

RIDERSHIP TRENDS

ANNUAL REPORT 2020



I. OVERVIEW

This report details the trends that influenced Metra system ridership in 2020. Metra is the Commuter Rail Division of the Regional Transportation Authority and provides commuter rail passenger service on eleven service lines throughout metropolitan Chicago (see Figure 1). Ridership is estimated on a monthly basis based on the number and types of tickets sold.

January and February 2020 saw a combined 1.5 percent ridership increase over 2019. Given this start, mild weather, and a few service initiatives, ridership trends were positive. From the middle of March through the end of the year, most office workers worked from home and all major and minor venues were closed in response to the COVID-19 pandemic. Metra recorded its lowest historical monthly ridership in April (down 97%).

Metra reduced its schedule to provide service for essential workers while monitoring and adding cars or trains to allow for social distancing on trains. Metra cleaning crews regularly disinfected coach cars and high traffic areas as stations and hand sanitizers were installed on the coach cars. Metra offered free rides to medical personnel until August. As people adapted, the State issued a mask requirement, and restrictions began to ease, ridership began slowly increasing during May. In June, Metra began to offer the \$10 All Day Pass which provided a discount to most riders and limited interactions between riders and front-line staff. Metra suspended its service June 1-2 amid civil unrest and operated with a limited schedule until June 8. Service returned, new trains were added, and ridership grew during the summer. By September, riders took 2.4 times as many trips as they did in April. After a second wave of COVID-19 cases in November, ridership declined through the remainder of the year.

Overall, Metra provided an estimated 18.6 million passenger trips in 2020, which is 74.8% unfavorable to the budgeted forecast of 73.8 million passenger trips. When compared to 2019, ridership decreased 74.9 percent. The 18.6 million passenger trips reported in 2020 is the lowest observed ridership in Metra history.

Figure 1: 2020 Passenger Trips by Line (Millions of Trips)

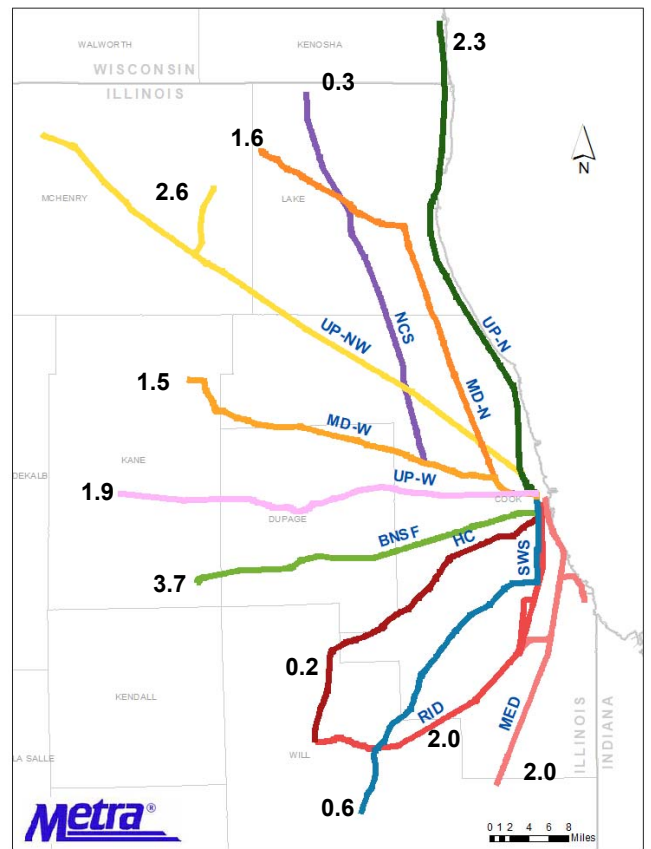
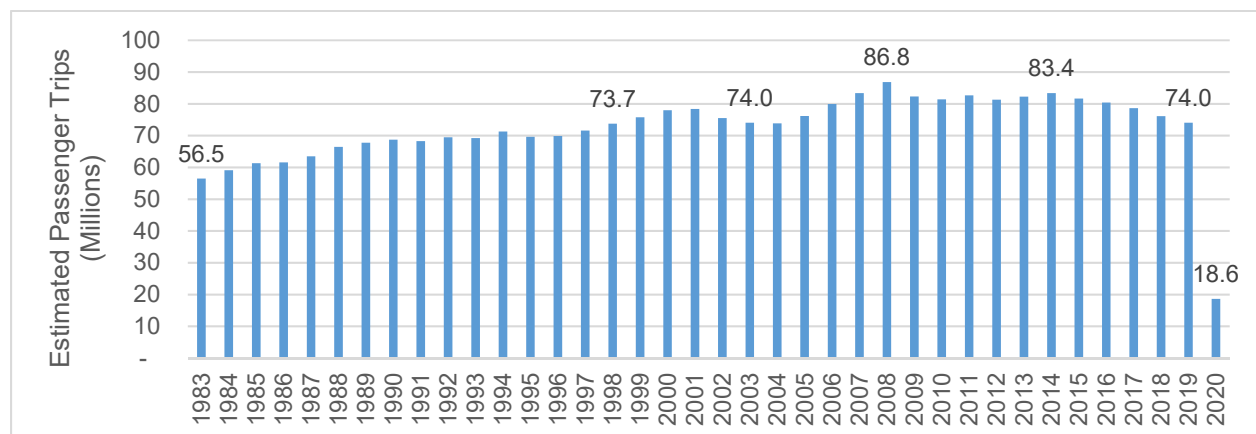


Figure 2: Metra System Annual Ridership



II. 2020 RIDERSHIP TRENDS

In 2020, estimated passenger trips were 18,611,311, a decrease of 55,432,205 (74.9 percent) and 74.8 percent unfavorable to budget.

Table 1: Estimated Passenger Trips Actual Compared to Budget

Month	2019 Actual	2020 Budget	2020 Actual	Variance
Jan	5,850,211	5,900,000	5,957,474	1.0%
Feb	5,728,794	5,750,000	5,793,460	0.8%
Mar	6,039,955	6,060,000	2,467,184	-59.3%
Apr	6,204,717	6,200,000	189,957	-96.9%
May	6,275,574	5,905,000	228,488	-96.1%
Jun	6,399,941	6,685,000	452,637	-93.2%
Jul	6,525,517	6,430,000	621,440	-90.3%
Aug	6,487,306	6,270,000	608,453	-90.3%
Sep	6,244,080	6,375,000	652,805	-89.8%
Oct	6,503,633	6,320,000	642,625	-89.8%
Nov	6,023,680	5,980,000	499,709	-91.6%
Dec	5,760,110	5,885,000	497,080	-91.6%
Annual Total	74,043,516	73,760,000	18,611,311	-74.8%

A large number of reimbursements were provided in March, on-board ticket validation was suspended in April and May, and the Union Pacific did not resume onboard ticket validation for the remainder of the year. Metra ridership in January and February was estimated based on ticket sales and legacy trip rate factors. In March, usage rates (trip rate factors or TRFs) calculated from mobile ticket users were applied to the number of tickets sold. In April and May, only conductor passenger counts were available to estimate ridership. Beginning in June and for the rest of the year, ridership was estimated based on TRFs applied to ticket sales for all lines except for the UP-N, UP-NW, and UP-W. For the UP lines, even though ticket validation at Ogilvie Transportation Center started September 28, passenger loads were used to estimate ridership for the remainder of the year for all three UP lines.

Ridership by Quarter

Estimated passenger trips decreased during all four quarters of 2020. Table 2 shows the changes in ridership between 2019 and 2020. Typically, the 1st Quarter has the lowest ridership of the year. In 2020, the 1st Quarter accounted for over 76% of the annual trips. A small rebound in ridership occurred in the 3rd Quarter before a second increase in the number of COVID-19 cases coincided with another decrease in ridership.

Table 2: Estimated Passenger Trips by Quarter

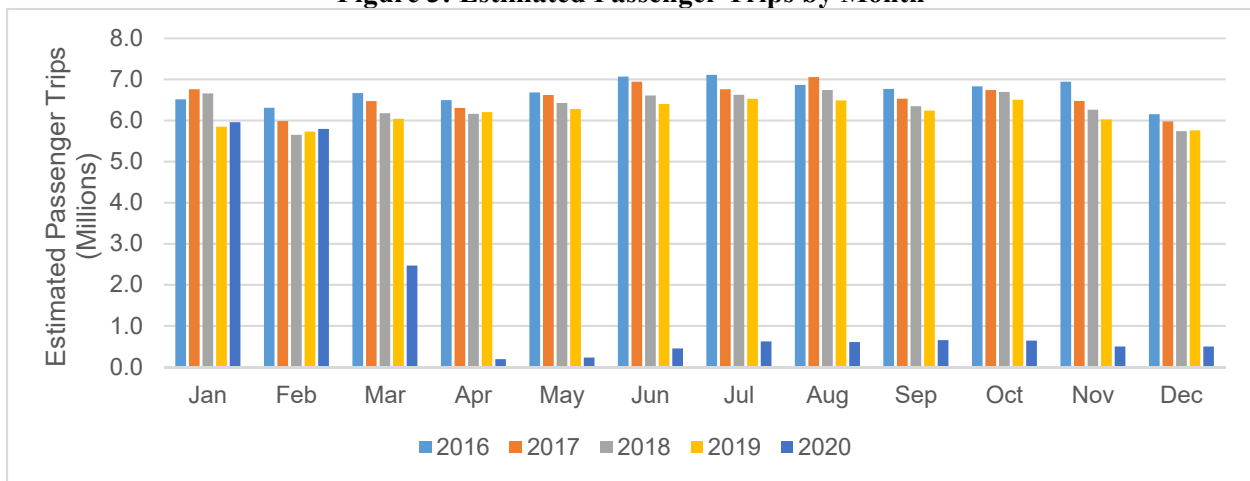
Quarter	2019	2020	Change
1st	17,618,960	14,218,118	-19.3%
2nd	18,880,232	871,082	-95.4%
3rd	19,256,902	1,882,698	-90.2%
4th	18,287,422	1,639,414	-91.0%
Annual Total	74,043,516	18,611,311	-74.9%

Ridership by Month

Estimated passenger trips were lower in 10 of 12 months in 2020 compared to 2019. January and February saw increases in ridership compared to 2019. Ridership declined in March after COVID-19 testing confirmed the presence of the virus in Illinois. Service was reduced on March 20 in support of the State of Illinois' Stay at Home order and social distancing guidelines. Many employers began allowing more employees to work from home. Metra cancelled service June 1-2 amid civil unrest and operated under a limited schedule until June 8. Despite interruptions to service, ridership grew in June and continued to grow in July, leveling off in August and September. Following an increase in the number of COVID cases in October, state and local restrictions were added, and ridership fell accordingly through the rest of 2020.

There was no fare increase in 2020. The special All-Day Pass was introduced in June for \$10 and offered a discount compared to two One-Way tickets in for Zone A-C travel or greater. The Round Trip Plus was introduced in September, allowing unlimited daily travel between the zones listed on the ticket for the price of two One-Way tickets.

Figure 3: Estimated Passenger Trips by Month



Ridership by Line

All eleven rail lines experienced decreases in ridership in 2020 compared to 2019. Table 3 shows estimated passenger trips by line for the last five years.

Table 3: Estimated Passenger Trips by Rail Line

Line	2016	2017	2018	2019	2020	Share 2016-2019	Share 2020
BNSF	16,325,320	16,235,817	15,822,652	15,468,014	3,659,617	20.7%	19.6%
ME	8,642,365	8,149,977	7,716,121	7,282,993	2,019,403	10.3%	10.9%
HC	718,015	727,202	728,467	734,098	177,838	0.9%	1.0%
MD-N	6,934,684	6,818,808	6,610,059	6,549,143	1,556,783	8.7%	8.4%
MD-W	6,621,104	6,349,963	6,143,996	5,904,808	1,480,973	8.1%	8.0%
NCS	1,730,494	1,684,357	1,640,984	1,589,905	340,682	2.1%	1.8%
RI	8,112,784	7,923,588	7,578,330	7,338,133	1,952,547	10.0%	10.5%
SWS	2,538,273	2,457,418	2,420,921	2,356,767	574,815	3.2%	3.1%
UP-N	9,220,477	9,030,120	8,689,776	8,552,117	2,300,363	11.5%	12.4%
UP-NW	11,183,739	10,910,882	10,597,680	10,384,356	2,602,403	13.9%	14.0%
UP-W	8,375,067	8,332,483	8,139,344	7,883,185	1,945,886	10.6%	10.5%
Annual Total	80,402,319	78,620,612	76,088,329	74,043,516	18,611,311		

Figure 4 shows the ridership by rail line since 1983.

Figure 4: Annual Estimated Passenger Trips by Rail Line



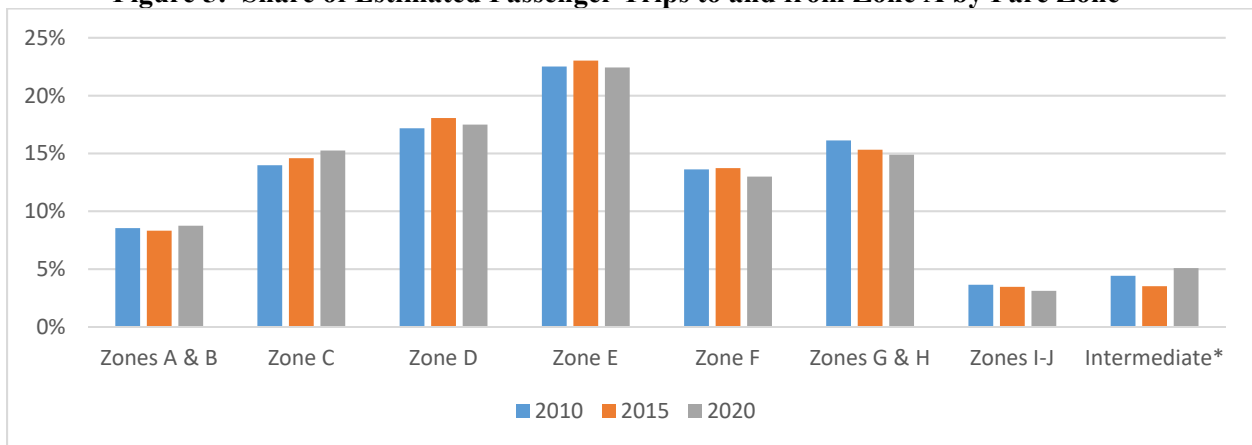
Ridership by Fare Zone

Metra records the valid zones for each ticket with specific zone requirements. Changes in the zone pairs over time reflect changes in ridership patterns (See Figure 5). Between 2010 and 2015, the share of trips with known fare zone pairs increased for A-C, A-D, A-E and A-F pairs and declined on A-A & A-B A-G & A-H, A-I & A-J and Intermediate (all trips not beginning or ending in Zone A). Zone pair A-E remained the largest while intermediate and outer zone trips (Zones I-J) remained relatively small.

In 2020, the share of trips with the A-A & A-B zone pairs, A-C zone pair, and intermediate zone pairs increased while all other zone pairs declined. Fare collection was limited systemwide in April and May of 2020, and for the Union Pacific Lines from April through September. Consequently, data in 2020 has limited comparability to prior years.

