or 26 percent of 2019 levels. Figure 10 shows the annual number of passenger trips utilizing the accessible equipment since 1999.

**Figure 10: Annual Passenger Trips Utilizing Accessible Equipment**

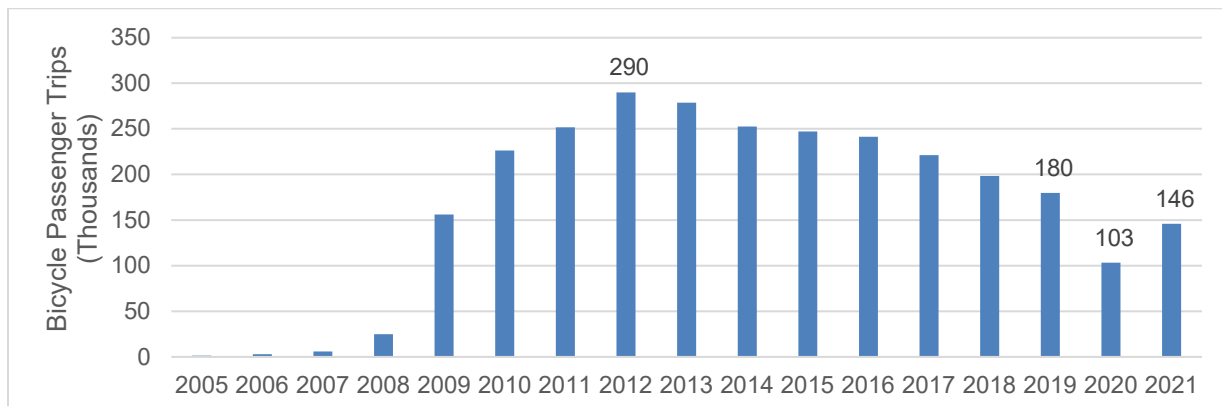


**Bikes on Trains Program**

Beginning in June 2005, Metra implemented the Bikes-on-Trains program, permitting a limited number of bicycles in each passenger car during weekday off-peak and weekend service periods. From October 2014 to October 2020, bicycles were permitted on weekday inbound trains that arrive downtown before 6:30 a.m. and during special events at the discretion of conductors. In October 2020, Metra tested its first bike car on the Milwaukee District-North for select trains, accommodating up to 16 additional bicycles in the bike car. Bicycle restrictions were also relaxed in October, allowing bikes in designated areas without time restrictions at the discretion of the conductor. In May 2021, bike cars were added to the BNSF and RI lines. Metra conductors reported nearly 146,000 bicycles brought onto Metra trains in 2021, representing 81.1 percent of 2019 levels (see Figure 11) and represents 10% of riders bringing a bike on-board.

Divvy bikeshare stations were first installed downtown in June 2013. Since then, their use has continued to climb. Divvy introduced e-bikes in 2020, which could be locked anywhere in the Divvy service area for an additional fee.

**Figure 11: Bikes on Trains Program Usage**



### III. 2021 RIDERSHIP INFLUENCES

Metra provided an estimated 14.1 million passenger trips in 2021, representing 19.0 percent of 2019 annual trips. Many factors contribute to year-over-year ridership changes. Some of these factors are under Metra’s control (fare and service changes) while others are not (changes in employment and fuel prices). Recovery from the COVID-19 pandemic was the primary driver of ridership increases in 2021, as more employers were able to bring some workers back to in-person work.

#### **Telecommuting, Flextime, and Compressed or Alternate Work Schedules**

Many Metra riders had the option to telecommute before the COVID-19 pandemic. According to Metra’s 2019 Origin-Destination Study, over half of Metra’s respondents (56 percent) reported telecommuting at least one day per month. Of those, 46 percent say they telecommute 1 to 4 times a month. The first two years of COVID-19 drastically increased the number of workers who were allowed to telecommute and increased their frequency. Employers gradually resumed some level of in-person work in 2021, as COVID-19 vaccinations increased and cases decreased.

A higher rate of telecommuting is likely to continue. Increased work from home has several potential implications for Metra ridership. First, riders commuting to work less than five days a week may use 10-Ride Tickets instead of Monthly Passes. Second, Metra’s service is heavily concentrated during peak periods. Riders commuting to work outside of the peak period may find Metra’s off-peak service inconvenient, and therefore may choose to commute using an alternate mode.

#### **Winter Weather**

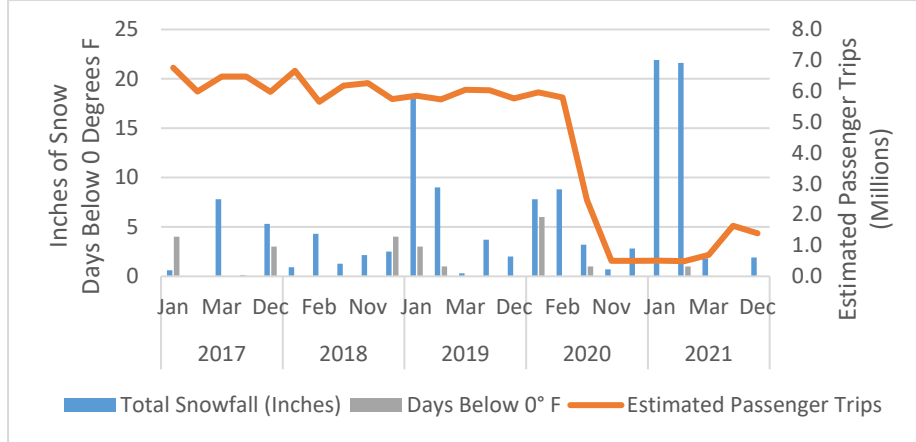
Metra ridership was generally impacted during times of severe winter weather when commuters chose to take Metra to work instead of driving to avoid difficult road conditions. In 2021, it appears severe weather may lead to increased working from home, as opposed to increased use of Metra. Table 9 shows total snowfall by month for the past five winter seasons (Nov-Mar). February 2021 had three days below zero.

**Table 9: Chicago Snowfall (inches)**

Season	Nov	Dec	Jan	Feb	Mar	Nov-Mar	Difference from 30-year Average
2016-17	0.0	17.7	0.6	0.0	7.8	26.1	-10.4
2017-18	0.1	5.3	0.9	4.3	1.3	11.9	-24.6
2018-19	2.2	2.5	18.2	9.0	0.3	32.2	-4.3
2019-20	3.7	2.0	7.8	8.8	3.2	25.5	-11.0
2019-21	0.7	2.8	21.9	21.6	1.8	48.8	12.3
2021-22	0	1.9					
30-year Average	<b>1.3</b>	<b>8.5</b>	<b>11.4</b>	<b>10.0</b>	<b>5.3</b>	<b>36.5</b>	

Figure 12 shows that high snow accumulations and cold temperatures contributed to lower ridership in February 2015, December 2016, December 2017, and January 2019. COVID-19 has had extraordinarily higher impacts on ridership than weather since March 2020.

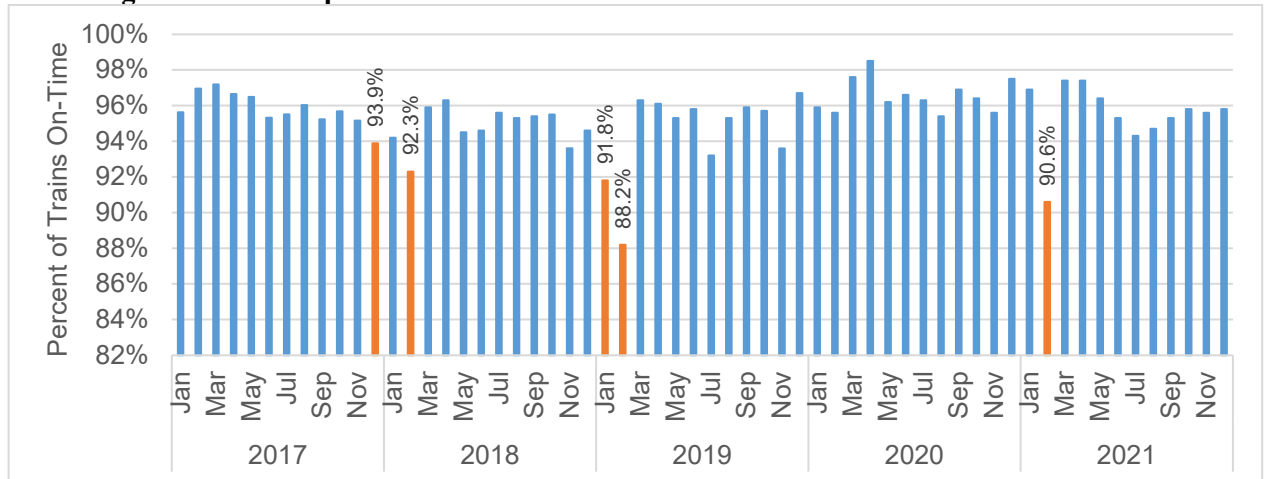
**Figure 12: Monthly Ridership, Inches of Snow, and Days <0 Deg. Fahrenheit**



**On-Time Performance**

The on-time performance of the system is the percentage of scheduled trains that arrived on-time each month. Metra considers a train late if it arrives six minutes or more after its scheduled arrival at its last stop. Metra system reliability over the past several years has tracked at a very high level, usually exceeding 95 percent on-time performance in any given month. Metra met its on-time performance goal in 11 of 12 months in 2021, missing the goal in February after seeing over 21 inches of snow for the month. Figure 13 shows the effects of heavy snowfall and frigid temperatures and 2017, 2018, and 2019.

