

RIDERSHIP TRENDS

August 2019



Prepared by the Division of Strategic Capital Planning
October 2019

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Executive Summary

Estimated passenger trips decreased 3.8 percent in August 2019 compared to August 2018. August 2019 had one less weekday, one more Saturday, and the same number of Sundays/holidays compared to August 2018.

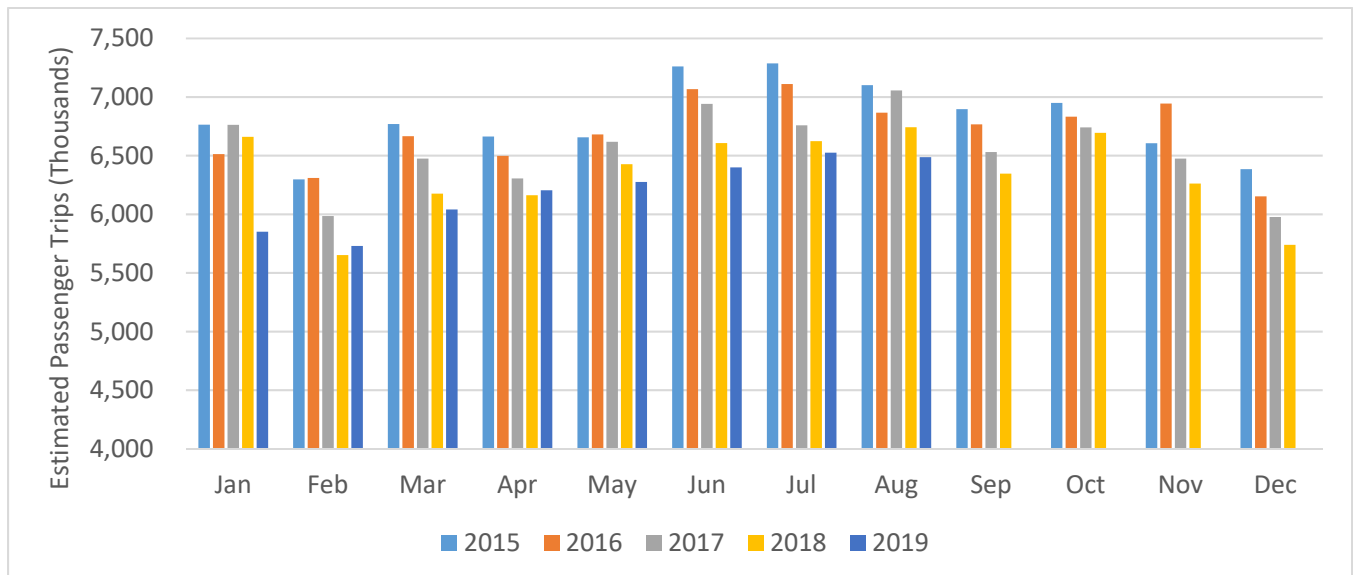
Estimated passenger trips decreased 2.8 percent in the last three months compared to 2018. Estimated passenger trips have decreased 2.9 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month ¹

Month	Estimated Passenger Trips (Thousands)					Change	
	2015	2016	2017	2018	2019	2015-2019	2018-2019
Jan	6,764	6,513	6,762	6,661	5,850	-13.5%	-12.2%
Feb	6,297	6,310	5,985	5,651	5,729	-9.0%	1.4%
Mar	6,770	6,666	6,474	6,176	6,040	-10.8%	-2.2%
Apr	6,663	6,497	6,305	6,162	6,205	-6.9%	0.7%
May	6,656	6,681	6,618	6,426	6,276	-5.7%	-2.3%
Jun	7,260	7,066	6,941	6,607	6,400	-11.8%	-3.1%
Jul	7,286	7,110	6,759	6,623	6,526	-10.4%	-1.5%
Aug	7,100	6,866	7,055	6,742	6,487	-8.6%	-3.8%
Sep	6,896	6,766	6,530	6,347			
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	54,795	53,708	52,899	51,048	49,512	-9.6%	-3.0%
Last 3 Months	21,646	21,042	20,755	19,972	19,413	-10.3%	-2.8%
Last 12 Months	82,684	80,543	79,593	76,769	74,553	-9.8%	-2.9%

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

Figure 1: Estimated Passenger Trips by Month



For the 2019 budget year, Metra estimated total annual passenger trips to be 75.6 million. To track how well ridership is comparing to this budgeted amount, monthly estimates have been calculated by distributing the budgeted trips throughout the year based on the distribution in previous years. Unanticipated differences in holiday and special event travel are common explanations for variations between the monthly budget distribution and actual ridership. These effects are less pronounced at the quarterly and annual level. Table 2 shows the estimated monthly passenger trips compared to this distribution.

