

RIDERSHIP TRENDS

January 2020



Prepared by the Division of Strategic Planning & Performance
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Table of Contents

Executive Summary 1

Ridership 3

 Estimated Passenger Trips by Line 3

 Estimated Passenger Trips by Fare Zone Pair 4

 Estimated Passenger Trips by Ticket Type 5

 Passenger Loads 6

 RTA Ride Free Permit Free Trips 6

 Accessible Trips 7

 Bicycle Trips 7

Ridership Influences 8

 Employment 8

 Gas Prices 9

 Road Construction 10

 Service Changes 10

 Special Events and Promotions 10

Passenger Revenue and Ticket Sales 11

 Passenger Revenue 11

 Ticket Sales 14

 Link-Up and PlusBus Sales 18

 Reduced Fare Sales 19

Executive Summary

Estimated passenger trips increased 1.8 percent in January 2020 compared to January 2019. January 2020 had the same number of weekdays, Saturdays, and Sundays/holidays compared to January 2019. While January 2019 had six days of temperatures below zero, January 2020 had no days with temperatures below zero. January 2019 also had a partial federal government shutdown, and damage to the catenary structure on the Metra Electric after a Canadian National freight train derailment

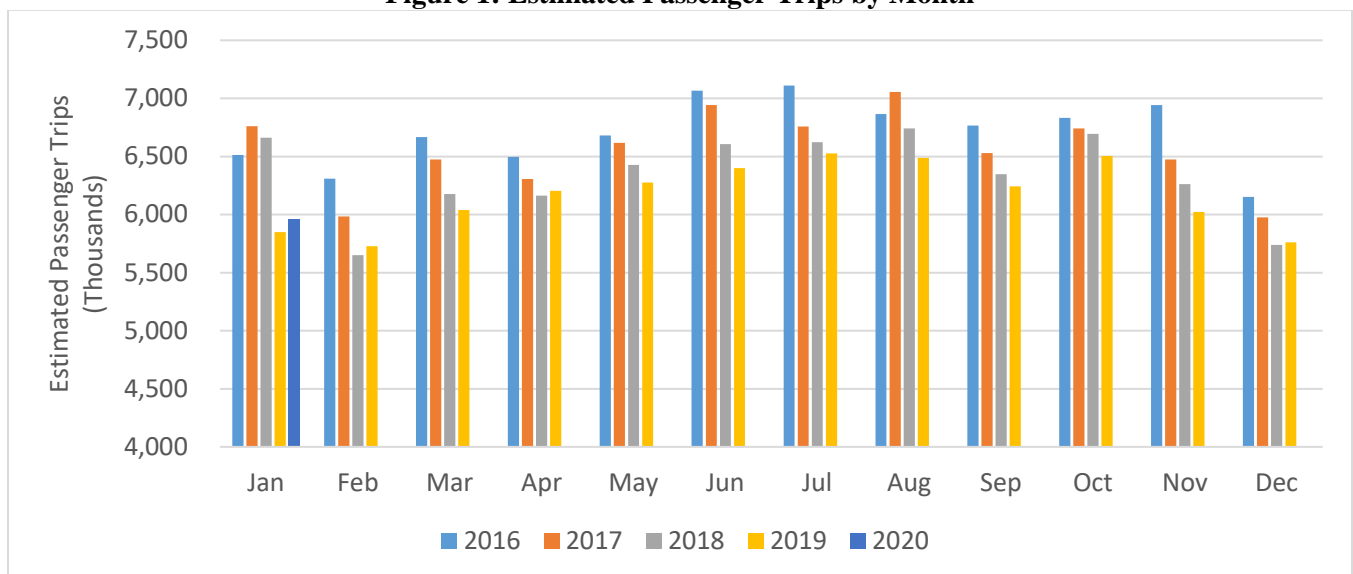
Estimated passenger trips decreased 0.6 percent in the last three months compared to 2019. Estimated passenger trips have decreased 1.5 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month ¹

Month	Estimated Passenger Trips (Thousands)					Change	
	2016	2017	2018	2019	2020	2016-2020	2019-2020
Jan	6,513	6,762	6,661	5,850	5,957	-8.5%	1.8%
Feb	6,310	5,985	5,651	5,729			
Mar	6,666	6,474	6,176	6,040			
Apr	6,497	6,305	6,162	6,205			
May	6,681	6,618	6,426	6,276			
Jun	7,066	6,941	6,607	6,400			
Jul	7,110	6,759	6,623	6,526			
Aug	6,866	7,055	6,742	6,487			
Sep	6,766	6,530	6,347	6,244			
Oct	6,832	6,740	6,694	6,504			
Nov	6,943	6,475	6,261	6,024			
Dec	6,153	5,976	5,739	5,760			
Last 3 Months	19,503	19,858	19,111	17,850	17,741	-9.0%	-0.6%
Last 12 Months	81,379	80,651	78,519	75,278	74,151	-8.9%	-1.5%

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

Figure 1: Estimated Passenger Trips by Month



For the 2020 budget year, Metra estimated total annual passenger trips to be 73.8 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 (2020)	Actual (2020)	
Jan	5,900	5,957	1.0%
Feb	5,750		
Mar	6,060		
1st Quarter	17,710		
Apr	6,200		
May	5,905		
Jun	6,685		
2nd Quarter	18,790		
Jul	6,430		
Aug	6,270		
Sep	6,375		
3rd Quarter	19,075		
Oct	6,320		
Nov	5,980		
Dec	5,885		
4th Quarter	18,185		
Total	73,760	5,957	1.0%

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

Ridership

Estimated ridership figures are based on the number of ticket sales multiplied by a standard ridership factor unique to each ticket type, in addition to the number of RTA Ride Free Permit passenger trips reported by conductors.

