

RIDERSHIP TRENDS

February 2019



Prepared by the Division of Strategic Capital Planning
April 2019

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Executive Summary

Estimated passenger trips increased 1.4 percent in February 2019 compared to February 2018. February 2019 had the same number of weekdays, Saturdays, and Sundays/holidays compared to February 2018. The following factors influenced ridership in February 2019:

- From January 30 to February 2, Metra Electric Line service was suspended due to a Canadian National Railway derailment, and extreme cold and ice from a Polar Vortex winter weather event. The ME operated on a modified schedule from February 3 to 10 while repairs were completed. Full service was restored February 11.
- Due to an ice storm, Metra Electric Line service was suspended for half of the day on February 12 and operated on a modified Saturday schedule for the remainder of the day.
- On the weekend of February 16-17, Metra offered free rides on all trains. Passenger loads were 102,899 on February 16 and 17, a 46.5 percent increase compared to the average of other weekends of the month. Ridership from the weekend of February 16-17 is not included in estimated passenger trips, and the quantity of Weekend Passes sold in February 2019 was reduced as passengers were not required to purchase a ticket.
- 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 as they have been in previous years.

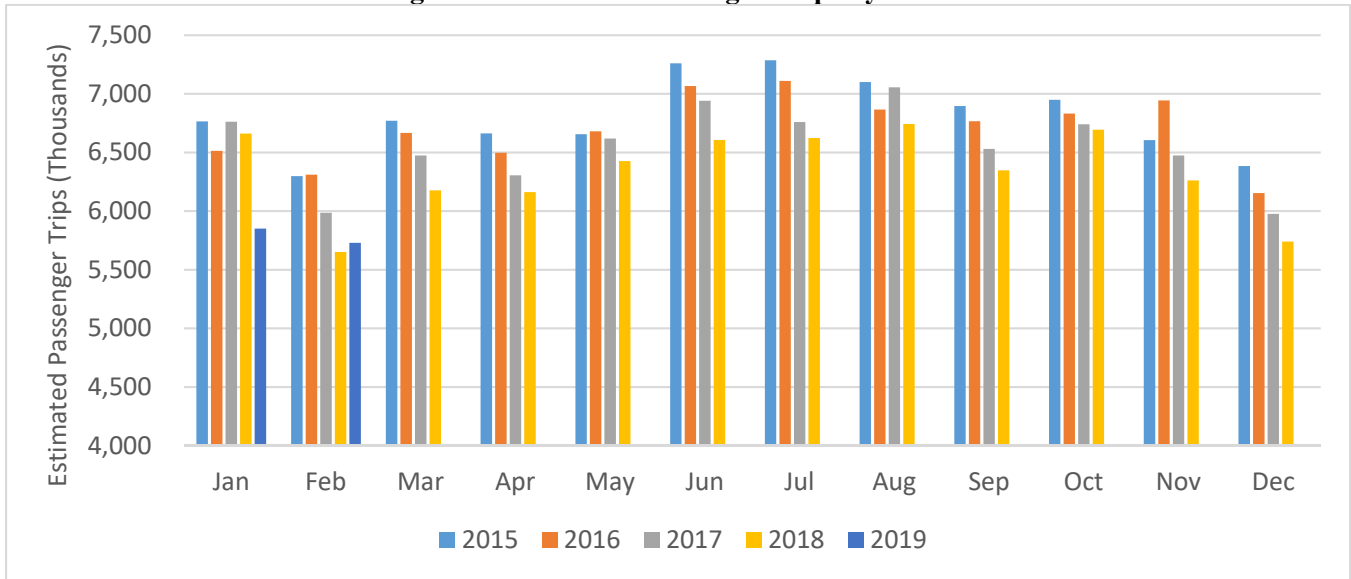
Estimated passenger trips have decreased 3.6 percent in the last 12 months compared to the previous 12 months.

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			
Apr	6,663	6,497	6,305	6,162			
May	6,656	6,681	6,618	6,426			
Jun	7,260	7,066	6,941	6,607			
Jul	7,286	7,110	6,759	6,623			
Aug	7,100	6,866	7,055	6,742			
Sep	6,896	6,766	6,530	6,347			
Oct	6,949	6,832	6,740	6,694			
Nov	6,606	6,943	6,475	6,261			
Dec	6,385	6,153	5,976	5,739			
Year-to-date	13,062	12,823	12,747	12,312	11,579	-11.4%	-6.0%
Last 3 Months	19,786	19,207	18,900	18,288	17,318	-12.5%	-5.3%
Last 12 Months	83,575	81,391	80,326	78,186	75,356	-9.8%	-3.6%