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

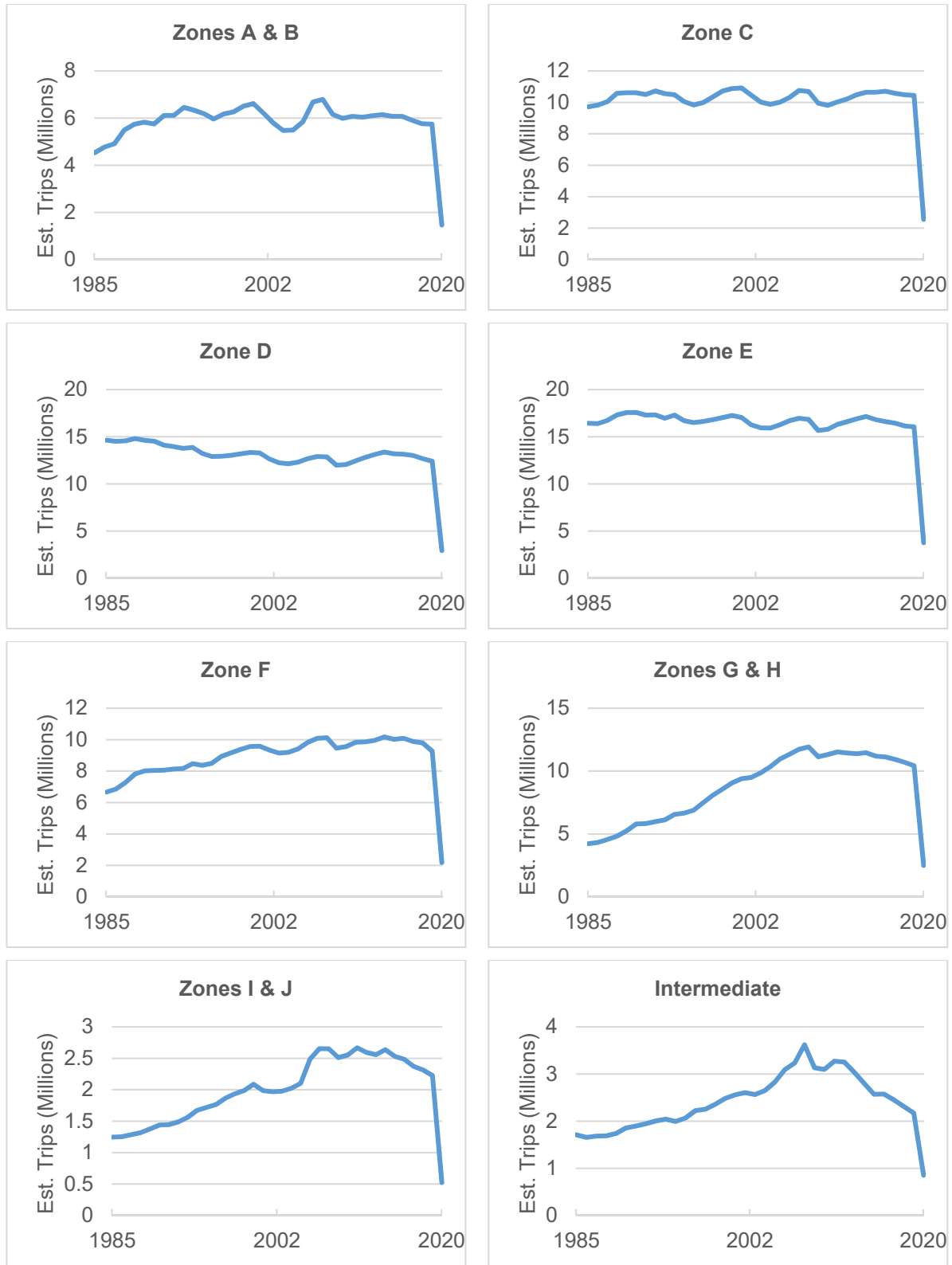
Figure 5: Share of Estimated Passenger Trips to and from Zone A by Fare Zone**



*Intermediate trips do not begin or end in Zone A

**Note: Includes zone-pairs from all tickets sold in 2020 with fare zones. Onboard fare collection was limited systemwide in April and May, and on all UP lines from April into December.

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

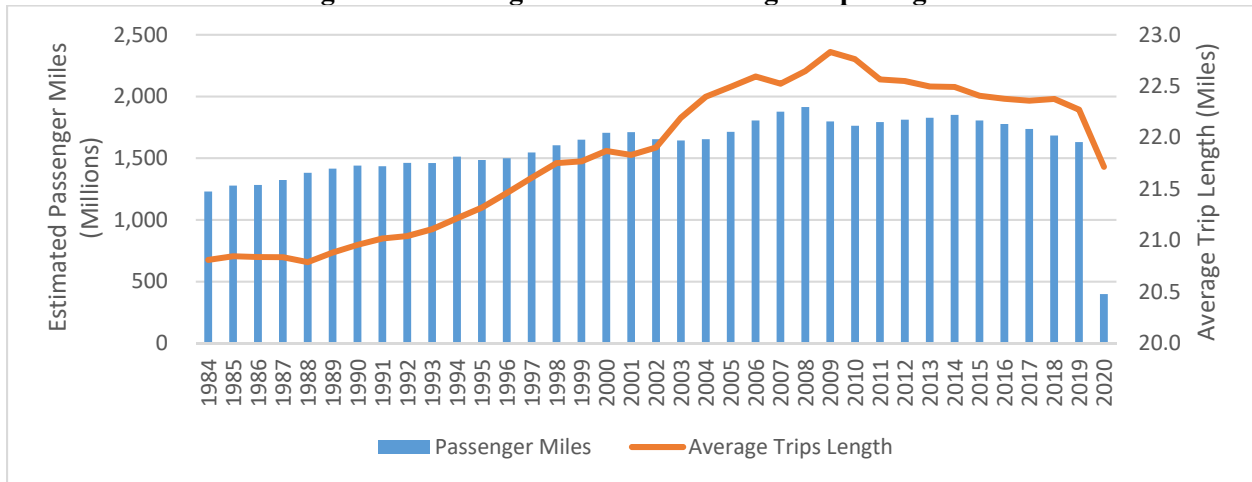


Note: In 2018, 83rd St. and 87th St. (ME-ML) and 123rd St. (RI-Beverly) stations were reassigned from Zone C to B; State St. through Ashland stations (ME-BI) were reassigned from Zone D to C. Fare Zones K-M (Woodstock, McHenry, Harvard, Antioch, and Kenosha stations) were consolidated into Fare Zone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

Passenger Miles

Each year, Metra calculates the number of passenger miles traveled and the average trip length by line. The total number of passenger miles decreased by 75.5 percent in 2020 when compared to 2019. Average trip length decreased by 0.6 miles to 21.7 miles in 2020 compared to 2019.

Figure 7: Passenger Miles and Average Trip Length*



*Free RTA Ride Free Permit rides are not included.

Passenger Loads by Service Period

Peak period/peak direction is Metra's largest market, with 75.2 percent of weekday trips in 2020. Figure 8 shows average daily passenger loads by service period for the last five years. All service periods decreased compared to prior years, and all at similar magnitudes. Midday ridership declined the least compared to other periods, at -72.9 percent. The evening period saw the steepest declines, at -76.6 percent.

Figure 8: Average Daily Passenger Loads by Period

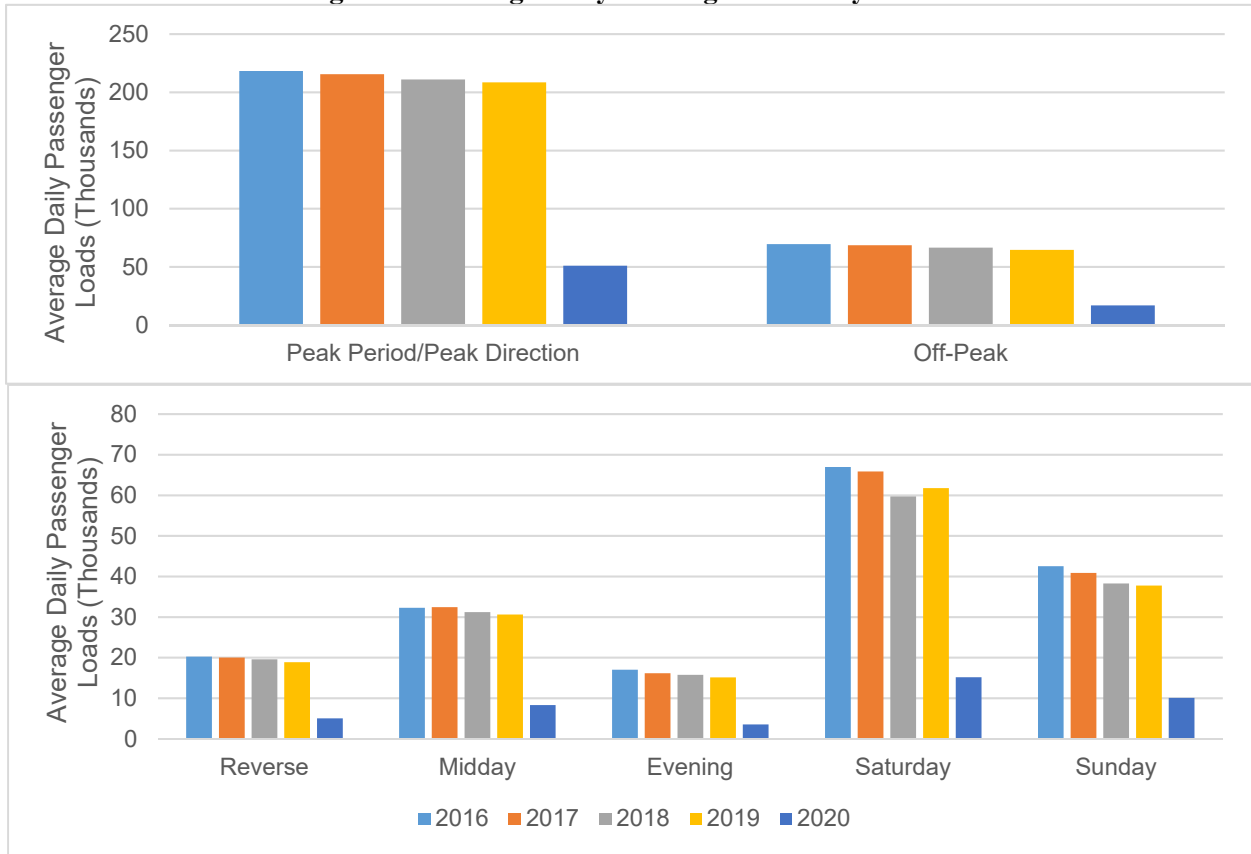
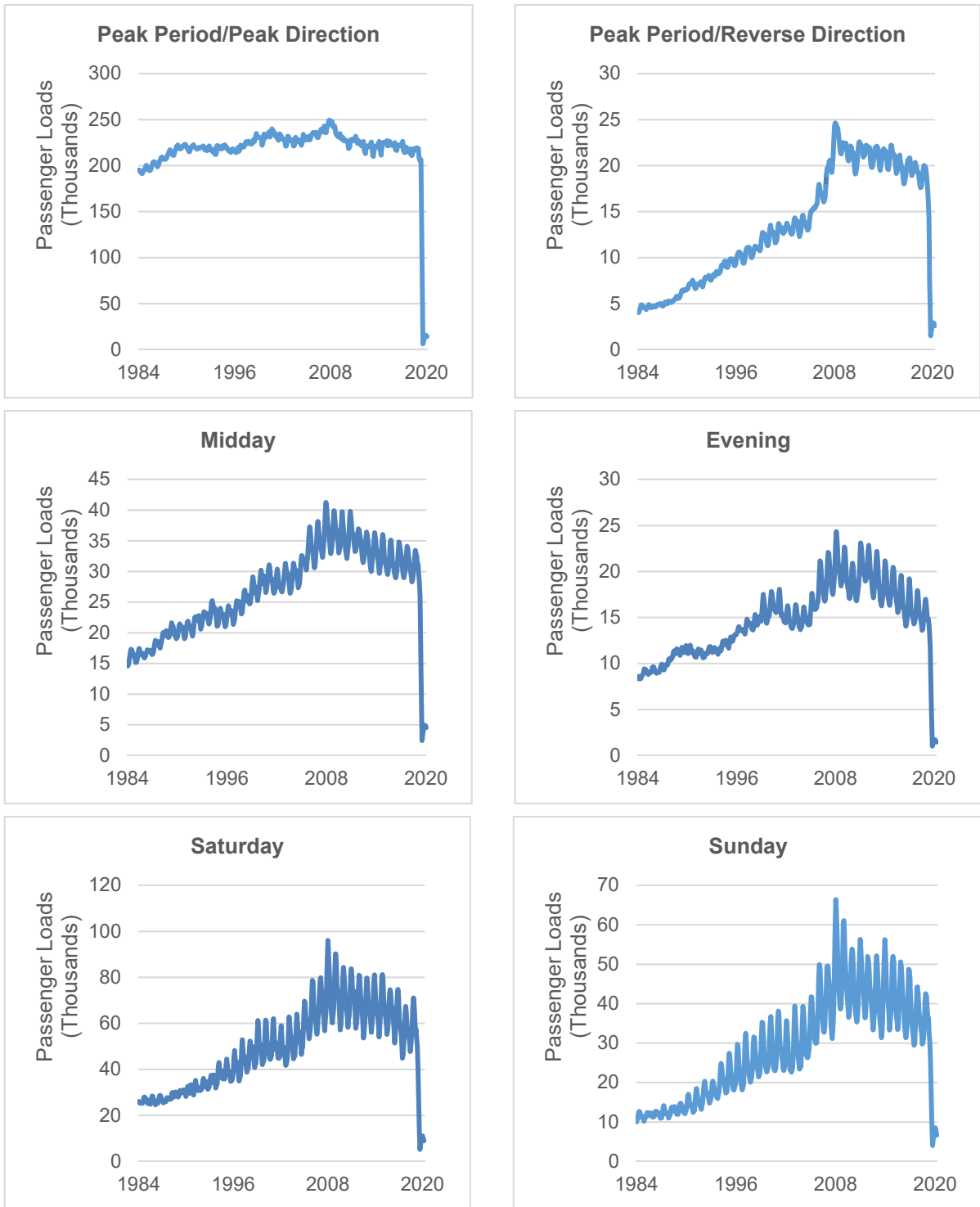


Figure 9 shows a rolling three-month average of daily passenger loads by service period since 1984.

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



RTA Ride Free Program

Senate Bill 1920 was signed into law in September 2008 granting free trips to riders with an issued Circuit Permit as part of the new People with Disabilities Ride Free Program. The legislation required free trips on fixed-route and regularly scheduled transit in the RTA's service region be made available to any Illinois resident who enrolled as a person with a disability in the Illinois Circuit Breaker Program. The People with Disabilities Ride Free Program officially began on October 24, 2008. As of September 6, 2011, the number of Circuit-Permit trips also included the low-income seniors who qualified for the program. Effective January 1, 2013, the state changed the name of the Circuit Breaker Program to the Benefit Access Program. The program is now referred to as the RTA Ride Free Program. This program grew rapidly from 2,431 trips in 2008 to over 1 million passenger trips in 2013 and 2014. In 2014, the rate of growth slowed. In 2020, the number of free trips provided under this program was 70.2 percent lower than 2019 due to COVID-19. 1.4 percent of all trips in 2020 were made using an RTA Free Ride Permit, an increase from 1.2 percent of all trips in 2019.

