TO: Board of Directors DATE: March 20, 2024

FROM: Jim Derwinski, CEO/Executive Director

SUBJECT: February 2024 Ridership Trends

This memo describes ridership patterns in 2024, including ridership and service recovery by line and service period. Data in this report is preliminary.

In February 2024, Metra provided 2.5 million passenger trips, a -7% decrease from January. This decrease is largely attributed to the stockpiling of 10-Ride Tickets that occurred in January prior to the implementation of the new fares and to calendar differences. Compared to January, February had one less weekday, one less Sunday, and the same number of Saturdays.

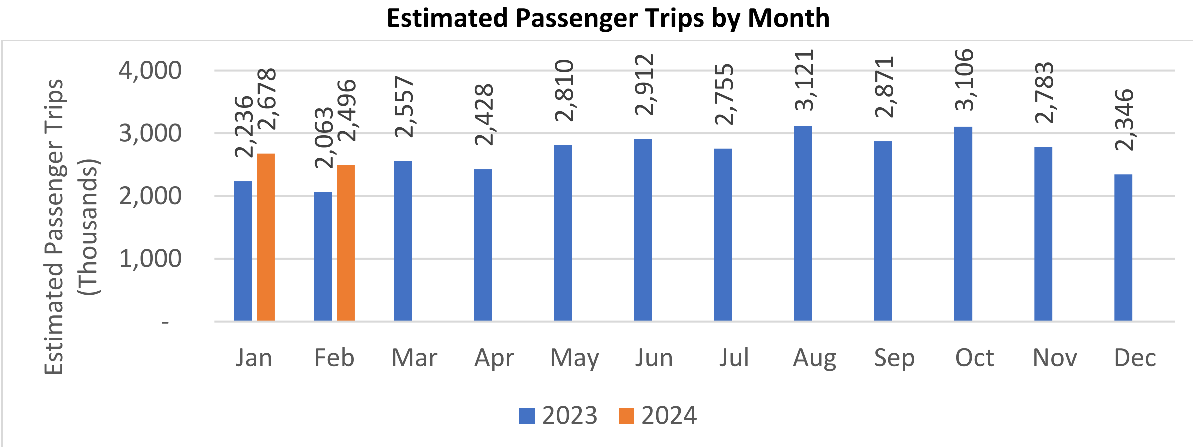

Exhibit 1

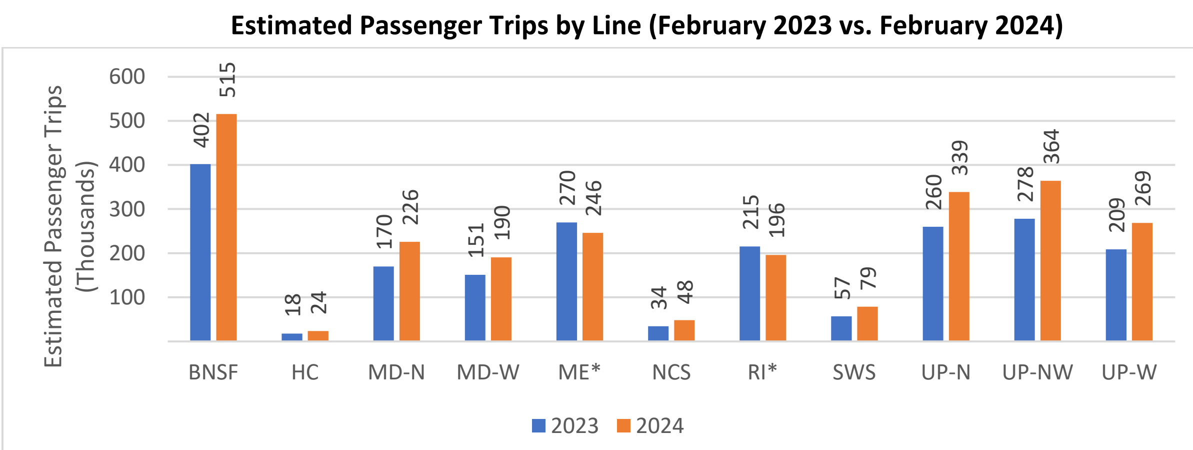

Exhibit 2

*ME and RI ridership is underreported in Exhibit 2 due to the stockpiling of South Cook-priced 10-Ride Tickets that were sold in January. Based on passenger load data, ME and RI ridership was an estimated 11% and 14% higher in February 2024 than in February 2023, respectively.