Table 2: Estimated vs. Budget Passenger Trips ¹

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2019)	Actual (2019)	
Jan	6,400	5,850	-8.6%
Feb	5,700	5,729	0.5%
Mar	5,950	6,040	1.5%
1st Quarter	18,050	17,619	-2.4%
Apr	6,450	6,205	-3.8%
May	6,400	6,276	-1.9%
Jun	6,360	6,400	0.6%
2nd Quarter	19,210	18,880	-1.7%
Jul	6,830	6,526	-4.5%
Aug	6,490	6,487	0.0%
Sep	6,530		
3rd Quarter	19,850		
Oct	6,500		
Nov	5,970		
Dec	5,990		
4th Quarter	18,460		
Year-to-date	50,580	49,512	-2.1%
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 2.8 percent in the last three months compared to the previous year and decreased 2.9 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	August			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,400,413	1,356,556	-3.1%	4,163,071	4,055,323	-2.6%	15,975,138	15,522,850	-2.8%
HC	62,760	63,722	1.5%	187,354	185,739	-0.9%	726,150	724,705	-0.2%
MD-N	592,006	582,225	-1.7%	1,757,334	1,745,192	-0.7%	6,661,661	6,569,609	-1.4%
MD-W	549,546	520,173	-5.3%	1,618,879	1,546,681	-4.5%	6,202,337	5,970,326	-3.7%
ME	655,811	617,576	-5.8%	1,963,702	1,867,933	-4.9%	7,801,081	7,388,059	-5.3%
NCS	143,197	138,608	-3.2%	424,791	415,127	-2.3%	1,659,779	1,603,975	-3.4%
RI	660,525	632,726	-4.2%	1,956,332	1,894,241	-3.2%	7,682,372	7,410,177	-3.5%
SWS	204,843	197,973	-3.4%	610,952	589,418	-3.5%	2,439,253	2,376,593	-2.6%
UP-N	787,604	760,506	-3.4%	2,314,974	2,283,639	-1.4%	8,781,164	8,561,257	-2.5%
UP-NW	950,406	922,875	-2.9%	2,810,713	2,749,361	-2.2%	10,652,286	10,461,726	-1.8%
UP-W	734,993	694,368	-5.5%	2,163,590	2,080,112	-3.9%	8,187,719	7,963,512	-2.7%
Total	6,742,099	6,487,306	-3.8%	19,971,690	19,412,763	-2.8%	76,768,936	74,552,788	-2.9%

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	August (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	19	20	4.5%	59	60	1.8%	233	245	5.1%
A-B	468	459	-2.0%	1,379	1,373	-0.4%	5,539	5,478	-1.1%
A-C	896	887	-0.9%	2,675	2,676	0.0%	10,482	10,433	-0.5%
A-D	1,091	1,059	-2.9%	3,268	3,198	-2.1%	12,789	12,447	-2.7%
A-E	1,406	1,380	-1.8%	4,187	4,143	-1.0%	16,204	16,101	-0.6%
A-F	859	799	-7.0%	2,554	2,394	-6.2%	9,837	9,414	-4.3%
A-G	513	495	-3.5%	1,527	1,493	-2.2%	5,940	5,836	-1.7%
A-H	421	401	-4.7%	1,265	1,218	-3.7%	4,827	4,666	-3.3%
A-I	144	133	-7.7%	430	406	-5.8%	1,644	1,584	-3.6%
A-J	60	58	-3.7%	123	176	43.9%	329	670	103.5%
A-K	-	-		46	-	-100%	285	-	-100.0%
A-M	-	-		12	-	-100%	71	-	-100.0%
A-J, K, & M	60	58	-3.7%	180	176	-2.1%	686	670	-2.3%
Intermediate	206	191	-7.2%	588	555	-5.6%	2,354	2,209	-6.2%
No Zone Pair	660	605	-8.3%	1,860	1,721	-7.5%	6,235	5,472	-12.2%
Total	6,742	6,487	-3.8%	19,972	19,413	-2.8%	76,769	74,553	-2.9%

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

Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for the current month, the last three months, and the last 12 months. Special event tickets and other data irregularities can affect month-to-month comparisons of passenger trips by ticket type:

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, February 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

Table 5: Estimated Passenger Trips by Ticket Type ¹

Ticket Type	August (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,662	3,542	-3.3%	54.7%	55.0%	11,023	10,663	-3.3%	55.3%	55.1%
10-Ride Ticket	1,622	1,547	-4.7%	24.2%	24.0%	4,769	4,687	-1.7%	23.9%	24.2%
One-Way Ticket	1,020	982	-3.7%	15.2%	15.3%	2,993	2,919	-2.5%	15.0%	15.1%
Weekend Pass	299	285	-4.8%	4.5%	4.4%	895	844	-5.7%	4.5%	4.4%
Special Passes	9	6	-40.2%	0.1%	0.1%	9	6	-40.2%	0.0%	0.0%
RTA Ride Free Permit	81	77	-4.4%	1.2%	1.2%	236	227	-3.6%	1.2%	1.2%
Total ²	6,694	6,439	-3.8%			19,925	19,345	-2.9%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	44,779	43,561	-2.7%	58.3%	58.4%
10-Ride Ticket	18,658	17,999	-3.5%	24.3%	24.1%
One-Way Ticket	9,312	9,460	1.6%	12.1%	12.7%
Weekend Pass	3,059	2,593	-15.3%	4.0%	3.5%
Special Passes	134	87	-35.6%	0.2%	0.1%
RTA Ride Free Permit	896	861	-3.9%	1.2%	1.2%
Total ²	76,839	74,560	-3.0%		

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 0.2 percent in the current month, and average total weekday passenger loads increased by 0.1 percent in the same period.

