

RIDERSHIP TRENDS

October 2019



Prepared by the Division of Strategic Planning & Performance
December 2019

Table of Contents

Executive Summary.....	1
Ridership	3
Estimated Passenger Trips by Line	3
Estimated Passenger Trips by Fare Zone Pair	4
Estimated Passenger Trips by Ticket Type	5
Passenger Loads	6
RTA Ride Free Permit Free Trips	6
Accessible Trips	7
Bicycle Trips	7
Ridership Influences.....	8
Employment	8
Gas Prices	9
Road Construction.....	10
Service Changes	10
Special Events and Promotions	10
Passenger Revenue and Ticket Sales.....	11
Passenger Revenue	11
Ticket Sales	14
Link-Up and PlusBus Sales	19
Reduced Fare Sales.....	20

Executive Summary

Estimated passenger trips decreased 2.8 percent in October 2019 compared to October 2018. October 2019 had the same number of weekdays, Saturdays, and Sundays/holidays compared to October 2018.

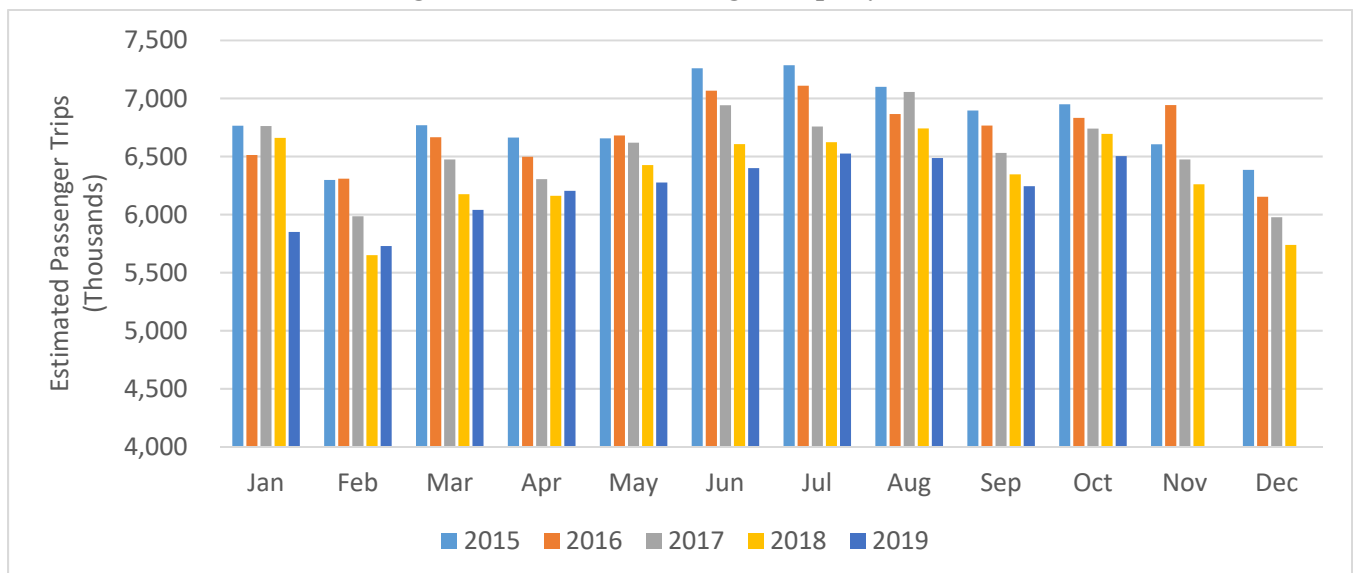
Estimated passenger trips decreased 2.8 percent in the last three months compared to 2018. Estimated passenger trips have decreased 3.0 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month ¹

