



TO: Board of Directors
FROM: Jim Derwinski, CEO/Executive Director
SUBJECT: March 2023 Ridership Trends

DATE: April 19, 2023

This memo describes ridership patterns in 2023, including ridership and service recovery by line and service period. The data in this report is preliminary and will be finalized at the end of the year.

In March 2023, Metra provided 2.6 million passenger trips, a 37% increase from March 2022.

Estimated Passenger Trips by Month

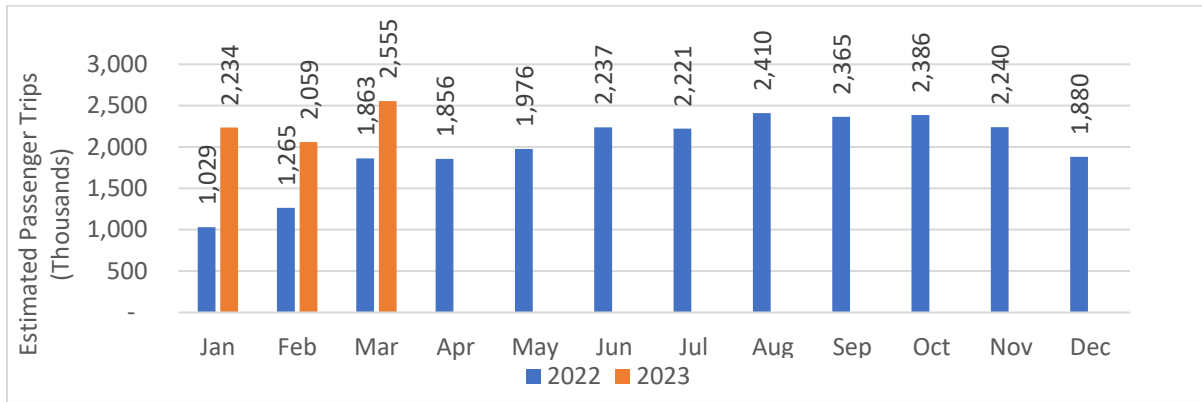


Exhibit 1

Estimated Passenger Trips by Line (March 2022 vs. March 2023)