Table 4: RTA Ride Free Permit Trips (2008-2020)

Month	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Jan		1,280	25,617	40,109	69,123	76,802	73,543	81,935	76,784	72,726	68,638	62,843	68,906
Feb		1,228	27,086	38,444	70,491	73,179	73,647	75,558	77,078	73,158	63,698	59,480	64,765
Mar		4,645	30,888	52,742	78,307	78,710	84,896	90,857	85,954	80,628	72,687	70,922	37,014
Apr		10,594	38,244	50,594	76,694	84,089	90,296	87,468	81,123	75,719	71,983	73,569	3,755
May		13,755	39,701	54,803	78,507	88,367	92,746	88,753	85,310	84,406	79,182	76,584	3,345
Jun		19,380	45,689	54,159	81,498	90,828	94,934	94,928	89,288	84,381	75,265	73,139	5,697
Jul		22,444	48,446	56,404	79,551	96,166	99,638	97,624	86,783	81,781	79,722	76,954	7,548
Aug		25,718	49,861	67,873	86,543	95,616	97,153	92,221	89,663	89,173	80,810	77,252	9,058
Sep		27,273	48,334	86,219	83,034	90,054	97,329	86,895	83,539	78,708	72,603	73,600	14,816
Oct	88	30,387	51,927	86,297	90,053	94,499	105,618	95,121	83,510	82,745	80,818	78,962	15,791
Nov	474	28,796	46,085	73,961	81,871	85,149	84,953	83,191	79,896	73,628	70,598	67,948	11,743
Dec	1,869	27,800	41,654	73,917	74,816	80,425	90,641	81,141	74,675	69,206	66,286	66,095	12,984
Total	2,431	213,300	493,532	735,522	950,488	1,033,884	1,085,394	1,055,692	993,603	946,259	882,290	857,348	255,422

Police Officer and Firefighter Free Rides

Chicago-area uniformed police officers from any municipality, including sheriff's deputies, bailiffs, corrections officers, and Chicago firefighters are allowed free transportation on Metra. These free trips are not reimbursed by the State of Illinois. Conductors began recording the number of free trips taken by these uniformed police officers and firefighters in April 2012. The number has decreased by 66.1 percent from 2019 to 2020.

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

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

Metra also separately provided about 12,000 free rides to medical personnel on Metra-operated lines in 2020.

Reduced Fare Trips

In collaboration with the Regional Transportation Authority's Reduced Fare Permit Program, Metra allows qualified users to ride Metra at a reduced rate. The following types of users are eligible to receive a reduced-fare permit through the RTA's Reduced Fare Permit Program. Metra is eligible for reimbursement of the lost revenue by the Illinois Department of Transportation.

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

Metra also offers reduced-fare tickets to children ages 7 to 11 (saves 50 percent over one-way fares) and to U.S. military personnel (may purchase one-way or ten-ride tickets at a reduced fare provided they present proper military identification indicating they are on active duty). Prior to the fare change effective February 1, 2012, young adults (ages 12-17) were eligible for reduced fares on weekends and holidays. Table 6 shows all reduced-fare passenger trips (eligible and ineligible for reimbursement) by year for 2007 through 2020. In 2008, state legislation required Metra to provide free rides to seniors under the Seniors Ride Free Program. This caused a -39.9 percent drop in the number of reduced fare passenger trips in that year. This decision was reversed in September 2011 and the use of the reduced fare tickets surged 50.2 percent.

There were an estimated 0.9 million reduced fare passenger trips in 2020, a 74.8 percent decrease compared to 2019.

Table 6: Reduced Fare Passenger Trips by Year*

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

*This figure includes all eligible and ineligible reduced-fare rides for reimbursement and does not include conductor or group sales. While fare collection was inactive on all Metra lines in April and May 2020, eligible customers were able to independently purchase reduced fare tickets. For historical purposes, these purchases are included in the Tables 6 and 7 only. April and May reduced fare rides are excluded from other tables within this report.

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

Table 7: Estimated Reduced Fare Passenger Trips by Month*

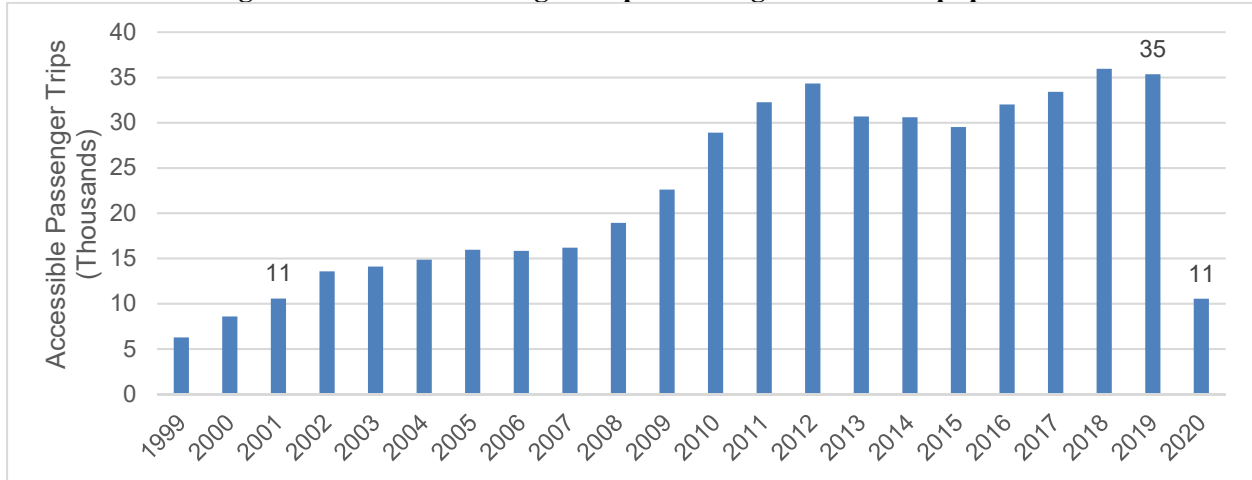
	2019			2020		
	Free	Reduced	Total	Free	Reduced	Total
Jan	62,843	272,629	335,472	68,906	311,121	380,027
Feb	59,480	263,668	323,148	64,765	295,222	359,987
Mar	70,922	305,870	376,792	37,014	134,788	171,802
Apr	73,569	295,595	369,164	3,755	2,950*	6,705
May	76,584	316,302	392,886	3,345	3,128*	6,473
Jun	73,139	319,483	392,622	5,697	15,959	21,656
Jul	76,954	334,016	410,970	7,548	26,430	33,978
Aug	77,252	322,673	399,925	9,058	26,091	35,149
Sep	73,600	314,651	388,251	14,816	30,203	45,019
Oct	78,962	332,563	411,525	15,791	29,937	45,728
Nov	67,948	306,764	374,712	11,743	26,284	38,027
Dec	66,095	297,297	363,392	12,984	26,476	39,460
Total	857,348	3,681,511	4,538,859	255,422	928,587	1,184,009

*Note: While fare collection was inactive on all Metra lines in April and May 2020, eligible customers were able to independently purchase reduced fare tickets. For historical purposes, these purchases are included in the Tables 6 and 7 only. April and May reduced fare rides are excluded from other tables within this report.

Accessible Equipment Usage

Metra’s trains became fully accessible in April 1998, providing at least one accessible car per train consistent with the Americans with Disabilities Act (ADA). On a typical weekday, over 95 percent of boardings occur at fully or partially accessible stations. In 2020, Metra provided approximately 11,000 passenger trips that utilized either ADA lifts on diesel lines or bridge plates on the Metra Electric, a 70 percent decrease compared to 2019. Figure 10 shows the annual number of passenger trips utilizing the accessible equipment since 1999.

Figure 10: Annual Passenger Trips Utilizing Accessible Equipment

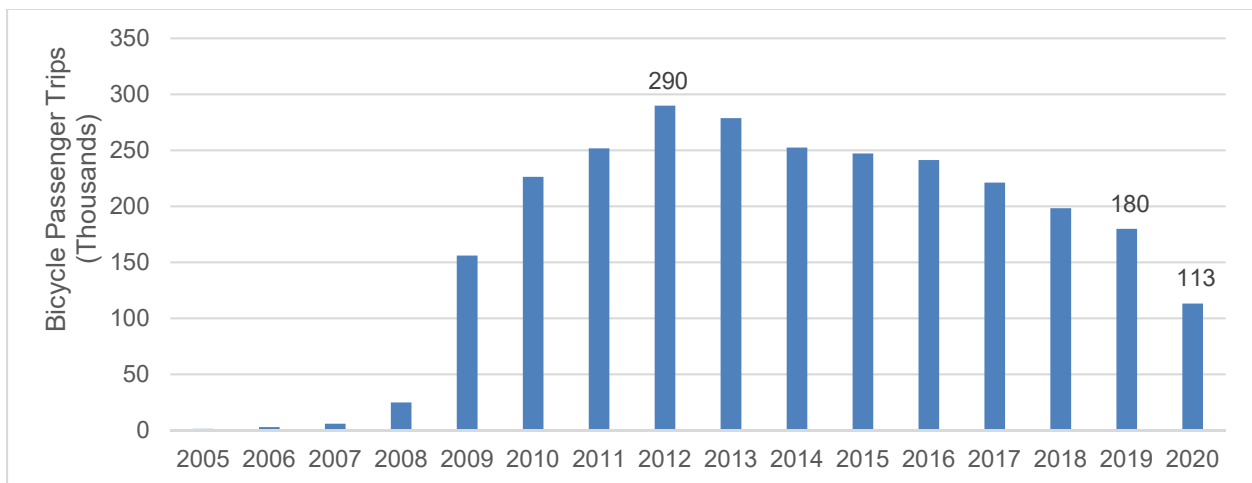


Bikes on Trains Program

Beginning in June 2005, Metra implemented the Bikes-on-Trains program, permitting a limited number of bicycles in each passenger car during weekday off-peak and weekend service periods. From October 2014 to October 2020, bicycles were permitted on weekday inbound trains that arrive downtown before 6:30 a.m. and during special events at the discretion of conductors. In October 2020, Metra tested its first bike car on the Milwaukee District-North on select trains, accommodating up to 16 additional bicycles in the bike car. Bicycles restrictions were also relaxed in October, allowing bikes in designated areas at all times at the discretion of the conductor. In 2020, Metra conductors reported about 113,000 bicycles brought onto Metra trains, a decrease of 37 percent from 2019 (see Figure 11).

Divvy bikeshare stations were first installed in downtown in June 2013. Since then, their use has continued to climb and docking stations were installed in Evanston in 2016. The valet docking service provided by Divvy at Union Station and Ogilvie Transportation Center suggests the growing demand for bicycles on Metra has been partially met by bikeshare. Increasing availability of e-scooters and e-skateboards may also be helping to meet last-mile demands.

Figure 11: Bikes on Trains Program Usage



III. 2020 RIDERSHIP INFLUENCES

Metra provided about 18.6 million passenger trips in 2020, a 74.8 percent decrease compared to 2019. Many factors contribute to year-over-year ridership changes. Some of these factors are under Metra’s control (fare and service changes) while others are not (changes in employment and fuel prices). The COVID-19 pandemic was the primary cause of ridership declines in 2020 with a massive shift to work from home and corresponding reduction in service. Additionally, public safety concerns also led to a system-wide service shutdown in June.

Telecommuting, Flextime, and Compressed or Alternate Work Schedules

Many Metra riders had the option to telecommute before the COVID-19 pandemic. According to Metra’s 2019 Origin-Destination Study, over half of Metra’s respondents (56 percent) reported telecommuting at least one day per month. Of those, 46 percent say they telecommute 1 to 4 times a month. By the middle of March 2020, employers throughout the Chicago region had rapidly switched to work from home, to promote social distancing and comply with state and local regulations. By April, Metra ridership had declined 97%.

While office workers will return to in-person work once public health concerns are alleviated, telecommuting will have likely increased by a significant degree. Increased work from home ability has several potential implications for Metra ridership. First, riders commuting to work less than five days a week may use ten-ride tickets instead of monthly passes. Second, Metra’s service is heavily concentrated during peak periods. Riders commuting to work outside of the peak period may find Metra’s off-peak service inconvenient, and therefore may choose to commute using an alternate mode.

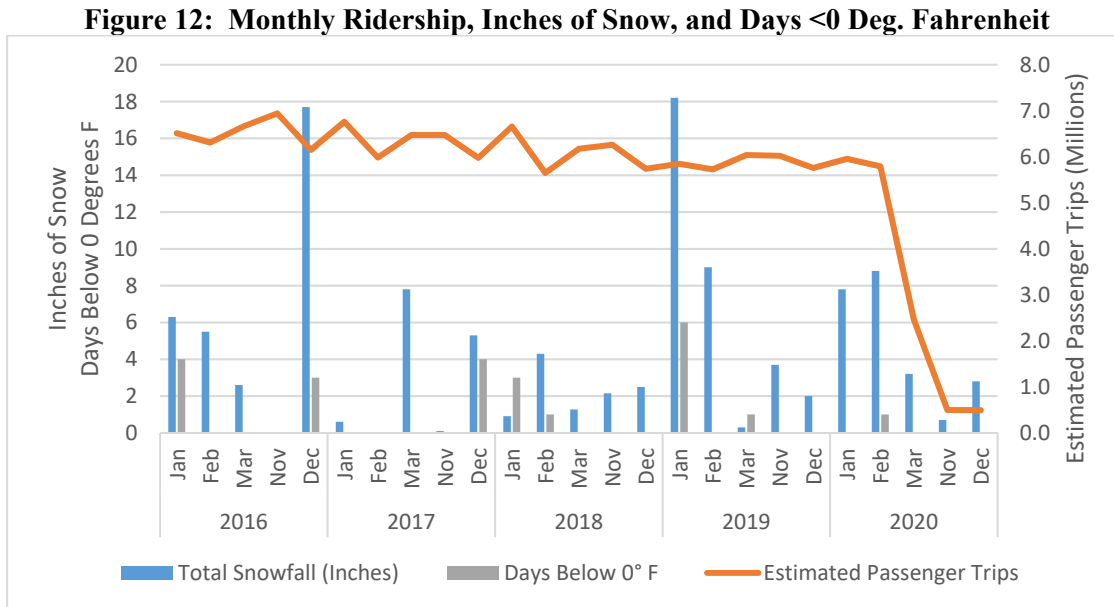
Winter Weather

Metra ridership is generally impacted during times of severe winter weather as commuters choose whether to ride Metra depending on driving conditions and/or school closures. Weather in general influences the historical seasonal variations in Metra ridership. Table 8 shows total snowfall by month for the past five winter seasons (Nov-Mar). February 2020 had one day below zero.