Estimated Passenger Trips by Line

Table 3 shows estimated passenger trips by line for the current month, the last three months, and the last 12 months. Estimated passenger trips decreased by 0.6 percent in the last three months compared to the previous year and decreased 1.5 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	January			Last 3 Months			Last 12 Months		
	2019	2020	Change	2019	2020	Change	2019	2020	Change
BNSF	1,223,615	1,258,783	2.9%	3,686,523	3,701,559	0.4%	15,659,976	15,503,181	-1.0%
HC	57,180	63,297	10.7%	171,246	181,366	5.9%	722,428	740,215	2.5%
MD-N	513,273	519,241	1.2%	1,570,296	1,560,706	-0.6%	6,529,806	6,555,111	0.4%
MD-W	462,209	464,578	0.5%	1,425,266	1,401,547	-1.7%	6,080,439	5,907,177	-2.8%
ME	581,285	581,349	0.0%	1,800,124	1,745,212	-3.1%	7,632,328	7,283,056	-4.6%
NCS	127,162	126,952	-0.2%	380,615	374,838	-1.5%	1,618,230	1,589,696	-1.8%
RI	589,100	591,393	0.4%	1,793,218	1,768,597	-1.4%	7,510,330	7,340,426	-2.3%
SWS	193,331	193,602	0.1%	579,685	566,951	-2.2%	2,401,089	2,357,038	-1.8%
UP-N	662,002	691,248	4.4%	2,010,027	2,038,514	1.4%	8,570,799	8,581,364	0.1%
UP-NW	820,610	834,766	1.7%	2,524,254	2,505,389	-0.7%	10,496,787	10,398,512	-0.9%
UP-W	620,447	632,268	1.9%	1,909,231	1,896,587	-0.7%	8,055,778	7,895,006	-2.0%
Total	5,850,211	5,957,474	1.8%	17,850,483	17,741,264	-0.6%	75,277,989	74,150,779	-1.5%

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	January (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2019	2020	Change	2019	2020	Change	2019	2020	Change
A-A	19	23	25.4%	54	64	19.7%	234	256	9.5%
A-B	443	468	5.6%	1,310	1,350	3.0%	5,459	5,519	1.1%
A-C	834	871	4.4%	2,500	2,541	1.7%	10,377	10,482	1.0%
A-D	994	1,020	2.7%	2,972	2,981	0.3%	12,533	12,430	-0.8%
A-E	1,297	1,303	0.5%	3,861	3,825	-1.0%	16,012	16,059	0.3%
A-F	746	751	0.8%	2,250	2,199	-2.3%	9,674	9,272	-4.2%
A-G	464	468	0.8%	1,385	1,365	-1.5%	5,856	5,793	-1.1%
A-H	363	372	2.6%	1,111	1,111	-0.1%	4,733	4,645	-1.8%
A-I	124	124	0.2%	382	375	-1.8%	1,618	1,562	-3.5%
A-J	51	51	0.5%	161	160	-0.8%	484	664	37.2%
A-K	-	-		-	-		148	-	-100%
A-M	-	-		-	-		37	-	-100%
<i>A-J, K, & M</i>	<i>51</i>	<i>51</i>	<i>0.5%</i>	<i>161</i>	<i>160</i>	<i>-0.8%</i>	<i>670</i>	<i>664</i>	<i>-0.8%</i>
Intermediate	174	175	0.9%	526	510	-3.0%	2,279	2,175	-4.6%
No Zone Pair	342	329	-3.8%	1,338	1,261	-5.7%	5,833	5,293	-9.3%
Total	5,850	5,957	1.8%	17,850	17,741	-0.6%	75,278	74,151	-1.5%

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:

- There was no fare increase in 2019 and 2020. 10-ride ticket sales were not impacted by stockpiling.

Table 5: Estimated Passenger Trips by Ticket Type ¹

Ticket Type	January (Thousands)					Last 3 Months (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Monthly Pass	3,557	3,387	-4.8%	60.8%	56.9%	10,509	10,121	-3.7%	59.0%	57.2%
10-Ride Ticket	1,460	1,668	14.3%	24.9%	28.0%	4,315	4,510	4.5%	24.2%	25.5%
One-Way Ticket	623	687	10.3%	10.6%	11.5%	2,146	2,231	4.0%	12.0%	12.6%
Weekend Pass	151	126	-16.4%	2.6%	2.1%	648	602	-7.2%	3.6%	3.4%
Special Passes	-	18		0.0%	0.3%	-	18		0.0%	0.1%
RTA Ride Free Permit	63	69	9.6%	1.1%	1.2%	200	203	1.6%	1.1%	1.1%
Total ²	5,853	5,956	1.7%			17,817	17,686	-0.7%		

Ticket Type	Last 12 Months (Thousands)				
	2019	2020	Change	Share 2019	Share 2020
Monthly Pass	44,286	42,969	-3.0%	58.8%	58.0%
10-Ride Ticket	17,780	18,170	2.2%	23.6%	24.5%
One-Way Ticket	9,510	9,516	0.1%	12.6%	12.8%
Weekend Pass	2,757	2,502	-9.3%	3.7%	3.4%
Special Passes	90	102	12.8%	0.1%	0.1%
RTA Ride Free Permit	876	863	-1.5%	1.2%	1.2%
Total ²	75,299	74,123	-1.6%		

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 6.8 percent in the current month, and average total weekday passenger loads increased 5.8 percent in the same period.