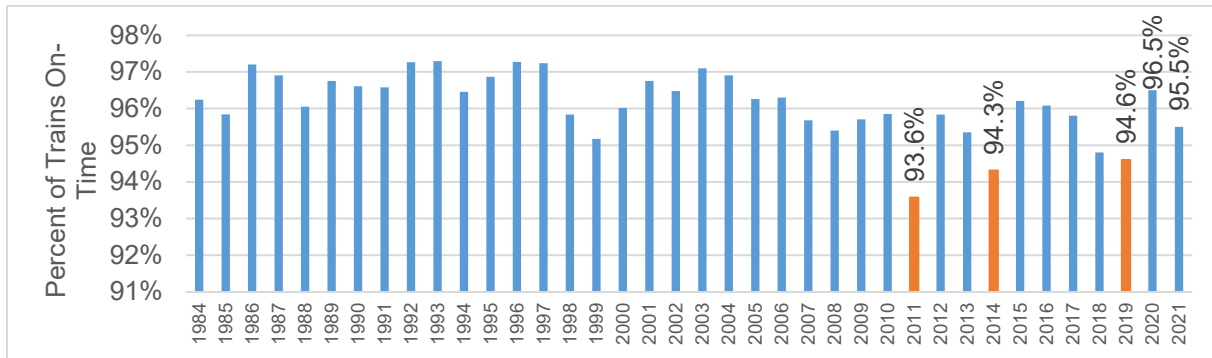
**Figure 13: The Impacts of Severe Winter Weather on On-Time Performance**





In 2021, on-time performance averaged 95.5 percent. In Figure 14, 2011, 2014, and 2019 are highlighted to indicate the impact of severe winter weather.

**Figure 14: Annual On-Time Performance**

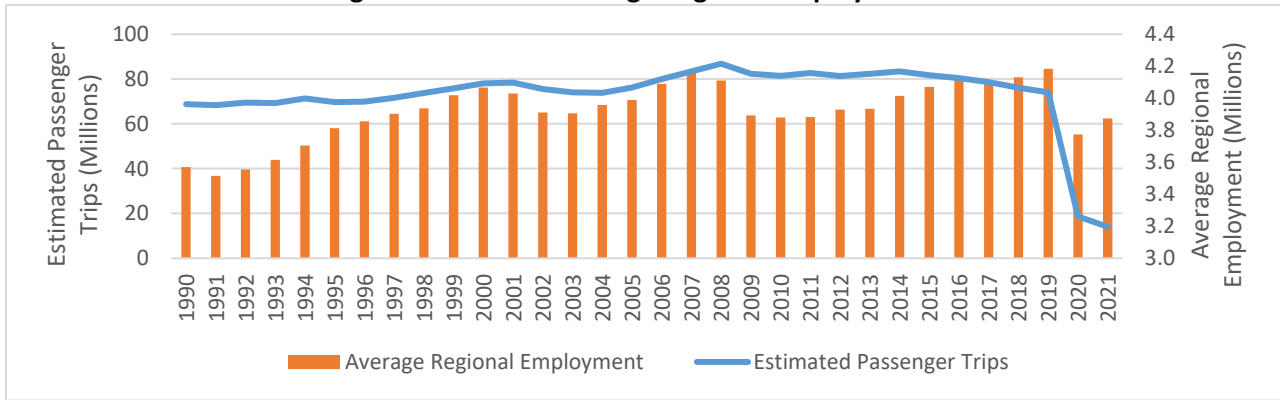


Metra’s on-time performance in 2021 was adversely affected by significant increases in the number of delays due to interference from freight trains, signal/switch failures, and weather, as well as a slight increase in the total number of trains operated. A total of 1,024 trains were delayed due to interference from freight trains which is an increase of 85% compared to 2020. A total of 885 trains were delayed due to signal/switch failures which is an increase of 45% since 2020. A total of 842 trains were delayed due to weather-related issues which is an increase of 56% since 2020. For the year, Metra achieved its 95% on-time performance goal with an annual percentage of 95.5%. Metra achieved its on-time performance goal 9 out of the 12 months of the year, with a low of 90.6% in February. Please note in January 2020, Metra updated the delay cause categories used for on-time performance reporting; totals by cause category for prior years may not match what was previously reported.

**Employment**

Prior to COVID-19, approximately 90% of passenger trips taken on Metra were for work. The health of the regional economy, especially in terms of employment levels, greatly influences Metra ridership (see Figure 15). Regional employment has generally grown since 1990. The economic downturn following the September 11<sup>th</sup> attacks and the 2007 to 2009 economic recession (affecting 2008 through 2010 employment averages), and the COVID-19 pandemic are exceptions. Regional employment averaged 3.9 million for the year, a 3.9 percent increase compared to 2020. Workers returned to downtown offices throughout 2021 as vaccinations became available, and office occupancy restrictions were relaxed, but many remained on hybrid and full-time work from home schedules.

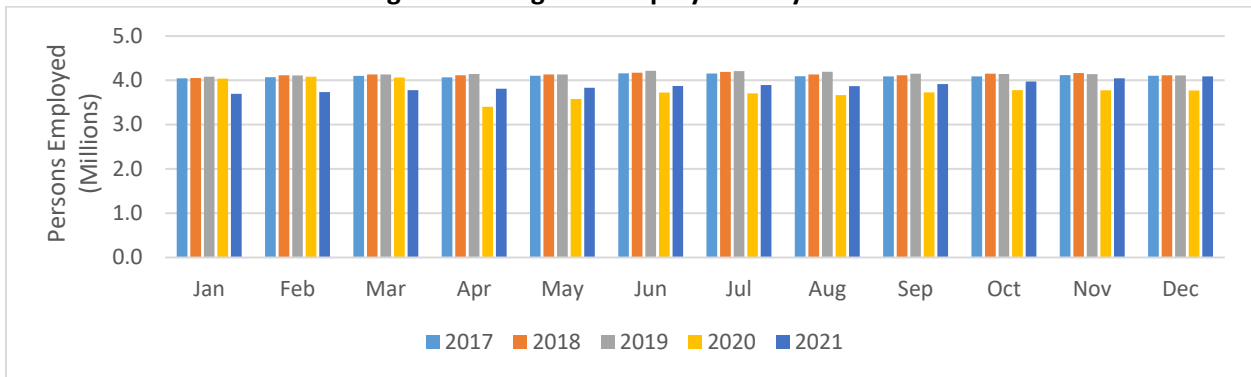
**Figure 15: Annual Average Regional Employment**



Source: Illinois Department of Economic Security. Includes employees covered under the State’s Unemployment Insurance Act. Includes employment figures for Cook, DuPage, Kane, Lake, McHenry and Will County. Government workers are not included in these estimates.

Figure 16 shows regional employment by month for 2017 through 2021. Approximately 4 million people were employed in the Metra region at the start of 2020, falling to 3.4 million in April 2020 during initial COVID-19 restrictions. Employment has continued to grow in 2021, starting the year at 3.7 million people employed in January and rising to 4.1 million in December. Increased vaccinations caused COVID-19 cases to drop through the first half of 2021. While the Restore Illinois Plan had previously limited imposed capacity limits on offices, these restrictions were lifted in June. While employment has returned at the regional level, full and hybrid work from home arrangements tampered demand for transportation throughout the year.

**Figure 16: Regional Employment by Month**

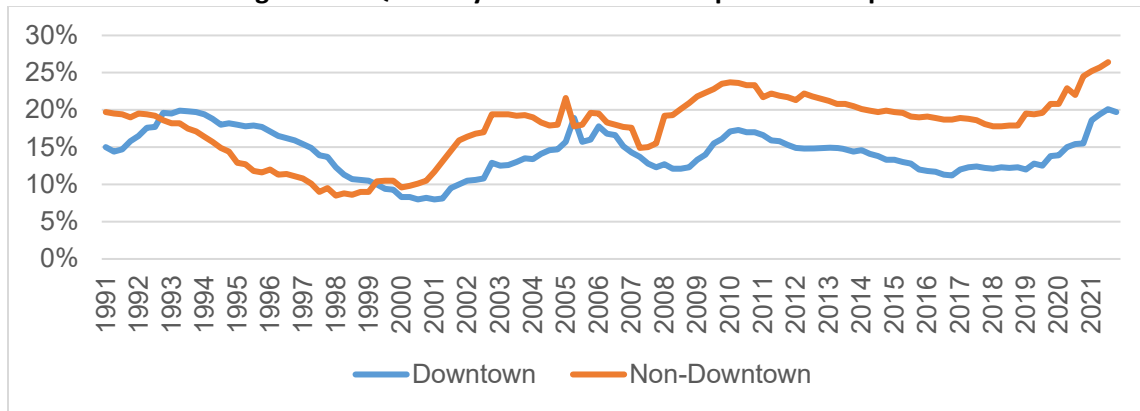


Source: Illinois Department of Economic Security. Includes employees covered under the State’s Unemployment Insurance Act. Government workers are not included.

Unoccupied office space downtown decreased in Q4 of 2021 compared to Q3. The downtown percent of unoccupied office space started the year with a 3.1 percent increase in Q1, reaching its highest level since the start of the COVID-19 pandemic of 20.1 percent in Q3. It decreased 0.4 percent in Q4 to 19.7 percent, the first decrease since 2019. While Q1 significantly shaped the remainder of the year, it ranked as only the second worst quarter of the last 20 years, behind a 3.2 percent increase in Q2 of 2005, a loss that was

reversed the following quarter as new employers moved into the area. Suburban unoccupied office space increased throughout 2021, ending the year at 26.4 percent.

**Figure 17: Quarterly Percent of Unoccupied Office Space**



Source: CB Richard Ellis

**Regional Population**

Total demand for transportation services can be broadly measured by population. From 2010 to 2020, Northeastern Illinois’ regional population increased by 1.6 percent.