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		
1st Quarter	18,050		
Apr	6,450		
May	6,400		
Jun	6,360		
2nd Quarter	19,210		
Jul	6,830		
Aug	6,490		
Sep	6,530		
3rd Quarter	19,850		
Oct	6,500		
Nov	5,970		
Dec	5,990		
4th Quarter	18,460		
Year-to-date	12,100	11,579	-4.3%
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 5.3 percent in the last three months compared to the previous year, and decreased 3.6 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	February			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,182,653	1,208,521	2.2%	3,789,284	3,603,241	-4.9%	16,188,464	15,685,844	-3.1%
HC	56,645	59,192	4.5%	174,421	169,815	-2.6%	724,153	724,975	0.1%
MD-N	471,344	498,435	5.7%	1,584,770	1,516,588	-4.3%	6,795,537	6,556,897	-3.5%
MD-W	456,448	460,715	0.9%	1,460,537	1,382,334	-5.4%	6,306,878	6,084,707	-3.5%
ME	598,626	541,673	-9.5%	1,882,258	1,707,127	-9.3%	8,039,867	7,575,375	-5.8%
NCS	124,845	127,969	2.5%	402,649	373,792	-7.2%	1,683,708	1,621,355	-3.7%
RI	584,974	590,473	0.9%	1,856,607	1,758,461	-5.3%	7,871,324	7,515,829	-4.5%
SWS	191,681	194,450	1.4%	593,634	572,020	-3.6%	2,450,135	2,403,858	-1.9%
UP-N	625,306	647,712	3.6%	2,065,767	1,948,967	-5.7%	8,970,670	8,593,205	-4.2%
UP-NW	764,235	794,175	3.9%	2,535,825	2,439,795	-3.8%	10,856,878	10,526,728	-3.0%
UP-W	594,483	605,481	1.9%	1,942,429	1,846,251	-5.0%	8,298,150	8,066,777	-2.8%
Total	5,651,237	5,728,794	1.4%	18,288,178	17,318,389	-5.3%	78,185,761	75,355,546	-3.6%

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	February (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	17	19	15.5%	54	54	-0.7%	237	237	-0.2%
A-B	417	432	3.5%	1,344	1,280	-4.8%	5,630	5,474	-2.8%
A-C	795	830	4.4%	2,538	2,456	-3.2%	10,550	10,412	-1.3%
A-D	967	995	2.9%	3,077	2,925	-4.9%	12,947	12,561	-3.0%
A-E	1,218	1,286	5.6%	3,883	3,801	-2.1%	16,400	16,080	-2.0%
A-F	742	744	0.3%	2,341	2,187	-6.6%	9,849	9,676	-1.8%
A-G	453	466	3.0%	1,424	1,362	-4.3%	6,009	5,870	-2.3%
A-H	358	363	1.2%	1,151	1,082	-6.0%	4,889	4,737	-3.1%
A-I	123	124	0.7%	395	371	-6.2%	1,650	1,619	-1.9%
A-J	20	51	148.9%	68	155	126.0%	291	515	76.7%
A-K	23	-	-100%	78	-	-100%	330	125	-62.1%
A-M	5	-	-100%	19	-	-100%	87	32	-63.9%
A-J, K, & M	49	51	3.3%	166	155	-6.5%	708	671	-5.2%
Intermediate	176	171	-2.7%	554	507	-8.4%	2,418	2,274	-6.0%
No Zone Pair	336	248	-26.3%	1,362	1,137	-16.5%	6,897	5,745	-16.7%
Total	5,651	5,729	1.4%	18,288	17,318	-5.3%	78,186	75,356	-3.6%

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.
- On the weekend of February 16-17, Metra offered free rides on all trains. Ridership from the weekend of February 16-17 is not included in estimated passenger trips, and the quantity of Weekend Passes sold in February 2019 was reduced as passengers were not required to purchase a ticket.

Table 5: Estimated Passenger Trips by Ticket Type ¹

Ticket Type	February (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,712	3,625	-2.4%	65.6%	63.2%	10,714	10,396	-3.0%	58.7%	60.1%
10-Ride Ticket	1,171	1,407	20.2%	20.7%	24.5%	4,748	4,241	-10.7%	26.0%	24.5%
One-Way Ticket	568	554	-2.4%	10.0%	9.7%	1,937	1,946	0.5%	10.6%	11.3%
Weekend Pass	147	89	-39.7%	2.6%	1.5%	665	513	-22.9%	3.6%	3.0%
Special Passes	-	-				0	-	-100%	0.0%	
RTA Ride Free Permit	64	59	-6.6%	1.1%	1.0%	202	189	-6.4%	1.1%	1.1%
Total ²	5,662	5,734	1.3%			18,265	17,285	-5.4%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	45,594	44,199	-3.1%	58.3%	58.6%
10-Ride Ticket	18,868	18,016	-4.5%	24.1%	23.9%
One-Way Ticket	9,201	9,496	3.2%	11.8%	12.6%
Weekend Pass	3,471	2,698	-22.3%	4.4%	3.6%
Special Passes	129	90	-29.9%	0.2%	0.1%
RTA Ride Free Permit	933	872	-6.5%	1.2%	1.2%
Total ²	78,195	75,372	-3.6%		

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 by 0.5 percent in the current month, and average total weekday passenger loads decreased by 1.2 percent in the same period. As this data is based on conductor counts and not ticket sales, free weekend ridership from February 16-17 is included in this table.