Month	Estimated Passenger Trips (Thousands)					Change	
	2015	2016	2017	2018	2019	2015-2019	2018-2019
Jan	6,764	6,513	6,762	6,661	5,850	-13.5%	-12.2%
Feb	6,297	6,310	5,985	5,651	5,729	-9.0%	1.4%
Mar	6,770	6,666	6,474	6,176	6,040	-10.8%	-2.2%
Apr	6,663	6,497	6,305	6,162	6,205	-6.9%	0.7%
May	6,656	6,681	6,618	6,426	6,276	-5.7%	-2.3%
Jun	7,260	7,066	6,941	6,607	6,400	-11.8%	-3.1%
Jul	7,286	7,110	6,759	6,623	6,526	-10.4%	-1.5%
Aug	7,100	6,866	7,055	6,742	6,487	-8.6%	-3.8%
Sep	6,896	6,766	6,530	6,347	6,244	-9.5%	-1.6%
Oct	6,949	6,832	6,740	6,694	6,504	-6.4%	-2.8%
Nov	6,606	6,943	6,475	6,261			
Dec	6,385	6,153	5,976	5,739			
Year-to-date	68,640	67,306	66,170	64,088	62,260	-9.3%	-2.9%
Last 3 Months	20,945	20,464	20,326	19,783	19,235	-8.2%	-2.8%
Last 12 Months	82,124	80,296	79,266	76,539	74,260	-9.6%	-3.0%

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

Figure 1: Estimated Passenger Trips by Month



For the 2019 budget year, Metra estimated total annual passenger trips to be 75.6 million. To track how well ridership is comparing to this budgeted amount, monthly estimates have been calculated by distributing the budgeted trips throughout the year based on the distribution in previous years. Unanticipated differences in holiday and special event travel are common explanations for variations between the monthly budget distribution and actual ridership. These effects are less pronounced at the quarterly and annual level. Table 2 shows the estimated monthly passenger trips compared to this distribution.

Table 2: Estimated vs. Budget Passenger Trips ¹

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2019)	Actual (2019)	
Jan	6,400	5,850	-8.6%
Feb	5,700	5,729	0.5%
Mar	5,950	6,040	1.5%
1st Quarter	18,050	17,619	-2.4%
Apr	6,450	6,205	-3.8%
May	6,400	6,276	-1.9%
Jun	6,360	6,400	0.6%
2nd Quarter	19,210	18,880	-1.7%
Jul	6,830	6,526	-4.5%
Aug	6,490	6,487	0.0%
Sep	6,530	6,244	-4.4%
3rd Quarter	19,850	19,257	-3.0%
Oct	6,500	6,504	0.1%
Nov	5,970		
Dec	5,990		
4th Quarter	18,460		
Year-to-date	63,610	62,260	-2.1%
Total	75,570		

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

Ridership

Estimated ridership figures are based on the number of ticket sales multiplied by a standard ridership factor unique to each ticket type, in addition to the number of RTA Ride Free Permit passenger trips reported by conductors.

Estimated Passenger Trips by Line

Table 3 shows estimated passenger trips by line for the current month, the last three months, and the last 12 months. Estimated passenger trips decreased by 2.8 percent in the last three months compared to the previous year and decreased 3.0 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	October			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,378,720	1,359,812	-1.4%	4,101,453	4,022,893	-1.9%	15,919,990	15,488,146	-2.7%
HC	64,602	66,854	3.5%	187,954	194,306	3.4%	728,791	730,095	0.2%
MD-N	584,239	573,116	-1.9%	1,724,544	1,709,854	-0.9%	6,639,513	6,564,701	-1.1%
MD-W	536,674	514,214	-4.2%	1,603,275	1,534,472	-4.3%	6,178,707	5,930,896	-4.0%
ME	689,432	668,328	-3.1%	1,992,021	1,903,695	-4.4%	7,775,726	7,337,968	-5.6%
NCS	146,521	140,906	-3.8%	426,126	413,035	-3.1%	1,655,982	1,595,473	-3.7%
RI	654,831	628,255	-4.1%	1,947,039	1,874,110	-3.7%	7,642,410	7,365,047	-3.6%
SWS	212,031	206,927	-2.4%	617,951	604,261	-2.2%	2,432,318	2,369,772	-2.6%
UP-N	774,570	765,437	-1.2%	2,288,133	2,252,655	-1.6%	8,743,249	8,552,877	-2.2%
UP-NW	934,508	898,226	-3.9%	2,762,197	2,690,317	-2.6%	10,642,740	10,417,377	-2.1%
UP-W	717,858	681,560	-5.1%	2,131,911	2,035,423	-4.5%	8,179,563	7,907,649	-3.3%
Total	6,693,984	6,503,633	-2.8%	19,782,601	19,235,018	-2.8%	76,538,986	74,259,998	-3.0%

Estimated Passenger Trips by Fare Zone Pair

Table 4 shows estimated passenger trips by fare zone pair for the current month, the last three months, and the last 12 months.