Weekday Riders

February average weekday ridership was 149,200, which was 55% of 2019 levels.

Metra Average Weekday Ridership by Week (March 2023-February 2024)

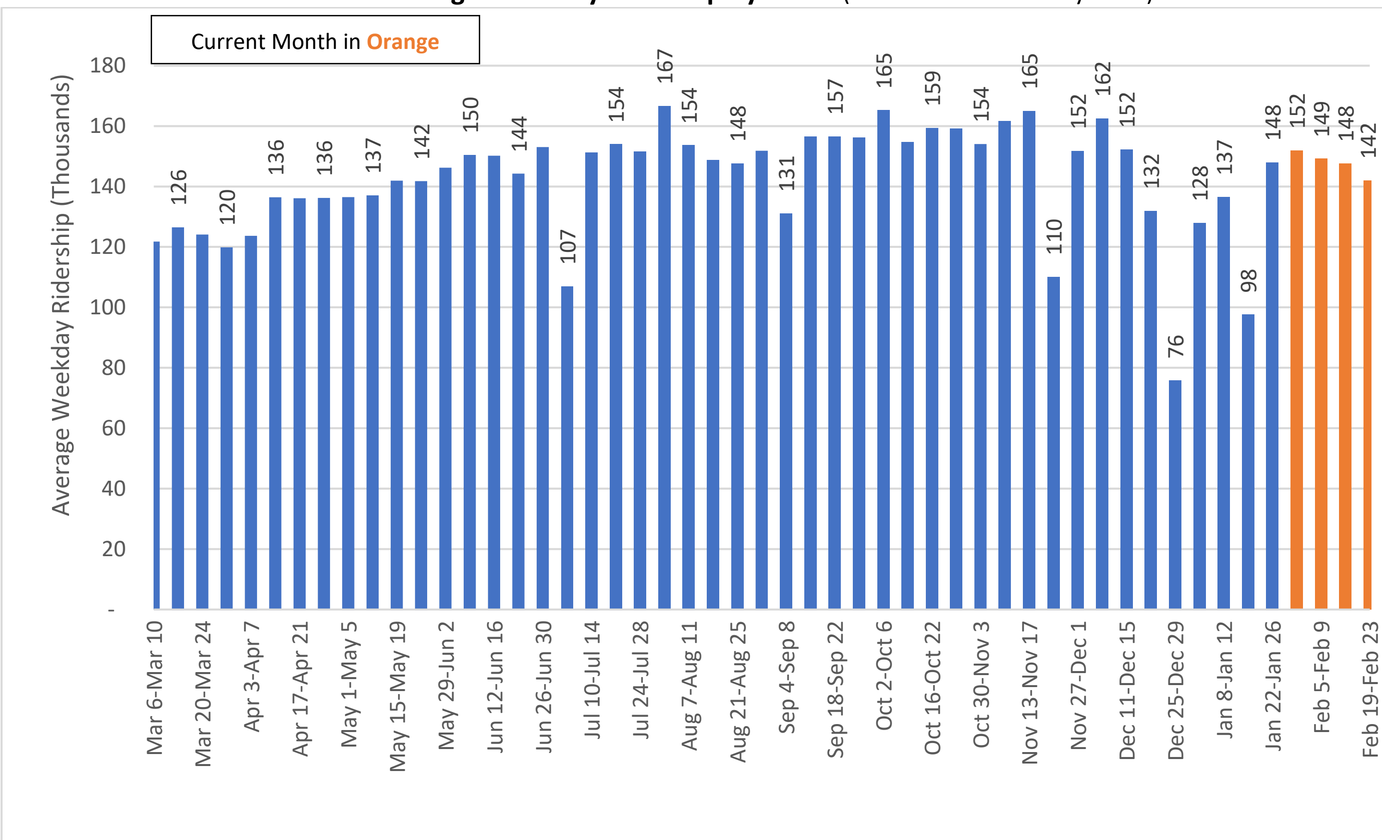

Exhibit 3

	2023										2024	
	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Avg Weekday Load Chg. from Prior Month	+5%	+9%	+6%	+5%	-2%	+8%	-2%	+3%	-4%	-13%	0%	+13%