Table 6: Average Daily Passenger Loads ¹

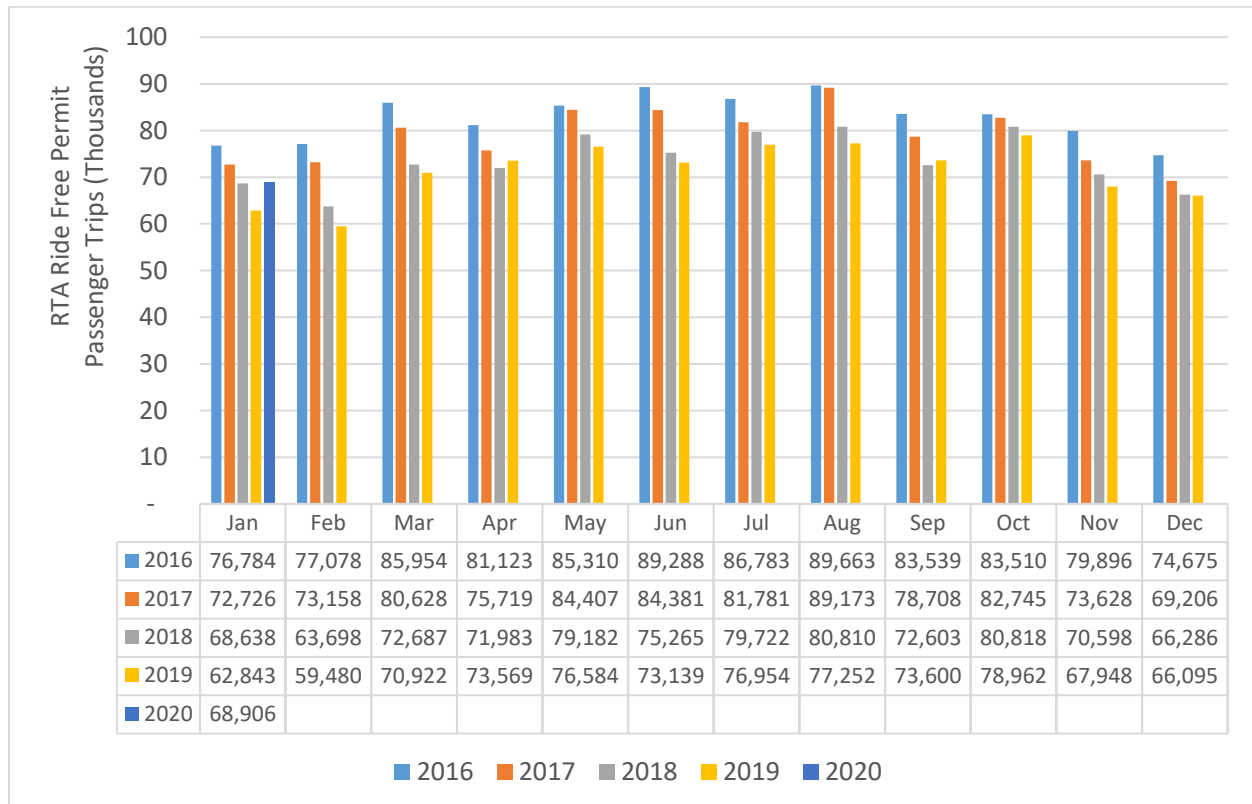
Service Period	January (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2019	2020	Change	2019	2020	Change	2019	2020	Change
Peak - Peak Direction	191	204	6.8%	192	195	1.4%	209	210	0.2%
Peak - Reverse Direction	16	16	1.7%	17	18	0.4%	19	19	-2.3%
Midday	25	26	3.4%	30	30	1.0%	31	31	-1.0%
Evening	12	12	1.7%	14	14	0.7%	16	15	-3.3%
Weekday	245	259	5.8%	253	256	1.2%	275	274	-0.3%
Saturday	44	43	-3.5%	56	54	-1.9%	59	62	3.9%
Sunday	29	26	-11.4%	34	32	-4.9%	38	37	-2.4%

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

RTA Ride Free Permit Free Trips

Figure 2 shows the number of RTA Ride Free Permit passenger trips for the last five years. Trips are included in ridership estimates because Metra is eligible for reimbursement for the number provided.