- The long-term decline in No Zone Pair passenger trips is expected to continue as data collection improvements and the shift to the Ventra App cause fewer trips to be reported without a zone pair.
- In July 2018, year-long testing of the zone consolidation policy began. All tickets for Zones K through M were capped to the price of Zone J tickets. This caused an increase in passenger trips for Zone A-J, and a decrease for passenger trips for Zones A-K and A-M. There are no stations in Zone L.

Table 4: Estimated Passenger Trips by Fare Zone Pair ¹

Zone Pair	October (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	22	24	10.9%	63	65	3.1%	237	246	3.6%
A-B	512	506	-1.3%	1,442	1,435	-0.5%	5,546	5,480	-1.2%
A-C	932	932	0.0%	2,702	2,702	0.0%	10,505	10,441	-0.6%
A-D	1,125	1,100	-2.3%	3,264	3,208	-1.7%	12,753	12,421	-2.6%
A-E	1,430	1,414	-1.1%	4,180	4,149	-0.7%	16,183	16,096	-0.5%
A-F	871	820	-5.9%	2,550	2,400	-5.9%	9,848	9,323	-5.3%
A-G	526	508	-3.4%	1,533	1,492	-2.7%	5,942	5,813	-2.2%
A-H	419	406	-3.2%	1,234	1,195	-3.2%	4,816	4,646	-3.5%
A-I	144	135	-6.6%	423	397	-6.2%	1,645	1,568	-4.7%
A-J	59	57	-4.8%	175	169	-3.8%	395	665	68.3%
A-K	-	-		-	-		230	-	-100.0%
A-M	-	-		-	-		58	-	-100.0%
<i>A-J, K, & M</i>	<i>59</i>	<i>57</i>	<i>-4.8%</i>	<i>175</i>	<i>169</i>	<i>-3.8%</i>	<i>683</i>	<i>665</i>	<i>-2.6%</i>
Intermediate	210	196	-6.7%	612	580	-5.4%	2,333	2,191	-6.1%
No Zone Pair	443	407	-8.1%	1,602	1,445	-9.8%	6,048	5,369	-11.2%
Total	6,694	6,504	-2.8%	19,783	19,235	-2.8%	76,539	74,260	-3.0%

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

Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for the current month, the last three months, and the last 12 months. Special event tickets and other data irregularities can affect month-to-month comparisons of passenger trips by ticket type:

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, February 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

Table 5: Estimated Passenger Trips by Ticket Type ¹

Ticket Type	October (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,943	3,810	-3.4%	58.8%	58.7%	11,344	11,019	-2.9%	57.3%	57.3%
10-Ride Ticket	1,660	1,620	-2.4%	24.8%	25.0%	4,782	4,683	-2.1%	24.2%	24.3%
One-Way Ticket	830	809	-2.5%	12.4%	12.5%	2,632	2,565	-2.5%	13.3%	13.3%
Weekend Pass	187	170	-9.3%	2.8%	2.6%	734	675	-8.0%	3.7%	3.5%
Special Passes	0	0	395.2%	0.0%	0.0%	73	71	-3.5%	0.4%	0.4%
RTA Ride Free Permit	81	79	-2.3%	1.2%	1.2%	234	230	-1.9%	1.2%	1.2%
Total ²	6,700	6,487	-3.2%			19,799	19,243	-2.8%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	44,603	43,356	-2.8%	58.3%	58.4%
10-Ride Ticket	18,639	17,975	-3.6%	24.3%	24.2%
One-Way Ticket	9,430	9,431	0.0%	12.3%	12.7%
Weekend Pass	2,911	2,548	-12.4%	3.8%	3.4%
Special Passes	90	84	-7.4%	0.1%	0.1%
RTA Ride Free Permit	888	860	-3.2%	1.2%	1.2%
Total ²	76,561	74,254	-3.0%		

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

² Passenger trip totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds.

Passenger Loads

Table 6 shows the average daily passenger loads by service period for the current month, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads increased 0.9 percent in the current month, and average total weekday passenger loads decreased by 0.7 percent in the same period.