Table 6: Average Daily Passenger Loads ¹

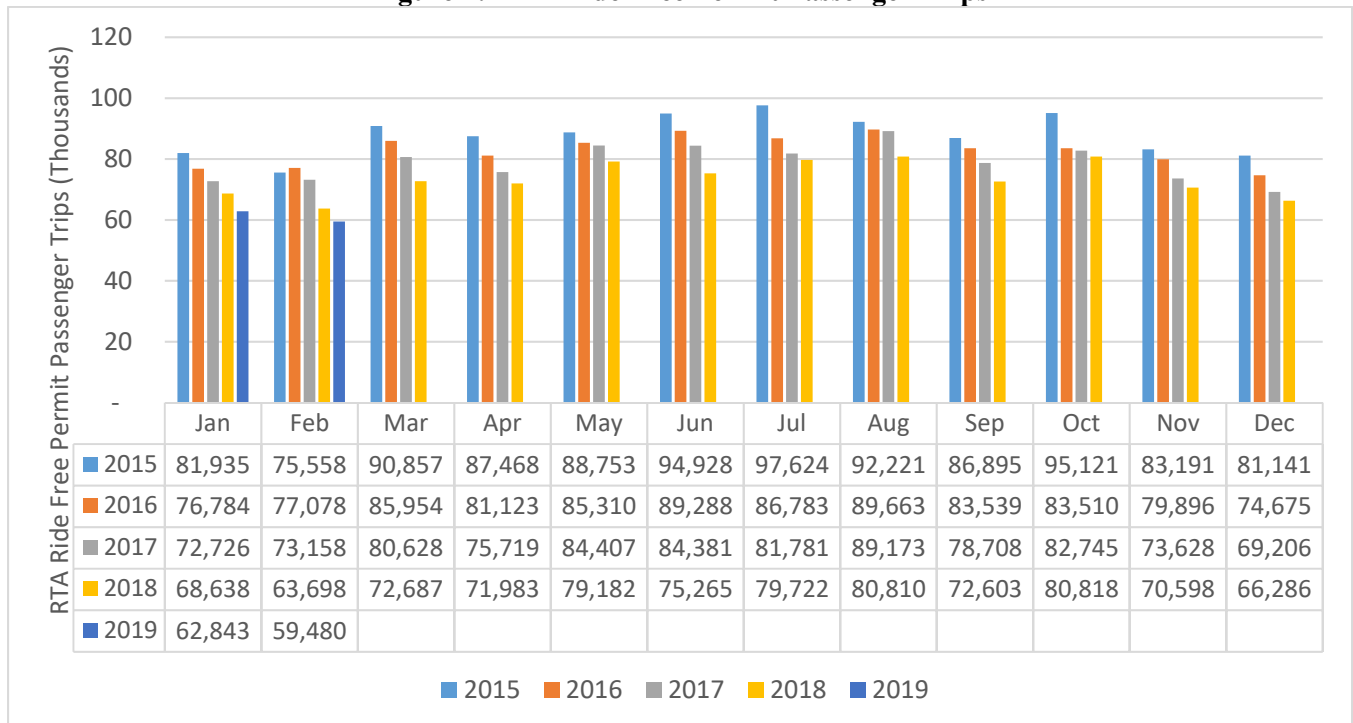
Service Period	February (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	211	212	0.5%	204	195	-4.6%	215	209	-2.5%
Peak - Reverse Direction	19	17	-10.3%	19	17	-9.4%	20	19	-4.9%
Midday	28	27	-6.1%	30	28	-6.0%	32	31	-4.7%
Evening	14	13	-4.6%	14	14	-5.9%	16	16	-3.5%
Weekday	272	269	-1.2%	267	253	-5.2%	283	275	-3.0%
Saturday	46	48	3.9%	54	52	-3.5%	65	59	-8.1%
Sunday	28	31	8.8%	31	33	7.1%	40	39	-4.6%

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.

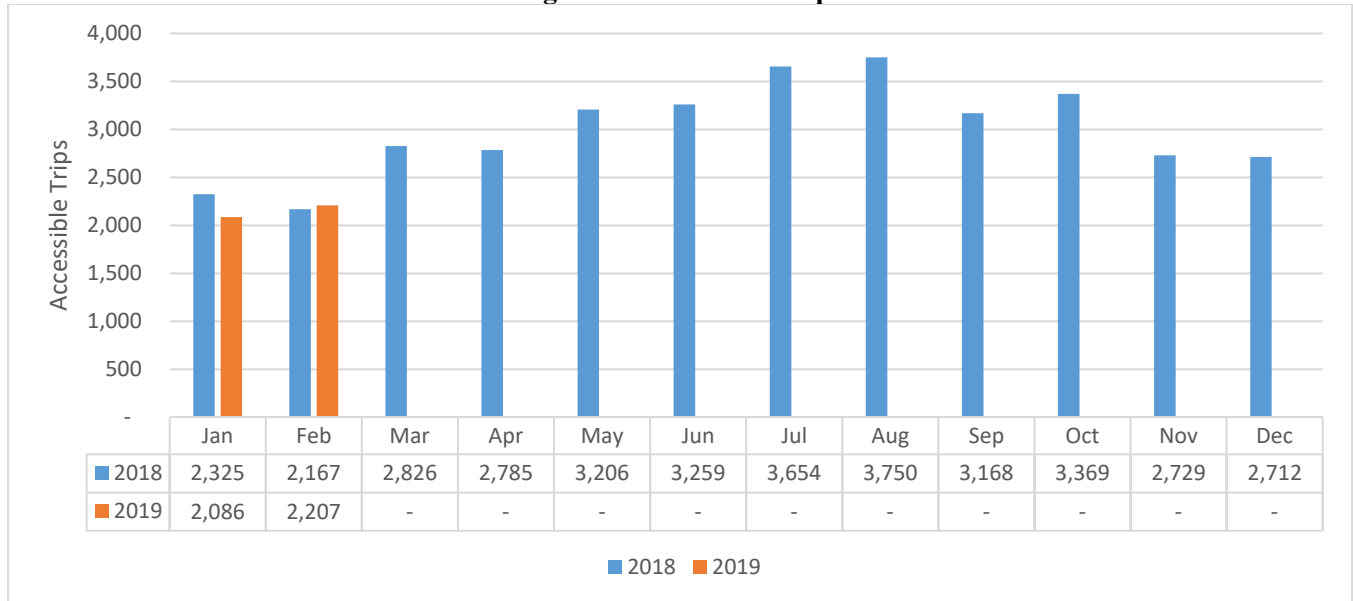
Figure 2: RTA Ride Free Permit Passenger Trips



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.