**Table 10: Northeastern Illinois Regional Population Growth**

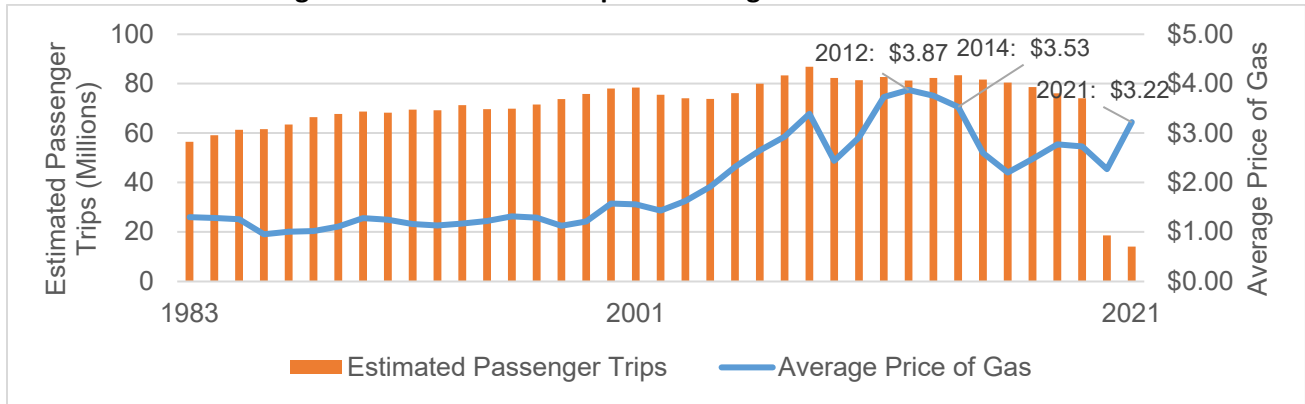
	2000	2010	2020	00 vs. 10	10 vs. 20	2050 Projections	% Change (2020-2050)
Cook County	5,376,741	5,194,675	5,275,611	-3.4%	1.6%	6,080,680	15%
City of Chicago	2,896,016	2,695,598	2,746,384	-6.9%	1.9%	3,113,476	13%
Suburban Cook	2,480,725	2,499,077	2,529,227	0.7%	1.2%	2,967,204	17%
DuPage County	904,161	916,924	932,877	1.4%	1.7%	1,081,213	16%
Kane County	404,119	515,269	516,512	27.5%	0.2%	780,678	51%
Lake County	644,356	703,462	714,380	9.2%	1.6%	882,584	24%
McHenry County	260,077	308,760	310,201	18.7%	0.5%	473,471	53%
Will County	502,266	677,560	696,352	34.9%	2.8%	1,056,213	52%
NE Illinois Region	8,091,720	8,316,650	8,445,933	2.8%	1.6%	10,354,839	23%
City Share	35.80%	32.40%	32.5%			30.1%	
Suburban Share	64.20%	67.60%	67.5%			69.9%	

Source: U.S. Census Bureau; Projections from the Chicago Metropolitan Agency for Planning October 2018 Updates.

**Automobile Operation Costs**

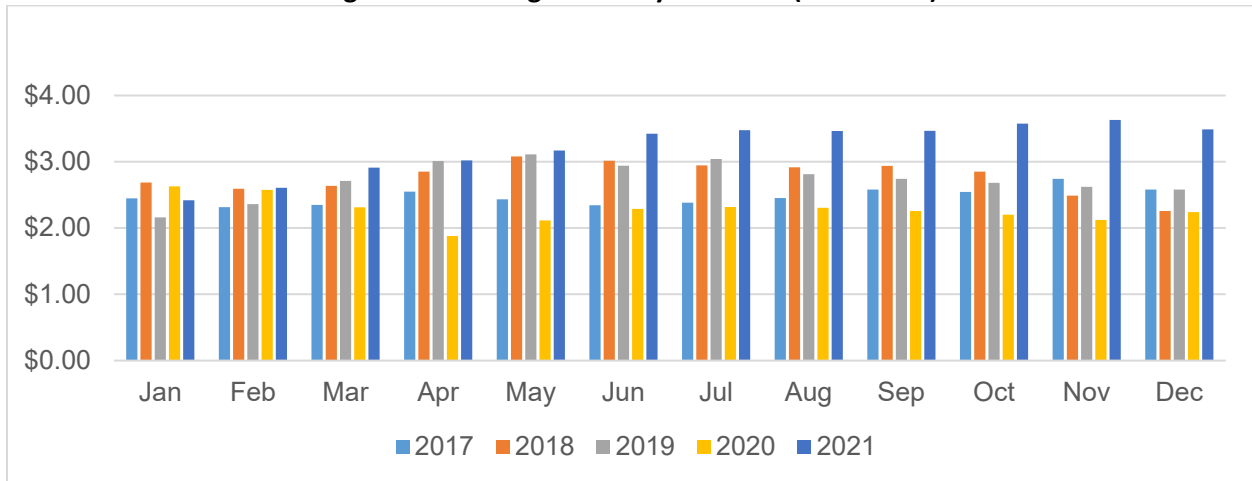
Congestion, highway tolls, parking rates, and the cost of automobile ownership and operations are factors that people consider as they choose how to travel throughout the Chicago region. Metra ridership historically trended along with the average gasoline price as reported by the Bureau of Labor Statistics for Regular Gasoline sold in the greater Chicago-Naperville-Elgin region (see Figure 18). COVID-19 has had extraordinarily higher impacts on ridership than gas prices since March 2020. The average annual gas price in 2021 (\$3.22 per gallon) was \$0.95 higher than in 2020 (\$2.27 per gallon). As seen in Figure 19, for the first time since 2014, the price of gas reached an average of \$3.63 in November 2021.

**Figure 18: Annual Ridership and Average Annual Gas Price**



In July 2019 the State of Illinois raised the gas tax to 38 cents per gallon. Effective January 1, 2020, the State of Illinois implemented a Parking Excise Tax of 9 percent on monthly or annual spaces, and 6 percent on hourly, daily, and weekly spaces.

**Figure 19: Average Monthly Gas Price (2017-2021)**



**Major Construction Projects**

Metra provides a reliable option for many of its riders, enabling them to avoid chronically congested roadways and to ride transit when other services are disrupted. When Metra’s transportation partners undertake construction on any of the region’s major transportation facilities, Metra service can play an important role in mitigating construction disruptions. Many who use Metra during construction revert back to their previous travel patterns after construction. As such, the timing of major construction projects can significantly influence Metra’s annual ridership estimates one way or the other.

Table 11 on the next page lists all major construction projects that have occurred since 2000. The shaded projects were ongoing in 2021.

**Table 11: Major Roadway Construction Projects**

Major Roadway	Affected Lines	Years
Congress Pkwy	MD-W,UP-W, BNSF	2010-2012
Dan Ryan	ME, RI, So. Shore	1988-1989, 2003-2007
Edens	UP-N, MD-N	1979, 2007-2008
Edens Spur	UP-N, MD-N	2010
Eisenhower	MD-W,UP-W, BNSF	1984-1985, 2010
Hillside Strangler	BNSF, MD-W, UP-W	2000-2001
I-355	MD-W,UP-W, BNSF	2010
I-57 Rehab	ME, RI	2002-2003
I-90 Jane Addams Tollway	MD-W, UP-NW	2013-2016
IL Route 59	BNSF	2013-2015
Jane Byrne Interchange	ME, RI, BNSF, HC, SWS, MD-N, MD-W, NCS, UP-N, UP-NW, UP-W	2015-2022
Kennedy	UP-N, MD-N, UP-NW	1992-1994
Lake Shore Drive	ME	1996
Stevenson	BNSF, HC, SWS	1998-2000
South Lake Shore Drive	ME	2001-2004
Wacker Drive	BNSF, HC, SWS, MD-N, MD-W, NCS, UP-N, UP-NW, UP-W	2010-2012

In March 2015, work began on a major reconfiguration of the Jane Byrne Interchange. During the first phase of the construction, the number of lanes was reduced on several ramps and the inbound Dan Ryan Expressway, and access to Congress Parkway from the Dan Ryan was via a detour. In December 2016, a new flyover linking the inbound Dan Ryan Expressway to the outbound Eisenhower Expressway was completed. Work completed in 2017 enabled improvements to be made on the section that connects to Interstate 290 in 2018. The project will continue through 2022.

**Marketing**

Metra markets its services to a wide variety of audiences. Its customer base includes traditional commuters and reverse commuters as well as recreational, weekend, and occasional riders, all of which represent important market segments for future ridership growth. Metra uses a proactive, customer-driven marketing approach to build on successful programs to meet passenger travel needs. While some of the marketing is tailored to specific market segments, other efforts are geared toward the general population to reinforce brand identity throughout the region while sending a call to action that resonates with all potential customers.

In 2021, Metra continued its Commute with Confidence Campaign that demonstrated Metra’s ability to keep its riders safe and get them to their destinations on-time. This message was important because it gave Metra the chance to show how often it cleaned the cars, circulated the air, and worked to uphold the mask mandates. Furthermore, the campaign communicated that Metra was available whenever our customers were ready to ride.

Despite the pandemic, Metra was still able to do the following:

- In March 2021, Metra held a Safe Return to Work Summit that highlighted how businesses and public transportation will be safe in light of the concerns brought on by the Covid-19 pandemic. Metra collaborated with BOMA (Building Owners and Managers Association of Chicago), Crain’s, Northwestern and more to make this a successful event.

- In May 2021, Metra collaborated with Ravinia Music Festival to work out a deal to allow the concert tickets to also be used for a free ride on the concert date on the Union Pacific-North Line (UP-N).
- Metra launched the internal My Metra Honors campaign, which honored employees that embodied the Metra motto and went beyond their work duties. The program honored 22 Metra employees across various departments in 2021.
- Metra participated in the Earth Day event held at 110 North Wacker Drive.
- Revamped the New Movers Program to capture residents that moved from Chicago to the suburbs and will need Metra to get to work.
- Released three issues (Spring, Summer and Fall) of the new My Metra Magazine.
- Collaborated with Radiological Society of North America annual meeting at McCormick Place to provide free rides for their attendees, providing 2,164 trips.

**Business Development**

In 2022, Metra will continue to build upon the momentum of the previous year to engage with our current and new riders:

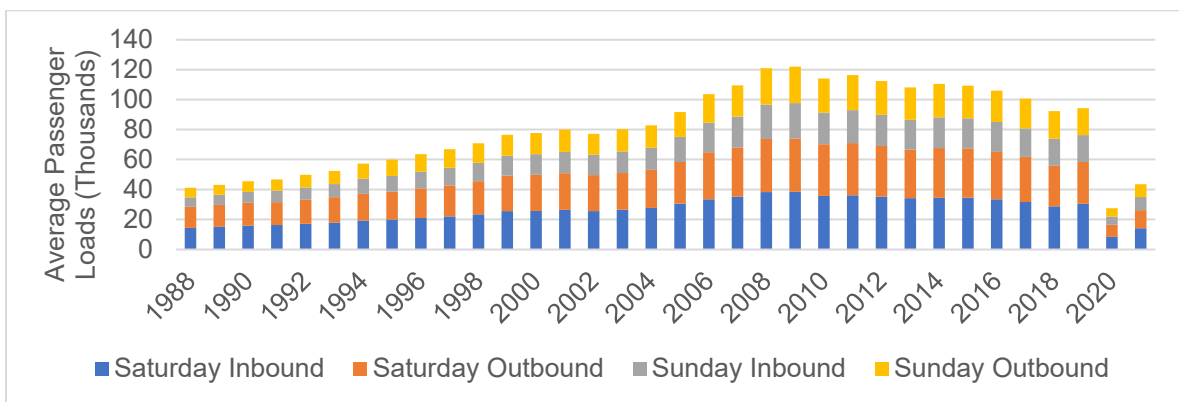
- Metra will hold new media press events regarding new developments
- Launch a new advertising campaign that focuses on our riders
- Collaborate with other trade shows and annual events at McCormick Place
- Develop new partnerships to increase ridership to music festivals, sports teams, and universities.