Table 6: Average Daily Passenger Loads ¹

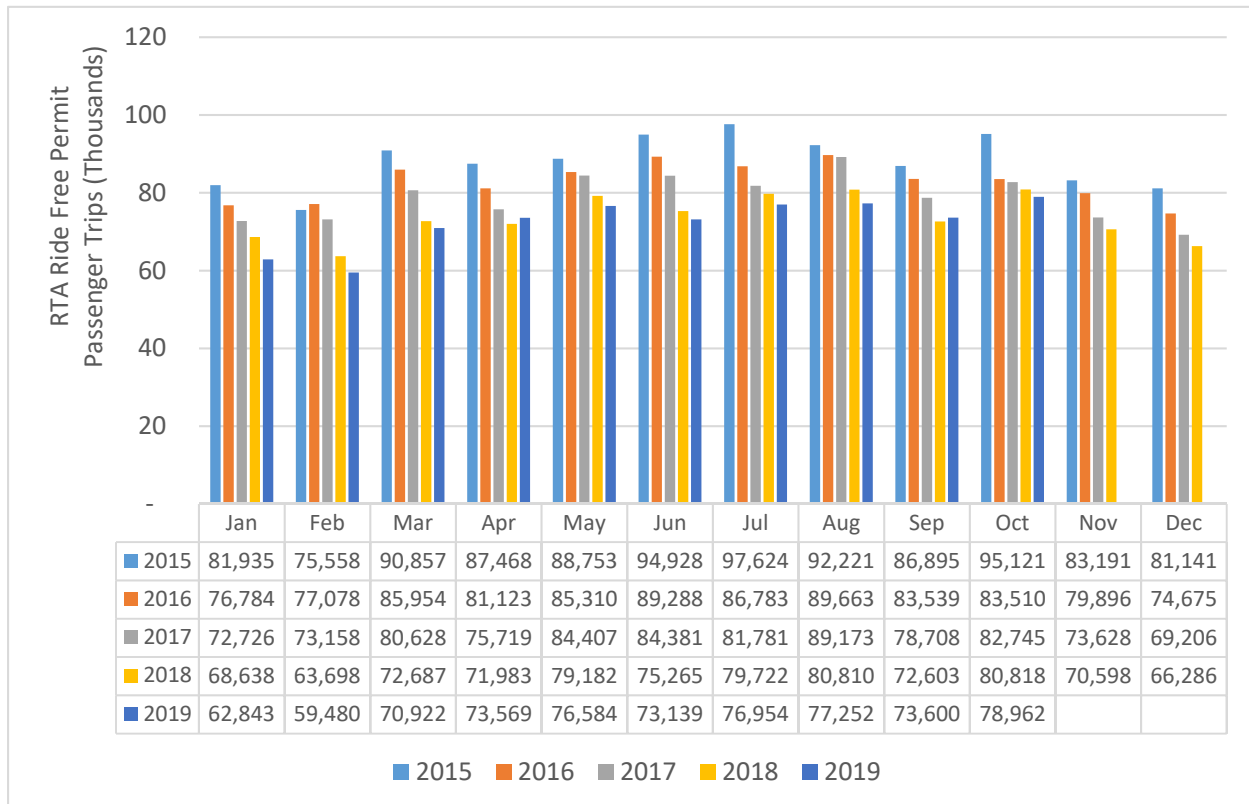
Service Period	October (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	216	218	0.9%	215	217	0.5%	212	209	-1.6%
Peak - Reverse Direction	19	20	2.5%	20	20	2.7%	20	19	-4.5%
Midday	31	31	0.3%	32	32	0.3%	31	31	-2.8%
Evening	15	14	-4.1%	17	16	-6.3%	16	15	-4.8%
Weekday	281	283	0.7%	284	285	0.3%	279	274	-2.1%
Saturday	52	55	5.2%	62	66	6.7%	60	62	3.3%
Sunday	37	40	7.3%	43	43	-0.8%	38	38	-0.3%

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

RTA Ride Free Permit Free Trips

Figure 2 shows the number of RTA Ride Free Permit passenger trips for the last five years. Trips are included in ridership estimates because Metra is eligible for reimbursement for the number provided.