Table 6: Average Daily Passenger Loads ¹

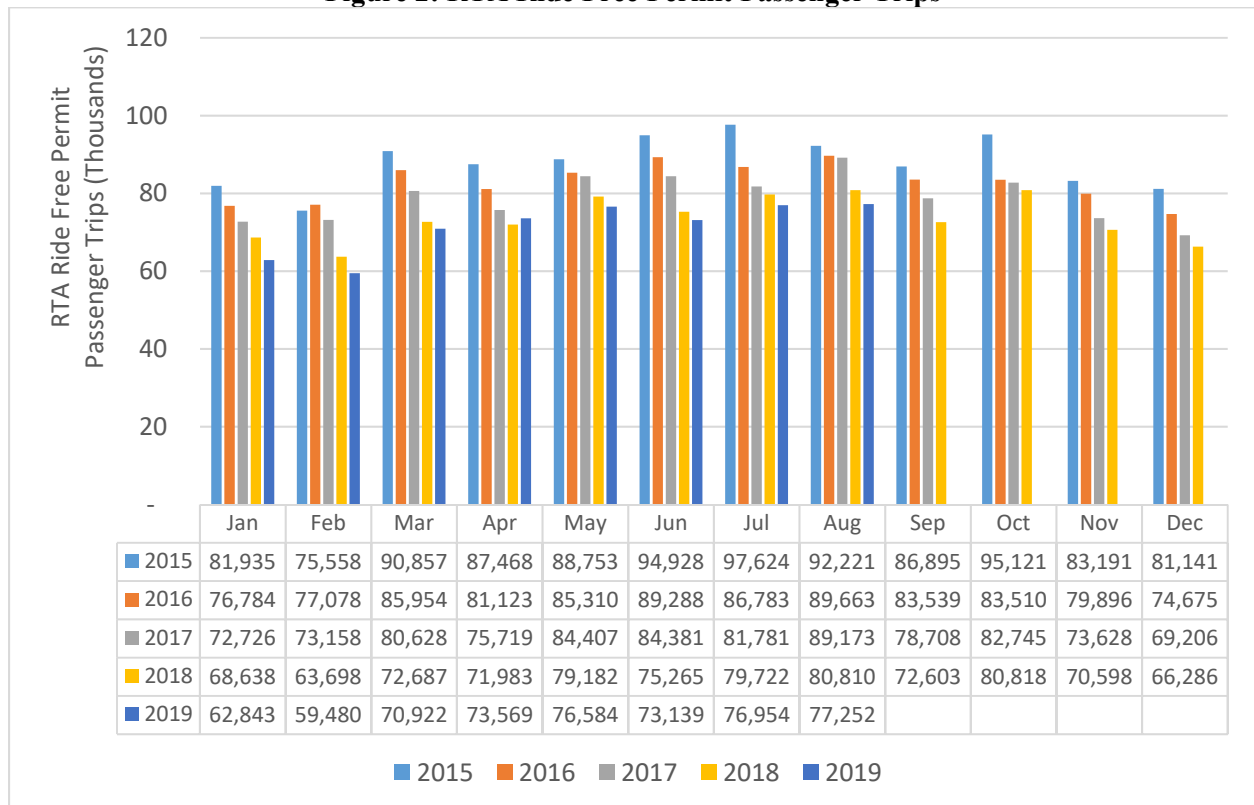
Service Period	August (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	212	213	0.2%	213	213	-0.1%	213	209	-2.0%
Peak - Reverse Direction	20	21	2.1%	21	20	-1.7%	20	19	-6.3%
Midday	35	36	2.8%	34	34	0.6%	32	31	-3.7%
Evening	19	18	-7.5%	19	17	-6.6%	16	15	-3.8%
Weekday	287	287	0.1%	286	284	-0.6%	281	273	-2.6%
Saturday	78	81	3.8%	71	76	5.7%	61	61	1.0%
Sunday	54	52	-3.3%	50	49	-0.8%	38	38	-1.6%

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.

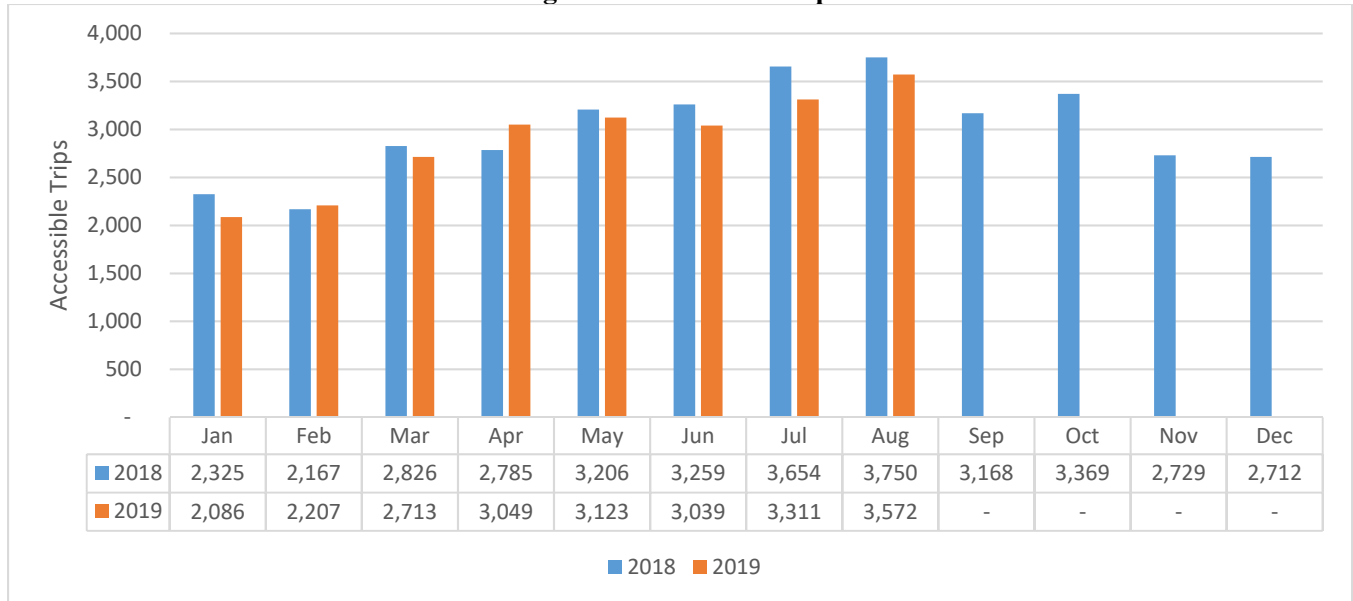
Figure 2: RTA Ride Free Permit Passenger Trips



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.