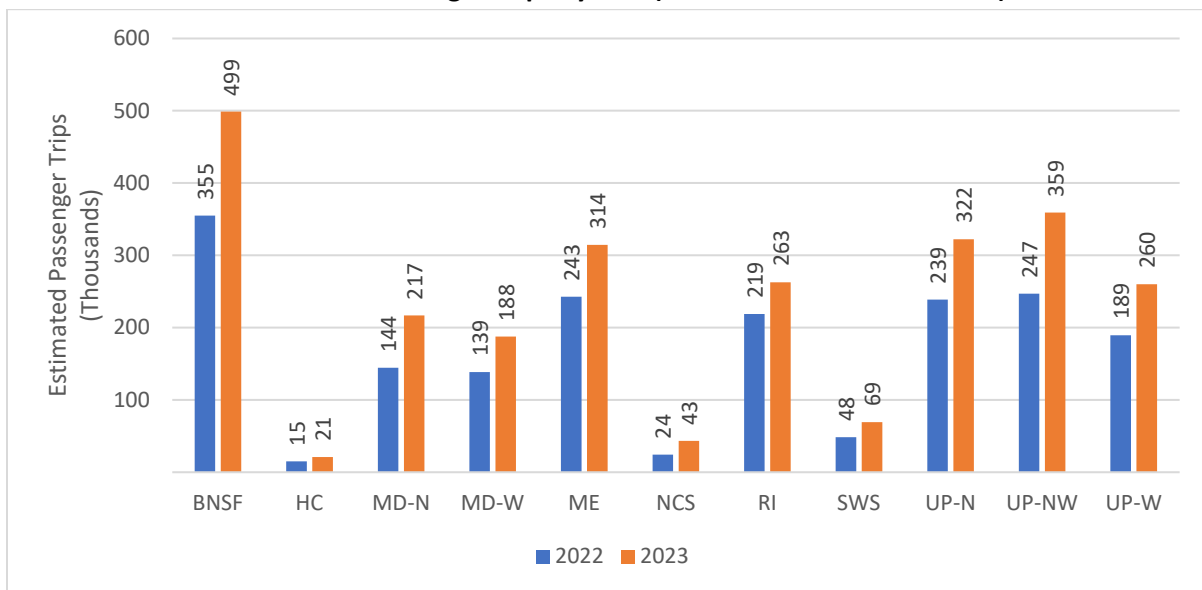
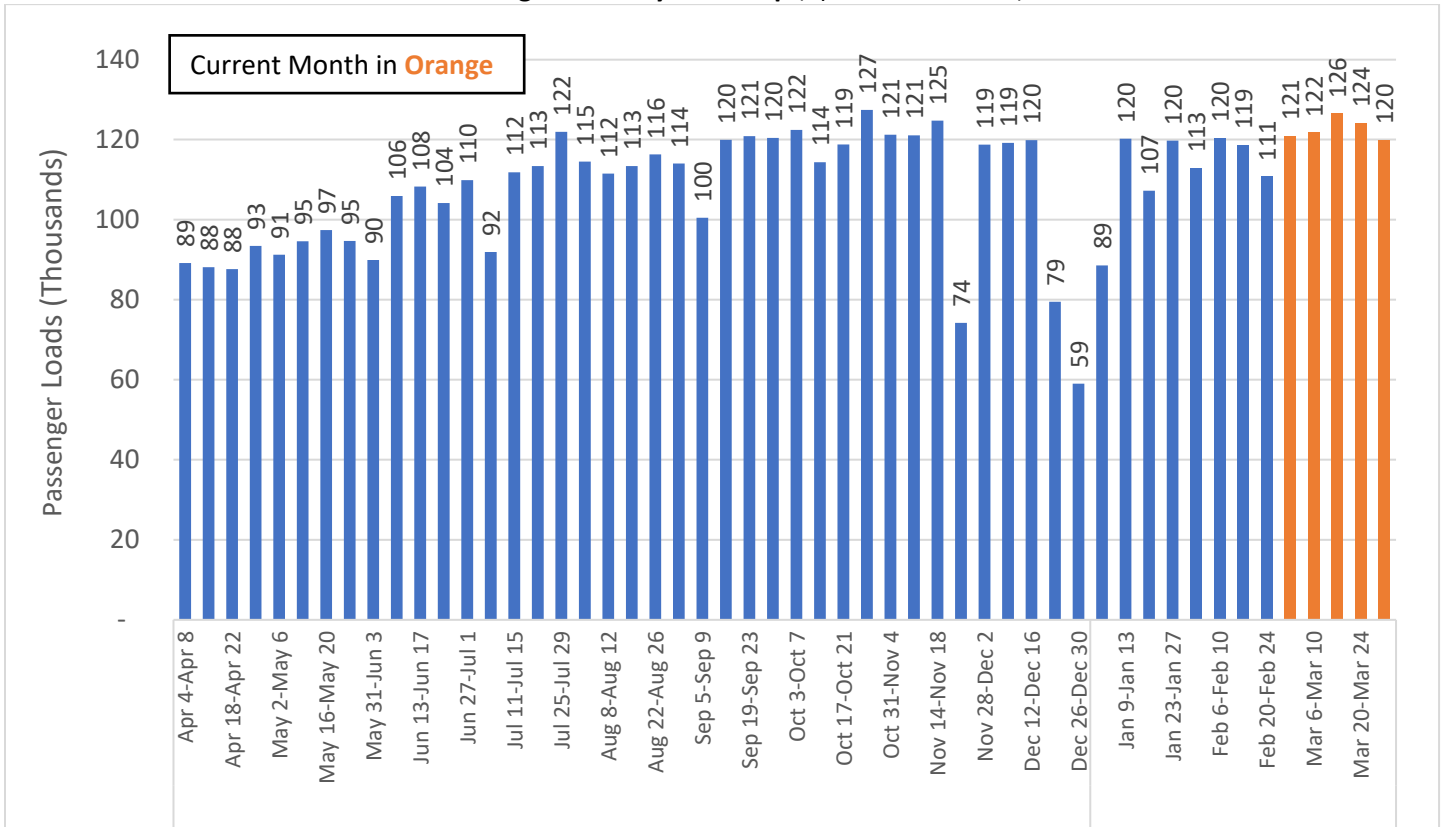