**Cultural Attractions**

Metra provides direct access to many of the region’s top cultural attractions. The downtown area is home to internationally renowned museums, world-class theaters and music venues, award winning restaurants, and is one of the premier shopping destinations in North America. Many of these attractions reopened in some capacity in 2021. Beyond the immediate downtown area, several of Metra’s outlying stations are close to a number of popular attractions such as the Ravinia Festival, Chicago Botanic Garden, Brookfield Zoo, Museum of Science and Industry, Schaumburg Boomers Stadium, Joliet Slammers Silver Cross Field, and Guaranteed Rate Field. All of these attractions reopened in 2021

Metra’s weekend train loads averaged 94,000 in 2019 (see Figure 20). While dropping to 27,000 passengers per weekend in 2020, weekend train loads recovered to 43,000 in 2021, or 46 percent of 2019 levels.

**Figure 20: Annual Average Weekend Passenger Loads by Day and Direction**



### **Special Events with Extra Metra Service**

Special events often bring large crowds into Chicago during off-peak hours. Metra began offering special event service again in July 2021. Events receiving extra service in 2021 include the Chicago Auto Show, Ravinia (generated 32,310 Metra trips), Lollapalooza, the Chicago Half Marathon, the Chicago Marathon, game three of American League Playoffs, and Chicago Bears' home games. In October, the Heritage Corridor held Metra's self-promoted "Rails, Trails and Ales" program, adding outbound-focused Saturday service to the Heritage Corridor for the first time in Metra history (carried 338 passengers during pilot).

### **Fares**

There were no fare increases in 2021. The \$10 All Day Pass, originally introduced in June 2020 as a temporary pass, was extended through at least the end of 2021. The \$10 All Day pass expires the day after its first use at 3 AM. It is a discount over the \$5.50 cost of two A-C One-Way tickets, and valid for all zones.

Starting in January, all riders on the ME and RI lines were able to purchase reduced fare tickets through Cook County's Fair Transit South Cook Pilot. Fair Transit South Cook Pilot tickets were not valid for use on other lines. The price difference between full fare and Fair Transit South Cook Pilot tickets is reimbursed by Cook County.

In February, Metra introduced a One Day Weekend Pass, available for purchase from conductors, vending machines, ticket agents, and the mobile app for \$7. Subsequently, the \$10 Two Day weekend Pass was sold through the mobile app only.

While Ravinia returned in July 2021, Metra did not sell a special Ravinia Pass. Instead, Ravinia ticketholders were able to use their concert ticket as proof of payment to ride Metra.

There was no special event ticket for Lollapalooza in 2021.

On December 31, Metra offered free rides across its system after 6 pm on New Year's Eve.

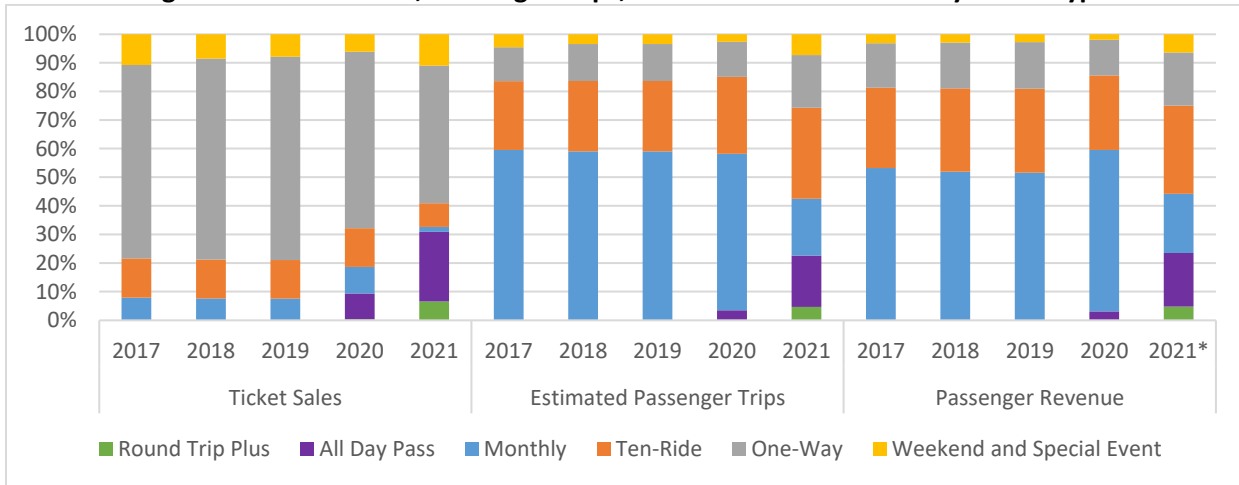
Table 12 (on the next page) lists the effective changes to commuter rail fares since 1981.

**Table 12: Fare Changes over Time**

Date	Action
Jan-81	across-the-board 33% increase
Jul-81	across-the-board 12.5% increase plus 40% surcharge
Oct-81	surcharge reduced to 33% (average -5%)
Feb-84	across-the-board 10% reduction (by Interim RTA Board)
Aug-85	discount 10-Ride tickets by 15%; reduce Zone B fares by 18%; Family Fares
Feb-86	across-the-board 5% increase
Feb-89	across-the-board 5% increase (Capital Farebox Financing program)
Apr-90	raise on-train cash fare penalty from 50¢ to \$1.00
May-91	introduce Weekend \$5 Ticket
Feb-96	across-the-board increase, 20¢ per zone, +5½% overall
Jun-02	across-the-board 5% increase; raise on-train cash fare penalty from \$1.00 to \$2.00
Feb-06	across-the-board 5% increase
Feb-08	across-the-board 10% increase
Feb-10	increase One-Way tickets by 6%, quarter-rounded; raise on-train cash fare penalty from \$2.00 to \$3.00; raise Weekend Ticket from \$5.00 to \$7.00
Feb-12	25.1% average fare increase (15.7% One-Way; 30% 10-Ride; 29.4% Monthly); One-Way tickets valid for 14 days from date of purchase and not eligible for refunds; Monthly Passes valid only for the month issued and refunds subject to a \$5 handling fee
Feb-13	increase price of full fare 10-Ride ticket from 9.0 to 10.0 equivalent One-Way fares (11.1% increase)
Feb-15	10.8% average fare increase; discount for full and reduced fare 10-Ride tickets (priced at 9.0 equivalent One-Way fares); weekend ticket increase from \$7 to \$8; on-train cash fare penalty increase from \$3 to \$5 (implemented in 2016); various fare policy changes including extension of One-Way valid period from 14 to 90 days, extension of Monthly Pass validity period to noon on 1st business day following valid month, and elimination of all refunds except by discretion of CEO
Feb-16	Increase One-Way Fares by \$0.25; Increase Full Fare 10-Ride by \$1.75, Full Fare Monthly Fares by \$2.50, Reduced 10-Ride by \$0.75, and Reduced Monthly by \$1.25, on-train cash fare penalty increase from \$3 to \$5 (adopted in 2015) was implemented.
Feb-17	Increase One-Way Fares by \$0.25, Full Fare 10-Ride by \$2.75, Full Fare Monthly Fares by \$11.75, Reduced One-Way by \$0.25, Reduced 10-Ride by \$1.50, and Reduced Monthly by \$7.50
Feb-18	Increase Adult One-Way fares by \$0.25; increase Reduced One-Way fares \$0.00-\$0.25; increase Adult 10-Ride to 9.5 Adult One-Ways; increase Reduced 10-Ride to 9.5 Reduced One-Ways; increase Adult Monthly multiplier to 29.0 Adult One-Ways; maintain Reduced Monthly multiplier at 35.0 Reduced One-Ways; increase Weekend Pass by \$2
Jul-18	Zone Consolidation Pilot: consolidate Fare Zones K-M into Fare Zone J; Station Zone Reassignment Pilot: 83rd St. and 87th St. (ME-ML) and 123rd St. (RI-Beverly) stations reassigned from Zone C to B; State St. through Ashland stations (ME-BI) reassigned from Zone D to C
Jun-19	Monthly Pass holders allowed to use their ticket to travel anywhere in the system on weekends. Previously, weekend travel was restricted to the zones listed on the ticket.
Jun-20	A temporary \$10 All-Day pass was released, allowing for unlimited travel on all lines for 24 hours, expiring at 3 am. The pass was available into 2021.
Sep-20	The Round Trip Plus ticket was released on the new version of the Ventra app only.
Jan-21	Fair Transit South Cook Pilot offers reduced fares (subsidized by Cook County) on the ME and RI lines only.
Feb-21	\$7 One Day Weekend Pass introduced. \$10 Two Day Weekend Pass made mobile only



**Figure 21: Ticket Sales, Passenger Trips, and Fare Revenue Share by Ticket Type**



\*2021 passenger revenue does not include additional revenue reimbursed by Cook County through the Fair Transit South Cook Pilot

**Average Fare**

Each year, Metra calculates the average fare paid by fare-paying passengers (the average fare calculation does not include RTA Ride Free Permit rides). An increase in the 2020 average fare was caused by Metra’s move from static trip rate factors for pass products to calculating ridership based on mobile ticket usage. In 2021, the average fare decreased 1% percent from \$5.70 to \$5.64 (see Figure 22). The 2021 average fare paid includes the fare amount reimbursed by Cook County through the Fair Transit South Cook Pilot.