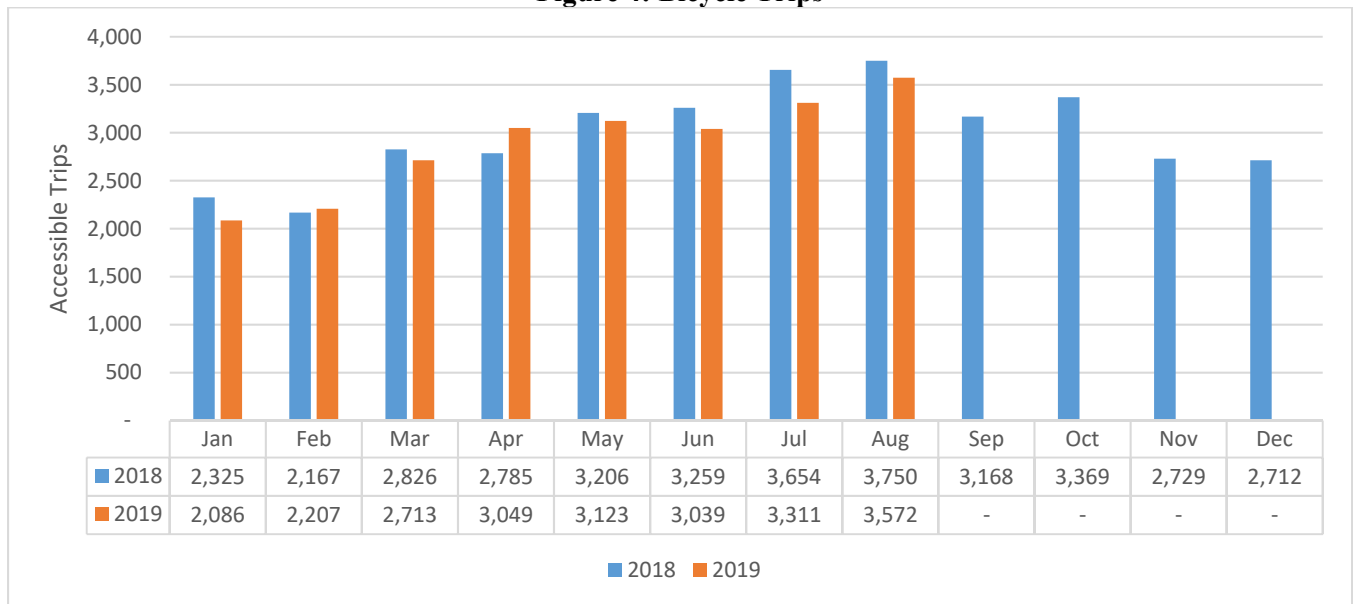
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



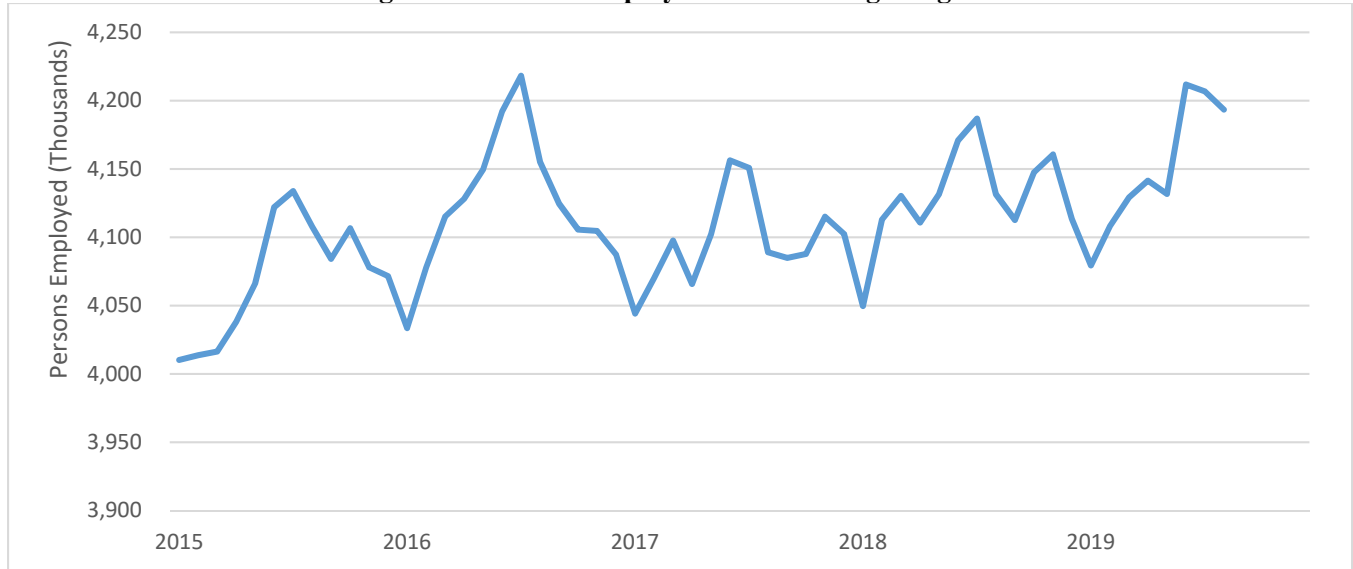
Ridership Influences

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 increased 1.5 percent in August 2019 compared to August 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	4,064
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	4,134
2017	4,044	4,070	4,098	4,066	4,102	4,156	4,151	4,089	4,085	4,088	4,115	4,102	4,097
2018	4,050	4,113	4,130	4,111	4,131	4,171	4,187	4,131	4,113	4,147	4,161	4,113	4,128
2019	4,079	4,108	4,129	4,141	4,132	4,212	4,207	4,193					4,150
Change 2018-2019	0.7%	-0.1%	0.0%	0.7%	0.0%	1.0%	0.5%	1.5%					0.5%

