



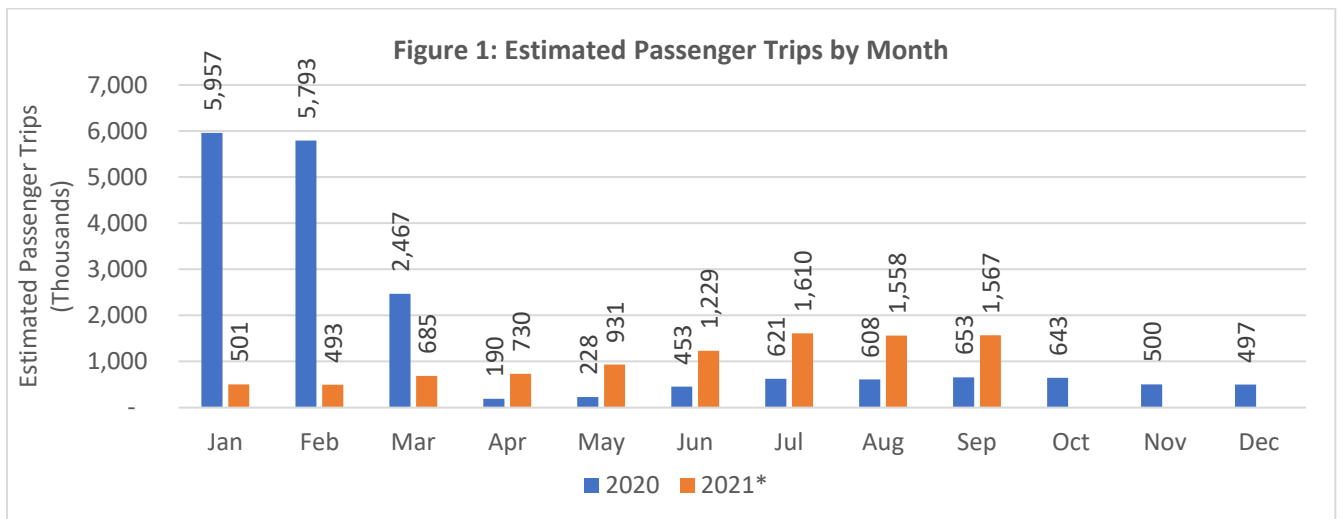
TO: Board of Directors

FROM: Jim Derwinski, CEO/Executive Director

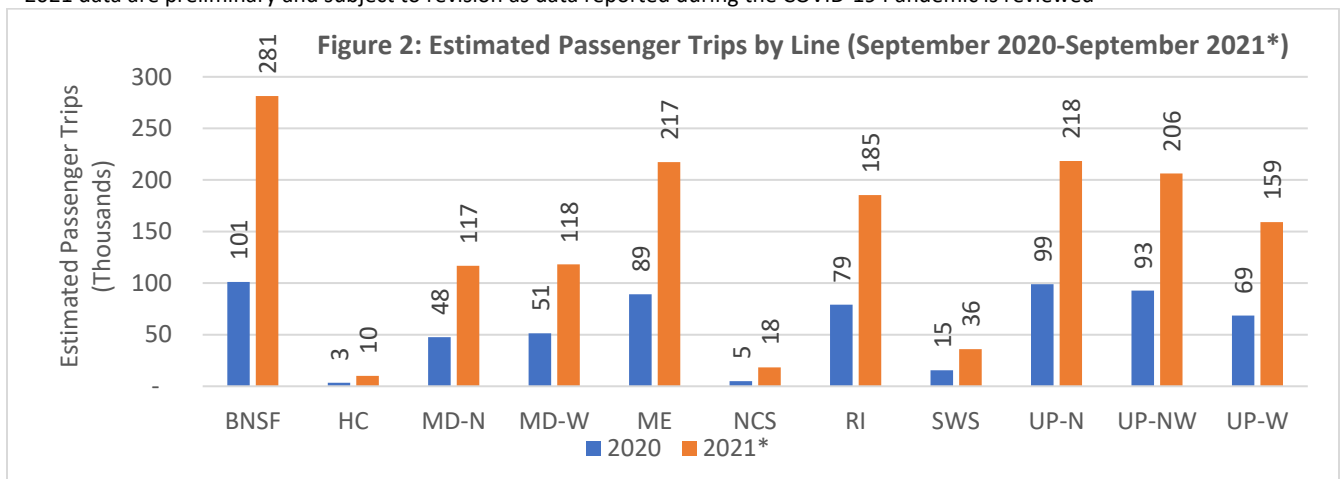
SUBJECT: September 2021 Ridership Trends