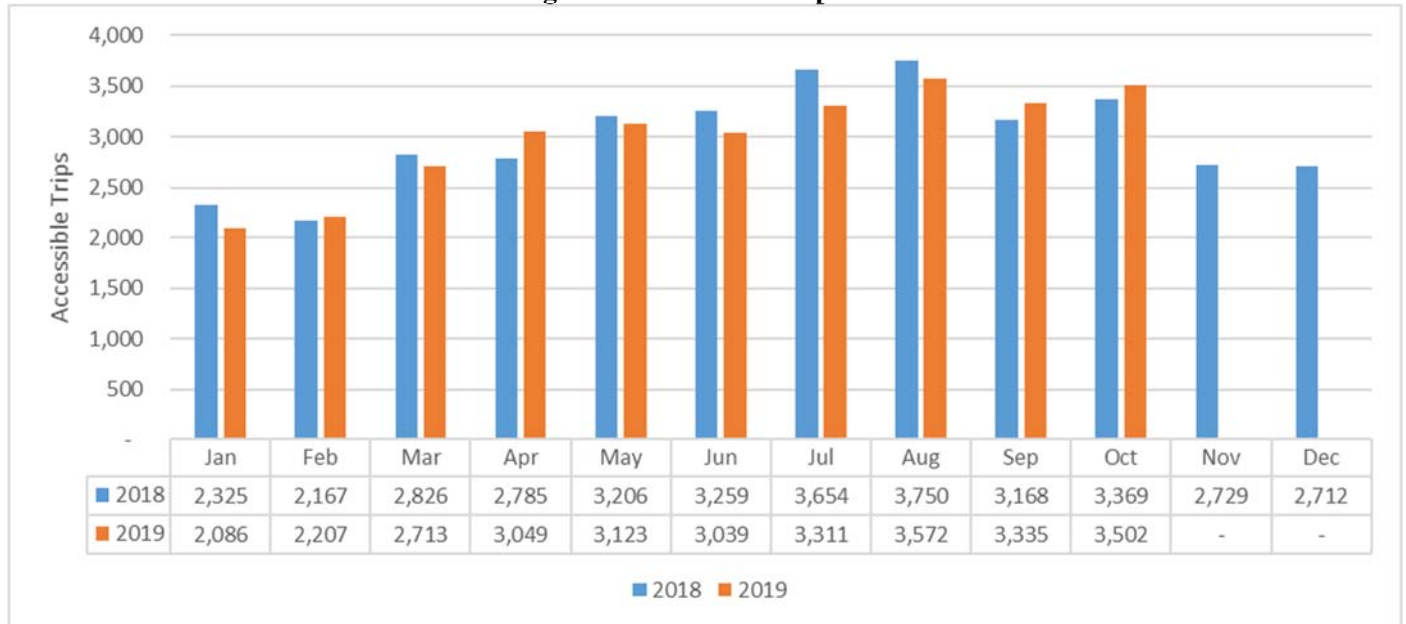
Figure 2: RTA Ride Free Permit Passenger Trips



Accessible Trips

Figure 3 shows the number of trips provided using accessible equipment. Accessible equipment consists of bridge plates on the Metra Electric Line and wheelchair lifts on all other lines.

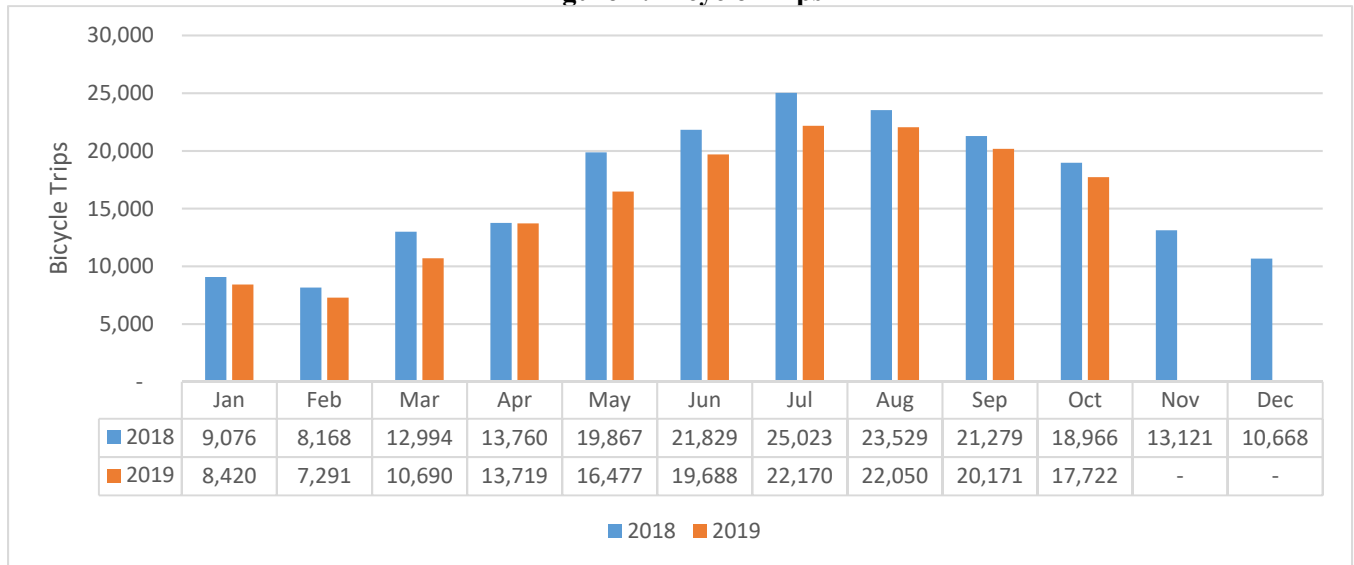
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