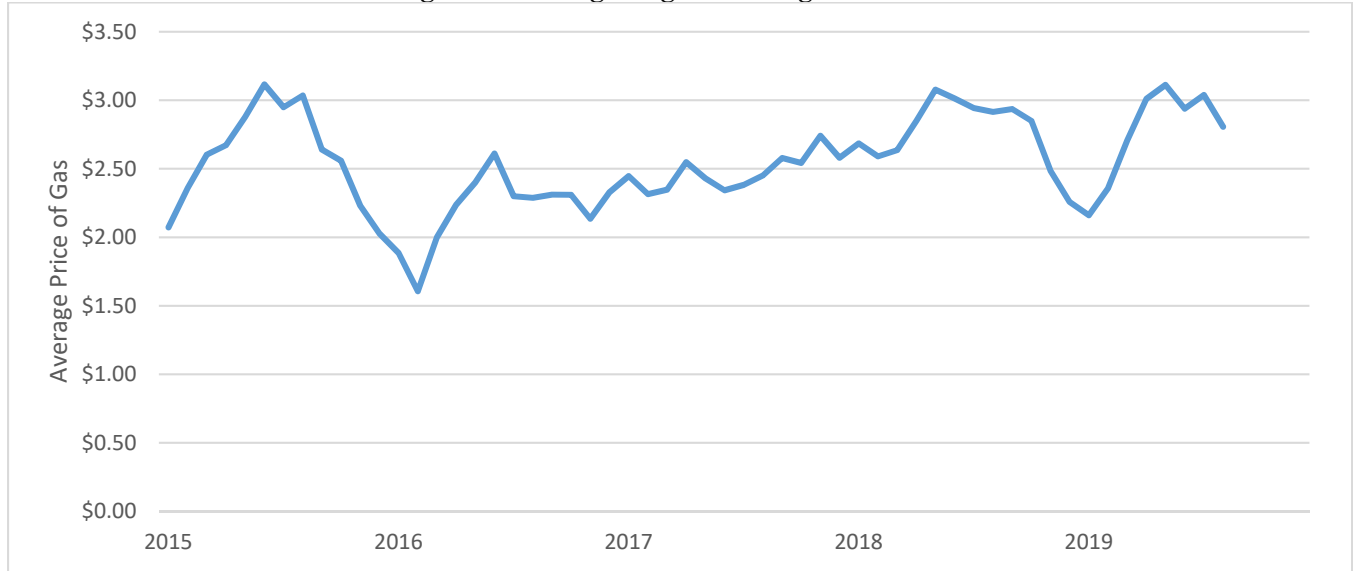
¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 \$2.81 in August 2019, a \$0.11 decrease compared to August 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	\$3.74
2016	\$1.89	\$1.61	\$2.00	\$2.24	\$2.40	\$2.61	\$2.30	\$2.29	\$2.31	\$2.31	\$2.14	\$2.33	\$2.17
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	\$2.41
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	\$2.84
2019	\$2.16	\$2.36	\$2.71	\$3.01	\$3.11	\$2.94	\$3.04	\$2.81					\$2.77
Change 2018-2019	-\$0.52	-\$0.23	\$0.07	\$0.16	\$0.03	-\$0.07	\$0.10	-\$0.11					-\$0.07

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in August. The following projects are either under construction or were recently completed:

- Jane Byrne Interchange Reconfiguration – In 2015, work began on a major reconfiguration of the Jane Byrne Interchange. Work is expected to continue through 2022.

Service Changes

On June 1, weekend service on the BNSF, RI, and UP-NW lines was increased as part of a pilot project to increase weekend ridership.

A two-year reverse-commute pilot project began March 4 on the Milwaukee District-North. The Milwaukee District-North schedule was adjusted to add two outbound morning express trains between Union Station and Lake Forest, and one inbound evening train.

Special Events and Promotions

Family Fares are in effect from Memorial Day to Labor Day.

Metra added additional service for the following events:

- Lollapalooza (Aug 1-4)
- Chicago Air and Water Show (Aug 15-16)

Metra offered a special event pass for travel to Lollapalooza on Thursday and Friday of the festival (Aug 1-2).

To encourage pre-sales, passes were priced at \$10 from July 18 to July 31 and \$15 during the festival. Of 22,218 special event passes sold for the event, 4,770 were sold during pre-sales period, a 63 percent increase in pre-sales compared to 2018.

Passenger Revenue and Ticket Sales

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

- In June 2018, Metra stopped selling Monthly Passes and 10-Ride Tickets from vending machines at 15 non-downtown stations on the Metra Electric Line.
- In June 2018, Metra ended its Ticket-by-Internet program.
- In July 2018, yearlong testing of the zone consolidation policy began. All tickets from Zone A to Zones K through M were capped at the price of Zone J tickets.
- In July 2018, select stations with perceived inconsistencies in distance from downtown were reassigned to closer zones. Ashland, Racine, West Pullman, Stewart Ridge and State Street stations moved from Zone D to C. On the Metra Electric mainline, the 83rd Street and 87th Street stations were moved from Zone C to B. On the Rock Island Beverly Branch, the 123rd Street Station was moved from Zone D to C.
- In December 2018, an update to the Ventra app ended the option for purchasing mobile tickets without creating a Ventra account.
- Customers on the Metra Electric Line received a 15 percent discount on their April 2019 Monthly Pass. The discount was offered as compensation for two weeks of service disruptions in January and February, including all or part of six days without any service, caused by unusually severe weather conditions and damage from the derailment of a CN train.
- On the weekend of February 16-17, 2019 Metra offered free rides on all trains. Ridership from the weekend of February 16-17 is not included in the quantity of Weekend Passes sold in February 2019 as passengers were not required to purchase a ticket.
- On June 1, 2019 Metra began allowing monthly pass holders to use their ticket to travel anywhere in the system on weekends, where previously travel was restricted to the zones on the ticket.

Special event tickets and other data irregularities can affect month-to-month comparisons of passenger revenue and ticket sales figures:

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, May 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

Passenger Revenue

Table 7 shows passenger revenue by line for the current month, the last three months, and the last 12 months.