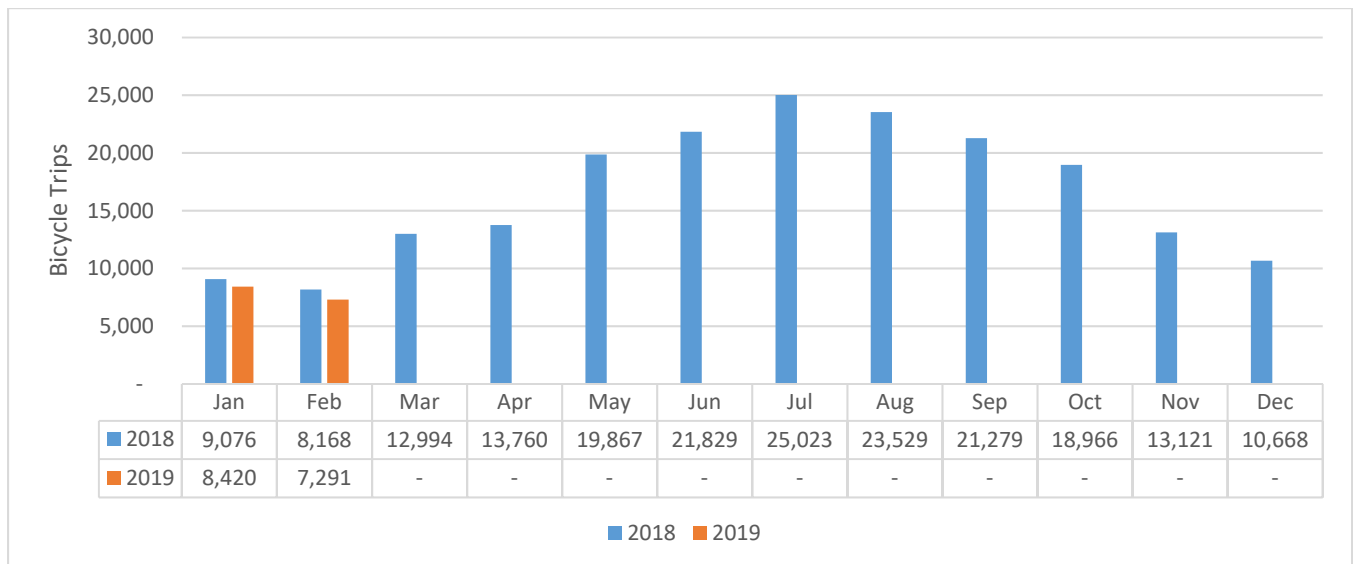
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



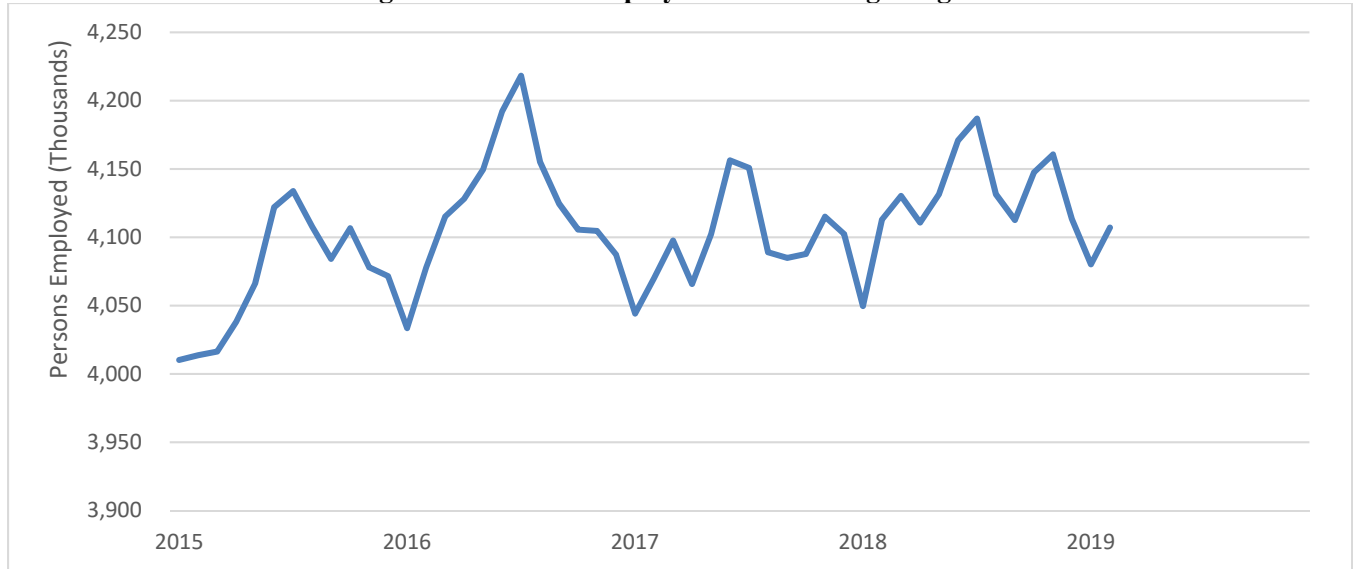
Ridership Influences

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 decreased 0.1 percent in February 2019 compared to February 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	4,010
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	4,033
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	4,044
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	4,050
2019	4,080	4,107											4,080
Change 2018-2019	0.8%	-0.1%											0.8%

