



**TO: Board of Directors**

**DATE: December 14, 2022**

**FROM: Jim Derwinski, CEO/Executive Director**

**SUBJECT: November 2022 Ridership Trends & Update on the \$100 Monthly Pass Pilot Program**

This memo describes YTD ridership patterns in 2022, including ridership and service recovery by line and service period. This memo also describes fare product information including an update on the \$100 Monthly Pass pilot program. Data in this report is preliminary and will be finalized at the end of the year.

Following trends for prior months, ridership in November 2022 was 37% higher than November 2021. Compared to last month, ridership decreased 6%, which is typical given the time off workers take around the Thanksgiving holiday. November had the same number of weekdays and Sundays, with one less Saturday compared to October.

**Estimated Passenger Trips by Month**

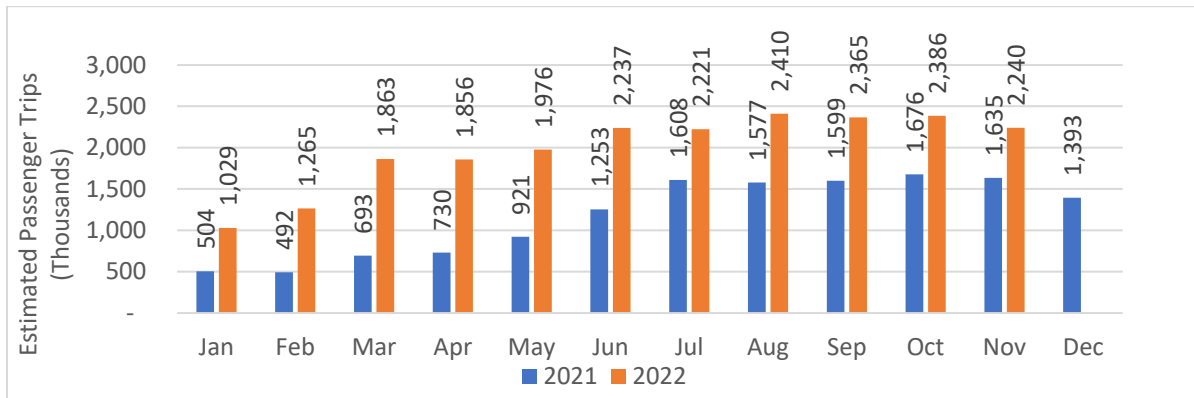


Exhibit 1

**Estimated Passenger Trips by Line (November 2021 vs. November 2022)**

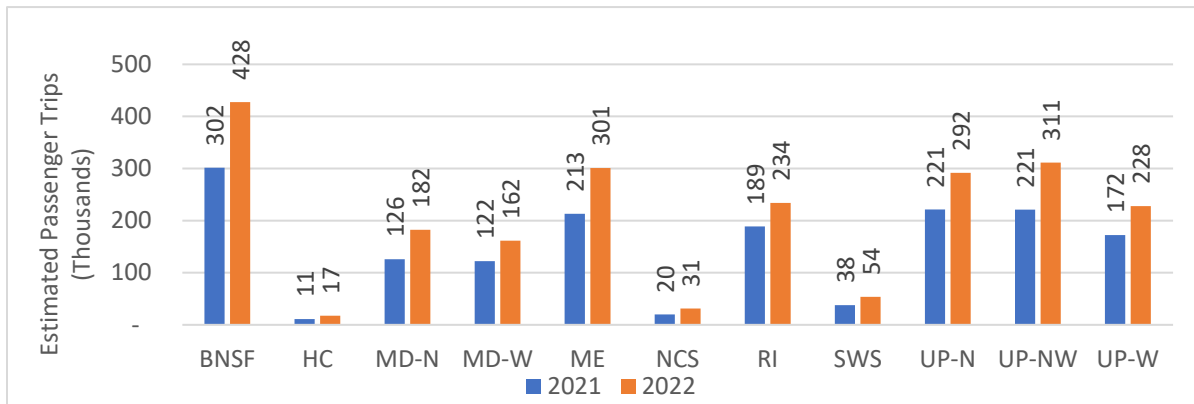
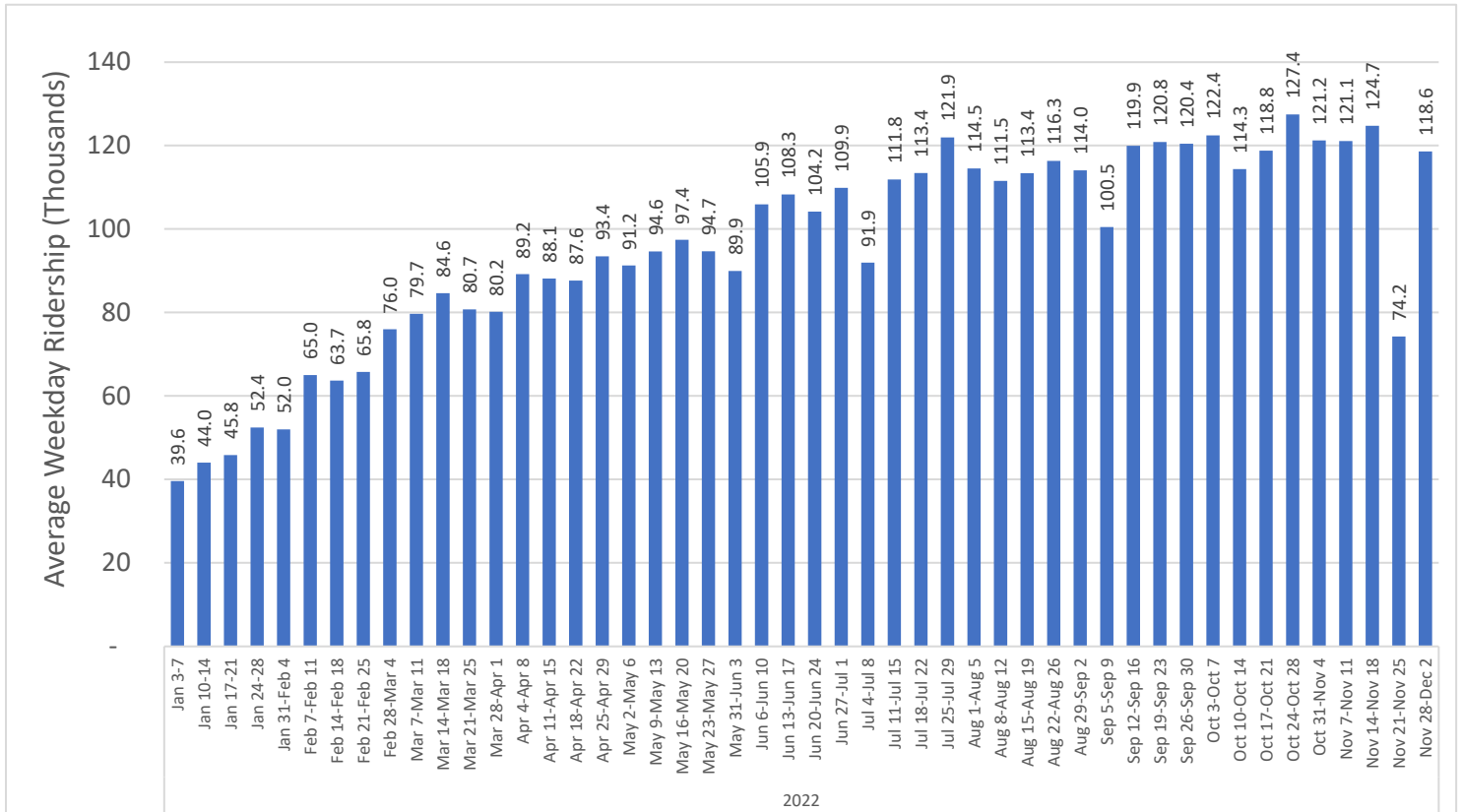


Exhibit 2

## Weekday Ridership

Average weekday ridership recovery increased from 42% in October to 44% in November. Average weekday ridership in November was 117,103.

### Metra Average Weekday Ridership



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Weekday Avg Chg. from Prior Month	-	+34%	+30%	+9%	+10%	+11%	+4%	+1%	+3%	+1%	-2%