Exhibit 2

Weekday Ridership

Average weekday ridership in March was 122,700, which was 5% higher than February. March's average weekday ridership was 45% of 2019 levels. All Mondays in March exceeded 100,00 rides.

Metra Average Weekday Ridership (Apr 2022-Mar 2023)



Metra Average Weekday Ridership

	2022										2023		
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Weekday Avg Chg. from Prior Month	30%	9%	10%	11%	4%	1%	3%	1%	-2%	-12%	10%	3%	5%

Exhibit 3

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

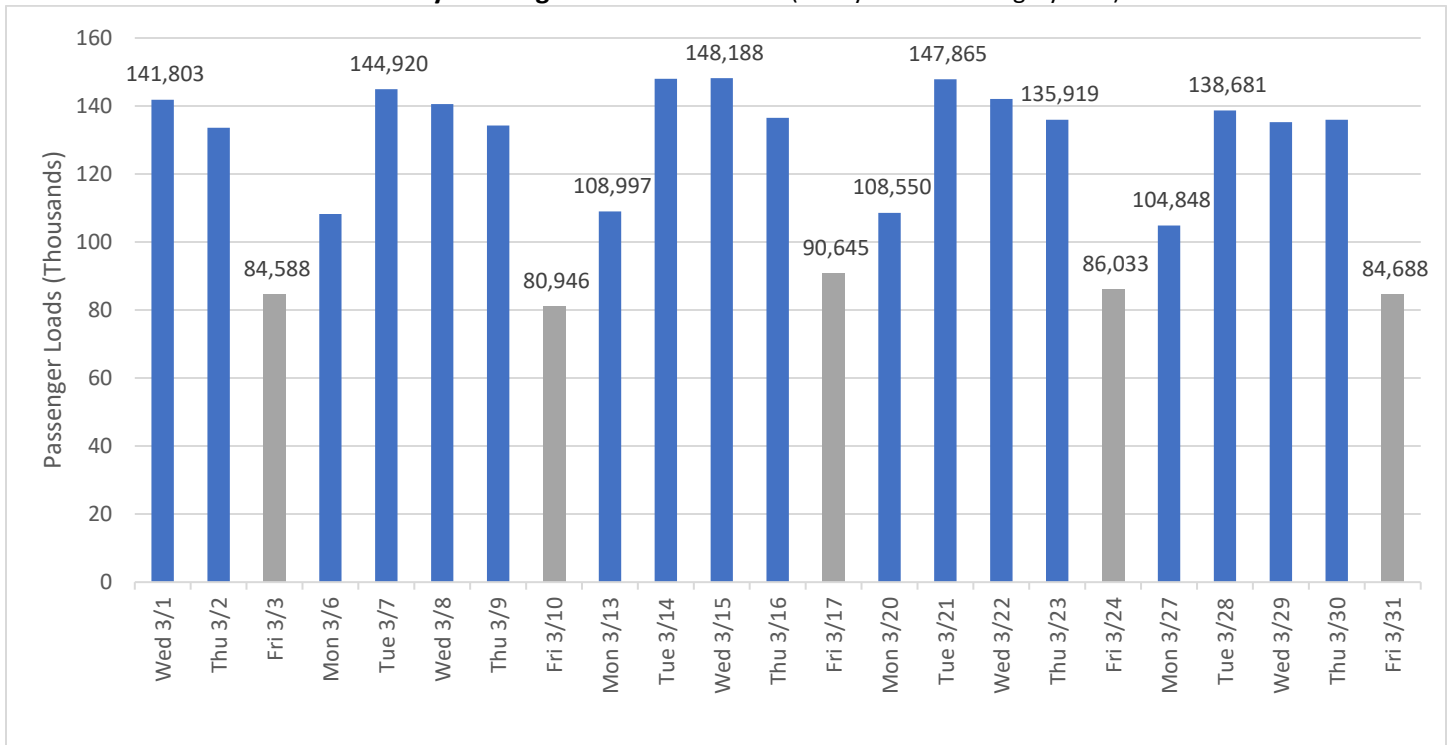


Exhibit 4

March Ridership Highlights

- Following the completion of the Jane Byrne Circle Interchange last year, a major rehabilitation of the Kennedy Expressway began March 20th and is scheduled to continue for 3 years. UP-NW weekday passenger loads grew 4% following the start of the project.
- The annual river dyeing for St Patrick’s Day took place Saturday, March 10th. Metra offered 41 additional trains on seven lines, including the BNSF, MD-N, MD-W, RI, UP-N, UP-NW, UP-W. With 103,300 passenger loads, this was the first Saturday to surpass 100,000 passenger loads since Lollapalooza in 2019.
- On March 20th, the City of DeKalb dedicated free parking to riders using the shuttle to the Elburn Metra station and reduced the price of shuttle fares. The shuttle schedule was increased from two buses in the morning and one in the evening, to five in the morning and five in the evening. Metra ridership activity at the Elburn station was approximately 111 boardings the first week of March and reached 235 boardings in the days following the changes, an increase of over 112%.
- In March, Metra sold its highest number of Monthly Passes (32,923) since the COVID-19 pandemic began.
- March was the first month this year to have all Mondays surpass 100,000 passengers. This last happened in November 2022.

Service Status