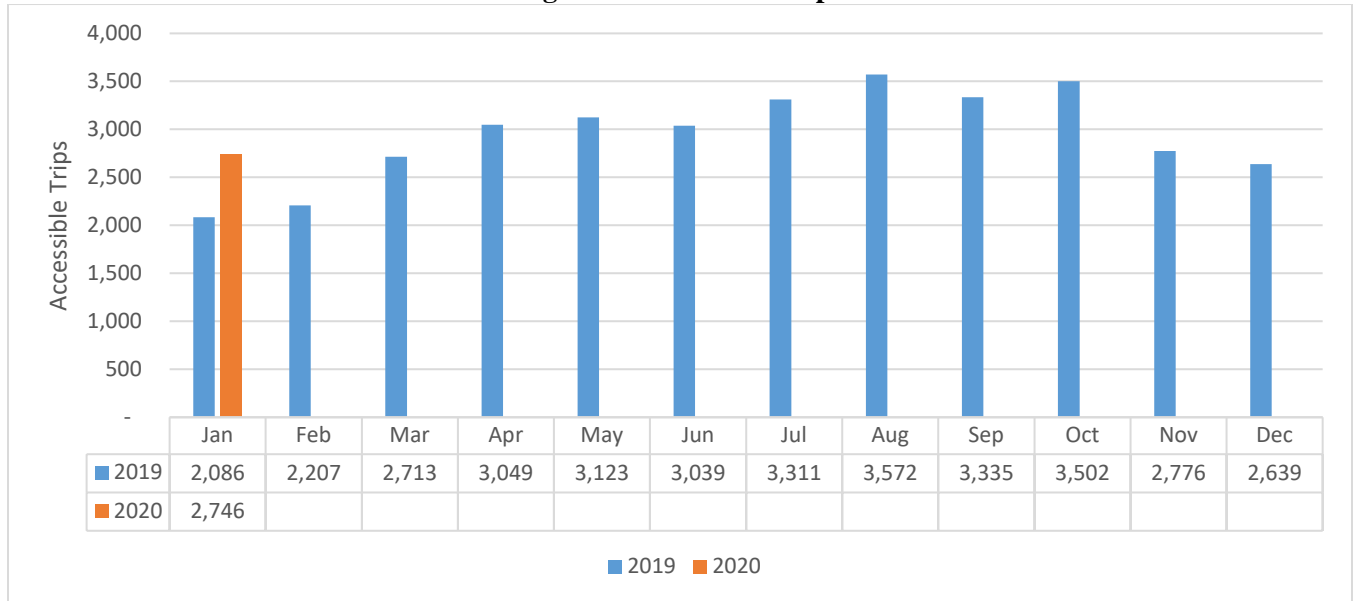
Figure 2: RTA Ride Free Permit Passenger Trip



Accessible Trips

Figure 3 shows the number of trips provided using accessible equipment. Accessible equipment consists of bridge plates on the Metra Electric Line and wheelchair lifts on all other lines.

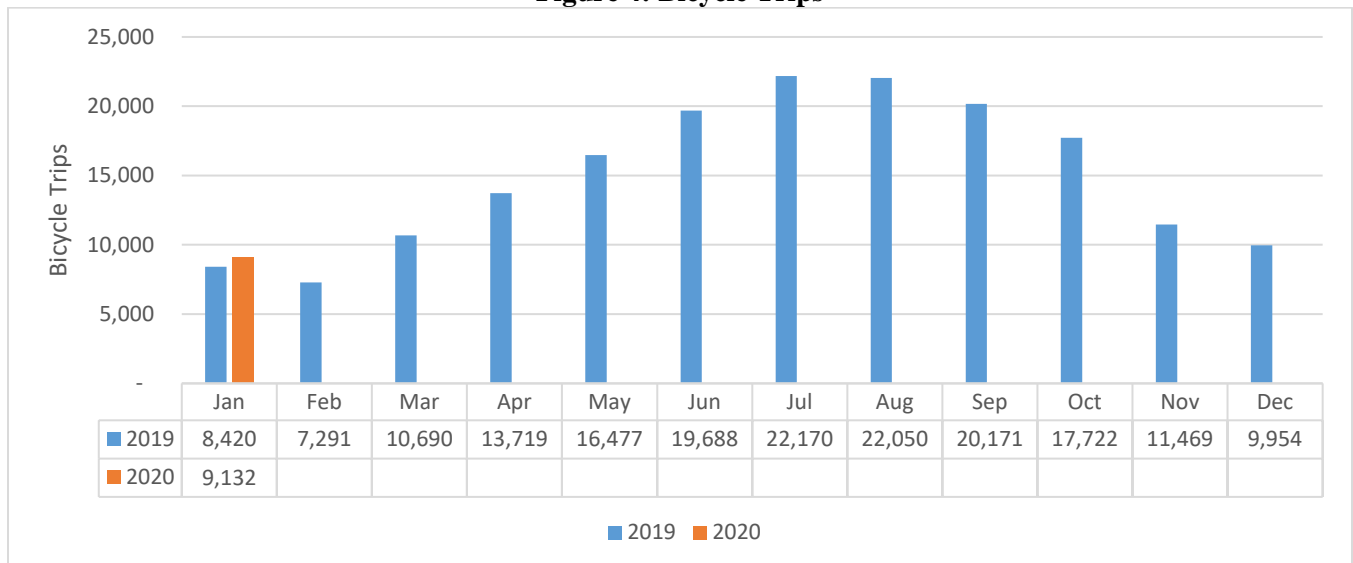
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