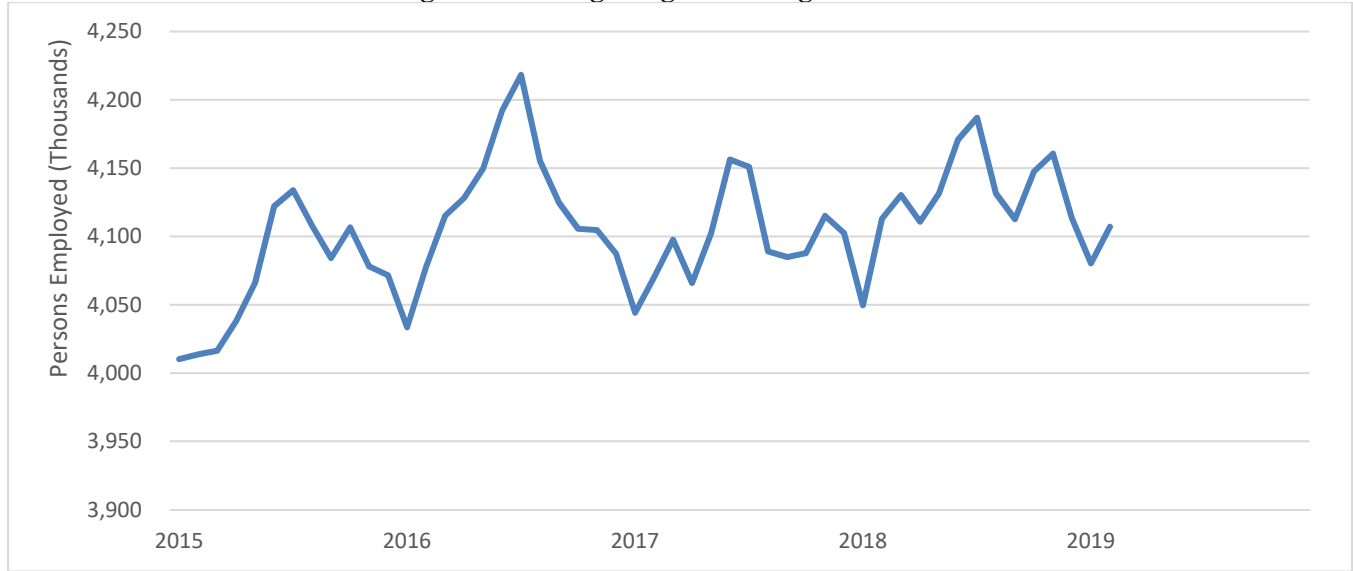
¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 \$2.36 in February 2019, a \$0.23 decrease compared to February 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	\$3.49
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	\$1.75
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	\$2.38
2018	\$2.69	\$2.59	\$2.64	\$2.85	\$3.08	\$3.01	\$2.94	\$2.92	\$2.94	\$2.85	\$2.49	\$2.26	\$2.64
2019	\$2.16	\$2.36											\$2.26
Change 2018-2019	-\$0.52	-\$0.23											-\$0.38

Source: Bureau of Labor Statistics

Road Construction

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

From January 30 to February 2, service on the Metra Electric line was suspended due to a Canadian National train derailment, and extreme cold and ice from a Polar Vortex winter weather event. The Metra Electric operated on a modified schedule from February 3 to 10 while repairs were being completed. Full service was restored February 11.

An ice storm forced the Metra Electric line to be suspended for half of the day February 12. The Metra Electric operated on a Saturday schedule in the evening.

Special Events and Promotions

On the weekend of February 16-17, Metra offered free rides on all trains. Passenger loads were 102,899 on February 16 and 17, a 46.5 percent increase compared to the average of other weekends of the month. Family Fares were in effect on February 18 (Presidents Day).

The Chicago Auto Show occurred from February 9-18. The Rock Island and Metra Electric lines offered additional service between Joliet and Blue Island, and Blue Island and McCormick Place on February 9-10 and 16-17. The CTA operated special Auto Show buses from Chicago Union Station and Ogilvie Transportation Center for the duration of the event.

Passenger Revenue and Ticket Sales

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

- The Ventra App was introduced in November 2015, causing a long-term shift from ticket agent and conductor sales to sales through the app.
- In June 2018, Metra stopped selling Monthly Passes and 10-Ride Tickets from vending machines at 15 non-downtown stations on the Metra Electric Line.
- In June 2018, Metra ended its Ticket-by-Internet program.
- In July 2018, yearlong testing of the zone consolidation policy began. All tickets from Zone A to Zones K through M were capped at the price of Zone J tickets.
- In July 2018, select stations with perceived inconsistencies in distance from downtown were reassigned to closer zones. Ashland, Racine, West Pullman, Stewart Ridge and State Street stations moved from Zone D to C. On the Metra Electric mainline, the 83rd Street and 87th Street stations were moved from Zone C to B. On the Rock Island Beverly Branch, the 123rd Street Station was moved from Zone D to C.
- In December 2018, an update to the Ventra app ended the option for purchasing mobile tickets without creating a Ventra account.

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

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, February 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.
- On the weekend of February 16-17, Metra offered free rides on all trains, reducing the quantity of Weekend Passes sold in February 2019.