**Figure 22: Average Fare and Annual Paid Trips**

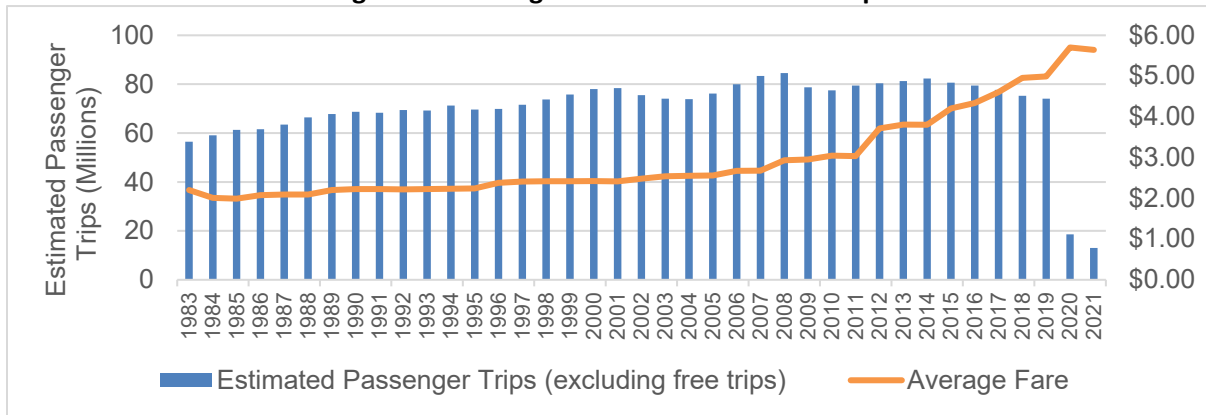


Table 13a illustrates the change in average fare paid in 2020 and 2021 for each rail line including the revenue reimbursement for the RI and ME from Cook County for the Fair Transit South Cook Pilot.

**Table 13a: Average Fare Paid by Line with Cook County Reimbursement\***

Line	2020	2021	% Change
BNSF	\$6.35	\$5.66	-10.8%
ME	\$5.41	\$5.50	1.7%
HC	\$6.72	\$5.95	-11.4%
MD-N	\$6.15	\$5.61	-8.7%
MD-W	\$6.17	\$5.52	-10.6%
NCS	\$7.17	\$6.08	-15.2%
RI	\$5.89	\$6.07	3.1%
SWS	\$5.98	\$5.58	-6.7%
UP-N	\$4.38	\$5.26	20.0%
UP-NW	\$5.41	\$5.73	5.8%
UP-W	\$5.40	\$5.67	5.2%
<b>Total</b>	<b>\$5.70</b>	<b>\$5.64</b>	<b>-1.0%</b>

\*Note: In 2020, Metra began calculating ridership using trip rate factors (TRF) calculated from mobile ticket use. Additionally, onboard fare collection was inactive for April and May 2020 for all lines, and from April 2020 to May 2021 for Union Pacific lines.

Table 13b illustrates the change in average fare paid in 2020 and 2021 for each rail line not including the revenue reimbursement for the RI and ME from Cook County for the Fair Transit South Cook Pilot.

**Table 13b: Average Fare Paid by Line without Cook County Reimbursement\***

Line	2020	2021	% Change
BNSF	\$6.35	\$5.66	-10.8%
ME	\$5.41	\$2.95	-45.4%
HC	\$6.72	\$5.95	-11.4%
MD-N	\$6.15	\$5.61	-8.7%
MD-W	\$6.17	\$5.52	-10.6%
NCS	\$7.17	\$6.08	-15.2%
RI	\$5.89	\$3.30	-43.9%
SWS	\$5.98	\$5.58	-6.7%
UP-N	\$4.38	\$5.26	20.0%
UP-NW	\$5.41	\$5.73	5.8%
UP-W	\$5.40	\$5.67	5.2%
<b>Total</b>	<b>\$5.70</b>	<b>\$4.95</b>	<b>-13.2%</b>

\*Note: In 2020, Metra began calculating ridership using trip rate factors (TRF) calculated from mobile ticket use. Additionally, onboard fare collection was inactive for April and May 2020 for all lines, and from April 2020 to May 2021 for Union Pacific lines.

### **Level of Service**

At the beginning of 2021, Metra operated 392 trains on weekdays and 181 trains on Saturday and Sunday. This level of service reflects reductions in weekday and Saturday service on all Metra lines implemented in 2020 in response to reduced ridership due to the COVID-19 pandemic. In January 2021, the weekday level of service increased from 392 trains to 398, as weekday service was increased from 28 to 30 trains on the MD-N, and from 32 to 36 trains on the MD-W. In February, the weekday level of service increased from 398 trains to 408, with 10 weekday trains added on the RI.

In April 2021, the weekday level of service increased from 408 trains to 418, as weekday service on the BNSF and MD-N was increased by four trains on each line, and weekday service on the HC was increased by two trains. In May, the weekday level of service increased from 418 trains to 422, as weekday service

was increased on the ME from 110 trains to 114. The Saturday level of service increased from 181 Saturday trains to 231 as Saturday service was restored to pre-COVID levels on the BNSF, MD-N, MD-W, RI, UP-N, UP-NW and UP-W lines, plus an increase of four Saturday trains on the ME. The Sunday level of service increased from 181 Sunday trains to 185 with an increase of four Sunday trains on the ME.

In July 2021, Metra launched pilot weekday schedules on the BNSF, ME, RI and UP-N lines that added off-peak options to meet post-COVID needs for riders. Metra also increased weekday peak-period service on all other lines. As a result of these changes, the weekday level of service increased from 422 trains to 570. The Saturday level of service increased from 231 Saturday trains to 269 as Saturday service was restored to pre-COVID levels on the ME.

In September 2021, the weekday level of service decreased from 570 trains to 566, as weekday service was decreased by two trains on the UP-N and UP-W. In November, the weekday level of service decreased from 566 trains to 558, as weekday service was decreased by eight trains on the BNSF.

As a result of these changes, the total number of peak service period trains (weekday a.m. and p.m. peak trains) operated by Metra each day in 2021 was increased 42.6 percent from 162 to 231 and the total number of off-peak trains (weekday off-peak, Saturday and Sunday trains) increased 31.9 percent from 592 to 781 (See Table 14a).

**Table 14a: Trains Per Day 2020 vs 2021**

Line	Weekday			Saturday			Sunday/Holiday		
	As of 12/31/20	As of 12/31/21	Pct. Change	As of 12/31/20	As of 12/31/21	Pct. Change	As of 12/31/20	As of 12/31/21	Pct. Change
BNSF	43	86	100.0%	20	30	50.0%	20	20	0.0%
HC	4	6	50.0%	0	0	n/a	0	0	n/a
ME	110	125	13.6%	40	82	105.0%	40	44	10.0%
MD-N	28	38	35.7%	18	20	11.1%	18	18	0.0%
MD-W	32	40	25.0%	18	24	33.3%	18	18	0.0%
NCS	4	12	200.0%	0	0	n/a	0	0	n/a
RI	44	80	81.8%	28	33	17.9%	28	28	0.0%
SWS	10	12	20.0%	0	0	n/a	0	0	n/a
UP-N	40	74	85.0%	18	26	44.4%	18	18	0.0%
UP-NW	43	45	4.7%	21	34	61.9%	21	21	0.0%
UP-W	34	40	17.6%	18	20	11.1%	18	18	0.0%
<b>Total</b>	<b>392</b>	<b>558</b>	<b>42.3%</b>	<b>181</b>	<b>269</b>	<b>48.6%</b>	<b>181</b>	<b>185</b>	<b>2.2%</b>

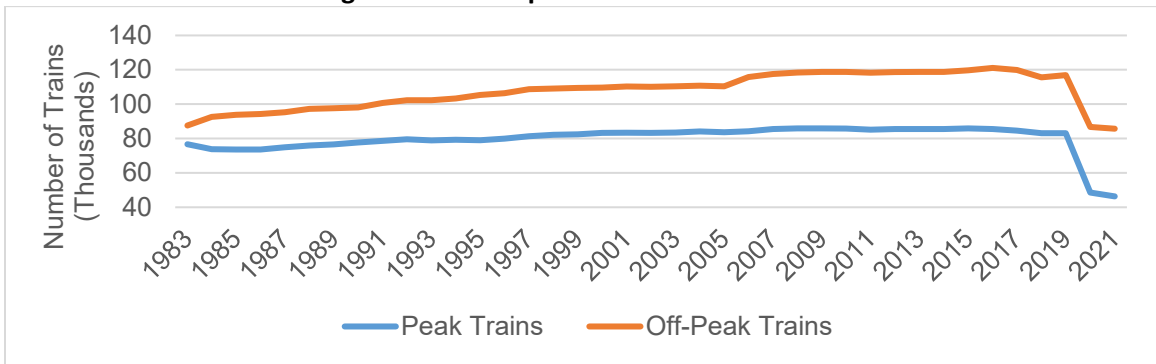
For the system, 80.6% of weekday service has been restored, as seen in Table 14b (on next page). Notably, the RI and UP-N ended 2021 with more weekday trains than they had pre-Covid.

**Table 14b: Service Recovery**

Line	Weekday			Saturday			Sunday/Holiday		
	As of 12/31/19	As of 12/31/21	Pct. Recovered	As of 12/31/19	As of 12/31/21	Pct. Recovered	As of 12/31/19	As of 12/31/21	Pct. Recovered
BNSF	97	86	88.7%	30	30	100.0%	20	20	100.0%
HC	7	6	85.7%	0	0	n/a	0	0	n/a
ME	155	125	80.6%	80	82	102.5%	40	44	110.0%
MD-N	63	38	60.3%	20	20	100.0%	18	18	100.0%
MD-W	58	40	69.0%	24	24	100.0%	18	18	100.0%
NCS	20	12	60.0%	0	0	n/a	0	0	n/a
RI	68	80	117.6%	33	33	100.0%	28	28	100.0%
SWS	30	12	40.0%	6	0	0.0%	0	0	n/a
UP-N	70	74	105.7%	26	26	100.0%	18	18	100.0%
UP-NW	65	45	69.2%	34	34	100.0%	21	21	100.0%
UP-W	59	40	67.8%	20	20	100.0%	18	18	100.0%
<b>Total</b>	<b>692</b>	<b>558</b>	<b>80.6%</b>	<b>273</b>	<b>269</b>	<b>98.5%</b>	<b>181</b>	<b>185</b>	<b>102.2%</b>

Figure 23 shows the number of peak and off-peak trains on an annual basis since 1984.