Metra continues to restore service in different capacities on its lines, as ridership recovers from the COVID-19 pandemic. Schedules for four lines (BNSF, Metra Electric, Rock Island, and Union Pacific North) were redesigned to standardize stopping patterns and to increase midday service as part of a pilot schedule initiative. These lines have demonstrated a stronger midday recovery compared to the overall recovery of those lines and compared to the system’s midday as a whole. For example, the Union Pacific North and Metra Electric has a recovery of 68% and 80%, respectively, during the midday compared to the system’s recovery of 61%.

In January 2023, Metra increased the number of weekday trains on the SouthWest service from 12 to 30, restoring the line to its weekday pre-COVID total. The schedule has evening service, more consistent headways, and allows for easier transfer between other lines at Union Station. The SouthWest service does not operate on Saturdays. This follows the December addition of service to the Milwaukee District North, Milwaukee District West, North Central Service and Union Pacific West lines. Metra staff monitors ridership and operations on these schedule enhancements to determine if future adjustments are necessary.

Ridership Recovery by Line & Service Period (Mar 2023 as a percentage of Mar 2019)

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	40%	42%	56%	39%	42%	78%	69%
HC	37%	-	-	-	36%	-	-
MD-N	44%	33%	56%	36%	44%	58%	67%
MD-W	33%	40%	54%	46%	36%	55%	67%
ME	38%	125%	80%	76%	49%	87%	109%
NCS	35%	22%	61%	0%	35%	-	-
RI	40%	73%	77%	47%	43%	62%	69%
SWS	34%	38%	27%	13%	33%	0%	-
UP-N	52%	52%	68%	60%	54%	89%	101%
UP-NW	44%	65%	54%	43%	46%	90%	89%
UP-W	50%	53%	54%	48%	51%	77%	71%
Total	42%	53%	61%	46%	45%	77%	81%

Exhibit 5

Monthly Pass Sales

Monthly Pass sales continue to grow in popularity, with Metra selling the most Monthly Passes in March since the start of the pandemic. Growth in Monthly Pass sales is a trend Metra continues to see since offering the flat-rate price of \$100 beginning in July 2022.