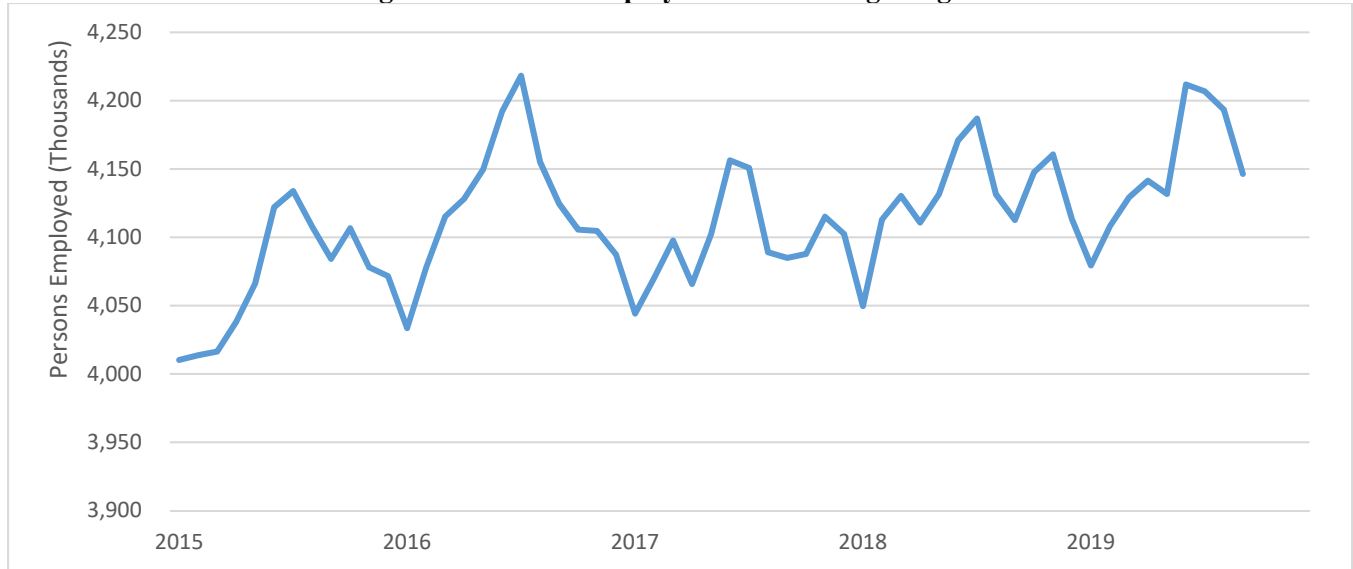
Ridership Influences

Many different factors (such as the employment, gas prices, road construction, service changes, and special events) can influence ridership trends.

Employment

Figure 5 shows the number of persons employed in the six-county Chicago Region. The number of persons employed decreased 0.3 percent in October 2019 compared to October 2018.