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	February (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$5,860	\$6,079	3.7%	\$18,233	\$18,163	-0.4%	\$76,307	\$79,142	3.7%
HC	\$294	\$309	4.9%	\$881	\$889	0.9%	\$3,607	\$3,805	5.5%
MD-N	\$2,365	\$2,524	6.7%	\$7,678	\$7,707	0.4%	\$32,267	\$33,506	3.8%
MD-W	\$2,284	\$2,317	1.4%	\$7,057	\$6,963	-1.3%	\$29,805	\$30,708	3.0%
ME	\$2,676	\$2,437	-8.9%	\$8,087	\$7,672	-5.1%	\$33,877	\$34,103	0.7%
NCS	\$701	\$727	3.8%	\$2,223	\$2,129	-4.2%	\$9,152	\$9,274	1.3%
RI	\$2,727	\$2,783	2.0%	\$8,375	\$8,293	-1.0%	\$34,932	\$35,547	1.8%
SWS	\$887	\$908	2.4%	\$2,671	\$2,684	0.5%	\$10,858	\$11,296	4.0%
UP-N	\$2,756	\$2,894	5.0%	\$8,780	\$8,762	-0.2%	\$37,585	\$38,795	3.2%
UP-NW	\$3,882	\$4,077	5.0%	\$12,531	\$12,570	0.3%	\$52,567	\$54,471	3.6%
UP-W	\$2,917	\$3,011	3.2%	\$9,218	\$9,217	0.0%	\$38,752	\$40,472	4.4%
Total	\$27,349	\$28,067	2.6%	\$85,734	\$85,050	-0.8%	\$359,708	\$371,118	3.2%

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	February (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$16,256	\$15,841	-2.6%	59.3%	56.4%	\$45,219	\$45,367	0.3%	52.7%	53.4%
10-Ride Ticket	\$6,970	\$8,400	20.5%	25.4%	29.9%	\$26,326	\$25,314	-3.8%	30.7%	29.8%
One-Way Ticket	\$3,580	\$3,495	-2.4%	13.1%	12.4%	\$11,957	\$12,288	2.8%	13.9%	14.5%
Weekend Pass	\$587	\$355	-39.6%	2.1%	1.3%	\$2,245	\$2,050	-8.7%	2.6%	2.4%
Special Passes	-	-		0.0%	0.0%	\$0	-		0.0%	0.0%
Total ²	\$27,394	\$28,091	2.5%			\$85,747	\$85,019	-0.8%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$189,724	\$193,207	1.8%	52.7%	52.0%
10-Ride Ticket	\$102,618	\$107,245	4.5%	28.5%	28.9%
One-Way Ticket	\$55,800	\$59,656	6.9%	15.5%	16.1%
Weekend Pass	\$11,276	\$10,792	-4.3%	3.1%	2.9%
Special Passes	\$471	\$469	-0.5%	0.1%	0.1%
Total ²	\$359,890	\$371,369	3.2%		

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	\$5,246	\$4,965	-5.4%	32.3%	31.3%	\$654	\$630	-3.6%	9.4%	7.5%
Conductor	-	-				-	-			
Internet	\$474	-	-100%	2.9%		\$53	-	-100%	0.8%	
Ticket Agent	\$5,080	\$4,782	-5.9%	31.3%	30.2%	\$2,003	\$2,301	14.8%	28.7%	27.4%
Vending Machine	\$620	\$475	-23.4%	3.8%	3.0%	\$369	\$333	-9.7%	5.3%	4.0%
Ventra App	\$4,836	\$5,619	16.2%	29.7%	35.5%	\$3,891	\$5,136	32.0%	55.8%	61.1%
Total	\$16,256	\$15,841	-2.6%			\$6,970	\$8,400	20.5%		
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	\$795	\$599	-24.7%	22.2%	17.1%	\$298	\$156	-47.5%	50.7%	44.0%
Internet	-	-				-	-			
Ticket Agent	\$1,008	\$882	-12.4%	28.1%	25.2%	\$63	\$33	-48.1%	10.8%	9.3%
Vending Machine	\$131	\$103	-20.8%	3.6%	3.0%	\$22	\$11	-49.4%	3.7%	3.1%
Ventra App	\$1,646	\$1,910	16.0%	46.0%	54.7%	\$205	\$155	-24.3%	34.9%	43.7%
Total	\$3,580	\$3,495	-2.4%			\$587	\$355	-39.6%		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,901	\$5,595	-5.2%	21.5%	19.9%
Conductor	\$1,093	\$755	-30.9%	4.0%	2.7%
Internet	\$527	-	-100.0%	1.9%	
Ticket Agent	\$8,154	\$7,998	-1.9%	29.8%	28.5%
Vending Machine	\$1,141	\$923	-19.2%	4.2%	3.3%
Ventra App	\$10,578	\$12,820	21.2%	38.6%	45.6%
Total ²	\$27,394	\$28,091	2.5%		

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 2.4 percent in the current month compared to the previous year, and 10-Ride Ticket sales increased by 20.2 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

Ticket Type	February (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	86	84	-2.4%	10.4%	10.3%	249	242	-3.0%	8.5%	8.6%
10-Ride Ticket	117	141	20.2%	14.1%	17.3%	475	424	-10.7%	16.2%	15.1%
One-Way Ticket	568	554	-2.4%	68.4%	68.0%	1,937	1,946	0.5%	66.2%	69.1%
Weekend Pass	59	36	-39.7%	7.1%	4.4%	266	205	-22.9%	9.1%	7.3%
Special Passes	-	-				0	-	-100%	0.0%	
Total	830	815	-1.9%			2,927	2,817	-3.7%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	1,060	1,028	-3.1%	7.8%	7.6%
10-Ride Ticket	1,887	1,802	-4.5%	13.9%	13.4%
One-Way Ticket	9,201	9,496	3.2%	67.7%	70.6%
Weekend Pass	1,388	1,079	-22.3%	10.2%	8.0%
Special Passes	53	40	-25.6%	0.4%	0.3%
Total	13,589	13,445	-1.1%		