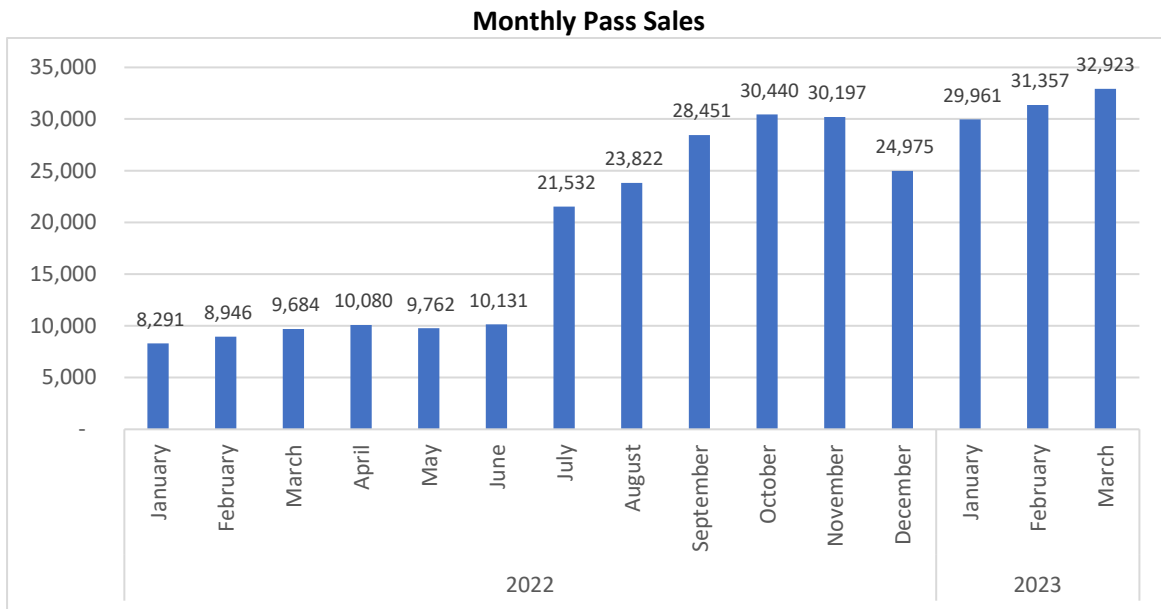


Exhibit 6

Ridership by Ticket Type

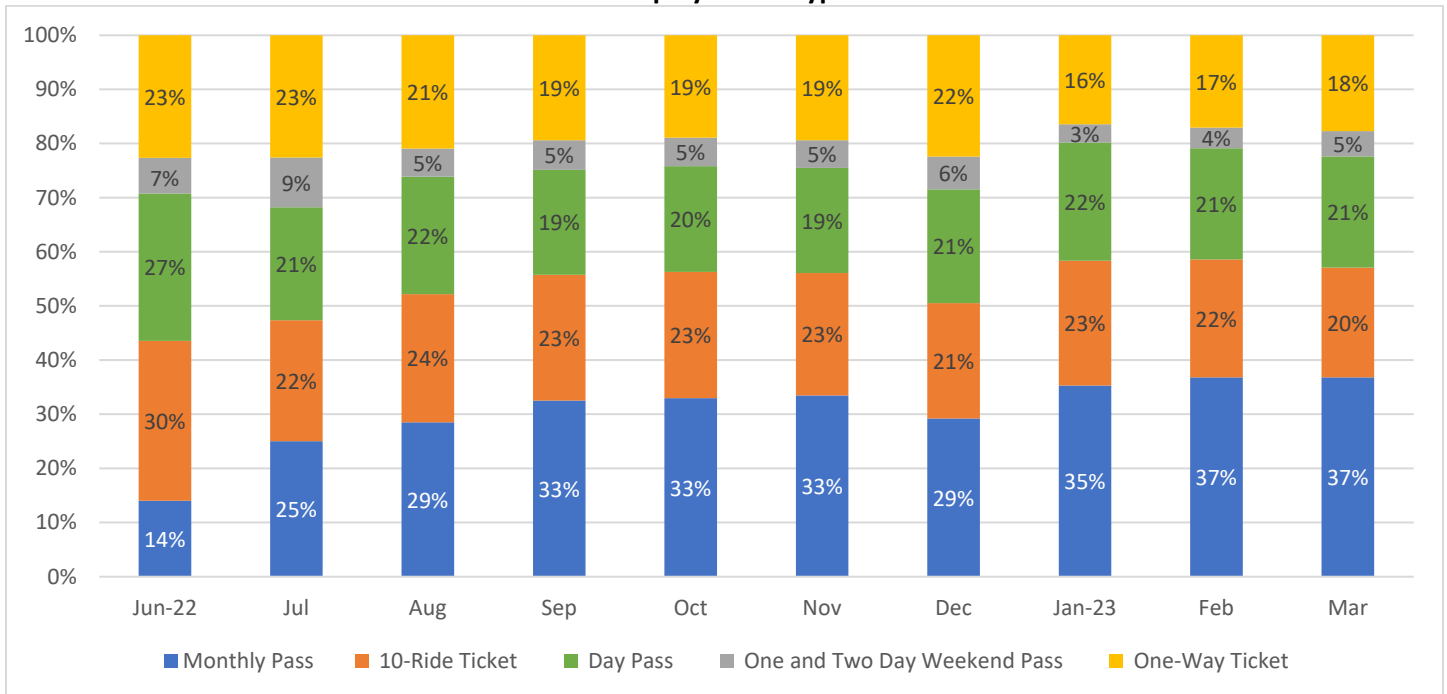


Exhibit 7

Note: Exhibit 7 excludes free trips

Ticket Sales

See ticket sales and ridership by ticket type and sales channel in the following tables.

Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales					Ridership					
	Mar 2019	Jun 2022	Mar 2023	Mar 2019 Share	Mar 2023 Share	Mar 2019	Jun 2022	Mar 2023	Mar 2019 Share	Jun 2022 Share	Mar 2023 Share
Monthly Pass	85	10	33	8.5%	3.8%	3,649	308	926	61%	14%	36%
10-Ride Ticket	138	65	51	13.7%	5.9%	1,380	649	510	23%	29%	20%
One-Way Ticket	694	498	446	69.1%	51.4%	694	498	446	12%	22%	17%
Weekend Pass	87	-	-	8.7%	0.0%	218	-	-	4%	0%	0%
One Day Weekend Pass	-	67	55	0.0%	6.3%	-	113	92	0%	5%	4%
Two Day Weekend Pass	-	15	13	0.0%	1.5%	-	32	25	0%	1%	1%
Day Pass	-	312	270	0.0%	31.1%	-	599	516	0%	27%	20%
\$6 Day Pass	-	55	84	0.0%	9.7%	-	134	160	0%	6%	6%
\$10 Day Pass	-	257	186	0.0%	21.4%	-	465	356	0%	21%	14%
RTA Ride Free Permit	-	-	-	0.0%	0.0%	71	37	40	0%	2%	2%
Total	1,003	967	867	100%	100%	6,011	2,237	2,555	100%	100%	100%

Exhibit 8

Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Mar 2019	Mar 2023	Mar 2019 Share	Mar 2023 Share	Mar 2019	Mar 2023	Mar 2019 Share	Mar 2023 Share
Conductor	165	79	16%	9%	203	88	4%	3%
Commuter Benefit	35	5	4%	1%	1,217	104	21%	4%
Ventra App	503	672	50%	78%	2,461	1,916	43%	75%
Ticket Agent	266	97	27%	11%	1,687	382	29%	15%
Ticket Vending Machine	33	14	3%	2%	195	24	3%	1%
RTA Ride Free Permit	-	-	0%	0%	71	40	0%	2%
Total	1,003	866	100%	100%	5,834	2,554	100%	100%

Exhibit 9

Note: Values in Exhibits 8 and 9 do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2019 data may not match previously reported totals due to late-reporting sales and refunds; 2023 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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