Exhibit 3

### 2022 YTD Weekday Passenger Loads

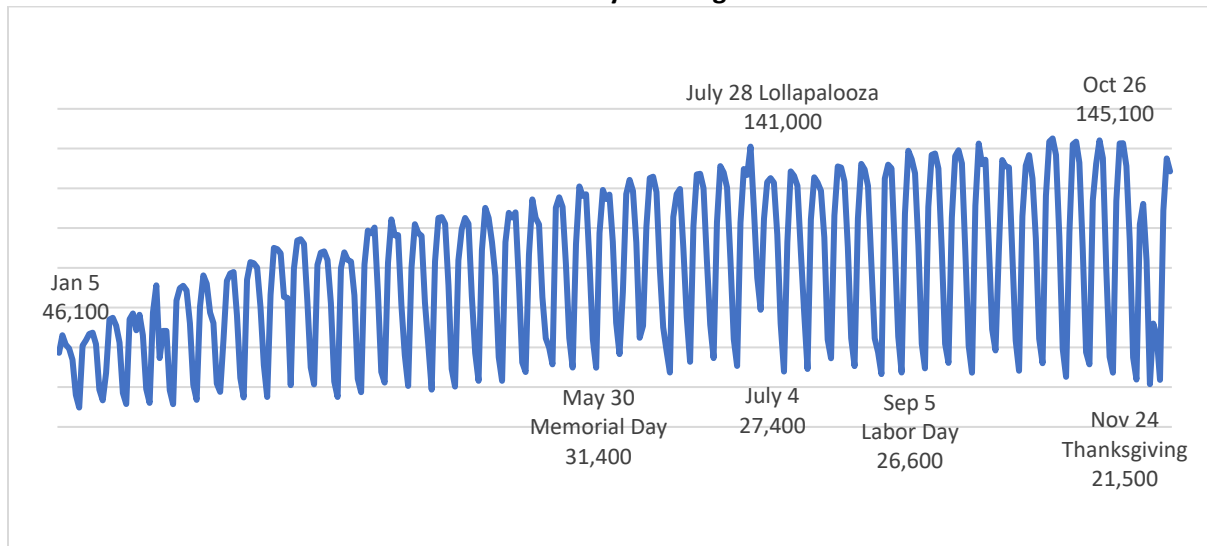


Exhibit 4

## **November Ridership Highlights**

- Average weekday ridership recovery increased from 42% in October to 44% in November.
- Reverse peak trains on the ME continued their high recovery, exceeding pre-COVID levels, reaching 142% of 2019 levels in November.
- The \$100 “Super Saver” Monthly Pass remained a popular ticket choice as it accounted for 33% of ridership which was the same share as seen in September and October.

## **Service Status**

After reducing service in response to the COVID-19 pandemic, Metra has restored service in different capacities on its lines. On four lines in particular (BNSF, Metra Electric, Rock Island, Union Pacific North), schedules were redesigned to standardize stopping patterns and to increase midday service as part of a pilot schedule initiative. As a result, these lines have experienced a stronger recovery in the midday compared to the overall recovery of those lines and compared to the system’s midday as a whole. For example, the Union Pacific North has a recovery of 69% during the midday compared to the line’s weekday recovery of 48% and Metra’s overall midday recovery of 58%.

**Ridership Recovery by Line & Service Period (Nov 2022 as a percentage of Nov 2019)**

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	40%	38%	51%	32%	41%	62%	69%
HC	34%	-	58%	-	36%	-	-
MD-N	41%	31%	53%	30%	41%	60%	66%
MD-W	35%	47%	47%	43%	37%	53%	62%
ME	39%	142%	82%	83%	52%	99%	103%
NCS	31%	18%	22%	0%	29%	-	-
RI	41%	74%	67%	48%	44%	55%	58%
SWS	33%	8%	10%	0%	29%	0%	-
UP-N	48%	50%	69%	63%	52%	85%	85%
UP-NW	41%	50%	57%	58%	44%	65%	86%
UP-W	45%	50%	55%	42%	46%	65%	71%
<b>Total</b>	41%	51%	58%	44%	44%	68%	76%

Exhibit 5

**\$100 Monthly Pass Pilot Program**

Sales of Metra’s promotional flat-rate \$100 “Super Saver” Monthly Pass, which was implemented in July 2022, slightly decreased in November. Thirty-three percent of rides were on the Monthly Pass in November. Over three times as many Monthly Passes were sold in November compared to June. Staff will continue to monitor these trends as the Monthly Pass promotion continues.