Table 8: Chicago Snowfall (inches)

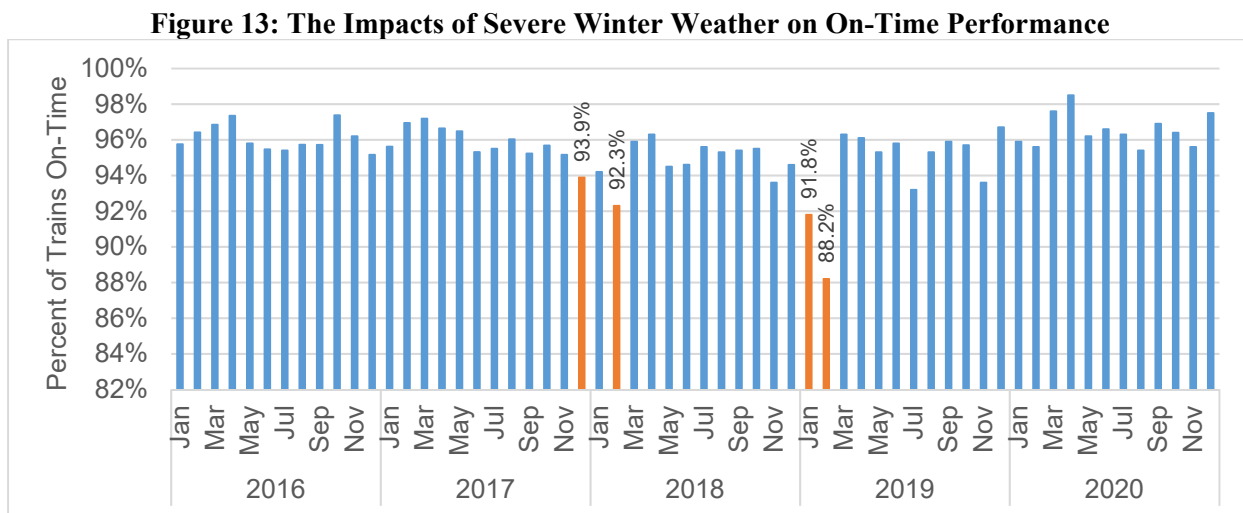
Season	Nov	Dec	Jan	Feb	Mar	Nov-Mar	Difference from 30-year Average
2015-16	11.2	4.5	6.3	5.5	2.6	30.1	-7.5
2016-17	0	17.7	0.6	0	7.8	26.1	-10.4
2017-18	0.1	5.3	0.9	4.3	1.3	11.9	-24.6
2018-19	2.2	2.5	18.2	9	0.3	32.2	-4.3
2019-20	3.7	2	7.8	8.8	3.2	25.5	25.5
2019-21	0.7	2.8					
30-year Average	1.3	8.5	11.4	10.0	5.3	36.5	

Figure 12, shows that high snow accumulations and cold temperatures contributed to lower ridership in February 2015, December 2016, December 2017, and January 2019. Despite milder winter weather in 2020, ridership declined in 2020 due to COVID-19.



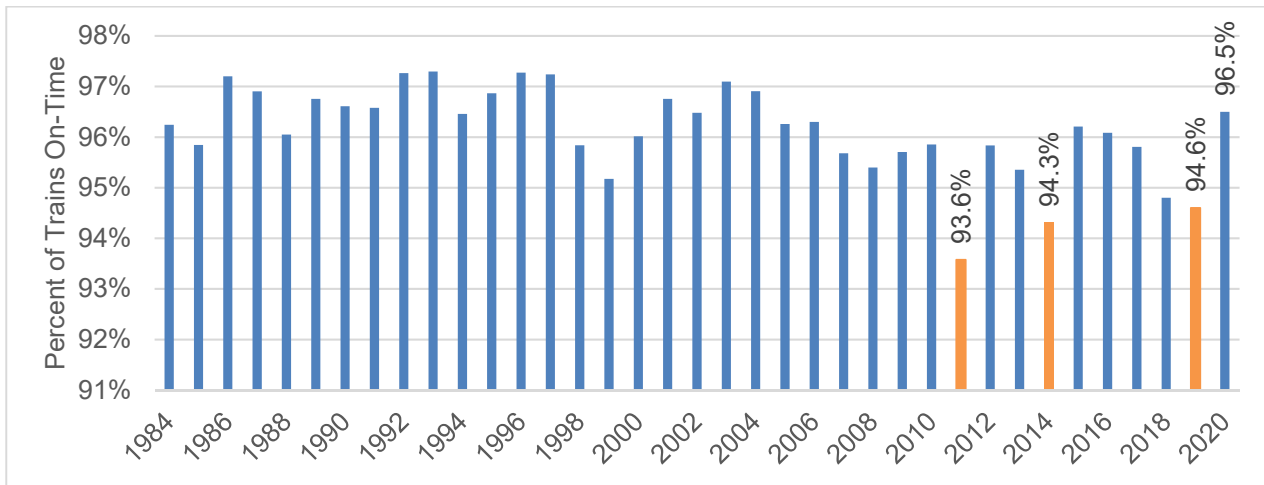
On-Time Performance

The on-time performance of the system is the percentage of scheduled trains that arrived on-time each month. Metra considers a train late if it arrives six minutes or more after its scheduled arrival at its last stop. Metra system reliability over the past several years has tracked at a very high level, usually exceeding 95 percent on-time performance in any given month. Metra met its on-time performance goal in all months in 2020, but operated fewer trains. Figure 13 shows the effects of heavy snowfall and frigid temperatures and 2017, 2018, and 2019.



In 2020, on-time performance averaged 96.5 percent, which is the highest annual average since 2004. In Figure 14, 2011, 2014, and 2019 are highlighted to indicate the impact of severe winter weather.

Figure 14: Annual On-Time Performance



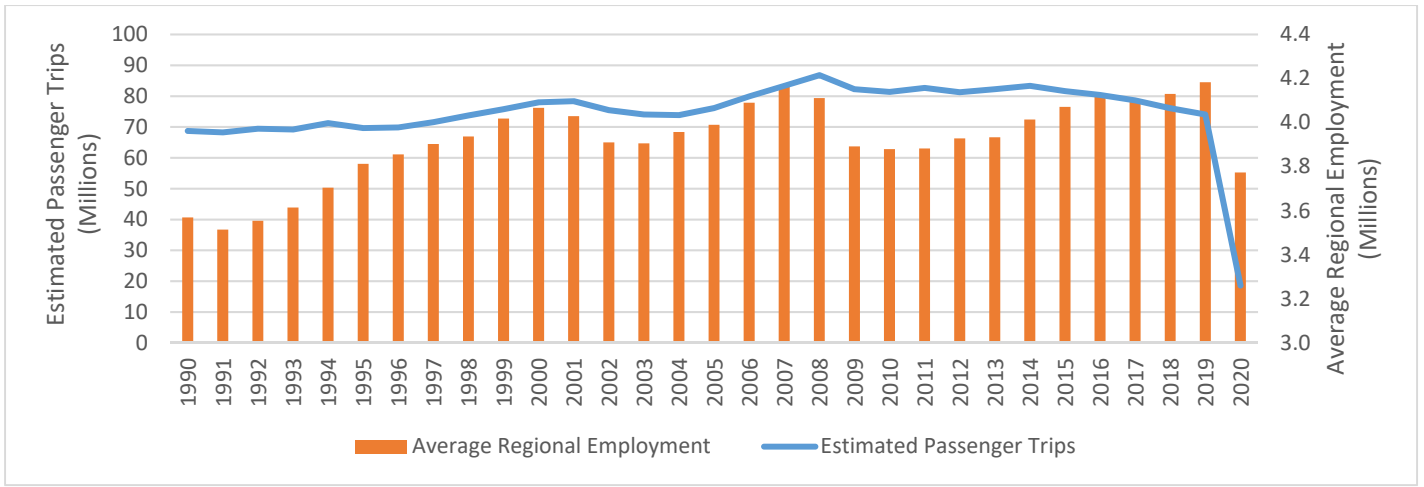
Metra’s on-time performance in 2020 was favorably affected by significant decreases in the number of delays due to signal/switch failures, obstruction/debris, and interference from freight trains, as well as a significant reduction of the total number of trains operated due to COVID-19. A total of 612 trains were delayed due to signal/switch failures which is a decrease of 62% compared to 2019. A total of 569 trains were delayed due to obstruction/debris which is a decrease of 28% compared to 2019. A total of 555 trains were delayed due to freight train interference which is a decrease of 48% compared to 2019. For the year, Metra achieved its 95% on-time performance goal with an annual percentage of 96.5%. Metra achieved its on-time performance goal all 12 months of the year, with a low of 95.4% in August.

Effective January 2020, Metra has updated the delay cause categories used for on-time performance reporting; totals by cause category for prior years may not match what was previously reported.

Employment

Prior to COVID-19, approximately 90% of passenger trips taken on Metra were for work. The health of the regional economy, especially in terms of employment levels, greatly influences Metra ridership (see Figure 15). Regional employment has generally grown since 1990. The economic downturn following the September 11th attacks and the 2007 to 2009 economic recession (affecting 2008 through 2010 employment averages), and the COVID-19 pandemic are exceptions. Regional employment averaged 3.8 million for the year, an 8.9 percent decrease compared to 2019. In response to COVID-19, many employers began allowing employees to work from home, starting in March 2020.

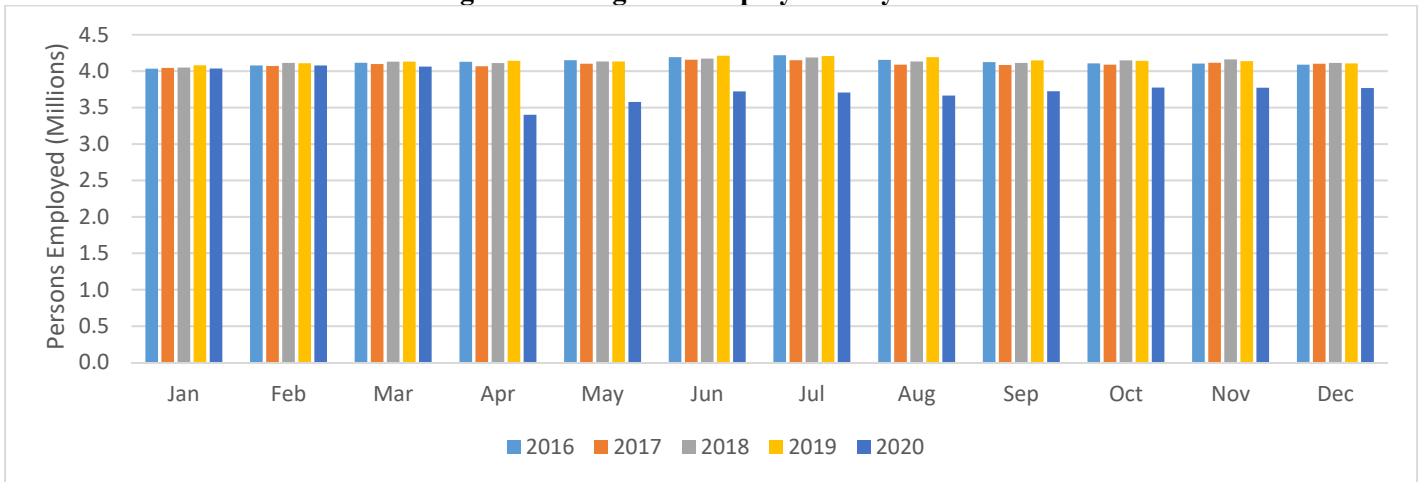
Figure 15: Annual Average Regional Employment



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

Figure 16 shows regional employment by month for 2016 through 2020. Approximately 4 million people were employed in the Metra region at the start of 2020. Following the first confirmed cases of COVID-19 and the State of Illinois Stay-At-Home order, restaurants were closed to indoor dining, and other non-essential activities were limited. Regional employment fell to 3.4 million in April. Where possible, many downtown employers allowed their employees to work from home, keeping employment from falling further. The adoption of a statewide mask policy at the end of April reduced the number of COVID-19 cases, allowing for businesses to partially reopen in June. As the economy shifted to accommodate new demand from social distancing, employment grew modestly through the end of the year.

Figure 16: Regional Employment by Month



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

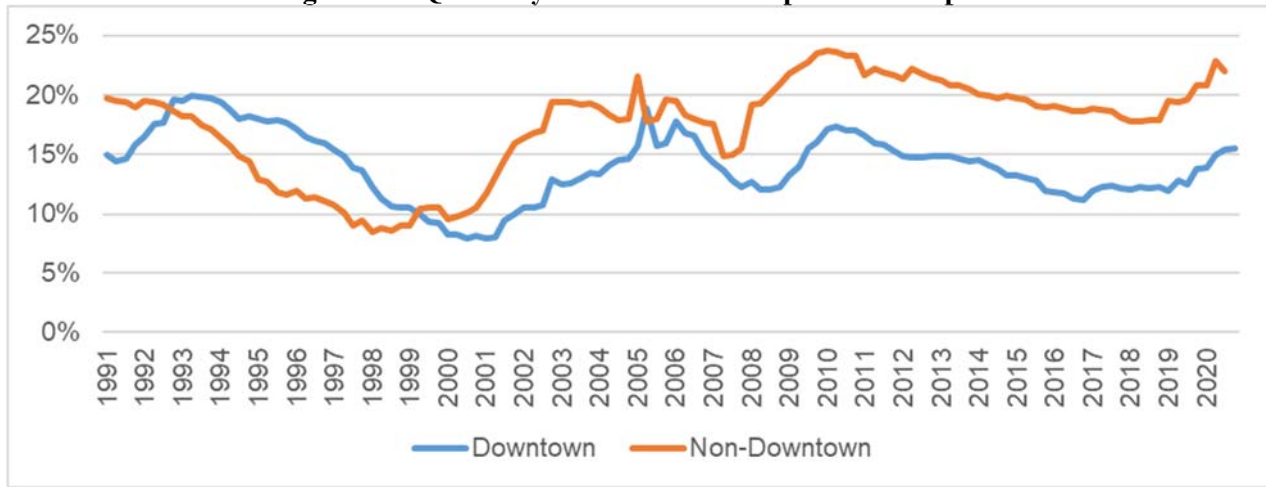
Employment in Downtown Chicago

As all of Metra’s terminals are located in downtown Chicago, changes in downtown employment influence ridership more than regional trends. Historically, the Illinois Department of Economic Security published employment statistics by ZIP code in the Chicago region each year for the month of March. Metra uses this data to understand ridership demand in the downtown area. This data was not available in time for the publication of this report.

Following the 2007-2009 recession, downtown office unoccupied space lagged economic recovery, and reached a high of 17.3 percent in Q4 of 2010. As growth of employment downtown increased, downtown unoccupied space decreased to a decade low of 11.2 percent in 2016. By Q4 of 2019, downtown unoccupied space had once again increased, to 13.9

percent, the latest quarter unaffected by the COVID-19 pandemic. Following the pandemic, downtown unoccupied office space grew to 15.5 percent by Q4 of 2020. Suburban unoccupied office space has followed a similar trend since 2008.