Table 7: Passenger Revenue by Line ¹

Line	August (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$7,141	\$6,915	-3.2%	\$21,187	\$20,656	-2.5%	\$78,259	\$78,437	0.2%
HC	\$331	\$336	1.6%	\$987	\$983	-0.4%	\$3,722	\$3,807	2.3%
MD-N	\$3,070	\$3,012	-1.9%	\$9,088	\$9,015	-0.8%	\$32,977	\$33,558	1.8%
MD-W	\$2,805	\$2,658	-5.2%	\$8,250	\$7,885	-4.4%	\$30,435	\$30,144	-1.0%
ME	\$2,986	\$2,800	-6.2%	\$8,920	\$8,453	-5.2%	\$34,113	\$33,049	-3.1%
NCS	\$828	\$803	-3.0%	\$2,453	\$2,394	-2.4%	\$9,291	\$9,169	-1.3%
RI	\$3,166	\$3,029	-4.3%	\$9,341	\$9,046	-3.2%	\$35,318	\$35,095	-0.6%
SWS	\$975	\$938	-3.7%	\$2,900	\$2,792	-3.7%	\$11,160	\$11,170	0.1%
UP-N	\$3,625	\$3,495	-3.6%	\$10,606	\$10,495	-1.1%	\$38,331	\$38,712	1.0%
UP-NW	\$4,971	\$4,823	-3.0%	\$14,721	\$14,367	-2.4%	\$53,622	\$54,100	0.9%
UP-W	\$3,739	\$3,521	-5.8%	\$10,995	\$10,560	-4.0%	\$39,806	\$39,974	0.4%
Total	\$33,637	\$32,330	-3.9%	\$99,450	\$96,647	-2.8%	\$367,035	\$367,214	0.0%

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	August (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$16,034	\$15,469	-3.5%	47.6%	47.8%	\$48,247	\$46,544	-3.5%	48.4%	48.2%
10-Ride Ticket	\$9,685	\$9,229	-4.7%	28.8%	28.5%	\$28,502	\$28,005	-1.7%	28.6%	29.0%
One-Way Ticket	\$6,391	\$6,165	-3.5%	19.0%	19.1%	\$18,812	\$18,323	-2.6%	18.9%	19.0%
Weekend Pass	\$1,198	\$1,141	-4.7%	3.6%	3.5%	\$3,579	\$3,376	-5.7%	3.6%	3.5%
Special Passes	\$373	\$325	-12.8%	1.1%	1.0%	\$477	\$377	-21.1%	0.5%	0.4%
Total ²	\$33,680	\$32,329	-4.0%			\$99,617	\$96,624	-3.0%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$191,554	\$190,048	-0.8%	52.1%	51.7%
10-Ride Ticket	\$106,475	\$107,145	0.6%	29.0%	29.2%
One-Way Ticket	\$57,716	\$59,391	2.9%	15.7%	16.2%
Weekend Pass	\$11,128	\$10,364	-6.9%	3.0%	2.8%
Special Passes	\$490	\$405	-17.4%	0.1%	0.1%
Total ²	\$367,364	\$367,354	0.0%		

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.

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	\$5,073	\$4,747	-6.4%	31.6%	30.7%	\$661	\$619	-6.4%	6.8%	6.7%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$5,127	\$4,524	-11.8%	32.0%	29.2%	\$2,774	\$2,338	-15.7%	28.6%	25.3%
Vending Machine	\$573	\$504	-12.1%	3.6%	3.3%	\$464	\$343	-26.2%	4.8%	3.7%
Ventra App	\$5,261	\$5,697	8.3%	32.8%	36.8%	\$5,785	\$5,929	2.5%	59.7%	64.2%
Total	\$16,034	\$15,472	-3.5%			\$9,685	\$9,229	-4.7%		
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	\$1,297	\$1,127	-13.1%	20.3%	18.3%	\$692	\$523	-24.4%	44.1%	36.3%
Ticket Agent	\$1,918	\$1,648	-14.1%	30.0%	26.7%	\$335	\$274	-18.2%	21.3%	19.0%
Vending Machine	\$229	\$164	-28.4%	3.6%	2.7%	\$30	\$23	-22.6%	1.9%	1.6%
Ventra App	\$2,947	\$3,227	9.5%	46.1%	52.3%	\$513	\$618	20.5%	32.7%	43.0%
Total	\$6,391	\$6,165	-3.5%			\$1,570	\$1,439	-8.4%		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,735	\$5,366	-6.4%	17.0%	16.6%
Conductor	\$1,988	\$1,650	-17.0%	5.9%	5.1%
Ticket Agent	\$10,154	\$8,784	-13.5%	30.1%	27.2%
Vending Machine	\$1,297	\$1,034	-20.3%	3.9%	3.2%
Ventra App	\$14,506	\$15,472	6.7%	43.1%	47.9%
Total ²	\$33,680	\$32,305	-4.1%		

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 3.3 percent in the current month compared to the previous year, and 10-Ride Ticket sales decreased by 3.7 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

Ticket Type	August (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share	Share	2018	2019	Change	Share	Share
				2018	2019				2018	2019
Monthly Pass	85	82	-3.3%	6.0%	6.1%	256	248	-3.3%	6.2%	6.2%
10-Ride Ticket	162	155	-4.7%	11.5%	11.4%	477	469	-1.7%	11.6%	11.7%
One-Way Ticket	1,020	982	-3.7%	72.1%	72.2%	2,993	2,919	-2.5%	72.6%	72.9%
Weekend Pass	120	114	-4.8%	8.5%	8.4%	358	338	-5.7%	8.7%	8.4%
Special Passes	28	27	-3.5%	2.0%	2.0%	36	33	-8.3%	0.9%	0.8%
Total	1,415	1,360	-3.9%			4,121	4,006	-2.8%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share	Share
				2018	2019
Monthly Pass	1,041	1,013	-2.7%	7.7%	7.6%
10-Ride Ticket	1,866	1,800	-3.5%	13.8%	13.5%
One-Way Ticket	9,312	9,460	1.6%	69.1%	70.9%
Weekend Pass	1,224	1,037	-15.3%	9.1%	7.8%
Special Passes	38	37	-2.9%	0.3%	0.3%
Total	13,481	13,347	-1.0%		