Daily Passenger Loads for Month (Fridays shown with grey bars)

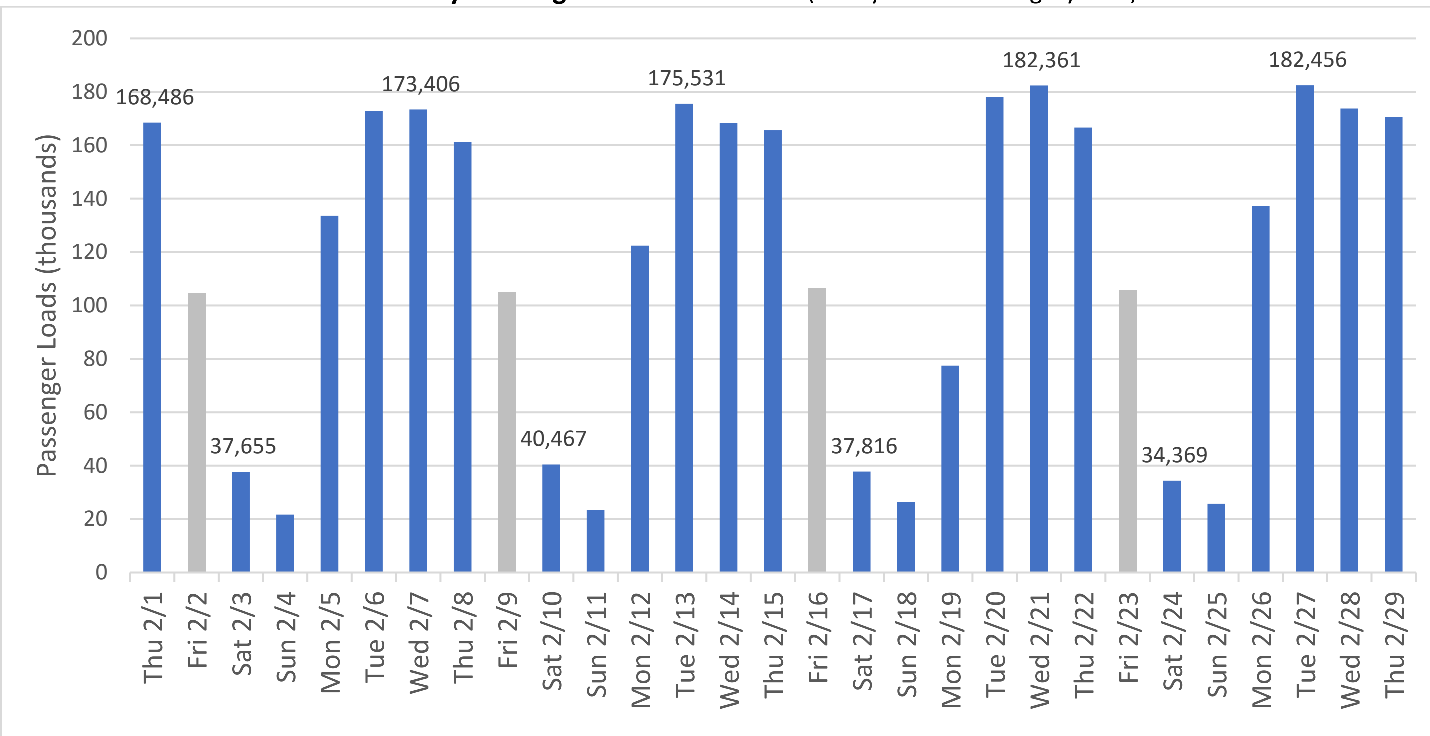

Exhibit 4

<u>February Ridership Highlights</u>

Several new policies related to fares and changes to ticket purchasing went into effect in February. The table below provides a summary of the changes along with initial observations. Staff will continue to monitor how these changes impact Metra's ridership and operations.