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	19,195	18,679	-2.7%	BNSF	24,252	29,970	23.6%
HC	1,016	1,011	-0.5%	HC	1,037	1,249	20.4%
MD-N	6,688	6,804	1.7%	MD-N	11,382	14,296	25.6%
MD-W	7,106	6,935	-2.4%	MD-W	7,714	9,506	23.2%
ME	8,490	7,777	-8.4%	ME	11,587	11,171	-3.6%
NCS	2,068	1,940	-6.2%	NCS	2,407	3,190	32.5%
RI	9,863	9,809	-0.5%	RI	9,681	10,799	11.5%
SWS	3,385	3,313	-2.1%	SWS	3,211	3,771	17.4%
UP-N	8,024	7,835	-2.4%	UP-N	17,254	21,251	23.2%
UP-NW	11,518	11,466	-0.5%	UP-NW	15,729	19,796	25.9%
UP-W	8,970	8,723	-2.8%	UP-W	12,822	15,668	22.2%
Total	86,323	84,292	-2.4%	Total	117,076	140,667	20.2%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	72,484	73,159	0.9%	BNSF	12,628	9,313	-26.3%
HC	2,373	2,621	10.5%	HC	375	335	-10.7%
MD-N	38,146	40,414	5.9%	MD-N	13,028	10,261	-21.2%
MD-W	38,210	39,865	4.3%	MD-W	13,852	10,863	-21.6%
ME	67,561	63,058	-6.7%	ME	21,546	15,363	-28.7%
NCS	7,388	8,584	16.2%	NCS	4,290	3,597	-16.2%
RI	39,016	41,816	7.2%	RI	10,748	8,242	-23.3%
SWS	9,832	10,915	11.0%	SWS	2,837	2,056	-27.5%
UP-N	53,994	58,773	8.9%	UP-N	25,035	19,747	-21.1%
UP-NW	58,210	62,521	7.4%	UP-NW	18,408	15,331	-16.7%
UP-W	45,045	47,982	6.5%	UP-W	12,897	9,537	-26.1%
Total	432,259	449,708	4.0%	Total	135,644	104,645	-22.9%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	5,812	4,035	-30.6%	BNSF	3,486	1,887	-45.9%
HC	-	-		HC	-	-	
MD-N	3,210	1,972	-38.6%	MD-N	3,355	1,458	-56.5%
MD-W	2,555	1,977	-22.6%	MD-W	3,298	1,599	-51.5%
ME	3,612	1,892	-47.6%	ME	1,737	665	-61.7%
NCS	-	-		NCS	-	-	
RI	1,594	1,277	-19.9%	RI	1,899	1,227	-35.4%
SWS	92	52	-43.5%	SWS	114	86	-24.6%
UP-N	3,135	2,099	-33.0%	UP-N	4,706	2,284	-51.5%
UP-NW	5,342	3,791	-29.0%	UP-NW	7,220	4,091	-43.3%
UP-W	3,672	2,790	-24.0%	UP-W	4,085	2,332	-42.9%
Total	29,024	19,885	-31.5%	Total	29,900	15,629	-47.7%

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

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	27	26	-5.2%	31.7%	30.7%	10	10	-3.2%	8.7%	7.0%
Conductor	-	-				-	-			
Internet	3	-	-100%	3.1%		1	-	-100%	0.7%	
Ticket Agent	27	26	-5.6%	31.8%	30.7%	35	40	14.8%	29.9%	28.5%
<i>Cash & Other</i>	6	4	-40.6%			6	6	-4.0%		
<i>Credit Card</i>	21	22	4.7%			29	34	18.7%		
Vending Machine	3	3	-23.0%	3.8%	3.0%	6	5	-10.4%	5.2%	3.9%
Ventra App	26	30	16.4%	29.8%	35.5%	65	85	31.2%	55.5%	60.6%
<i>Credit Card</i>	22	28	24.8%			62	81	30.9%		
<i>Mixed & Other</i>	3	1	-59.0%			1	1	-22.0%		
<i>Ventra</i>	1	1	69.6%			2	4	62.1%		
Total	86	84	-2.4%			117	141	20.2%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	136	105	-22.9%	23.9%	18.9%	30	16	-47.7%	50.7%	44.0%
Internet	-	-				-	-			
Ticket Agent	155	135	-12.7%	27.3%	24.4%	6	3	-48.1%	10.7%	9.2%
<i>Cash & Other</i>	90	75	-15.9%			3	2	-47.7%		
<i>Credit Card</i>	65	60	-8.3%			3	2	-48.7%		
Vending Machine	20	16	-20.8%	3.6%	2.9%	2	1	-49.4%	3.7%	3.1%
Ventra App	257	298	16.1%	45.2%	53.8%	21	16	-24.5%	34.8%	43.7%
<i>Credit Card</i>	227	270	19.1%			19	14	-22.8%		
<i>Mixed & Other</i>	3	2	-38.6%			0	0	-54.8%		
<i>Ventra</i>	28	27	-3.7%			2	1	-40.4%		
Total	568	554	-2.4%			59	36	-39.7%		