Figure 17: Quarterly Percent of Unoccupied Office Space



Source: CB Richard Ellis

Regional Population

Total demand for transportation services can be broadly measured by population. From 2010 to 2019, Northeastern Illinois’ regional population decreased by 0.2 percent. This contrasts with the State of Illinois, which saw a population decrease of 1.2 percent over the same period.

Table 9: Northeastern Illinois Regional Population Growth

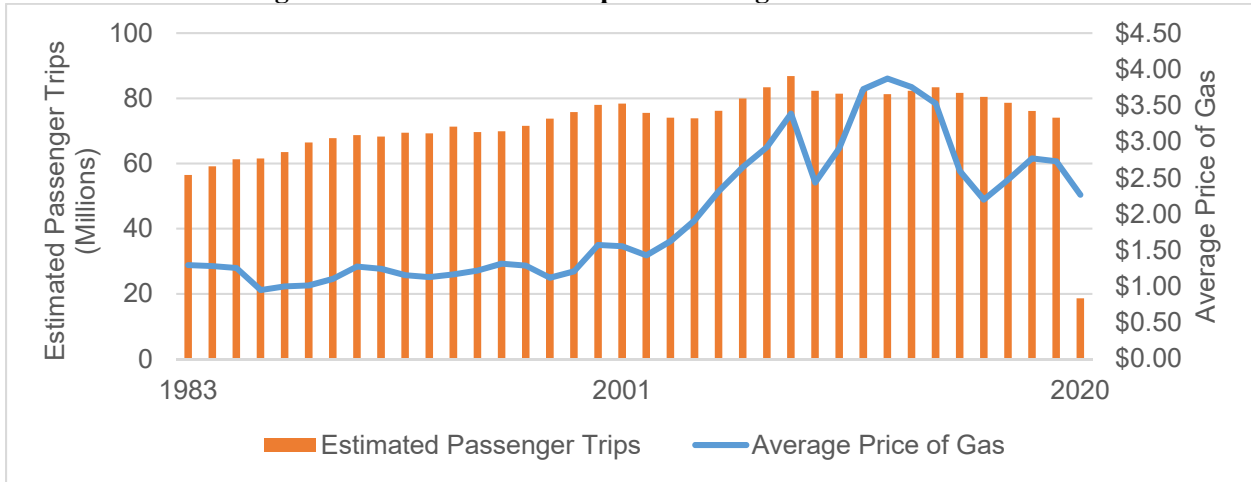
	2000	2010	2019 Est.	00 vs. 10	10 vs. 19	2050 Projections	% Change (2010-2050)
Cook County	5,376,741	5,194,675	5,150,233	-3.4%	-0.9%	6,080,680	17%
City of Chicago	2,896,016	2,695,598	2,693,959	-6.9%	-0.1%	3,113,476	16%
Other	2,480,725	2,499,077	2,456,274	0.7%	-1.7%	2,967,204	19%
DuPage County	904,161	916,924	922,921	1.4%	0.7%	1,081,213	18%
Kane County	404,119	515,269	532,403	27.5%	3.3%	780,678	52%
Lake County	644,356	703,462	696,535	9.2%	-1.0%	882,584	25%
McHenry County	260,077	308,760	307,774	18.7%	-0.3%	473,471	53%
Will County	502,266	677,560	690,743	34.9%	1.9%	1,056,213	56%
NE Illinois Region	8,091,720	8,316,650	8,300,609	2.8%	-0.2%	10,354,839	25%
City Share	35.80%	32.40%	32.5%			30.1%	
Suburban Share	64.20%	67.60%	67.5%			69.9%	

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

Automobile Operation Costs

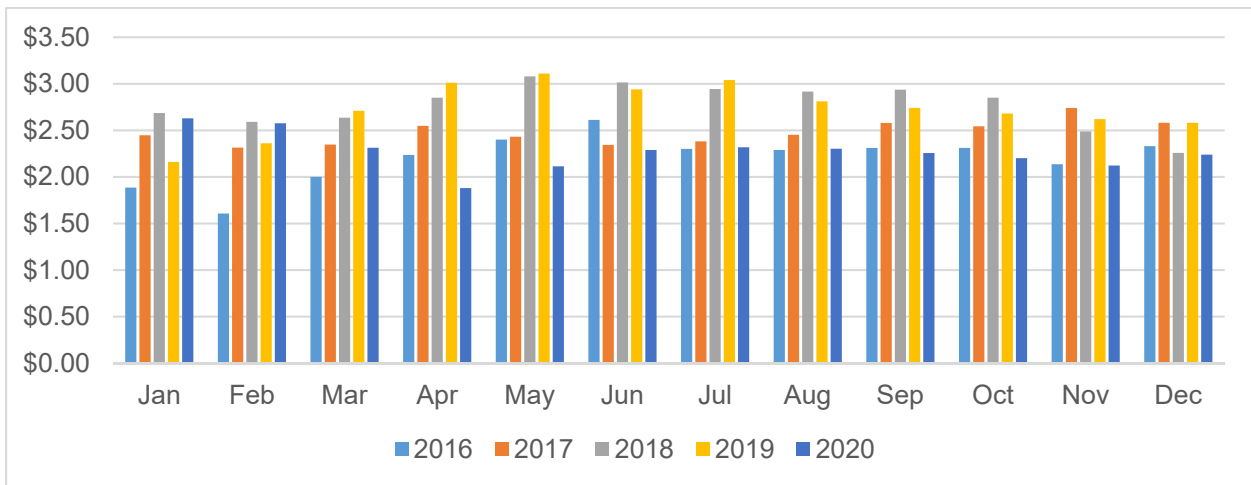
Congestion, highway tolls, parking rates, and the cost of automobile ownership and operation are factors that people consider as they choose to travel throughout the Chicago region. Metra ridership historically trended along with the average gasoline price as reported by the Bureau of Labor Statistics for Regular Gasoline sold in the greater Chicago-Naperville-Elgin region (see Figure 18). The average annual gas price in 2020 (\$2.27 per gallon) was \$0.46 lower than in 2019 (\$2.73 per gallon).

Figure 18: Annual Ridership and Average Annual Gas Price



At the beginning of the decade, gas prices fluctuated between \$3.50 and \$4.00 per gallon. In 2014, a dramatic drop in gas prices at the end of the year did not lead to a corresponding drop in Metra ridership. In 2015 and 2016, lower ridership appears to correlate with sustained lower gas prices. In July 2019 the State of Illinois raised the gas tax to 38 cents per gallon. Effective January 1, 2020, the State of Illinois implemented a Parking Excise Tax of 9 percent on monthly or annual spaces, and 6 percent on hourly, daily, and weekly spaces. Increased work from home opportunities due to COVID-19 generally reduced demand for parking downtown in 2020.

Figure 19: Average Monthly Gas Price (2016-2020)



Major Construction Projects

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

Table 10 lists all major construction projects that have occurred since 2000. The shaded projects were ongoing in 2020.

Table 10: Major Roadway Construction Projects

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

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

Marketing

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

Metra’s initial plan for 2020 was to encourage riders to take Metra to events that were easily accessible by the train. This included the annual Auto Show and events surrounding the NBA All Star game held at the United Center and the Wintrust Arena. Metra was preparing to build additional campaigns with the Chicago Fire, Chicago White Sox, Chicago Sky, Lake County Forest Preserves, Cook County Forest Preserves, the College of DuPage and the Friday Kahlo exhibit, The Joffrey Ballet and the Chicago Bears. However, these plans were derailed due to the COVID-19 pandemic that has affected every part of the world.

The main focus with our new marketing agency, LKH&S, is to instill confidence in the system as people have been hesitant to ride due to the aforementioned pandemic. The goal is to show how much Metra has cleaned and taken great strides to ensure the trains are clean and safe for all travel. This began with an internal campaign and will result in a larger external campaign that will focus on riders commuting with confidence.

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

- In February 2020, Metra offered a \$5 round trip daily pass for an express train on the Metra Electric for the 2020 Auto Show. This was also used for the NBA All Star game events held at Wintrust Arena during the same timeframe.
- In June 2020, Metra released a \$10 all-day pass that would help essential workers travel by providing some fare relief.
- Maintained its new mover's program which provides two One-Way tickets to residents that have moved to a new area and can ride Metra.
- In September 2020, Metra released the My Metra advertising campaign which include Billboards, Television, Radio and Digital creative that showed consumers Metra's commitment to a clean train and good service. There was also a Press Conference where members of the media were invited in-person and virtually to learn more about the campaign and see the cleanliness of the trains.
- In October 2020 Metra debuted the My Metra magazine which is an enhanced version of its predecessor, On the Bi-Level. This publication will be in color, will feature stories about Metra employees, share news about Metra and the company and will have other fun stories and games to keep readers entertained. The magazine will be available on the trains and online at metrarail.com.
- In December 2020, Metra launched the My Metra Honors program where employees can nominate each other for exemplary behavior.

In 2021, Metra's Marketing goal is to remind riders that Metra is ready to take them to and from their desired locations safely and efficiently. We will stay the course of keeping our riders aware of any updates, while showing that Metra will maintain its desired level of customer service.

Business Development

As stated earlier, the pandemic has halted Metra's efforts of working with a range of civic and business partners to cultivate new riders across all market segments. In addition, Metra will not be able to take advantage of the special tickets and ridership from partnerships with McCormick Place as many of the trade shows were canceled due to the pandemic.

Metra continues to maintain its relationships and partnerships with all entities to ensure that 2021 is more productive and profitable for everyone. Metra Marketing will develop campaigns to promote the newly debuted Bike Car. We will use this as an opportunity to encourage Metra riders to use the system outside of work, create new opportunities for sponsorship, and provide a new opportunity to speak with customers.

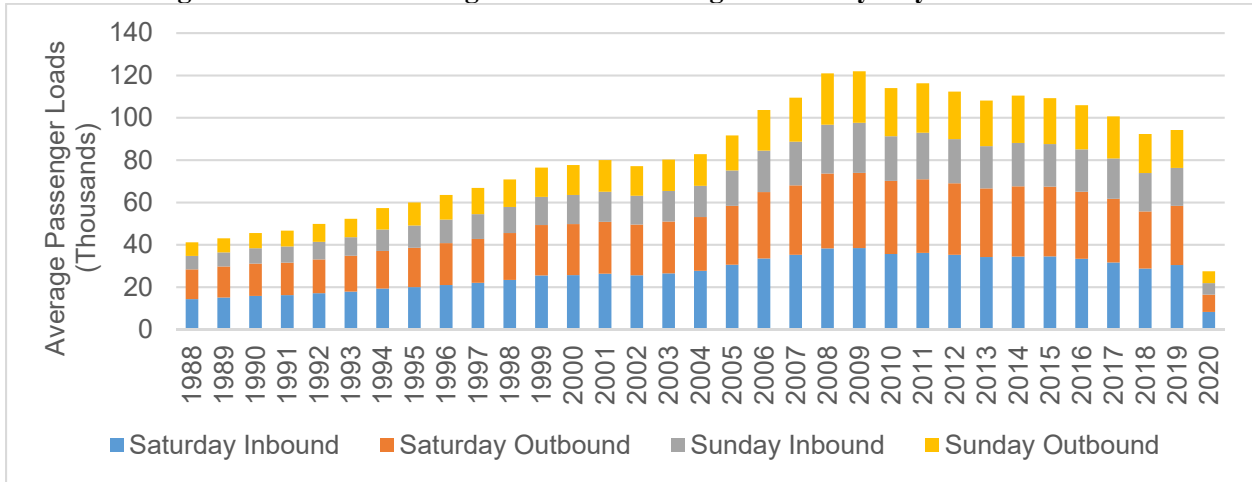
Cultural Attractions

Metra provides direct access to many of the region's top cultural attractions. The downtown area is home to internationally renowned museums, world-class theaters and music venues, award winning restaurants, and is one of the premier shopping destinations in North America. In a typical year, Chicago-area residents and many travelers from outside the region use Metra as it provides direct access to these attractions without the need to navigate the region's congested highways, and without the need to locate and pay for parking. To comply with social distancing guidelines, most of these venues were closed or operated with limited capacity for the remainder of 2020.

Beyond the immediate downtown area, several of Metra's outlying stations are close to a number of popular attractions such as the Ravinia Festival, Chicago Botanic Garden, Brookfield Zoo, Museum of Science and Industry, Arlington Park Race Track, Schaumburg Boomers Stadium, Joliet Slammers Silver Cross Field, and Guaranteed Rate Field. All of these attractions were either closed or offered limited access to the public in 2020.

Metra's direct access to many of Chicago's cultural attractions causes Metra's weekend train loads to be heavy in a typical year. Average weekend passenger loads climbed from approximately 80,000 per weekend to 120,000 per weekend between 2004 and 2008 (see Figure 20). This volume has dropped to 27,000 per weekend in 2020.

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



Special Events

Special events often bring large crowds into Chicago during off-peak hours. Metra offered a \$5 Special Event Pass for New Year’s Day 2020. Metra also provided a \$5 Special Event Pass, additional service, and added capacity for the Chicago Auto Show, (February 8-9 and February 15-16). The NBA All Star Weekend occurred February 14-16, overlapping the second weekend of the Chicago Auto Show.

Additional Service for St. Patrick’s Day was cancelled following the announcement of the first confirmed cases of COVID-19 in Chicago. Following the State of Illinois’ Stay at Home Order, all other special event service was cancelled for 2020.

Fares

There were no fare increases in 2020. Table 11 lists the effective changes to commuter rail fares since 1981.

Effective June 3, customers were able to purchase a special All-Day Pass for \$10. The pass was available for the rest of the year.

Effective September 25, a new version of the Ventra app was released. Customers on the new app were able to purchase a Round Trip Plus ticket that allows unlimited daily travel between zones listed on the ticket for the price of two equivalent One-Way tickets.

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

In July 2018, Metra implemented two pilot programs resulting from the 2017-2018 Fare Structure Study. Fare Zones K-M (Woodstock, McHenry, Harvard, Antioch, and Kenosha stations) were consolidated into Fare Zone J. 83rd St. and 87th St. (ME-ML) and 123rd St. (RI-Beverly) stations were reassigned from Zone C to B; State St. through Ashland stations (ME-BI) were reassigned from Zone D to C.