Exhibit 6

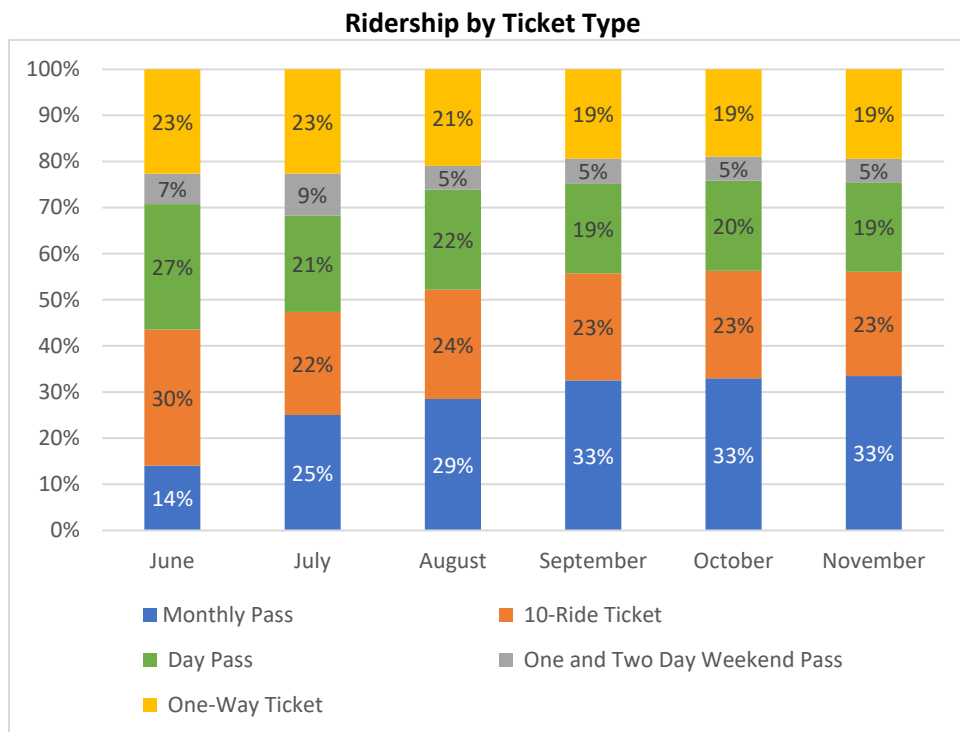


Exhibit 7

## Ticket Sales

Metra sold nearly 31,000 Monthly Passes in November, more than three times the quantity sold in June, before the “Super Saver” pilot began.

### Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales					Ridership					
	Nov 2019	Jun 2022	Nov 2022	Jun 2022 Share	Nov 2022 Share	Nov 2019	Jun 2022	Nov 2022	Nov 2019 Share	Jun 2022 Share	Nov 2022 Share
Monthly Pass	84	10	30	1.0%	3.8%	3,604	308	738	59.8%	13.8%	32.9%
10-Ride Ticket	140	65	50	6.7%	6.2%	1,402	649	498	23.3%	29.0%	22.2%
One-Way Ticket	712	498	428	51.5%	53.5%	712	498	428	11.8%	22.3%	19.1%
Weekend Pass	95	-	-	0.0%	0.0%	237	-	-	3.9%	0.0%	0.0%
One Day Weekend Pass	-	67	57	6.9%	7.2%	-	113	92	0.0%	5.0%	4.1%
Two Day Weekend Pass	-	15	10	1.6%	1.3%	-	32	20	0.0%	1.4%	0.9%
Day Pass	-	312	225	32.2%	28.1%	-	599	428	0.0%	26.8%	19.1%
\$6 Day Pass	-	55	69	5.7%	8.7%	-	134	131	0.0%	6.0%	5.9%
\$10 Day Pass	-	257	156	26.6%	19.4%	-	465	297	0.0%	20.8%	13.2%
RTA Ride Free Permit	-	-	-	0.0%	0.0%	68	37	35	1.1%	1.6%	1.6%
<b>Total</b>	<b>1,031</b>	<b>967</b>	<b>801</b>	<b>100%</b>	<b>100%</b>	<b>6,023</b>	<b>2,237</b>	<b>2,240</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Exhibit 8

### Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Nov 2019	Nov 2022	Nov 2019 Share	Nov 2022 Share	Nov 2019	Nov 2022	Nov 2019 Share	Nov 2022 Share
Conductor	153	75	15.0%	9.6%	200	85	3.3%	3.8%
Commuter Benefit	35	5	3.5%	0.7%	1,163	90	19.4%	4.0%
Ventra App	565	603	55.6%	76.7%	2,771	1,661	46.2%	74.6%
Ticket Agent	235	90	23.1%	11.5%	1,607	333	26.8%	15.0%
Ticket Vending Machine	29	13	2.9%	1.6%	183	23	3.0%	1.0%
RTA Ride Free Permit	-	-	0.0%	0.0%	68	35	1.1%	1.6%
<b>Total</b>	<b>1,017</b>	<b>786</b>	<b>100%</b>	<b>100%</b>	<b>5,992</b>	<b>2,227</b>	<b>100%</b>	<b>100%</b>

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; 2022 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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