DATE: October 15, 2021

Metra provided nearly 1.6 million trips in September 2021, a 0.6 percent increase over August 2021, representing 25.1 percent of ridership compared to September 2019. In September, the CDC recommended COVID-19 booster shots for individuals over the age of 65, those with underlying health conditions, and workers in high-risk occupational and institutional settings. President Biden signed an executive order requiring vaccines for federal employees.



* 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed

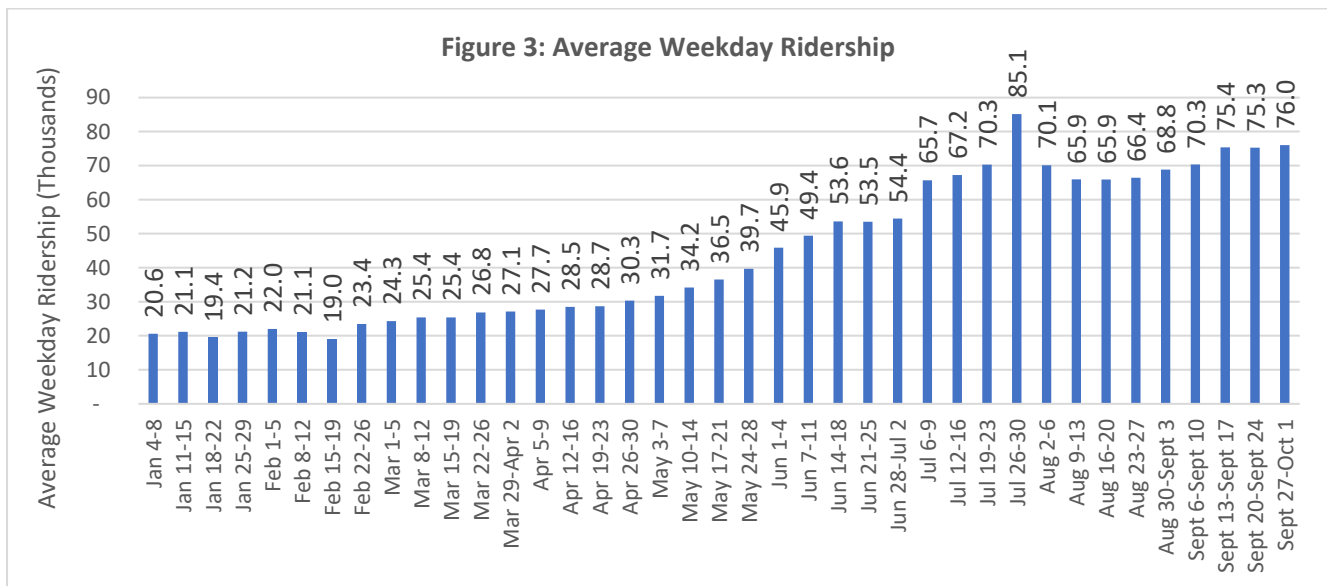


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Weekday passenger loads averaged 74,100 passengers per day, reaching a peak of 82,000 the last Tuesday of September. Tuesdays and Thursdays were the strongest performing weekday with an average 76,400 and 76,300 passengers per day, respectively. Saturdays carried an average of 38,500 passengers, while Sundays and holidays carried an average of 26,300.