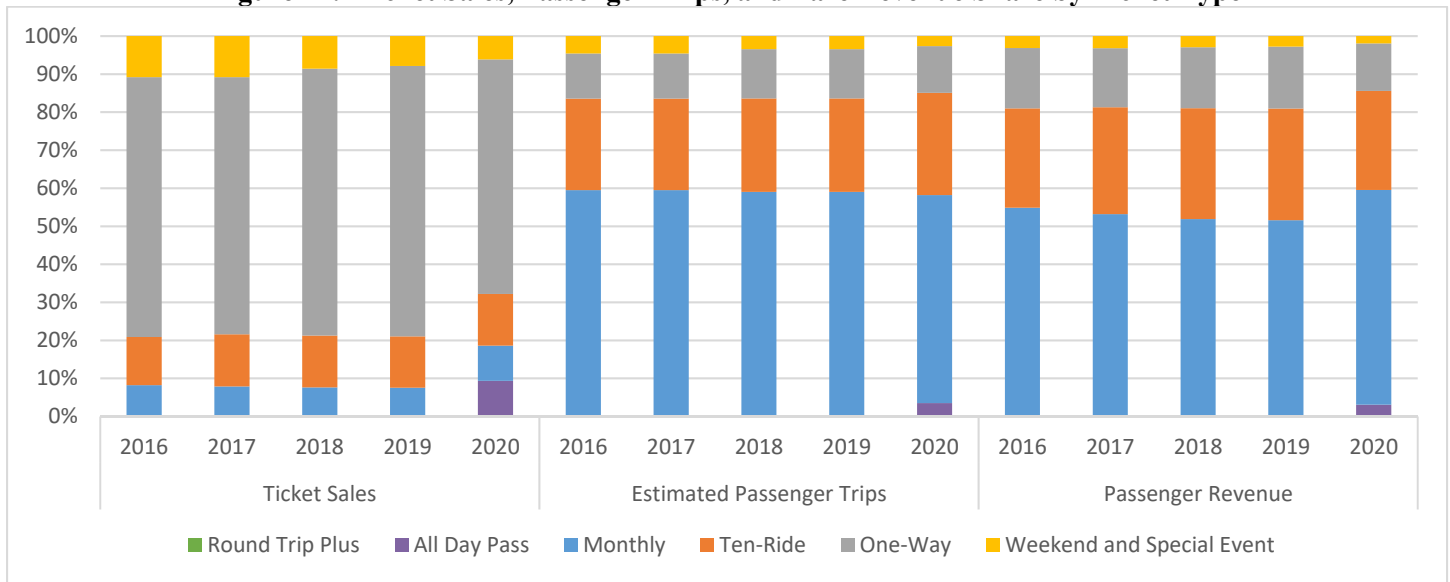
Table 11: Fare Changes over Time

Date	Action
Jan-81	across-the-board 33% increase
Jul-81	across-the-board 12.5% increase plus 40% surcharge
Oct-81	surcharge reduced to 33% (average -5%)
Feb-84	across-the-board 10% reduction (by Interim RTA Board)
Aug-85	discount ten-ride tickets by 15%; reduce Zone B fares by 18%; Family Fares
Feb-86	across-the-board 5% increase
Feb-89	across-the-board 5% increase (Capital Farebox Financing program)
Apr-90	raise on-train cash fare penalty from 50¢ to \$1.00
May-91	introduce Weekend \$5 Ticket
Feb-96	across-the-board increase, 20¢ per zone, +5½% overall
Jun-02	across-the-board 5% increase; raise on-train cash fare penalty from \$1.00 to \$2.00
Feb-06	across-the-board 5% increase
Feb-08	across-the-board 10% increase
Feb-10	increase one-way tickets by 6%, quarter-rounded; raise on-train cash fare penalty from \$2.00 to \$3.00; raise Weekend Ticket from \$5.00 to \$7.00
Feb-12	25.1% average fare increase (15.7% one-way; 30% ten-ride; 29.4% monthly); one-way tickets valid for 14 days from date of purchase and not eligible for refunds; monthly tickets valid only for the month issued and refunds subject to a \$5 handling fee
Feb-13	increase price of full-fare ten-ride ticket from 9.0 to 10.0 equivalent one-way fares (11.1% increase)
Feb-15	10.8% average fare increase; discount for full- and reduced-fare ten-ride tickets (priced at 9.0 equivalent one-way fares); weekend ticket increase from \$7 to \$8; on-train cash fare penalty increase from \$3 to \$5 (implemented in 2016); various fare policy changes including extension of one-way valid period from 14 to 90 days, extension of monthly valid period to noon on 1st business day following valid month, and elimination of all refunds except by discretion of CEO
Feb-16	Increase One-Way Fares by \$0.25; Increase Full-Fare Ten-Ride by \$1.75, Full-Fare Monthly Fares by \$2.50, Reduced Ten-Ride by \$0.75, and Reduced Monthly by \$1.25, on-train cash fare penalty increase from \$3 to \$5 (adopted in 2015) was implemented.
Feb-17	Increase One-Way Fares by \$0.25, Full-Fare Ten-Ride by \$2.75, Full-Fare Monthly Fares by \$11.75, Reduced One-Way by \$0.25, Reduced Ten-Ride by \$1.50, and Reduced Monthly by \$7.50
Feb-18	Increase Adult One-Way fares by \$0.25; increase Reduced One-Way fares \$0.00-\$0.25; increase Adult 10-Ride to 9.5 Adult One-Ways; increase Reduced 10-Ride to 9.5 Reduced One-Ways; increase Adult Monthly multiplier to 29.0 Adult One-Ways; maintain Reduced Monthly multiplier at 35.0 Reduced One-Ways; increase Weekend Pass by \$2
Jul-18	Zone Consolidation Pilot: consolidate Fare Zones K-M into Fare Zone J; Station Zone Reassignment Pilot: 83rd St. and 87th St. (ME-ML) and 123rd St. (RI-Beverly) stations reassigned from Zone C to B; State St. through Ashland stations (ME-BI) reassigned from Zone D to C
Jun-19	Monthly pass holders allowed to use their ticket to travel anywhere in the system on weekends. Previously, weekend travel was restricted to the zones listed on the ticket.
Jun-20	A temporary \$10 All-Day pass was released, allowing for unlimited travel on all lines for 24 hours, expiring at 3 am. The pass was available for the rest of 2020.
Sep-20	The Round Trip Plus ticket was released on the new version of the Ventra app only. The Round Trip Plus ticket allows for unlimited travel on multiple lines between the zones listed on the ticket, expiring at 3 am. Its price is equal to the cost of two One-Way tickets.

February 2013, 2015, and 2018 10-Ride Fare Policy Change - Impact on Other Ticket Types

The change in the 10-ride ticket policy had an effect on the share of ticket sales, passenger trips, and fare revenue by ticket type. Figure 21 shows the share of ticket sales, passenger trips, and fare revenue by ticket type for 2012 through 2016. Because Metra estimates ridership based on ticket sales, small shifts in the share of the type of ticket sold can result in larger shifts in the share of passenger trips attributable to each ticket type. When the price of the 10-ride ticket was increased to equal the price of 10 one-way tickets in February 2013, the share of trips attributable to monthly ticket holders increased while the share of 10-ride trips decreased. In 2015, when the price of a 10-ride ticket was reduced to the price of nine one-way tickets, the share of passenger trips attributable to monthly tickets decreased while the share for 10-ride tickets increased. This trend continued into 2018, abating after the price of 10-ride tickets was raised to 9.5-times the one-way fare on February 1, 2018.

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



Average Fare

Each year, Metra calculates the average fare paid by fare-paying passengers (the average fare calculation does not include RTA Ride Free Permit rides). An increase in the average fare was anticipated in 2020 as Metra moved from static trip rate factors for the pass products to calculating ridership based on mobile ticket usage. In 2020, the average fare increased 14.4% compared to 2019 from \$4.99 to \$5.70 (see Figure 22).

Figure 22: Average Fare and Annual Paid Trips

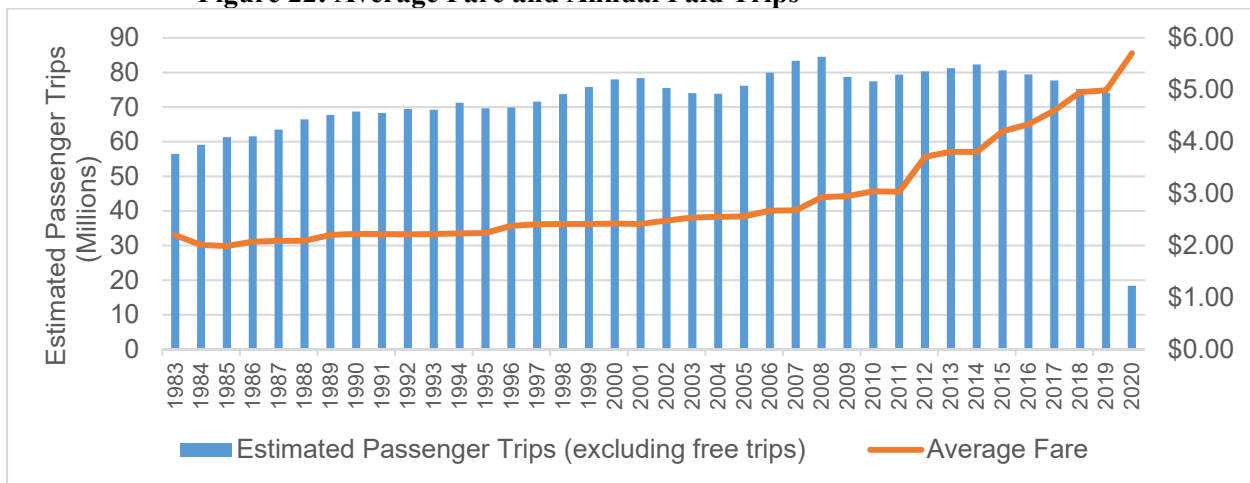


Table 12 illustrates the change in average fare paid and average miles traveled in 2019 and 2020 for each rail line.

Table 12: Average Fare Paid and Miles Traveled by Line

Line	2019		2020		% Change	
	Fare	Avg. Miles	Fare	Avg. Miles	Fare	Avg. Miles
BNSF	\$5.10	23.5	\$6.35	22.9	24.4%	-2.6%
ME	\$4.58	19.4	\$5.41	18.7	18.0%	-3.6%
HC	\$5.27	27.3	\$6.72	26.7	27.3%	-2.1%
MD-N	\$5.16	22.9	\$6.15	22.4	19.2%	-1.9%
MD-W	\$5.14	24.6	\$6.17	23.8	20.0%	-2.9%
NCS	\$5.76	31.3	\$7.17	30.6	24.5%	-2.3%
RI	\$4.78	21.4	\$5.89	20.9	23.1%	-2.2%
SWS	\$4.74	18.9	\$5.98	18.5	26.1%	-1.8%
UP-N	\$4.60	16.8	\$4.38	16.6	-4.7%	-1.4%
UP-NW	\$5.22	24.9	\$5.41	24.7	3.8%	-0.8%
UP-W	\$5.05	22.4	\$5.40	22.3	6.8%	-0.2%
Total	\$4.99	22.3	\$5.70	21.7	14.4%	-2.5%

*Note: In 2020, Metra began calculating ridership using trip rate factors (TRF) calculated from mobile ticket use. Figures from 2019 are not comparable to 2020. These numbers are provided for historical purposes. Additionally, onboard fare collection was inactive for April and May 2020 for all lines, and from April to December 2020 for Union Pacific lines.

Level of Service

At the beginning of 2020, Metra operated 692 trains on weekdays, 273 trains on Saturday, and 181 trains on Sunday. In March 2020, Metra switched to an alternate weekday schedule on all lines, except the HC, to adjust for the reduced number of riders as a consequence of the COVID-19 pandemic. The weekday level of service decreased from 692 trains to 374, with no change in the level of service on Saturdays or Sundays. In April, the weekday level of service increased from 374 trains to 376, with one additional train each on the ME and UP-NW.

In May 2020, the weekday level of service decreased from 376 trains to 364, as weekday service on the HC and NCS was reduced to 2 trains on each line, and weekday service on the SWS was reduced to 4 trains. Due to a service reconfiguration required for Positive Train Control (PTC), weekday service on the ME was increased by 21 trains, from 89 to 110. The Saturday level of service was reduced from 272 trains to 221, as Sunday schedules were put in place on Saturdays on all lines except the ME. This suspended Saturday service on the SWS Line.

In June 2020, the weekday level of service increased from 364 trains to 376, as weekday service was increased by two trains on the HC and NCS, from two to four each, and on the RI, from 38 to 40, and by six trains on the SWS, from four to 10. In July, Metra decreased Saturday service on the ME to match Sunday service, eliminating Saturday service on the ME Blue Island Branch. This decreased the Saturday level of service from 221 trains to 181.

In August 2020, the weekday level of service increased from 373 trains to 382, as weekday service was increased on the BNSF, from 41 trains to 43, and service was increased from 40 trains to 44 on the RI. In November, the weekday level of service increased from 382 to 392 trains, as weekday service was increased from 36 to 40 trains on the UP-N, and service was increased from 37 to 43 trains on the UP-NW.

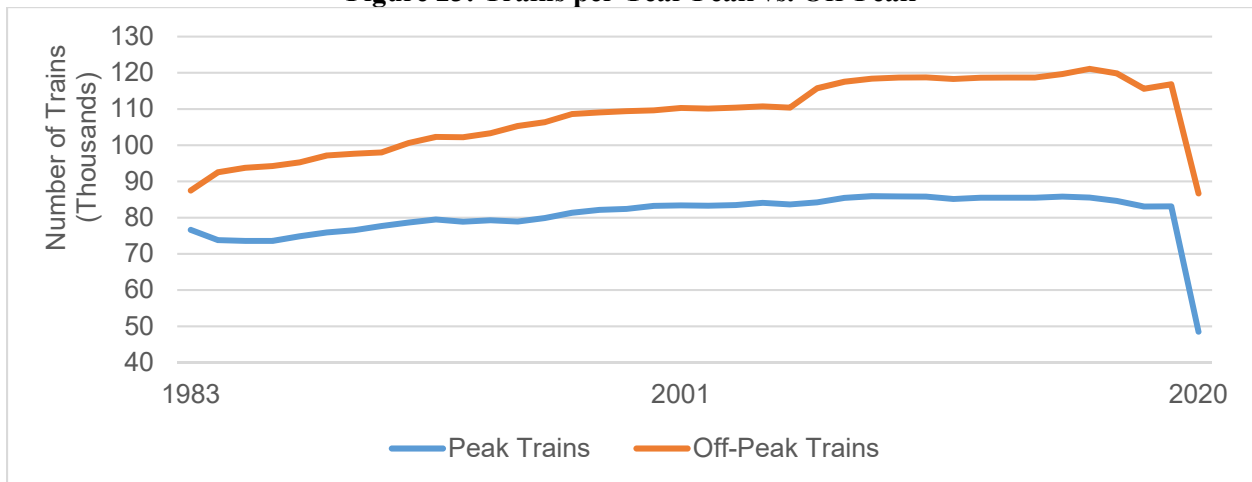
As a result of these changes, the total number of peak service period trains (weekday a.m. and p.m. peak trains) operated by Metra each day in 2020 was decreased 50.8 percent from 329 to 162 and the total number of off-peak trains (weekday off-peak, Saturday and Sunday trains) decreased 27.5 percent from 817 to 592 (See Table 13).

Table 13: Trains Per Day 2019 vs 2020

Line	Weekday			Saturday			Sunday/Holiday		
	As of 12/31/19	As of 12/31/20	Pct. Change	As of 12/31/19	As of 12/31/20	Pct. Change	As of 12/31/19	As of 12/31/20	Pct. Change
BNSF	97	43	-55.7%	30	20	-33.3%	20	20	0.0%
HC	7	4	-42.9%	0	0	n/a	0	0	n/a
ME	155	110	-29.0%	80	40	-50.0%	40	40	0.0%
MD-N	63	28	-55.6%	20	18	-10.0%	18	18	0.0%
MD-W	58	32	-44.8%	24	18	-25.0%	18	18	0.0%
NCS	20	4	-80.0%	0	0	n/a	0	0	n/a
RI	68	44	-35.3%	33	28	-15.2%	28	28	0.0%
SWS	30	10	-66.7%	6	0	-100.0%	0	0	n/a
UP-N	70	40	-42.9%	26	18	-30.8%	18	18	0.0%
UP-NW	65	43	-33.8%	34	21	-38.2%	21	21	0.0%
UP-W	59	34	-42.4%	20	18	-10.0%	18	18	0.0%
Total	692	392	-43.4%	273	181	-33.7%	181	181	0.0%

Figure 23 shows the number of peak and off-peak trains on an annual basis since 1984. Since 1984, service has decreased -34 percent in the peak period and -6 percent in the off-peak period. While the overall number of trains decreased in 2020, Metra has continued to add service as ridership increases to promote social distancing on trains.