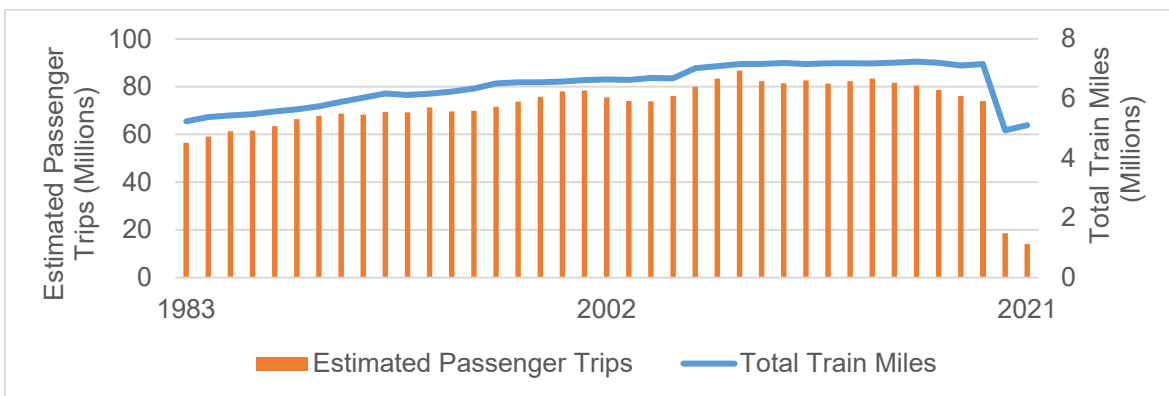
**Figure 23: Trains per Year Peak vs. Off-Peak**



**Total Train Miles**

Total train miles (revenue and non-revenue) are a useful measure of the quantity of service offered. Figure 24, combines annual train miles with ridership (including free trips) for the system, and illustrates the importance of service levels to the amount of passenger use. In 2021, the total number of train miles increased to 71.4 percent of 2019 levels. Train miles were 2.4 percent lower compared to 1983, while passenger trips have decreased 75.1 percent in the same period.

**Figure 24: Annual Ridership vs. Annual Train Miles**



## Stations

Since Metra began in 1984, 32 stations have been opened and 15 stations have been closed (see Table 15 and Table 16). The opening of stations tends to have a positive impact on Metra ridership as Metra becomes more accessible to commuters.

**Table 15: Stations Opened Since 1984**

Opened Station	Line	Year	Opened Station	Line	Year
Big Timber	MD-N	1986	Antioch	NCS	1996
Route 59	BNSF	1989	Glen/N. Glenview	MD-N	2001
Orland Park/153 <sup>rd</sup>	SWS	1990	Prairie Crossing/Libertyville	MD-N	2004
Hickory Creek	RI	1993	Palos Heights	SWS	2004
Orland Park/179 <sup>th</sup>	SWS	1995	Pingree Road	UP-NW	2005
Lake Cook Rd.	MD-N	1996	Manhattan	SWS	2006
O'Hare Transfer	NCS	1996	La Fox	UP-W	2006
Prospect Heights	NCS	1996	Elburn	UP-W	2006
Wheeling	NCS	1996	Franklin Park/Belmont Ave.	NCS	2006
Buffalo Grove	NCS	1996	Schiller Park	NCS	2006
Prairie View	NCS	1996	Rosemont	NCS	2006
Vernon Hills	NCS	1996	Grayslake/Washington St.	NCS	2006
Mundelein	NCS	1996	Laraway Rd.	SWS	2006
Prairie Crossing/Libertyville	NCS	1996	Grand/Cicero	MD-N	2006
Round Lake Beach	NCS	1996	35 <sup>th</sup> Street/"Lou" Jones	RI	2011
Lake Villa	NCS	1996	Romeoville	HC	2018

**Table 16: Stations Closed Since 1984**

Closed Station	Line	Year	Closed Station	Line	Year
67 <sup>th</sup> Street	ME	1984	Longwood/99 <sup>th</sup>	RI	1985
Halsted	HC	1984	Abbott Platform	UP-N	1986
Brighton Park	HC	1984	Lockport/5 <sup>th</sup>	HC	1988
Rondout	MD-N	1984	Glenn	HC	1989
Wilson Road	MD-N	1984	Hermosa	MD-W	2006
Western Ave.	MD-N	1984	Cragin	MD-W	2006
Hartland	UP-NW	1984	Clyde	BNSF	2007
Givens	RI	1984			

## Parking Utilization

Since a majority of Metra riders drive to stations, parking utilization rates are usually consistent with changes in ridership. Over 37,000 net parking spaces have been added to the system since 1987. A comprehensive parking survey was not conducted in 2020 and 2021 due to the COVID-19 pandemic.

**Table 17: Metra Commuter Parking**

Year	Capacity	Used	Empty	% Used
1987	52,602	46,138	6,464	87.7%
1991	61,952	54,175	7,777	87.4%
1994	67,480	58,233	9,247	86.3%
1997	72,104	60,887	11,217	84.4%
1999	72,265	63,826	8,439	88.3%
2001	75,724	67,038	8,686	88.5%
2003	78,086	67,405	10,681	86.3%
2005	81,996	68,212	13,784	83.2%
2006	85,956	70,499	15,457	82.0%
2007	88,675	71,368	17,307	80.5%
2008	88,628	71,860	16,768	81.1%
2009	89,090	67,852	21,238	76.2%
2010	90,238	67,183	23,055	74.5%
2011	89,982	68,341	21,641	75.9%
2012	90,020	66,513	23,507	73.9%
2013	90,257	67,200	23,057	74.5%
2014	90,634	68,450	22,184	75.5%
2015	90,776	67,588	23,191	74.5%
2016	91,175	67,980	23,195	74.6%
2017	90,746	66,590	24,156	73.4%
2018	90,626	67,754	22,872	74.8%
2019	90,278	65,776	24,502	72.9%
2020-2021	-	-	-	-
<b>Difference</b>	<b>(net)</b>			
<b>'87-'19</b>	<b>37,676</b>	<b>19,638</b>	<b>18,038</b>	

**Calendar Differences**

Since Metra’s heaviest passenger loads are during the weekday commute hours, ridership is impacted by the number of weekdays in the year. As shown in Table 18, 2021 had two fewer weekdays than 2020, one less Saturday and the same number of Sundays/holidays. Metra operates a Sunday schedule on major holidays.

**Table 18: Calendar Differences between 2020 and 2021**

	Weekday			Saturday			Sunday/Holiday			All Days		
	2020	2021	Change	2020	2021	Change	2020	2021	Change	2020	2021	Change
Jan	22	20	-2	4	5	1	5	6	1	31	31	0
Feb	20	20	0	5	4	-1	4	4	0	29	28	-1
Mar	22	23	1	4	4	0	5	4	-1	31	31	0
Apr	22	22	0	4	4	0	4	4	0	30	30	0
May	20	20	0	5	5	0	6	6	0	31	31	0
Jun	22	22	0	4	4	0	4	4	0	30	30	0
Jul	22	21	-1	4	5	1	5	5	0	31	31	0
Aug	21	22	1	5	4	-1	5	5	0	31	31	0
Sep	21	21	0	4	4	0	5	5	0	30	30	0
Oct	22	21	-1	5	5	0	4	5	1	31	31	0
Nov	20	21	1	4	4	0	6	5	-1	30	30	0
Dec	22	21	-1	4	5	1	5	5	0	31	31	0
<b>Total</b>	<b>256</b>	<b>254</b>	<b>-2</b>	<b>52</b>	<b>53</b>	<b>1</b>	<b>58</b>	<b>58</b>	<b>0</b>	<b>366</b>	<b>365</b>	<b>-1</b>

**IV. 2021 TICKET SALES**

Ticket sales in 2021 recovered to 37.5 percent of 2019 levels. The \$10 All Day Pass offered a discount over any combination of two One-Way tickets traveling 3 or more zones and was attractive for workers who did not travel to the office five days a week. In February 2021, Metra began offering a \$7 One Day Weekend Pass. The \$10 Two Day Weekend Pass was made available on the mobile app only. Sales of the Monthly Pass have declined to 1.7 percent of all ticket sales in 2021, while the \$10 All Day Pass increased to 24.3 percent of all ticket sales, indicating that demand for travel is growing, but many riders do not currently have demand for a monthly product. Ravinia resumed concerts in July 2021. For the first time in Metra history, Ravinia concertgoers could show their concert ticket as proof of payment for their ride on Metra. There were no other special event promotions in 2021.

**Table 19: Ticket Sales by Type**

Ticket Type	2017	2018	2019	2020	2021	Change 2019-2021
Monthly Pass	1,072,941	1,032,447	1,003,227	316,005	85,973	-91.4%
10-Ride Ticket	1,866,371	1,843,794	1,796,191	461,369	414,138	-76.9%
Round Trip Plus				11,966	326,344	
One-Way Ticket	9,209,144	9,511,730	9,452,397	2,100,497	2,393,988	-74.7%
<i>Mobile &amp; Station</i>	6,817,656	7,358,535	7,637,086	1,737,625	1,908,238	-75.0%
<i>Conductor</i>	2,391,488	2,153,195	1,815,311	362,872	485,750	-73.2%
\$10 All-Day Pass				305,931	1,211,416	
Weekend and Special Event Pass	1,470,765	1,160,103	1,046,856	208,759	549,461	-47.5%
<i>Mobile &amp; Station</i>	693,550	576,127	570,747	126,777	375,879	-34.1%
<i>Conductor</i>	777,215	583,976	476,109	81,982	173,582	-63.5%
<b>Total</b>	<b>13,619,221</b>	<b>13,548,074</b>	<b>13,298,671</b>	<b>3,404,527</b>	<b>4,981,320</b>	<b>-62.5%</b>

Table 20 shows the percent share of tickets, passenger trips, and revenue by ticket type for the last five years.