On September 7, the NCS and Rock Island saw several minor schedule adjustments in response to customer feedback, and to more closely match operating conditions. On September 13, schedules for the UP lines were adjusted, removing two trains from the UP-N and two trains from the UP-W.

On September 18 and 25, the Heritage Corridor had special Saturday service for its “Rails, Trails, and Ales” pilot program, operating a total of four trains per day. The ME operated with a construction schedule the weekend of September 18-19, cancelling two trains on Saturday and four trains on Sunday, with bus replacement service for other impacted trains, while adding two trains for the Chicago Bears game at Soldier Field. On Sunday, September 26, the ME had two additional trains for the HOKA ONE ONE Chicago Half Marathon. Extra trains for Ravinia concerts continued.



*July 26-30 average includes extra service on July 29-30 for the Thursday and Friday of Lollapalooza.

Sales of the special \$10 all-day pass continued in September. The Ravinia concert season continued, with concert tickets serving as proof of payment to ride Metra. Metra provided an estimated 11,800 trips to Ravinia riders. The Fair Transit South Cook Pilot program continued in September, offering reduced fares on the Metra Electric and Rock Island lines. The Family Fare policy was active in September on weekends.

Compared to September 2019, a significant share of ridership has shifted from the monthly pass to the 10-Ride Ticket, One-Way Ticket, \$10 All Day Pass, and Round Trip Plus Pass. The share of riders using the Ventra App grew compared to before the pandemic: 62 percent of riders used the Ventra App in September 2021 compared to 46% in September 2019.

Table 1: Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales				Ridership			
	Sep 2019	Sep 2021	Sep 2019 Share	Sep 2021 Share	Sep 2019	Sep 2021	Sep 2019 Share	Sep 2021 Share
Monthly Pass	85	10	7.7%	1.8%	3,668	301	58.6%	19.2%
10-Ride Ticket	152	50	13.7%	8.7%	1,516	499	24.2%	31.9%
One-Way Ticket	774	268	70.2%	46.8%	774	268	12.4%	17.1%
Weekend Pass	88	0	8.0%	0.0%	221	0	3.5%	0.0%
One Day Weekend Pass	0	50	0.0%	8.7%	0	83	0.0%	5.3%
Two Day Weekend Pass	0	11	0.0%	1.9%	0	21	0.0%	1.3%
\$10 All Day Pass	0	147	0.0%	25.6%	0	283	0.0%	18.1%
Round Trip Plus	0	37	0.0%	6.4%	0	68	0.0%	4.3%
Ravinia	3	0	0.3%	0.0%	6	12	0.1%	0.8%
RTA Ride Free Permit	0	0	0.0%	0.0%	74	33	1.2%	2.1%
Total	1,103	571	100.0%	100.0%	6,258	1,567	100.0%	100.0%

Note: Values do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2019 data may not match previously-reported totals due to late-reporting sales and refunds; 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed. Sales of incremental tickets are not included.

Table 2: Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Sep 2019	Sep 2021	Sep 2019 Share	Sep 2021 Share	Sep 2019	Sep 2021	Sep 2019 Share	Sep 2021 Share
Conductor	199	104	18.0%	18.2%	261	139	4.2%	9.0%
Commuter Benefit	34	4	3.1%	0.7%	1,161	77	18.6%	5.0%
Ventra App	588	366	53.1%	64.1%	2,889	963	46.2%	61.9%
Ticket Agent	256	87	23.1%	15.2%	1,679	321	26.8%	20.7%
Ticket Vending Machine	31	10	2.8%	1.8%	195	21	3.1%	1.4%
RTA Ride Free Permit	-	-	0.0%	0.0%	74	33	1.2%	2.1%
Total	1,109	571	100.0%	100.0%	6,258	1,555	100.0%	100.0%

Note: Values do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2019 data may not match previously-reported totals due to late-reporting sales and refunds; 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed. Sales of incremental tickets are not included.

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