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	19,143	18,350	-4.1%	BNSF	34,278	33,805	-1.4%
HC	1,028	1,051	2.2%	HC	1,395	1,417	1.6%
MD-N	6,681	6,637	-0.7%	MD-N	16,939	16,151	-4.7%
MD-W	6,945	6,565	-5.5%	MD-W	10,961	10,211	-6.8%
ME	8,204	7,944	-3.2%	ME	12,956	11,463	-11.5%
NCS	1,956	1,919	-1.9%	NCS	3,669	3,488	-4.9%
RI	9,603	9,409	-2.0%	RI	12,390	11,395	-8.0%
SWS	3,176	3,072	-3.3%	SWS	4,303	4,123	-4.2%
UP-N	7,843	7,768	-1.0%	UP-N	24,214	22,929	-5.3%
UP-NW	11,661	11,135	-4.5%	UP-NW	22,552	22,134	-1.9%
UP-W	8,931	8,513	-4.7%	UP-W	18,572	17,567	-5.4%
Total	85,171	82,363	-3.3%	Total	162,229	154,683	-4.7%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	138,245	138,683	0.3%	BNSF	23,258	18,987	-18.4%
HC	3,518	3,767	7.1%	HC	574	303	-47.2%
MD-N	73,139	75,554	3.3%	MD-N	22,414	19,553	-12.8%
MD-W	68,482	69,035	0.8%	MD-W	23,351	21,160	-9.4%
ME	103,497	96,904	-6.4%	ME	29,772	27,360	-8.1%
NCS	13,707	13,932	1.6%	NCS	6,858	5,694	-17.0%
RI	68,406	64,697	-5.4%	RI	18,989	16,310	-14.1%
SWS	17,070	17,100	0.2%	SWS	4,774	4,179	-12.5%
UP-N	104,196	106,818	2.5%	UP-N	39,231	30,895	-21.2%
UP-NW	118,255	120,426	1.8%	UP-NW	31,438	26,628	-15.3%
UP-W	89,206	87,084	-2.4%	UP-W	21,536	17,282	-19.8%
Total	797,721	794,000	-0.5%	Total	222,195	188,351	-15.2%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	16,917	17,636	4.3%	BNSF	8,803	7,134	-19.0%
HC	-	-		HC	-	-	
MD-N	8,350	8,934	7.0%	MD-N	5,981	5,671	-5.2%
MD-W	7,781	8,555	9.9%	MD-W	8,586	6,635	-22.7%
ME	5,991	6,060	1.2%	ME	3,486	2,609	-25.2%
NCS	-	269		NCS	-	-	
RI	6,016	6,344	5.5%	RI	5,994	4,801	-19.9%
SWS	312	329	5.4%	SWS	499	209	-58.1%
UP-N	11,327	12,207	7.8%	UP-N	10,566	7,927	-25.0%
UP-NW	13,798	16,362	18.6%	UP-NW	13,017	11,203	-13.9%
UP-W	10,466	11,821	12.9%	UP-W	9,499	6,030	-36.5%
Total	80,958	88,517	9.3%	Total	66,431	52,219	-21.4%

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2018 and 2019. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2018 and 2019.

Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Current Month) ¹

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit		25	-6.3%	31.0%	30.1%	10	10	-6.6%	6.4%	6.3%
Conductor	-	-				-	-			
Ticket Agent	28	25	-11.6%	32.6%	29.8%	48	41	-15.2%	29.9%	26.6%
<i>Cash & Other</i>	4	3	-27.6%			8	6	-23.3%		
<i>Credit Card</i>	23	21	-8.6%			41	35	-13.6%		
Vending Machine	3	3	-11.9%	3.6%	3.3%	8	6	-26.3%	4.7%	3.6%
Ventra App	28	30	8.8%	32.8%	36.9%	96	98	2.6%	59.0%	63.5%
<i>Credit Card</i>	26	29	12.6%			91	94	3.2%		
<i>Mixed & Other</i>	1	0	-75.6%			1	0	-64.5%		
<i>Ventra</i>	1	1	34.1%			4	4	5.8%		
Total	85	82	-3.3%			162	155	-4.7%		
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	222	188	-15.2%	21.8%	19.2%	66	52	-21.4%	45.1%	37.1%
Ticket Agent	299	259	-13.4%	29.3%	26.3%	31	27	-11.9%	20.8%	19.2%
<i>Cash & Other</i>	164	138	-15.9%			16	13	-15.9%		
<i>Credit Card</i>	135	121	-10.5%			15	14	-7.7%		
Vending Machine	36	25	-29.3%	3.5%	2.6%	3	2	-22.6%	2.1%	1.7%
Ventra App	463	510	10.1%	45.4%	51.9%	47	59	25.2%	32.0%	42.0%
<i>Credit Card</i>	422	468	11.0%			45	56	25.8%		
<i>Mixed & Other</i>	2	2	-35.2%			0	0	-28.2%		
<i>Ventra</i>	39	40	4.1%			2	3	19.6%		
Total	1020	982	-3.7%			147	141	-4.5%		

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	216	204	-5.7%	31.2%	30.2%	83	78	-5.2%	6.7%	6.5%
Conductor	-	-				-	-			
Internet	17	-	-100%	2.4%		7	-	-100%	0.6%	
Ticket Agent	218	209	-4.3%	31.5%	31.0%	384	328	-14.8%	30.9%	27.3%
<i>Cash & Other</i>	37	28	-23.7%			62	47	-23.3%		
<i>Credit Card</i>	181	180	-0.3%			323	280	-13.1%		
Vending Machine	26	21	-16.5%	3.7%	3.2%	60	46	-22.9%	4.8%	3.9%
Ventra App	216	239	10.9%	31.2%	35.6%	708	746	5.3%	57.0%	62.3%
<i>Credit Card</i>	196	223	13.6%			671	709	5.7%		
<i>Mixed & Other</i>	14	8	-44.0%			10	6	-41.3%		
<i>Ventra</i>	6	9	45.8%			28	32	13.2%		
Total	692	673	-2.7%			1,242	1,198	-3.5%		
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	1,472	1,257	-14.6%	23.1%	19.9%	396	307	-22.7%	50.5%	44.2%
Internet	-	-				-	-			
Ticket Agent	1,872	1,639	-12.5%	29.4%	25.9%	115	93	-19.2%	14.6%	13.4%
<i>Cash & Other</i>	1,047	889	-15.1%			59	46	-21.8%		
<i>Credit Card</i>	826	750	-9.2%			56	47	-16.4%		
Vending Machine	230	189	-18.1%	3.6%	3.0%	22	16	-27.4%	2.8%	2.3%
Ventra App	2,802	3,240	15.6%	43.9%	51.2%	251	279	11.0%	32.0%	40.2%
<i>Credit Card</i>	2,510	2,956	17.8%			233	263	12.8%		
<i>Mixed & Other</i>	22	14	-35.2%			2	1	-35.7%		
<i>Ventra</i>	270	270	0.0%			16	14	-10.5%		
Total	6,377	6,324	-0.8%			785	694	-11.5%		