Long Term Policy Changes	Initial Observations
Conclusion of South Cook Pilot	ME and RI ridership is underreported in February due to the stockpiling of South Cook-priced 10-Ride Tickets that were sold in January. Based on passenger load data, ME and RI ridership was an estimated 11% and 14% higher in February 2024 than in February 2023, respectively.
Zone Consolidation	Zones were consolidated to ease onboard fare collection with minimal impacts to ridership. Metra's average trip distance changes little from year to year but decreased by -2% in February 2024 compared to February 2023.
Day Pass 5-Pack replaces 10-ride Ticket	The Day Pass 5-Pack made up about 15% of ridership in February, while the 10-Ride Ticket made up about 10% (from 10-Ride Tickets purchased in previous months), which is down from about 20% in Feb 2023. As 10-Ride Tickets continue to get used and expire, we expect use of the Day Pass 5-Pack to increase.
Intermediate Trips Charged Flat Fare	Compared to Feb 2023, the share of mobile trips between non-downtown stations increased from 7% to 8%.
Ticket Windows Close	With ticket windows no longer selling tickets, the Ventra app and vending machines saw increases in usage, with the Ventra app

	being used for 81% of all rides and vending machines being used for 10% of all rides.
Bicycles always allowed after Feb 1, provided space is available	Metra carried a total of 19,000 bikes in February, twice as many as in 2023.
Access Card	The Access Card became Metra's newest reduced fare category, making up 4% of reduced fare ticket sales in February, selling 2,261 tickets through the program.

Short Term Changes/Disruptions	**Initial Observations**
Ventra App Outage	Several days in February suffered Ventra app outages, impacting Metra's ability to estimate ridership on these days. This report includes ridership adjustments to include the unaccounted for rides. An annual trip rate factor was used for monthly tickets in February in place of the observed February app usage. An additional adjustment was made to include the unaccounted trips from other ticket types impacted by the outages.

Service Status

Metra continues to restore service in different capacities on its lines, as ridership recovers from the COVID-19 pandemic. Schedules for five lines (BNSF, Metra Electric, Rock Island, Union Pacific North, and Union Pacific Northwest) were redesigned to standardize stopping patterns and to increase midday service that exceeds pre-pandemic levels. These lines have demonstrated a stronger midday recovery compared to the individual weekday recovery for each of those lines. For example, the Union Pacific Northwest and Metra Electric each have recoveries of 80% and 103% during the midday compared to weekday recoveries of 56% and 59%.

Metra staff continually monitors ridership, operations data, and customer feedback on all lines to explore any opportunities for improvement.

Ridership Recovery by Line & Service Period (Feb 2024 as a percentage of Feb 2019)

Line	Peak	Rev Peak	Midday	Evening	**Weekday**	Saturday	Sunday
BNSF	51%	57%	75%	53%	**54%**	70%	76%
HC	49%	-	-	-	**47%**	-	-
MD-N	52%	41%	67%	38%	**52%**	70%	75%
MD-W	41%	44%	69%	55%	**44%**	56%	64%
ME	45%	153%	103%	99%	**59%**	102%	114%
NCS	39%	34%	91%	-	**42%**	-	-
RI	43%	95%	81%	50%	**47%**	63%	70%
SWS	46%	45%	50%	21%	**45%**	-	-
UP-N	63%	72%	94%	90%	**70%**	88%	82%
UP-NW	51%	68%	80%	71%	**56%**	84%	81%
UP-W	61%	77%	72%	64%	**63%**	87%	73%
Total	**51%**	**68%**	**80%**	**62%**	**55%**	**79%**	**80%**

Exhibit 5

Monthly Pass Sales

In February Metra sold the highest number of Monthly Passes since the start of the COVID-19 Pandemic, surpassing 44,300 tickets. February marked the end of the $100 Super Saver Monthly Pass promotion and the beginning of the new four-zone pricing structure. While the prices for trips between zones 1-3 and 1-4 increased to $110 and $135, respectively, the price for trips between zones 1-2 and any trips not ending downtown decreased to $75.