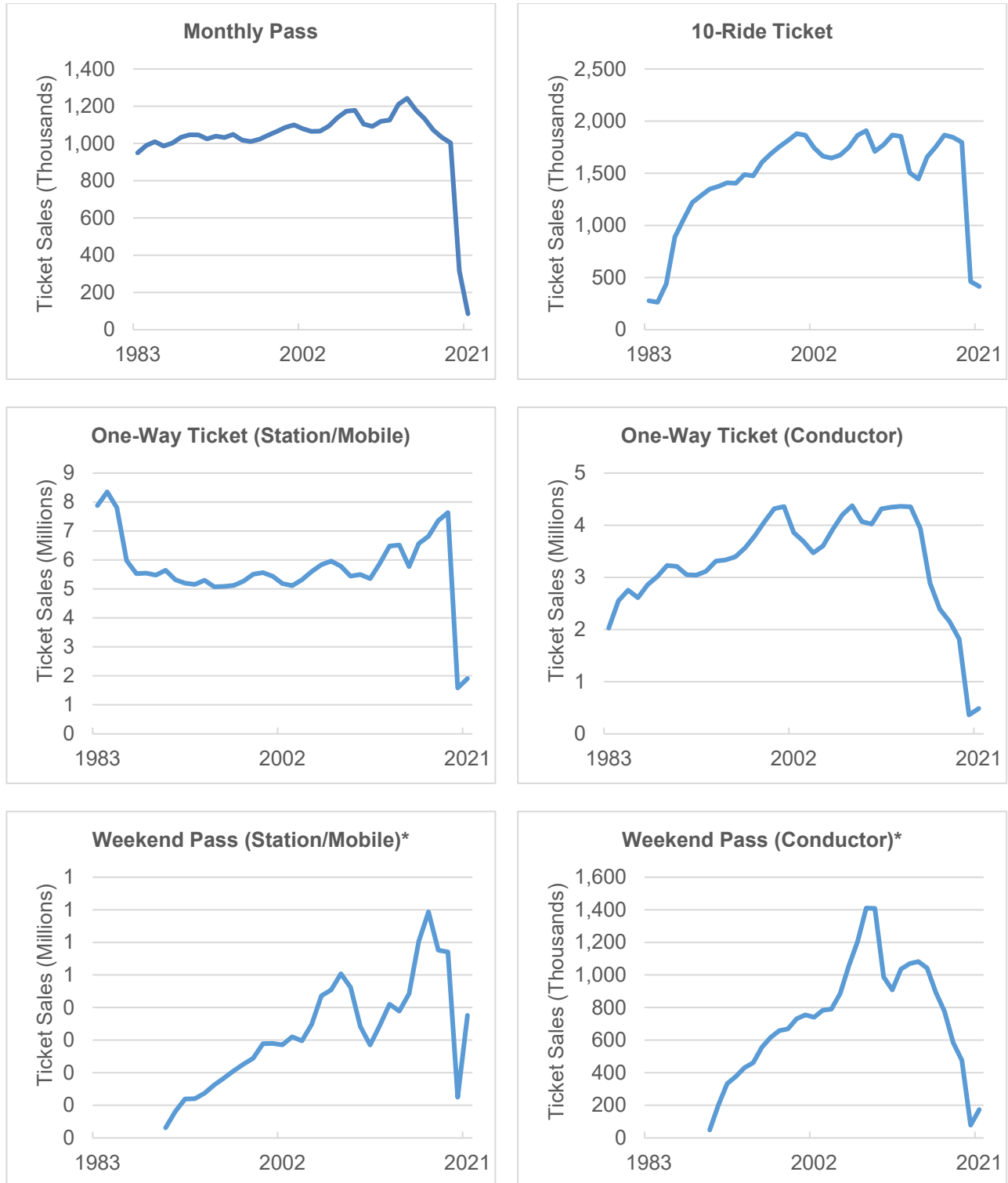
**Table 20: Percent Share by Ticket Type**

Ticket Type	Ticket Sales					Estimated Passenger Trips				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Monthly Pass	7.9%	7.6%	7.6%	9.3%	1.7%	59.5%	59.1%	59.0%	58.1%	19.9%
10-Ride Ticket	13.8%	13.6%	13.5%	13.6%	8.3%	24.1%	24.5%	24.6%	24.9%	31.8%
Round Trip Plus	-	-	-	0.4%	6.6%	-	-	-	0.1%	4.6%
One-Way Ticket	67.9%	70.4%	71.3%	61.7%	48.1%	11.9%	12.7%	12.9%	11.3%	18.4%
\$10 All-Day Pass	-	-	-	9.0%	24.3%	-	-	-	3.1%	17.9%
Weekend & Special Event Pass	10.4%	8.3%	7.6%	6.1%	11.0%	4.6%	3.7%	3.5%	2.5%	7.3%
	Passenger Revenue*									
	2017	2018	2019	2020	2021					
Monthly Pass	53.2%	51.9%	51.6%	56.5%	20.7%					
10-Ride Ticket	28.1%	29.1%	29.3%	26.0%	30.8%					
Round Trip Plus	-	-	-	0.1%	4.7%					
One-Way Ticket	15.5%	16.0%	16.3%	12.5%	18.6%					
\$10 All-Day Pass	-	-	-	2.9%	18.8%					
Weekend & Special Event Pass	3.2%	3.0%	2.8%	2.0%	6.4%					

\*Passenger revenue excludes fares received as reimbursement through the Fair Transit South Cook Pilot

Figure 25 shows the annual total number of tickets by ticket type sold since 1984. While ticket sales recovered month-to-month in 2021, strong ticket sales in January and February 2020 continue to outweigh 2021 increases.

**Figure 25: Total Ticket Sales by Type**



\*Includes One Day Weekend Pass effective February 2021. Two Day Weekend Pass made mobile only.

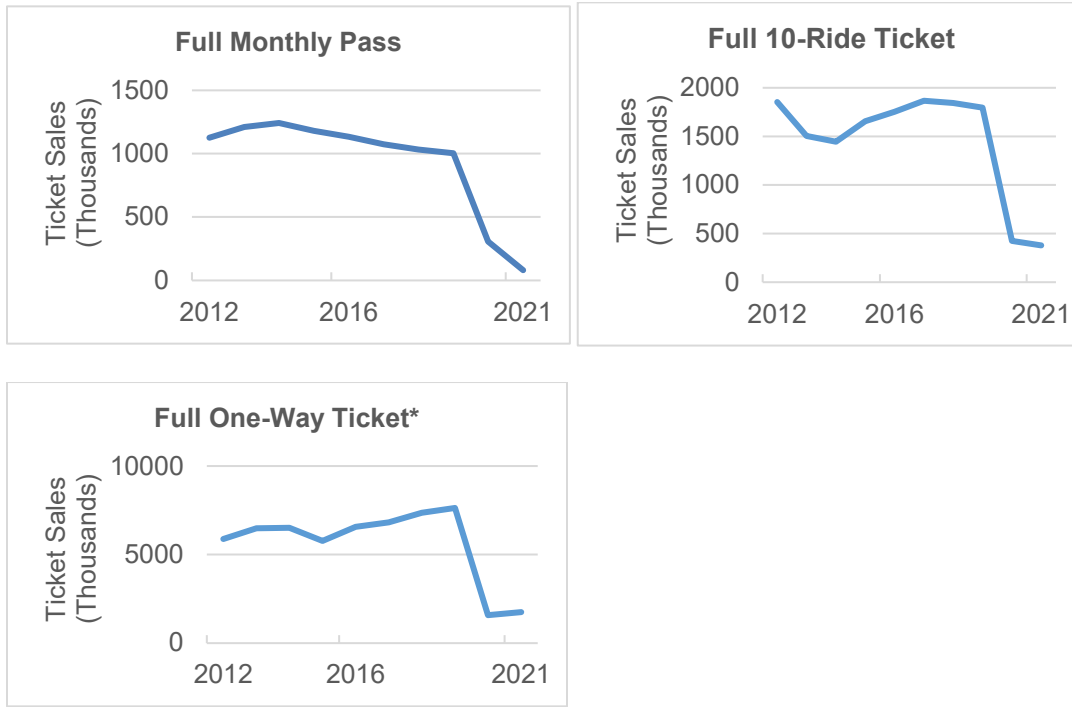
\*Includes only the One Day Weekend Pass effective February 2021. Two Day Weekend Pass made mobile only.



**Full Fare Sales**

Figure 26 shows the total number of full fare tickets by ticket type since 2009.

**Figure 26: Full Fare Ticket Sales by Type\***



\*Conductor sales not included. -

**Reduced Fare Sales**

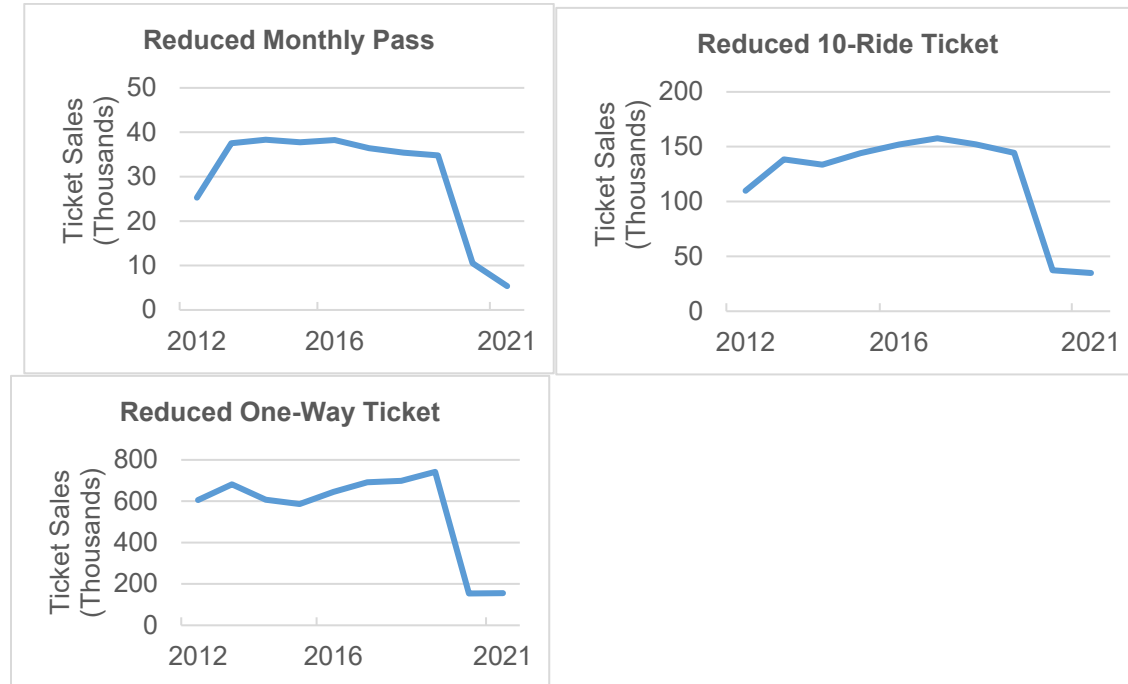
Table 21 shows reduced fare ticket sales by month for 2020 and 2021, excluding tickets reimbursed through the Fair Transit South Cook Pilot. Reduced Fare Monthly Pass sales decreased 48.7 percent in 2021 compared to 2020. Reduced Fare 10-Ride ticket sales decreased 6.3 percent. One-Way sales collectively increased 104.7 percent. The reduced fare Round Trip Plus ticket was first available in September 2020.