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

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	37	34	-6.4%	2.6%	2.5%
Conductor	289	241	-16.6%	20.4%	17.7%
Ticket Agent	406	351	-13.4%	28.7%	25.8%
<i>Cash & Other</i>	192	160	-16.4%		
<i>Credit Card</i>	214	191	-10.7%		
Vending Machine	50	36	-27.3%	3.5%	2.7%
Ventra App	634	698	10.1%	44.8%	51.3%
<i>Credit Card</i>	583	647	11.0%		
<i>Mixed & Other</i>	5	3	-51.7%		
<i>Ventra</i>	46	48	5.6%		
Total	1,415	1,360	-3.9%		

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)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	299	282	-5.6%	3.3%	3.2%
Conductor	1,869	1,564	-16.3%	20.5%	17.6%
Internet	23	-	-100%	0.3%	
Ticket Agent	2,590	2,268	-12.4%	28.5%	25.5%
<i>Cash & Other</i>	1,205	1,011	-16.1%		
<i>Credit Card</i>	1,385	1,257	-9.2%		
Vending Machine	338	272	-19.4%	3.7%	3.1%
Ventra App	3,977	4,505	13.3%	43.7%	50.7%
<i>Credit Card</i>	3,610	4,150	15.0%		
<i>Mixed & Other</i>	47	29	-39.1%		
<i>Ventra</i>	321	326	1.6%		
Total	9,096	8,890	-2.3%		

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 5.4 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 5.8 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2018 and 2019.

Table 16: Link-Up and PlusBus Sales

Month	2018		2019		Change		Mobile Share (2019)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	3,090	1,177	2,836	1,057	-8.2%	-10.2%	27.5%	23.4%
Feb	3,120	1,155	2,867	1,046	-8.1%	-9.4%	29.0%	23.6%
Mar	3,109	1,188	2,873	1,062	-7.6%	-10.6%	29.1%	24.1%
Apr	3,051	1,148	2,843	1,053	-6.8%	-8.3%	27.6%	24.7%
May	2,964	1,107	2,759	1,012	-6.9%	-8.6%	28.1%	24.7%
Jun	2,908	1,068	2,658	1,020	-8.6%	-4.5%	27.5%	24.6%
Jul	2,812	1,038	2,636	965	-6.3%	-7.0%	29.5%	24.5%
Aug	2,820	1,060	2,668	998	-5.4%	-5.8%	29.5%	25.9%
Sep	2,798	1,063						
Oct	2,899	1,111						
Nov	2,925	1,070						
Dec	2,699	922						
Year-to-date	23,874	8,941	22,140	8,213	-7.3%	-8.1%	28.5%	24.4%
Last 3 Months	8,540	3,166	7,962	2,983	-6.8%	-5.8%	28.8%	25.0%
Last 12 Months	35,713	13,661	33,461	12,379	-6.3%	-9.4%	28.2%	24.0%

Reduced Fare Sales

Seniors, some Medicare recipients, some persons with disabilities, primary and secondary school students, children, and military personnel are eligible for reduced fares on Metra. Table 17 shows the number of reduced fare tickets sold by month for 2018 and 2019.

Table 17: Reduced Fare Ticket Sales

Month	2018				2019			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	2,771	18,132	40,528	20,183	2,752	11,168	42,613	19,183
Feb	2,897	9,165	36,638	18,463	2,838	10,771	33,924	14,399
Mar	3,007	11,429	64,010	24,568	2,940	11,587	63,580	21,353
Apr	3,006	12,195	43,755	22,532	2,991	11,919	47,792	17,705
May	3,039	13,026	55,248	27,998	2,972	12,896	59,546	26,328
Jun	2,875	12,742	73,733	34,342	2,809	12,175	76,946	33,644
Jul	2,841	12,374	88,996	34,797	2,780	12,334	91,136	35,997
Aug	2,703	12,919	82,500	32,105	2,627	12,208	87,632	29,854
Sep	3,154	12,430	49,190	24,220				
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	23,139	101,982	485,408	214,988	22,709	95,058	503,169	198,463
Last 3 Months	8,419	38,035	245,229	101,244	8,216	36,717	255,714	99,495
Last 12 Months	35,529	156,188	687,333	316,265	34,978	145,169	716,242	295,895

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	-0.7%	-38.4%	5.1%	-5.0%
Feb	-2.0%	17.5%	-7.4%	-22.0%
Mar	-2.2%	1.4%	-0.7%	-13.1%
Apr	-0.5%	-2.3%	9.2%	-21.4%
May	-2.2%	-1.0%	7.8%	-6.0%
Jun	-2.3%	-4.4%	4.4%	-2.0%
Jul	-2.1%	-0.3%	2.4%	3.4%
Aug	-2.8%	-5.5%	6.2%	-7.0%
Sep				
Oct				
Nov				
Dec				
Year-to-date	-1.9%	-6.8%	3.7%	-7.7%
Last 3 Months	-2.4%	-3.5%	4.3%	-1.7%
Last 12 Months	-1.6%	-7.1%	4.2%	-6.4%