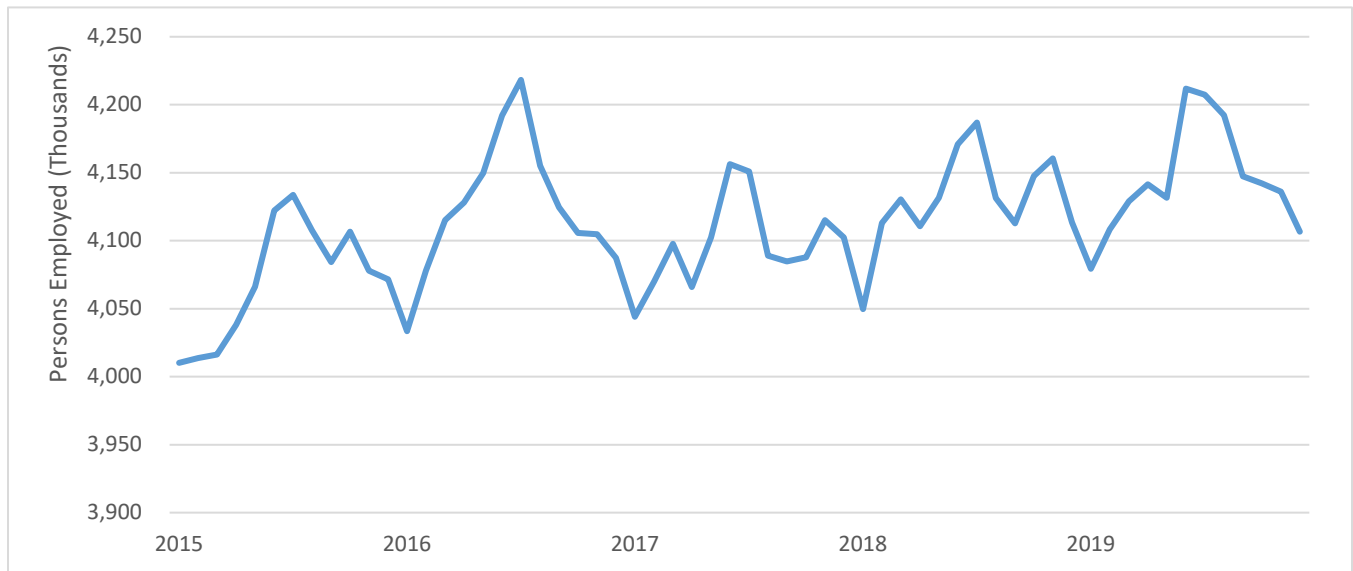
Ridership Influences

Many different factors (such as the employment, gas prices, road construction, service changes, and special events) can influence ridership trends.

Employment

Figure 5 shows the number of persons employed in the six-county Chicago Region. The number of persons employed decreased 0.2 percent in December 2020 compared to December 2019. Employment data for January 2020 will be released in March 2020.

Figure 5: Persons Employed in the Chicago Region ¹



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,071
2016	4,033	4,078	4,115	4,128	4,150	4,192	4,218	4,155	4,125	4,106	4,105	4,087	4,124
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	4,130
2019	4,079	4,108	4,129	4,141	4,132	4,212	4,207	4,193	4,146	4,136	4,136	4,107	4,144
Change 2018-2019	0.7%	-0.1%	0.0%	0.7%	0.0%	1.0%	0.5%	1.5%	0.8%	-0.3%	-0.6%	-0.2%	0.3%

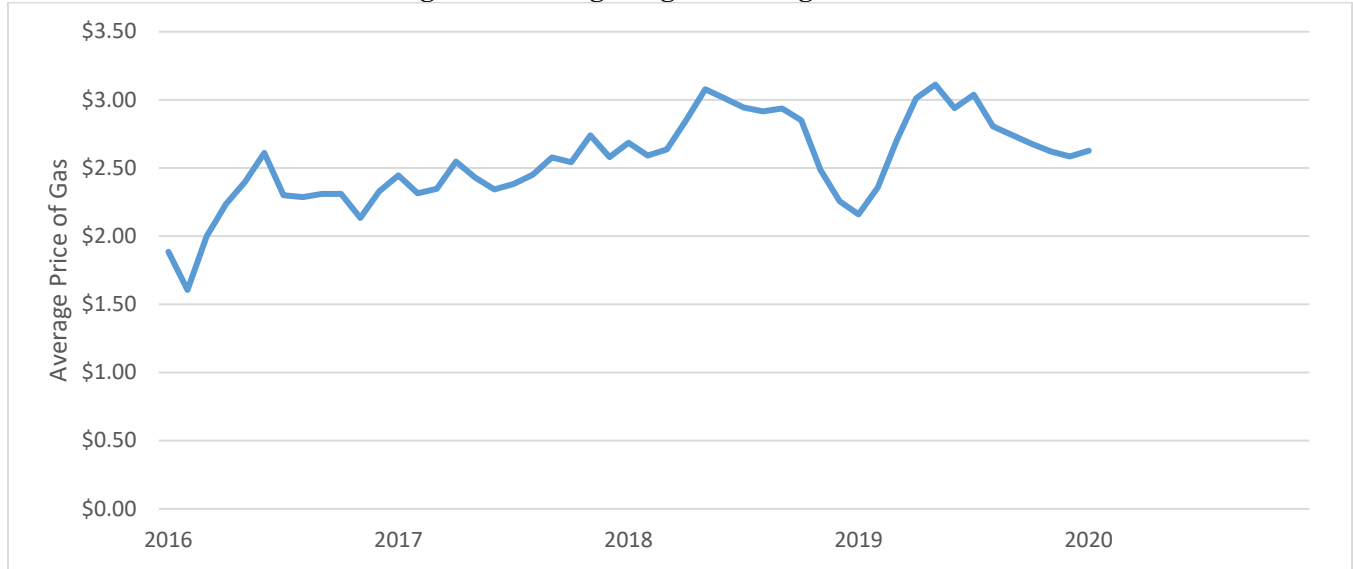
¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 \$2.63 in January 2020, a \$0.47 increase compared to January 2019.