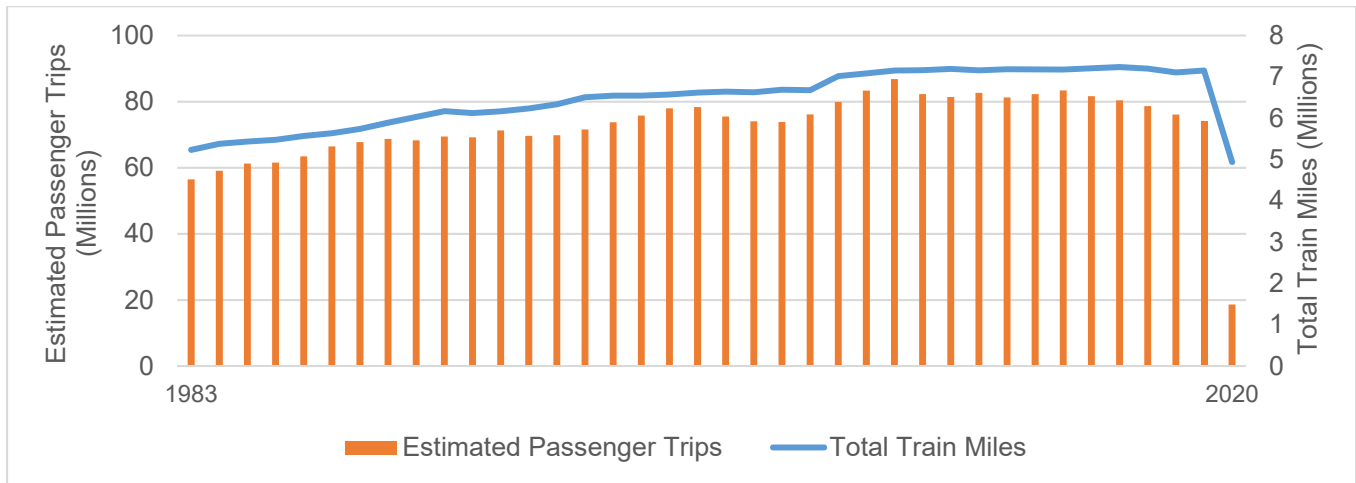
Figure 23: Trains per Year Peak vs. Off-Peak



Total Train Miles

Total train miles (revenue and non-revenue) are a useful measure of the quantity of service offered. Figure 24, combines annual train miles with ridership (including free trips) for the system, and illustrates the importance of service levels to the amount of passenger use. In 2020, the total number of train miles decreased 30.9 percent compared to 2019. Since 1983, train miles have decreased 5 percent, while passenger trips have decreased 67 percent.

Figure 24: Annual Ridership vs. Annual Train Miles



Stations

Since Metra began in 1984, 32 stations have been opened and 15 stations have been closed (see Table 14 and Table 15). The opening of stations tends to have a positive impact on Metra ridership as Metra becomes more accessible to commuters.

Table 14: Stations Opened Since 1984

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

Table 15: Stations Closed Since 1984

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

Parking Utilization

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

Table 16: Metra Commuter Parking

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

Calendar Differences

Since Metra’s heaviest passenger loads are during the weekday commute hours, ridership is impacted by the number of weekdays in the year. As shown in Table 17, 2020 was a leap year, and had one additional weekday, the same number of Saturdays, and Sundays/holidays compared to 2019. 2020 was Metra operates Sunday schedules on major holidays.

Table 17: Calendar Differences between 2019 and 2020

	Weekday			Saturday		
	2019	2020	Change	2019	2020	Change
Jan	22	22	0	4	4	0
Feb	20	20	0	4	5	1
Mar	21	22	1	5	4	-1
Apr	22	22	1	4	4	0
May	22	20	0	4	5	1
Jun	20	22	-1	5	4	-1
Jul	22	22	1	4	4	0
Aug	22	21	-1	5	5	0
Sep	20	21	1	4	4	0
Oct	23	22	0	4	5	1
Nov	20	20	-1	5	4	-1
Dec	21	22	1	4	4	0
Total	255	256	0	52	52	0
	Sunday/Holiday			All Days		
	2019	2020	Change	2019	2020	Change
Jan	5	5	0	31	31	0
Feb	4	4	0	28	29	1
Mar	5	5	1	31	31	0
Apr	4	4	-1	30	30	0
May	5	6	0	31	31	0
Jun	5	4	1	30	30	0
Jul	5	5	-1	31	31	0
Aug	4	5	0	31	31	0
Sep	6	5	0	30	30	0
Oct	4	4	0	31	31	0
Nov	5	6	0	30	30	0
Dec	6	5	0	31	31	0
Total	58	58	0	365	366	1

IV. 2020 TICKET SALES

Metra offers a variety of passes and ticket types to accommodate unique rider needs. The total number of tickets bought in 2020 declined by 74.4 percent compared to 2019 (see Table 18). In 2020, Monthly Pass sales declined 68.5 percent and Weekend and Special Event Pass sales declined 80.1 percent. Metra began offering the \$10 All-Day Pass in April 2020 to encourage ridership with a simple fare product during the pandemic. Metra introduced the Round Trip Plus ticket in September 2020.

Table 18: Ticket Sales by Type

Ticket Type	2016	2017	2018	2019	2020	Change 2016-2020	Change 2019-2020
Monthly Pass	1,133,464	1,072,941	1,032,447	1,003,227	316,005	-72.1%	-68.5%
10-Ride Ticket	1,753,264	1,866,371	1,843,794	1,796,191	461,369	-73.7%	-74.3%
Round Trip Plus					11,966	N/A	N/A
One-Way Ticket	9,457,638	9,209,144	9,511,730	9,452,397	2,100,497	-77.8%	-77.8%
<i>Mobile & Station</i>	6,568,058	6,817,656	7,358,535	7,637,086	1,737,625	-73.5%	-77.2%
<i>Conductor</i>	2,889,580	2,391,488	2,153,195	1,815,311	362,872	-87.4%	-80.0%
\$10 All-Day Pass					305,931	N/A	N/A
Weekend and Special Event Pass	1,495,940	1,470,765	1,160,103	1,046,856	208,759	-86.0%	-80.1%
<i>Mobile & Station</i>	602,702	693,550	576,127	570,747	126,777	-79.0%	-77.8%
<i>Conductor</i>	893,238	777,215	583,976	476,109	81,982	-90.8%	-82.8%
Total	13,840,306	13,619,221	13,548,074	13,298,671	3,404,527	-75.4%	-74.4%

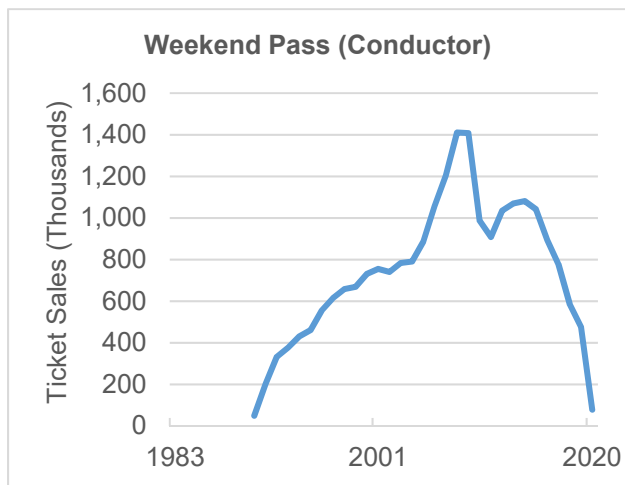
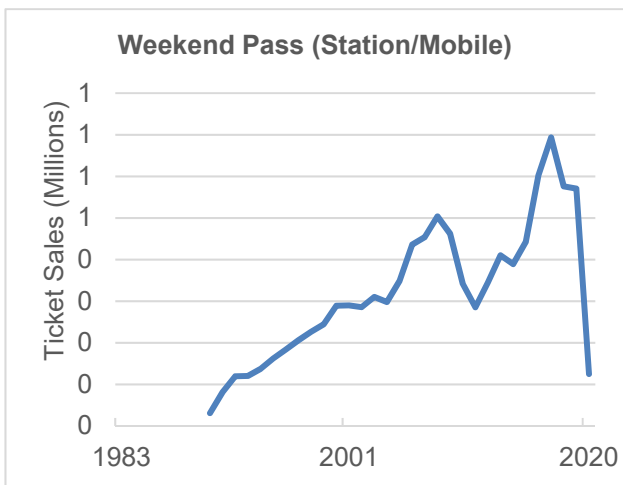
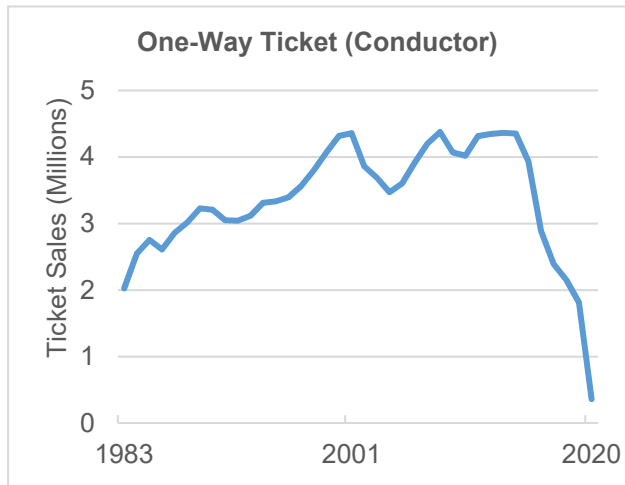
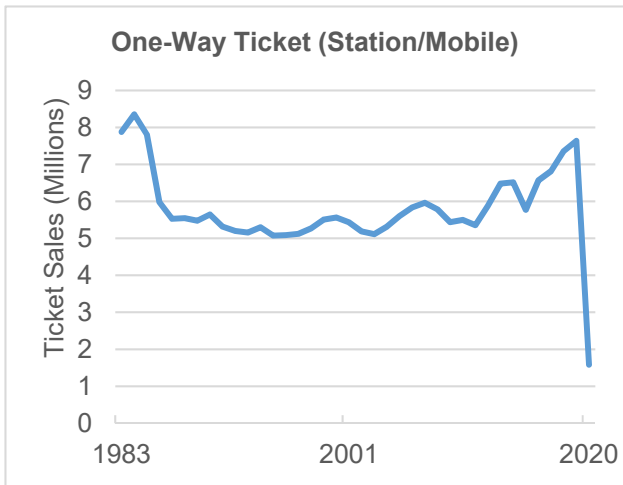
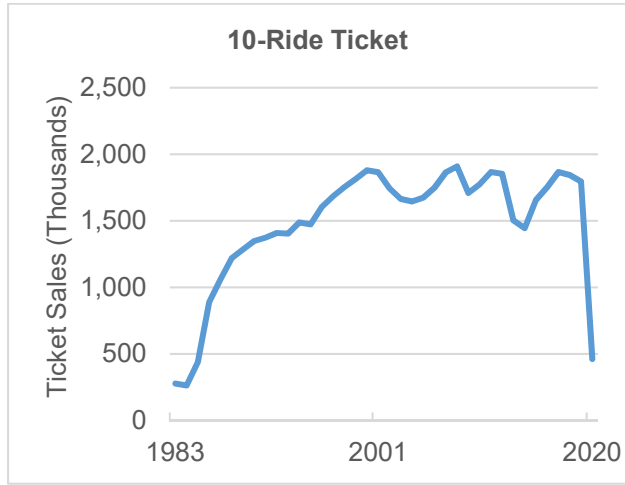
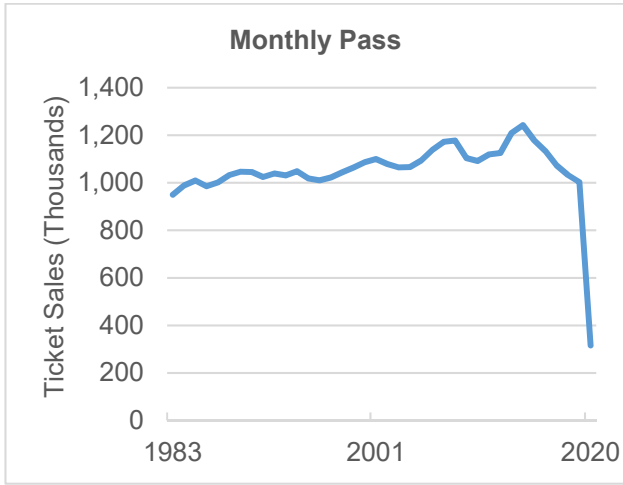
Table 19 shows the percent share of tickets, passenger trips, and revenue by ticket type for the last five years. The proportion of Monthly Pass sales and revenue increased while the proportion of Monthly Pass trips declined due to a change in methodology for estimating trips per Monthly Pass (from a system-wide 43 trips per month factor to trip rate factors calculated based on mobile ticket activations for each line, for each month, effective in March 2020).

Table 19: Percent Share by Ticket Type

Ticket Type	Ticket Sales					Estimated Passenger Trips				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Monthly Pass	8.30%	7.90%	7.60%	7.60%	9.28%	59.50%	59.50%	59.10%	59.00%	58.11%
10-Ride Ticket	12.80%	13.80%	13.60%	13.50%	13.55%	24.10%	24.10%	24.50%	24.60%	24.86%
Round Trip Plus*					0.35%					0.12%
One-Way Ticket	69.00%	67.90%	70.40%	71.30%	61.69%	11.90%	11.90%	12.70%	12.90%	11.32%
\$10 All-Day Pass**					8.99%					3.12%
Weekend & Special Event Pass	9.90%	10.40%	8.30%	7.60%	6.13%	4.60%	4.60%	3.70%	3.50%	2.47%
	Passenger Revenue									
	2016	2017	2018	2019	2020					
Monthly Pass	54.90%	53.20%	51.90%	51.60%	56.46%					
10-Ride Ticket	26.10%	28.10%	29.10%	29.30%	26.04%					
Round Trip Plus*					0.13%					
One-Way Ticket	15.90%	15.50%	16.00%	16.30%	12.49%					
\$10 All-Day Pass**					2.92%					
Weekend & Special Event Pass	3.10%	3.20%	3.00%	2.80%	1.95%					

Figure 25 shows the total numbers of tickets by ticket type sold since 1984. COVID-19 caused a significant decrease in sales across all ticket types.