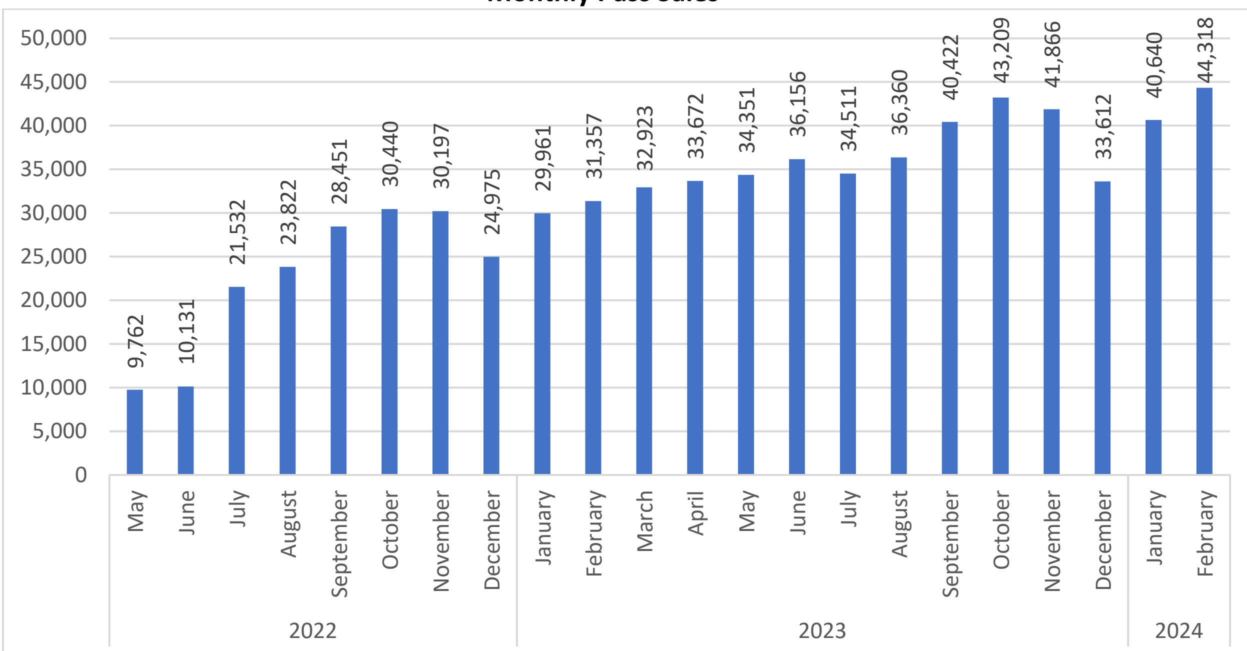

Exhibit 6

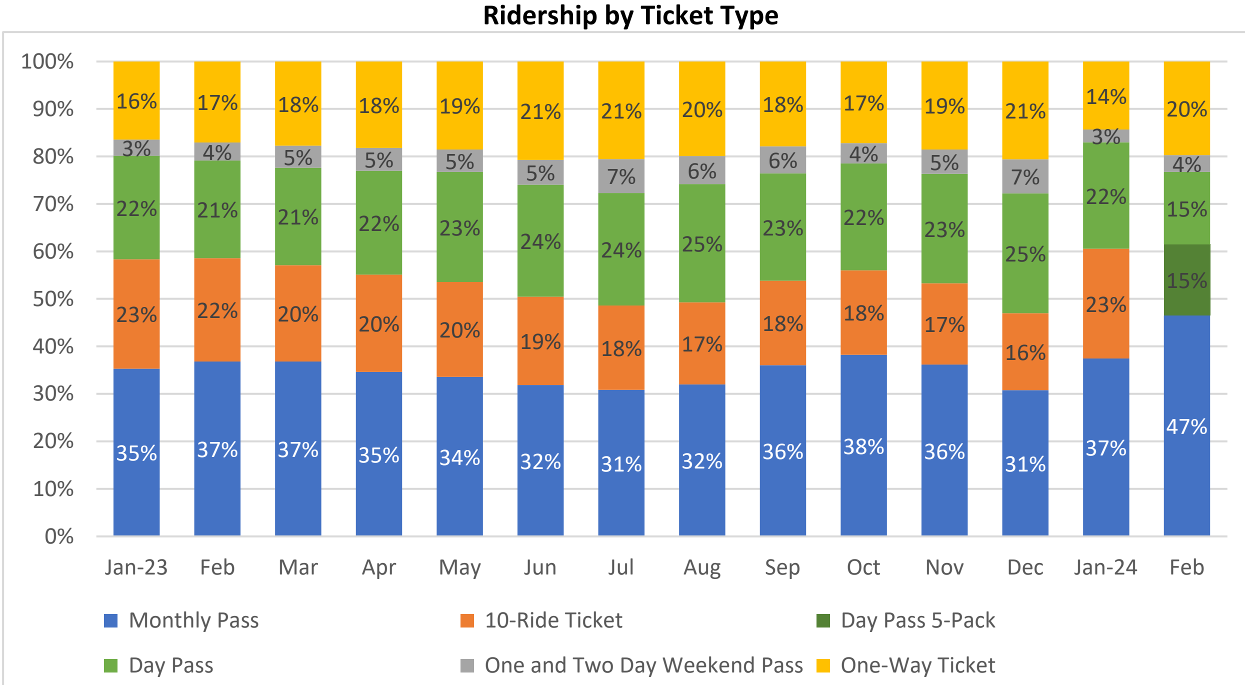

Exhibit 7

Note: Exhibit 7 excludes free trips

Ticket Sales

The following tables show ticket sales and ridership by ticket type and sales channel.

Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales				Ridership			
	Feb 2023	Feb 2024	Feb 2023 Share	Feb 2024 Share	Feb 2023	Feb 2024	Feb 2023 Share	Feb 2024 Share
Monthly Pass	31	44	5%	6%	748	1,106	36%	46%
10-Ride Ticket	44	-	6%	0%	442	-	21%	0%
Day Pass 5-Pack	-	38	0%	5%	-	356	0%	15%
Day Pass	220	192	32%	24%	417	363	20%	15%
One Way	349	469	51%	59%	349	469	17%	19%
One Day Weekend Pass	37	38	5%	5%	61	67	3%	3%
Two Day Weekend Pass	9	8	1%	1%	17	17	1%	1%
RTA Ride Free Permit	-	-	0%	0%	30	41	1%	2%
Total	**690**	**789**	**100%**	**100%**	**2,063**	**2,418**	**100%**	**100%**

Exhibit 8

Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Feb 2023	Feb 2024	Feb 2023 Share	Feb 2024 Share	Feb 2023	Feb 2024	Feb 2023 Share	Feb 2024 Share
Conductor	65	72	9%	9%	72	77	4%	3%
Commuter Benefit	5	4	1%	1%	89	103	4%	4%
Ventra App	541	647	78%	82%	1,558	1,966	76%	81%
Ticket Agent	68	0	10%	0%	293	1	14%	0%
Ticket Vending Machine	11	66	2%	8%	21	231	1%	10%
RTA Ride Free Permit	-	-	0%	0%	30	41	1%	2%
Total	**689**	**789**	**100%**	**100%**	**2,063**	**2,418**	**100%**	**100%**

Exhibit 9

Note: Values in Exhibits 8 and 9 do not add to total ridership due to Group Sales, Marketing Sales, Refund Adjustments, and adjustments for losses in ridership due to mobile app outages; 2019 data may not match previously reported totals due to late-reporting sales and refunds; 2024 data are preliminary and subject to revision as data is continuously reviewed throughout the year. Sales of incremental tickets are not included.

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