Figure 5: Persons Employed in the Chicago Region ¹



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,070
2016	4,033	4,078	4,115	4,128	4,150	4,192	4,218	4,155	4,125	4,106	4,105	4,087	4,130
2017	4,044	4,070	4,098	4,066	4,102	4,156	4,151	4,089	4,085	4,088	4,115	4,102	4,095
2018	4,050	4,113	4,130	4,111	4,131	4,171	4,187	4,131	4,113	4,147	4,161	4,113	4,128
2019	4,079	4,108	4,129	4,141	4,132	4,212	4,207	4,193	4,146	4,136			4,148
Change 2018-2019	0.7%	-0.1%	0.0%	0.7%	0.0%	1.0%	0.5%	1.5%	0.8%	-0.3%			0.5%

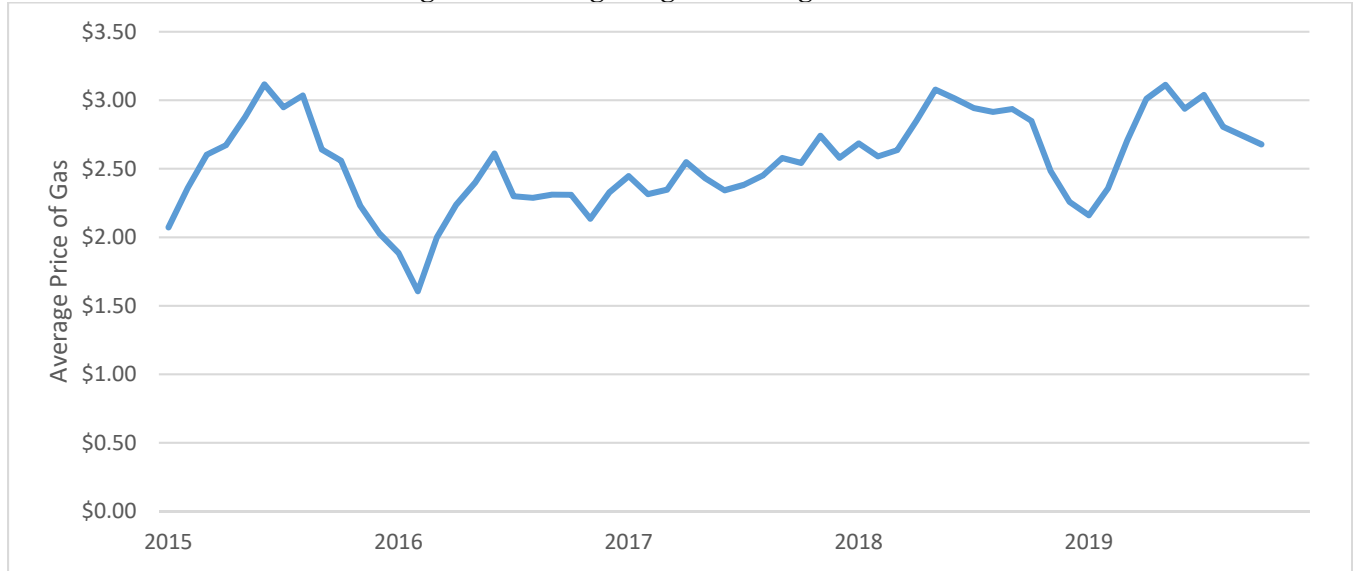
¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Source: Illinois Department of Employment Security

Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Naperville-Elgin area. The average price of a gallon of regular unleaded gas was \$2.68 in October 2019, a \$0.17 decrease compared to October 2018.

Figure 6: Chicago Region Average Gas Prices



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2015	\$3.45	\$3.52	\$3.83	\$3.95	\$3.86	\$3.99	\$3.71	\$3.57	\$3.61	\$3.30	\$3.00	\$2.57	\$3.68
2016	\$1.89	\$1.61	\$2.00	\$2.24	\$2.40	\$2.61	\$2.30	\$2.29	\$2.31	\$2.31	\$2.14	\$2.33	\$2.19
2017	\$2.45	\$2.32	\$2.35	\$2.55	\$2.43	\$2.34	\$2.38	\$2.45	\$2.58	\$2.54	\$2.74	\$2.58	\$2.44
2018	\$2.69	\$2.59	\$2.64	\$2.85	\$3.08	\$3.01	\$2.94	\$2.92	\$2.94	\$2.85	\$2.49	\$2.26	\$2.85
2019	\$2.16	\$2.36	\$2.71	\$3.01	\$3.11	\$2.94	\$3.04	\$2.81	\$2.74	\$2.68			\$2.76
Change 2018-2019	-\$0.52	-\$0.23	\$0.07	\$0.16	\$0.03	-\$0.07	\$0.10	-\$0.11	-\$0.19	-\$0.17			-\$0.09

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in October. The following projects are either under construction or were recently completed:

- Jane Byrne Interchange Reconfiguration – In 2015, work began on a major reconfiguration of the Jane Byrne Interchange. Work is expected to continue through 2022.