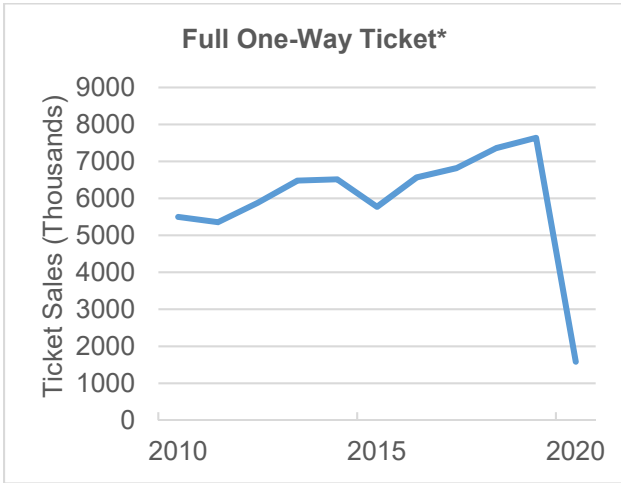
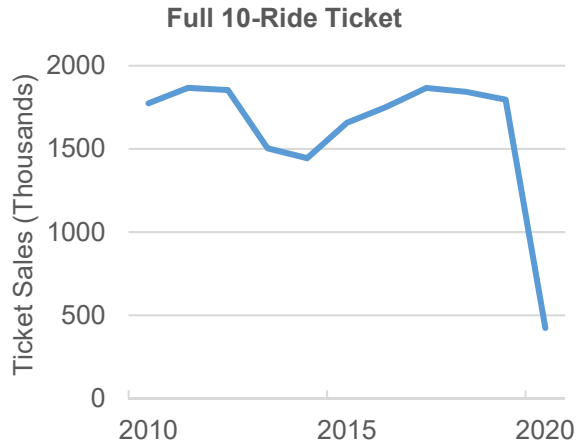
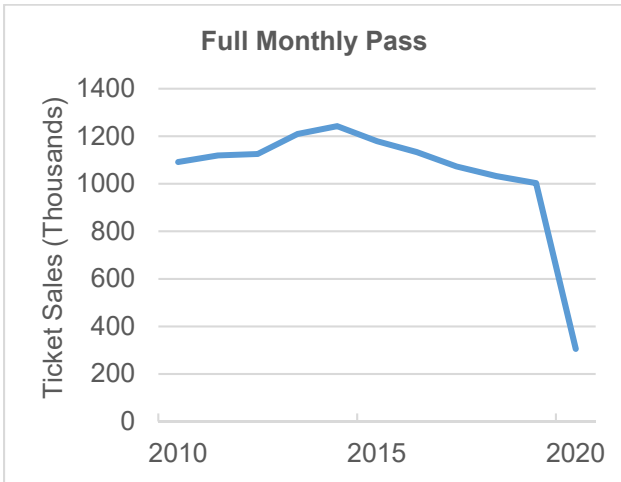
Figure 25: Total Ticket Sales by Type



Full Fare Sales

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

Figure 26: Full Fare Ticket Sales by Type



*Does not include conductor or group sales

Reduced Fare Sales

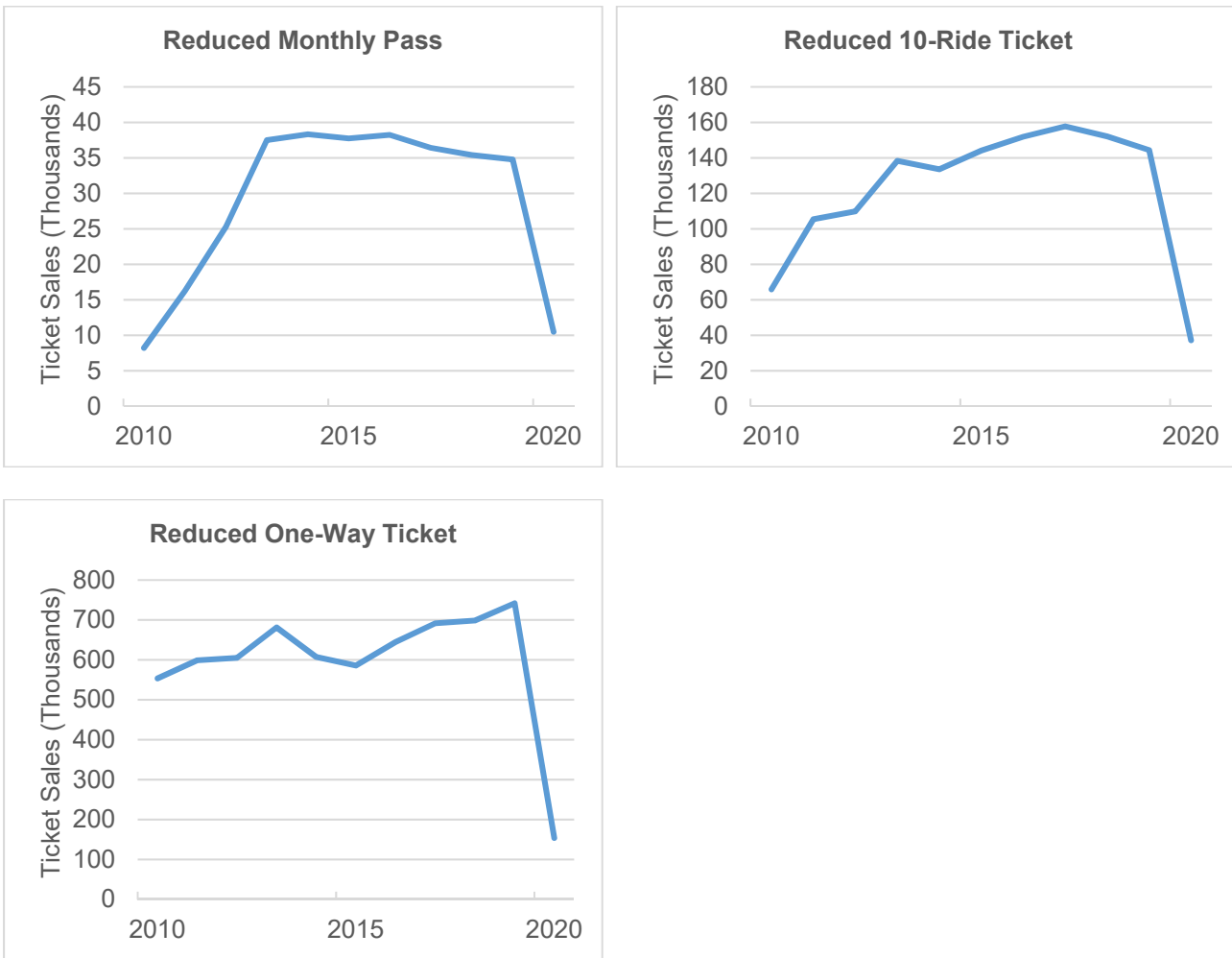
Table 20 shows all reduced-fare ticket sales by month for 2019 and 2020. Reduced fare monthly pass sales decreased 69.8 percent while reduced fare 10-ride ticket sales decreased 74.2 percent. Collectively, One-Way and conductor sales decreased 79.4 percent. The reduced-fare Round Trip Plus ticket became available in September 2020 after the new Ventra app was launched.

Table 20: Reduced-Fare Ticket Sales

	2019				2020				Round Trip Plus
	Monthly	10-Ride	One-Way	Conductor	Monthly	10-Ride	One-Way	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	2,905	10,835	44,569	16,417	-
Mar	2,940	11,587	63,580	21,353	3,006	5,519	21,048	9,605	-
Apr	2,991	11,919	47,792	17,705	154	168	439	42	-
May	2,972	12,896	59,546	26,328	52	192	647	38	-
Jun	2,809	12,175	76,946	33,644	127	814	3,709	1,260	-
Jul	2,780	12,334	91,136	35,997	218	1,106	6,480	2,469	-
Aug	2,627	12,208	87,632	29,854	228	1,182	5,570	2,291	-
Sep	3,154	12,687	52,159	22,283	289	1,368	5,985	2,095	70
Oct	3,265	13,586	56,308	22,069	153	1,485	6,777	2,548	702
Nov	3,044	11,695	58,922	20,528	318	1,143	4,120	1,787	422
Dec	2,611	11,358	71,444	25,662	267	1,047	4,832	1,911	780
Total	34,783	144,384	742,002	289,005	10,506	37,199	153,955	58,478	1,974

Figure 27 shows the total number of reduced fare tickets by ticket type (monthly, 10-ride, and one-way excluding conductor) sold since 2008.

Figure 27: Reduced Fare Ticket Sales by Type*

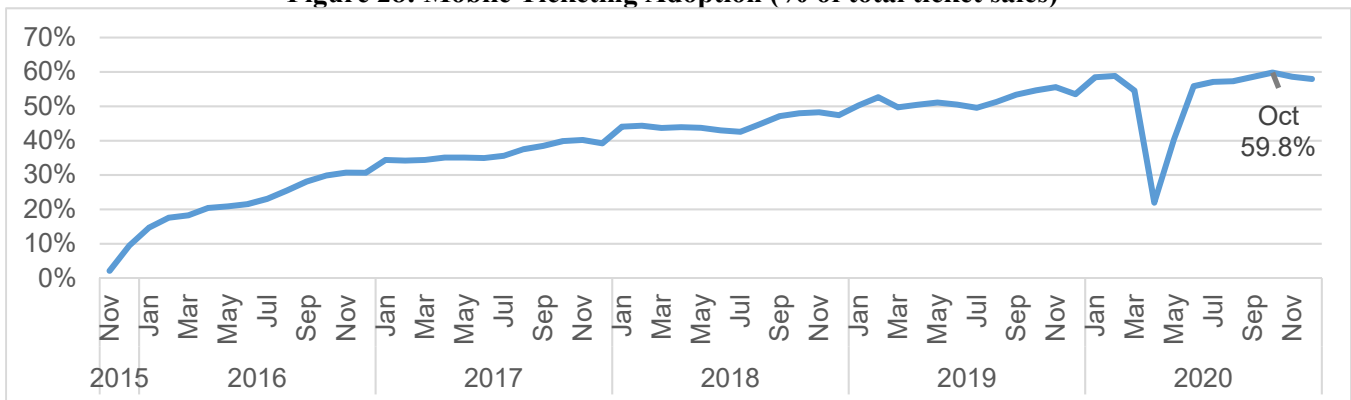


*Includes all eligible and ineligible reduced-fare rides for reimbursement and does not include conductor or group sales

Mobile Ticketing Adoption

The Ventra App was launched in November 2015. Fare collection was not active in April and May of 2020, but riders were still able to purchase tickets through the mobile app. A new version of the Ventra app was released in September. Mobile ticketing adoption reached an all-time high of 59.8 percent in October 2020, and averaged 57.3 percent for the year. Figure 28 shows the percentage of total tickets purchased using the app. Table 21 shows mobile ticketing adoption by ticket type. Table 22 shows percent of ticket sales by ticket type.

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



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

Table 21: Mobile Ticket Sales by Ticket Type (2020)

Month	Monthly Pass	10-Ride Ticket	One-Way Ticket	Weekend/Special Event Pass	Round Trip Plus
Jan	28,038	113,485	413,004	25,405	-
Feb	33,020	92,367	367,991	28,106	-
Mar	33,817	45,231	186,876	11,710	-
Apr	568	1,881	6,107	439	-
May	212	1,560	8,517	1,393	-
Jun	443	4,582	26,963	22,611	-
Jul	887	4,909	39,264	35,134	-
Aug	883	4,659	38,321	34,294	-
Sep	1,083	5,237	39,516	38,142	428
Oct	1,557	7,168	47,685	42,434	4,628
Nov	1,379	4,881	34,814	29,826	3,108
Dec	1,051	5,399	34,683	30,177	3,793
Total	102,938	291,359	1,243,741	299,671	11,966

Table 22: Mobile Adoption: Percent of Ticket Sales by Ticket Type (2020)

Month	Monthly	10-Ride	One-Way	Weekend/Special Event*	Round Trip Plus	All Tickets	All Rides
Jan	35.6%	68.0%	60.1%	42.7%	-	58.5%	21%
Feb	39.6%	66.1%	60.6%	49.6%	-	58.8%	26%
Mar	40.1%	61.6%	58.1%	40.2%	-	54.6%	48%
Apr	2.3%	26.7%	69.5%	63.3%	-	22.0%	14%
May	2.1%	30.9%	71.9%	71.2%	-	40.4%	12%
Jun	6.3%	48.2%	57.0%	66.8%	-	55.9%	26%
Jul	15.0%	49.9%	56.3%	63.9%	-	57.1%	28%
Aug	17.3%	51.3%	56.5%	63.0%	-	57.3%	27%
Sep	22.9%	51.8%	56.8%	64.3%	100.0%	58.5%	29%
Oct	38.6%	56.7%	56.0%	63.7%	100.0%	59.8%	39%
Nov	30.4%	56.0%	56.4%	61.9%	100.0%	58.6%	36%
Dec	28.7%	57.0%	54.7%	61.2%	100.0%	58.0%	35%
2020 Average	32.6%	63.2%	59.2%	58.2%	100.0%	57.3%	21%

*Weekend and Special Event includes the All Day Pass.

Table 23 shows total ticket sales of all types by sales channel and tender type. In 2020, 56 percent of all ticket sales were made through the Ventra App: the app remains the largest sales channel by number of ticket sales.

Table 23: Total Ticket Sales by Sales Channel and Tender Type

Sales Channel	2018 (Thousands)	2019 (Thousands)	2020 (Thousands)	Change	2019 Share	2020 Share
Commuter Benefit ¹	445	419	166	-60.3%	3.2%	4.8%
Conductor	2,737	2,291	575	-74.9%	17.2%	16.6%
Internet	23	-	-	-	0.0%	0.0%
Ticket Agent	3,744	3,300	697	-78.9%	24.8%	20.1%
<i>Cash & Other</i>	1,732	1,461	299	-79.5%		
<i>Credit Card</i>	2,012	1,839	398	-78.3%		
Vending Machine	497	399	90	-77.5%	3.0%	2.6%
Ventra Mobile App	6,102	6,896	1,946	-71.8%	51.8%	56.0%
<i>Credit Card</i>	5,556	6,357	1,792	-71.8%		
<i>Mixed & Other</i>	65	38	8	-79.3%		
<i>Ventra</i>	481	500	146	-70.9%		
Total	13,549	13,305	3,474	-73.9%		

Note: 2020 based on "Sales Data Feed by Revenue Month" and "All Sales Detail" data warehouse reports, refunds may be reflected differently in this table than in others, total may not equal sum of rows due to rounding

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

- The Ventra App was introduced in November 2015, causing a long-term shift from ticket agent and conductor sales to sales through the app.
- Cash vending machines (previously present only on the Metra Electric Line) were eliminated in May 2017, causing a shift toward conductor sales on the Metra Electric Line.
- The Ticket by Mail program was eliminated in July 2017.
- Metra stopped selling Monthly Passes and 10-Ride Tickets from vending machines at 15 non-downtown stations on the Metra Electric Line in June 2018.
- The Ticket-by-Internet program was eliminated in June 2018.
- In December 2018, an update to the Ventra app ended the option for purchasing mobile tickets without creating a Ventra account.