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	55	52	-5.3%	32.0%	31.1%	21	20	-7.9%	6.5%	6.9%
Conductor	-	-				-	-			
Internet	5	-	-100%	3.0%		3	-	-100%	0.9%	
Mail	-	-				-	-			
Ticket Agent	54	52	-3.3%	31.5%	31.3%	108	79	-26.6%	32.8%	27.6%
<i>Cash & Other</i>	10	8	-26.5%			17	12	-31.8%		
<i>Credit Card</i>	44	45	2.2%			91	68	-25.7%		
Vending Machine	7	5	-20.0%	3.8%	3.1%	13	11	-15.5%	4.0%	3.9%
<i>Cash</i>	-	-				-	-			
<i>Credit Card</i>	7	5	-20.0%			13	11	-15.5%		
Ventra App	51	58	13.1%	29.7%	34.5%	183	176	-3.8%	55.8%	61.6%
<i>Credit Card</i>	45	53	16.9%			173	167	-3.1%		
<i>Mixed & Other</i>	4	2	-42.7%			3	2	-44.6%		
<i>Ventra</i>	1	2	52.9%			8	8	-3.1%		
Total	172	167	-2.7%			329	287	-12.8%		
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	289	236	-18.4%	24.3%	20.1%	74	50	-32.7%	54.0%	51.6%
Internet	-	-				-	-			
Mail	-	-				-	-			
Ticket Agent	332	289	-13.0%	27.8%	24.5%	15	9	-44.2%	11.2%	8.9%
<i>Cash & Other</i>	194	163	-16.4%			8	4	-45.9%		
<i>Credit Card</i>	137	126	-8.2%			7	4	-42.2%		
Vending Machine	40	34	-14.6%	3.4%	2.9%	4	3	-36.8%	3.0%	2.7%
<i>Cash</i>	-	-				-	-			
<i>Credit Card</i>	40	34	-14.6%			4	3	-36.8%		
Ventra App	531	618	16.4%	44.5%	52.5%	44	36	-18.5%	31.8%	36.9%
<i>Credit Card</i>	469	560	19.4%			40	33	-16.1%		
<i>Mixed & Other</i>	5	3	-36.6%			0	0	-52.0%		
<i>Ventra</i>	56	54	-3.9%			3	2	-40.7%		
Total	1,192	1,177	-1.3%			137	96	-29.6%		

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	38	36	-4.7%	4.5%	4.4%
Conductor	166	120	-27.3%	19.9%	14.8%
Internet	4	-	-100%	0.4%	
Ticket Agent	224	205	-8.6%	26.9%	25.1%
<i>Cash & Other</i>	105	87	-17.7%		
<i>Credit Card</i>	118	118	-0.4%		
Vending Machine	32	25	-21.0%	3.8%	3.1%
Ventra App	368	429	16.5%	44.3%	52.6%
<i>Credit Card</i>	329	393	19.3%		
<i>Mixed & Other</i>	7	4	-45.7%		
<i>Ventra</i>	32	32	0.7%		
Total	830	815	-1.9%		

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

Table 15: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date) ¹

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	76	72	-6.1%	4.2%	4.2%
Conductor	363	286	-21.3%	19.9%	16.6%
Internet	8	-	-100%	0.4%	
Ticket Agent	509	429	-15.8%	27.8%	24.8%
<i>Cash & Other</i>	230	186	-19.0%		
<i>Credit Card</i>	279	242	-13.1%		
Vending Machine	64	53	-16.7%	3.5%	3.1%
Ventra App	809	887	9.7%	44.2%	51.4%
<i>Credit Card</i>	727	814	11.9%		
<i>Mixed & Other</i>	13	7	-40.9%		
<i>Ventra</i>	69	66	-4.5%		
Total	1,830	1,727	-5.6%		

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 8.1 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 9.4 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						
Apr	3,051	1,148						
May	2,964	1,107						
Jun	2,908	1,068						
Jul	2,812	1,038						
Aug	2,820	1,060						
Sep	2,798	1,063						
Oct	2,899	1,111						
Nov	2,925	1,070						
Dec	2,699	922						
Year-to-date	6,210	2,332	5,703	2,103	-8.2%	-9.8%	28.2%	23.5%
Last 3 Months	9,024	3,395	8,402	3,025	-6.9%	-10.9%	28.2%	23.6%
Last 12 Months	36,484	14,225	34,688	12,878	-4.9%	-9.5%	25.9%	21.5%

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 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				
Apr	3,006	12,195	43,755	22,532				
May	3,039	13,026	55,248	27,998				
Jun	2,875	12,742	73,733	34,342				
Jul	2,841	12,374	88,996	34,797				
Aug	2,703	12,919	82,500	32,105				
Sep	3,154	12,430	49,190	24,220				
Oct	3,318	14,436	52,359	25,649				
Nov	3,122	12,216	53,685	22,797				
Dec	2,675	11,029	57,839	24,766				
Year-to-date	5,668	27,297	77,166	38,646	5,590	21,939	76,537	33,582
Last 3 Months	8,313	39,588	132,104	63,491	8,265	32,968	134,376	58,348
Last 12 Months	35,903	158,570	688,341	331,716	35,330	146,735	697,852	307,356

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				
Apr				
May				
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
Year-to-date	-1.4%	-19.6%	-0.8%	-13.1%
Last 3 Months	-0.6%	-16.7%	1.7%	-8.1%
Last 12 Months	-1.6%	-7.5%	1.4%	-7.3%