Figure 6: Chicago Region Average Gas Prices



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2016	\$1.89	\$1.61	\$2.00	\$2.24	\$2.40	\$2.61	\$2.30	\$2.29	\$2.31	\$2.31	\$2.14	\$2.33	\$1.89
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	\$2.45
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	\$2.69
2019	\$2.16	\$2.36	\$2.71	\$3.01	\$3.11	\$2.94	\$3.04	\$2.81	\$2.74	\$2.68	\$2.62	\$2.58	\$2.16
2020	\$2.63												\$2.63
Change 2019-2020	\$0.47												\$0.47

Source: Bureau of Labor Statistics

Road Construction

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

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

Service Changes

On June 1, weekend service on the BNSF, Rock Island, and UP-NW lines was increased as part of a pilot project to increase weekend ridership. The pilot project was continued for the BNSF and UP-NW after September 3 with minor adjustments to run times and scheduled stops. The pilot project was discontinued for the Rock Island Line as of September 3, although one additional Saturday morning train was retained on the schedule.

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

Special Events and Promotions

Family Fares ended Jan 5.

Metra offered a \$5 unlimited ride passes for New Year's Day.

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	January (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2019	2020	Change	2019	2020	Change	2019	2020	Change
BNSF	\$6,162	\$6,420	4.2%	\$18,592	\$18,768	0.9%	\$78,923	\$78,486	-0.6%
HC	\$300	\$337	12.3%	\$899	\$957	6.5%	\$3,791	\$3,897	2.8%
MD-N	\$2,614	\$2,677	2.4%	\$7,987	\$7,995	0.1%	\$33,346	\$33,535	0.6%
MD-W	\$2,333	\$2,375	1.8%	\$7,175	\$7,101	-1.0%	\$30,675	\$29,886	-2.6%
ME	\$2,615	\$2,620	0.2%	\$8,082	\$7,845	-2.9%	\$34,341	\$32,571	-5.2%
NCS	\$726	\$740	1.9%	\$2,170	\$2,161	-0.4%	\$9,247	\$9,121	-1.4%
RI	\$2,783	\$2,809	0.9%	\$8,462	\$8,360	-1.2%	\$35,491	\$34,778	-2.0%
SWS	\$913	\$928	1.6%	\$2,722	\$2,679	-1.6%	\$11,274	\$11,094	-1.6%
UP-N	\$2,978	\$3,133	5.2%	\$9,051	\$9,197	1.6%	\$38,656	\$38,845	0.5%
UP-NW	\$4,219	\$4,335	2.8%	\$13,009	\$12,963	-0.4%	\$54,276	\$53,816	-0.8%
UP-W	\$3,093	\$3,187	3.0%	\$9,545	\$9,523	-0.2%	\$40,378	\$39,667	-1.8%
Total	\$28,735	\$29,560	2.9%	\$87,695	\$87,550	-0.2%	\$370,399	\$365,696	-1.3%

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	January (Thousands)					Last 3 Months (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Monthly Pass	\$15,536	\$14,745	-5.1%	54.0%	49.9%	\$45,841	\$44,015	-4.0%	52.3%	50.3%
10-Ride Ticket	\$8,700	\$9,939	14.2%	30.3%	33.6%	\$25,710	\$26,855	4.5%	29.3%	30.7%
One-Way Ticket	\$3,914	\$4,326	10.5%	13.6%	14.6%	\$13,533	\$14,107	4.2%	15.4%	16.1%
Weekend Pass	\$603	\$505	-16.3%	2.1%	1.7%	\$2,591	\$2,405	-7.2%	3.0%	2.8%
Special Passes	-	\$46		0.0%	0.2%	-	\$46		0.0%	0.1%
Total ²	\$28,752	\$29,560	2.8%			\$87,675	\$87,427	-0.3%		

Ticket Type	Last 12 Months (Thousands)				
	2019	2020	Change	Share 2019	Share 2020
Monthly Pass	\$193,622	\$187,237	-3.3%	52.2%	51.2%
10-Ride Ticket	\$105,815	\$108,176	2.2%	28.5%	29.6%
One-Way Ticket	\$59,740	\$59,817	0.1%	16.1%	16.4%
Weekend Pass	\$11,025	\$10,001	-9.3%	3.0%	2.7%
Special Passes	\$506	\$447	-11.6%	0.1%	0.1%
Total ²	\$370,708	\$365,678	-1.4%		

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 2019 and 2020.