**Table 21: Reduced Fare Ticket Sales**

	2020				2021			
	Monthly	10-Ride	One-Way	Round Trip Plus	Monthly	10-Ride	One-Way	Round Trip Plus
Jan	2,789	12,340	67,794	0	269	1,033	12,669	496
Feb	2,905	10,835	60,986	0	271	1,043	12,895	382
Mar	3,006	5,519	30,653	0	286	1,492	21,459	1,092
Apr	154	168	481	0	319	1,481	23,262	922
May	52	192	685	0	329	1,769	28,857	1,446
Jun	127	814	4,969	0	383	3,083	44,726	3,447
Jul	218	1,106	8,949	0	418	3,430	56,489	5,932
Aug	228	1,182	7,861	0	470	4,080	51,145	4,176
Sep	289	1,368	8,080	70	701	4,495	49,052	2,963
Oct	153	1,485	9,325	702	727	4,735	46,823	3,165
Nov	318	1,143	5,907	422	685	4,501	44,017	3,803
Dec	267	1,047	6,743	780	530	3,695	43,429	4,383
<b>Total</b>	<b>10,506</b>	<b>37,199</b>	<b>212,433</b>	<b>1,974</b>	<b>5,388</b>	<b>34,837</b>	<b>434,823</b>	<b>32,207</b>

Figure 27 shows the total number of Reduced Fare tickets by ticket type (Monthly, 10-Ride, and One-Way including conductor) sold since 2008.

**Figure 27: Reduced Fare Ticket Sales by Type\***

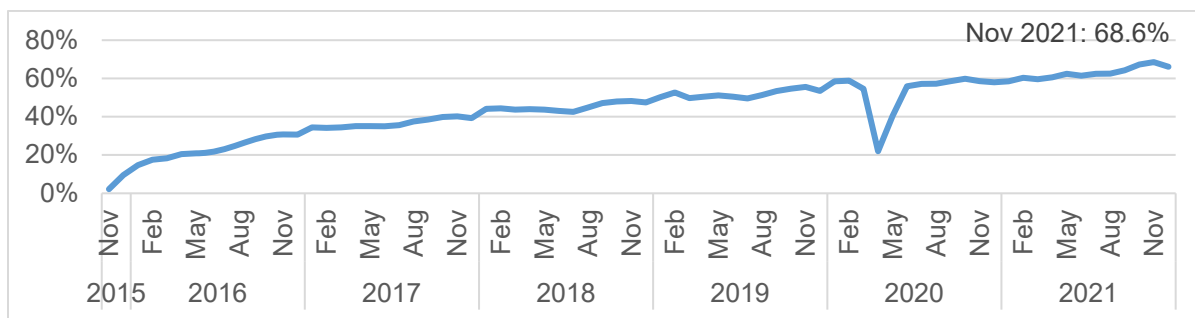


\*Includes all reduced tickets, and does not include conductor, group sales, or tickets purchase through the Fair Transit South Cook Pilot.

**Mobile Ticketing Adoption**

Since its launch in 2015, the Ventra mobile app has become the preferred sales channel for the majority of Metra riders. App adoption was interrupted in the initial months of the pandemic when onboard fare collection was inactive. A new version of the app was released in September 2020. App use increased as more workers returned to downtown offices, reaching an all-time high of 68.6 percent of ticket sales in November 2021. Table 22 shows mobile ticketing adoption by ticket type. Table 23 shows percent of ticket sales by ticket type.

**Figure 28: Mobile Ticketing Adoption (% of total ticket sales)\***



\*Fare collection was inactive in April and May 2020. However, customers were still able to purchase tickets.

**Table 22: Mobile Ticket Sales by Ticket Type (2021)**

Month	Monthly Pass	10-Ride Ticket	One-Way Ticket	\$10 All Day Pass	Round Trip Plus	Weekend Pass
Jan	1,343	6,080	34,451	24,032	7,325	3,948
Feb	1,400	6,057	36,996	24,479	7,811	5,094
Mar	1,562	9,098	55,123	37,029	12,432	9,938
Apr	1,715	10,262	62,248	40,370	13,703	11,430
May	1,926	15,627	82,464	58,856	18,802	22,984
Jun	3,062	28,192	135,412	93,587	32,162	27,403
Jul	3,694	32,424	178,426	143,228	45,855	46,156
Aug	4,063	31,033	162,290	135,968	40,080	36,354
Sep	5,335	33,701	159,996	137,398	37,179	34,557
Oct	5,701	37,275	173,469	153,182	37,172	36,955
Nov	5,431	36,396	168,952	154,613	37,089	33,761
Dec	4,120	27,437	153,862	138,313	36,734	32,559
<b>Total</b>	<b>39,352</b>	<b>273,582</b>	<b>1,403,689</b>	<b>1,141,055</b>	<b>326,344</b>	<b>301,139</b>

**Table 23: Mobile Adoption: Percent of Ticket Sales by Ticket Type (2021)**

Month	Monthly	10-Ride	One-Way	\$10 All Day Pass	Weekend	Round Trip Plus	All Tickets	All Rides
Jan	30.5%	57.7%	51.6%	68.5%	57.4%	100.0%	58.5%	50.3%
Feb	33.8%	59.1%	54.2%	69.5%	56.6%	100.0%	60.3%	52.9%
Mar	36.3%	61.6%	53.1%	67.0%	56.5%	100.0%	59.6%	55.0%
Apr	38.0%	64.0%	54.2%	67.2%	58.6%	100.0%	60.6%	57.0%
May	39.6%	68.1%	56.4%	68.7%	58.1%	100.0%	62.4%	60.6%
Jun	46.1%	67.0%	56.3%	63.4%	54.0%	100.0%	61.4%	61.4%
Jul	47.0%	66.5%	57.9%	64.1%	54.2%	100.0%	62.4%	62.2%
Aug	46.9%	65.3%	57.9%	66.8%	50.7%	100.0%	62.5%	61.5%
Sep	51.0%	66.9%	59.0%	70.3%	53.1%	100.0%	64.3%	63.6%
Oct	52.2%	68.7%	62.2%	74.2%	55.1%	100.0%	67.3%	65.8%
Nov	51.6%	67.4%	64.0%	75.2%	55.5%	100.0%	68.6%	66.1%
Dec	47.5%	64.4%	61.3%	70.4%	57.8%	100.0%	66.1%	63.7%
<b>2021 Average</b>	<b>43.4%</b>	<b>64.7%</b>	<b>57.3%</b>	<b>69.3%</b>	<b>54.8%</b>	<b>100.0%</b>	<b>63.9%</b>	<b>62.1%</b>

Table 24 shows total ticket sales of all types by sales channel and tender type. In 2021, 63.9 percent of all ticket sales were made through the Ventra App. Union Pacific conductors resumed selling tickets onboard trains in June 2021.

**Table 24: Total Ticket Sales by Sales Channel and Tender Type**

Sales Channel	2019 (Thousands)	2020 (Thousands)	2021 (Thousands)	Change	2019 Share	2021 Share
Commuter Benefit <sup>1</sup>	419	166	37	-77.5%	3.1%	0.7%
Conductor	2,291	575	844	46.9%	16.6%	17.0%
Ticket Agent	3,300	697	819	17.4%	20.1%	16.4%
Cash & Other	1,461	299	373	24.7%		
Credit Card	1,839	398	446	12.0%		
Vending Machine	398	90	97	7.8%	2.6%	1.9%
Ventra Mobile App	6,896	1,946	3,184	63.6%	56.0%	63.9%
Credit Card	6,357	1,792	2,947	64.4%		
Mixed & Other	38	8	38	374.4%		
Ventra	500	146	199	36.6%		
<b>Total</b>	<b>13,305</b>	<b>3,474</b>	<b>4,981</b>	<b>43.4%</b>		

Note: 2020 and 2021 based on "Sales Data Feed by Revenue Month". Refunds may be reflected differently in this table than in others, total may not equal sum of rows due to rounding. Mixed and other includes "Special Case" tickets,

Changes in 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.
- Cash vending machines (previously present only on the Metra Electric Line) were eliminated in May 2017, causing a shift toward conductor sales on the Metra Electric Line.
- The Ticket by Mail program was eliminated in July 2017.
- 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.
- The Ticket-by-Internet program was eliminated in June 2018.
- In December 2018, an update to the Ventra app ended the option for purchasing mobile tickets without creating a Ventra account.
- In January 2021, the Fair Transit South Cook Pilot offered discounted Monthly, 10-Ride, One-Way, and Round Trip Plus tickets through the mobile app, vending machines, ticket agents, and commuter benefit. Tickets were marked as valid only for the South Cook area only. South Cook tickets could not be purchased at stations on other lines.
- In February 2021, the \$7 One Day Weekend Pass was introduced. It was available at stations, from conductors, and on the mobile app. The \$10 Two Day Weekend Pass was made available on the mobile app only.