Table 9: Passenger Revenue by Ticket Type and Sales Channel (Current Month) ¹

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	\$4,980	\$4,573	-8.2%	32.1%	31.0%	\$632	\$596	-5.8%	7.3%	6.0%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$4,868	\$4,562	-6.3%	31.3%	30.9%	\$2,241	\$2,214	-1.2%	25.8%	22.3%
Vending Machine	\$497	\$380	-23.5%	3.2%	2.6%	\$346	\$317	-8.4%	4.0%	3.2%
Ventra App	\$5,190	\$5,233	0.8%	33.4%	35.5%	\$5,481	\$6,812	24.3%	63.0%	68.5%
Total	\$15,536	\$14,747	-5.1%			\$8,700	\$9,939	14.2%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$761	\$677	-11.1%	19.5%	15.6%	\$341	\$250	-26.5%	56.5%	45.5%
Ticket Agent	\$997	\$929	-6.9%	25.5%	21.5%	\$53	\$50	-5.8%	8.7%	9.0%
Vending Machine	\$118	\$105	-10.4%	3.0%	2.4%	\$15	\$12	-15.7%	2.4%	2.3%
Ventra App	\$2,038	\$2,616	28.4%	52.1%	60.5%	\$195	\$238	22.1%	32.3%	43.2%
Total	\$3,914	\$4,326	10.5%			\$603	\$550	-8.7%		

Sales Channel	All Ticket Types (Thousands)				
	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	\$5,612	\$5,168	-7.9%	19.5%	17.5%
Conductor	\$1,102	\$927	-15.9%	3.8%	3.1%
Ticket Agent	\$8,159	\$7,754	-5.0%	28.4%	26.2%
Vending Machine	\$975	\$815	-16.5%	3.4%	2.8%
Ventra App	\$12,904	\$14,898	15.5%	44.9%	50.4%
Total ²	\$28,752	\$29,562	2.8%		

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

² Passenger revenue totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds

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 4.8 percent in the current month compared to the previous year, and 10-Ride Ticket sales increased by 14.3 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

Ticket Type	January (Thousands)					Last 3 Months (Thousands)				
	2019	2020	Change	Share	Share	2019	2020	Change	Share	Share
				2019	2020				2019	2020
Monthly Pass	83	79	-4.8%	9.1%	7.9%	244	235	-3.7%	7.9%	7.4%
10-Ride Ticket	146	167	14.3%	16.0%	16.8%	431	451	4.5%	14.0%	14.2%
One-Way Ticket	623	687	10.3%	68.3%	69.2%	2,146	2,231	4.0%	69.6%	70.4%
Weekend Pass	60	50	-16.4%	6.6%	5.1%	259	241	-7.2%	8.4%	7.6%
Special Passes	-	9		0.0%	0.9%	-	9		0.0%	0.3%
Total	912	992	8.8%			3,081	3,168	2.8%		

Ticket Type	Last 12 Months (Thousands)				
	2019	2020	Change	Share	Share
				2019	2020
Monthly Pass	1,030	999	-3.0%	7.7%	7.5%
10-Ride Ticket	1,778	1,817	2.2%	13.2%	13.6%
One-Way Ticket	9,510	9,516	0.1%	70.7%	71.1%
Weekend Pass	1,103	1,001	-9.3%	8.2%	7.5%
Special Passes	40	45	14.3%	0.3%	0.3%
Total	13,460	13,379	-0.6%		

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	2019	2020	Change	Line	2019	2020	Change
BNSF	18,356	17,588	-4.2%	BNSF	30,551	35,845	17.3%
HC	974	1,023	5.0%	HC	1,219	1,563	28.2%
MD-N	6,539	6,179	-5.5%	MD-N	15,194	16,845	10.9%
MD-W	6,628	6,258	-5.6%	MD-W	9,886	11,402	15.3%
ME	8,061	7,661	-5.0%	ME	12,346	12,921	4.7%
NCS	1,886	1,771	-6.1%	NCS	3,241	3,625	11.8%
RI	9,537	9,225	-3.3%	RI	11,076	12,144	9.6%
SWS	3,141	2,929	-6.7%	SWS	4,215	4,905	16.4%
UP-N	7,671	7,366	-4.0%	UP-N	21,915	25,393	15.9%
UP-NW	11,355	10,623	-6.4%	UP-NW	20,302	23,661	16.5%
UP-W	8,575	8,155	-4.9%	UP-W	16,026	18,510	15.5%
Total	82,723	78,778	-4.8%	Total	145,971	166,814	14.3%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2019	2020	Change	Line	2019	2020	Change
BNSF	82,928	97,091	17.1%	BNSF	12,575	11,828	-5.9%
HC	2,693	3,367	25.0%	HC	334	148	-55.7%
MD-N	45,876	54,594	19.0%	MD-N	12,867	10,471	-18.6%
MD-W	42,139	48,283	14.6%	MD-W	13,018	11,590	-11.0%
ME	69,671	81,899	17.6%	ME	18,027	16,095	-10.7%
NCS	8,902	10,735	20.6%	NCS	4,102	3,232	-21.2%
RI	43,359	48,808	12.6%	RI	10,182	9,111	-10.5%
SWS	11,746	14,336	22.1%	SWS	2,769	2,425	-12.4%
UP-N	61,320	72,549	18.3%	UP-N	24,421	21,381	-12.4%
UP-NW	70,143	82,112	17.1%	UP-NW	20,157	17,235	-14.5%
UP-W	52,484	58,801	12.0%	UP-W	13,078	10,572	-19.2%
Total	491,261	572,575	16.6%	Total	131,530	114,088	-13.3%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2019	2020	Change	Line	2019	2020	Change
BNSF	5,385	6,506	20.8%	BNSF	4,204	3,598	-14.4%
HC	-	-		HC	-	-	
MD-N	2,844	3,400	19.5%	MD-N	4,176	2,932	-29.8%
MD-W	2,612	3,087	18.2%	MD-W	3,921	2,545	-35.1%
ME	2,676	2,754	2.9%	ME	1,611	1,216	-24.5%
NCS	-	-		NCS	-	-	
RI	1,566	2,032	29.8%	RI	2,372	1,848	-22.1%
SWS	76	71	-6.6%	SWS	153	47	-69.3%
UP-N	2,763	3,190	15.5%	UP-N	4,062	3,042	-25.1%
UP-NW	4,707	7,014	49.0%	UP-NW	8,293	7,055	-14.9%
UP-W	3,604	4,612	28.0%	UP-W	5,356	4,604	-14.0%
Total	26,233	32,666	24.5%	Total	34,148	26,887	-21.3%

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2019 and 2020. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2019 and 2020.

Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Current Month)^{1, 2}

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	26	24	-8.0%	31.4%	30.3%	10	9	-6.1%	6.8%	5.6%
Conductor	-	-				-	-			
Ticket Agent	26	25	-6.1%	31.9%	31.5%	39	39	-0.9%	26.8%	23.2%
<i>Cash & Other</i>	4	3	-20.6%			6	5	-9.4%		
<i>Credit Card</i>	22	22	-3.5%			33	34	0.6%		
Vending Machine	3	2	-24.0%	3.3%	2.6%	6	5	-8.1%	3.9%	3.1%
Ventra App	28	28	1.4%	33.4%	35.6%	91	113	24.4%	62.5%	68.0%
<i>Credit Card</i>	25	26	4.4%			86	108	24.5%		
<i>Mixed & Other</i>	1	0	-72.1%			1	0	-50.5%		
<i>Ventra</i>	1	1	11.0%			4	5	39.2%		
Total	83	79	-4.8%			146	167	14.3%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	-	-				-	-			
Conductor	132	114	-13.3%	21.1%	16.6%	34	27	-21.3%	56.0%	45.1%
Ticket Agent	153	143	-6.7%	24.6%	20.8%	5	6	14.1%	8.7%	10.1%
<i>Cash & Other</i>	87	79	-9.9%			3	3	21.8%		
<i>Credit Card</i>	66	65	-2.5%			3	3	6.1%		
Vending Machine	18	16	-10.1%	2.9%	2.4%	1	1	-15.7%	2.4%	2.1%
Ventra App	320	413	29.2%	51.3%	60.1%	20	25	26.8%	32.9%	42.7%
<i>Credit Card</i>	290	378	30.2%			19	24	27.3%		
<i>Mixed & Other</i>	2	1	-25.8%			0	0	3.6%		
<i>Ventra</i>	28	34	23.0%			1	1	21.8%		
Total	623	687	10.3%			61	60	-2.3%		

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

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

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

Sales Channel	All Ticket Types (Thousands)				
	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	36	33	-7.5%	3.9%	3.3%
Conductor	166	141	-14.9%	18.2%	14.2%
Ticket Agent	224	213	-5.1%	24.6%	21.5%
<i>Cash & Other</i>	100	90	-9.4%		
<i>Credit Card</i>	125	123	-1.7%		
Vending Machine	28	25	-11.3%	3.1%	2.5%
Ventra App	458	580	26.5%	50.2%	58.5%
<i>Credit Card</i>	421	536	27.3%		
<i>Mixed & Other</i>	4	2	-44.2%		
<i>Ventra</i>	34	42	24.4%		
Total	912	992	8.7%		

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

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

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes decreased by 14.5 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 17.3 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2019 and 2020.

Table 16: Link-Up and PlusBus Sales

Month	2019		2020		Change		Mobile Share (2020)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	2,836	1,057	2,643	973	-6.8%	-7.9%	29.5%	25.4%
Feb	2,867	1,046						
Mar	2,873	1,062						
Apr	2,843	1,053						
May	2,759	1,012						
Jun	2,658	1,020						
Jul	2,636	965						
Aug	2,668	998						
Sep	2,615	998						
Oct	2,641	1,020						
Nov	2,707	1,011						
Dec	2,454	899						
Last 3 Months	8,523	3,103	2,643	973	-6.8%	-7.9%	29.2%	25.1%
Last 12 Months	35,195	13,107	8,267	2,965	-5.3%	-11.5%	28.1%	23.5%

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 2019 and 2020.

Table 17: Reduced Fare Ticket Sales

Month	2019				2020			
	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	2,752	11,168	42,613	19,183	2,789	12,340	49,779	18,015
Feb	2,838	10,771	33,924	14,399				
Mar	2,940	11,587	63,580	21,353				
Apr	2,991	11,919	47,792	17,705				
May	2,972	12,896	59,546	26,328				
Jun	2,809	12,175	76,946	33,644				
Jul	2,780	12,334	91,136	35,997				
Aug	2,627	12,208	87,632	29,854				
Sep	3,154	12,687	52,159	22,283				
Oct	3,265	13,586	56,308	22,069				
Nov	3,044	11,695	58,922	20,528				
Dec	2,611	11,358	71,444	25,662				
Last 3 Months	8,549	34,413	154,137	66,746	8,444	35,393	180,145	64,205
Last 12 Months	35,389	145,129	700,566	311,420	34,820	145,556	749,168	287,837

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	1.3%	10.5%	16.8%	-6.1%
Feb				
Mar				
Apr				
May				
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
Last 3 Months	-1.2%	2.8%	16.9%	-3.8%
Last 12 Months	-1.6%	0.3%	6.9%	-7.6%