Service Changes

On June 1, weekend service on the BNSF, Rock Island, and UP-NW lines was increased as part of a pilot project to increase weekend ridership. The pilot project was continued for the BNSF and UP-NW after September 3 with minor adjustments to run times and scheduled stops. The pilot project was discontinued for the Rock Island Line as of September 3, although one additional Saturday morning train was retained on the schedule.

A two-year reverse-commute pilot project began March 4 on the Milwaukee District-North. The Milwaukee District-North schedule was adjusted to add two outbound morning express trains between Union Station and Lake Forest, and one inbound evening train.

Special Events and Promotions

Extra service was offered for the Bank of America Chicago Marathon (Oct 13) on the BNSF, Metra Electric, Milwaukee District-North, UP-NW, and UP-W lines.

Passenger Revenue and Ticket Sales

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

- In June 2018, Metra stopped selling Monthly Passes and 10-Ride Tickets from vending machines at 15 non-downtown stations on the Metra Electric Line.
- In June 2018, Metra ended its Ticket-by-Internet program.
- In July 2018, yearlong testing of the zone consolidation policy began. All tickets from Zone A to Zones K through M were capped at the price of Zone J tickets.
- In July 2018, select stations with perceived inconsistencies in distance from downtown were reassigned to closer zones. Ashland, Racine, West Pullman, Stewart Ridge and State Street stations moved from Zone D to C. On the Metra Electric mainline, the 83rd Street and 87th Street stations were moved from Zone C to B. On the Rock Island Beverly Branch, the 123rd Street Station was moved from Zone D to C.
- In December 2018, an update to the Ventra app ended the option for purchasing mobile tickets without creating a Ventra account.
- Customers on the Metra Electric Line received a 15 percent discount on their April 2019 Monthly Pass. The discount was offered as compensation for two weeks of service disruptions in January and February, including all or part of six days without any service, caused by unusually severe weather conditions and damage from the derailment of a CN train.
- On the weekend of February 16-17, 2019 Metra offered free rides on all trains. Ridership from the weekend of February 16-17 is not included in the quantity of Weekend Passes sold in February 2019 as passengers were not required to purchase a ticket.
- On June 1, 2019 Metra began allowing monthly pass holders to use their ticket to travel anywhere in the system on weekends, where previously travel was restricted to the zones on the ticket.

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

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, May 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

Passenger Revenue

Table 7 shows passenger revenue by line for the current month, the last three months, and the last 12 months.

Table 7: Passenger Revenue by Line ¹

Line	October (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$6,961	\$6,875	-1.2%	\$20,752	\$20,398	-1.7%	\$78,983	\$78,310	-0.9%
HC	\$340	\$354	4.0%	\$989	\$1,026	3.8%	\$3,774	\$3,839	1.7%
MD-N	\$2,989	\$2,930	-2.0%	\$8,858	\$8,769	-1.0%	\$33,328	\$33,527	0.6%
MD-W	\$2,708	\$2,602	-3.9%	\$8,121	\$7,790	-4.1%	\$30,707	\$29,960	-2.4%
ME	\$3,088	\$2,981	-3.5%	\$8,975	\$8,548	-4.8%	\$34,428	\$32,808	-4.7%
NCS	\$836	\$812	-2.8%	\$2,444	\$2,380	-2.6%	\$9,358	\$9,130	-2.4%
RI	\$3,101	\$2,976	-4.0%	\$9,255	\$8,903	-3.8%	\$35,557	\$34,880	-1.9%
SWS	\$996	\$973	-2.3%	\$2,915	\$2,846	-2.4%	\$11,254	\$11,137	-1.0%
UP-N	\$3,493	\$3,460	-1.0%	\$10,380	\$10,237	-1.4%	\$38,704	\$38,699	0.0%
UP-NW	\$4,825	\$4,627	-4.1%	\$14,317	\$13,931	-2.7%	\$54,233	\$53,862	-0.7%
UP-W	\$3,600	\$3,416	-5.1%	\$10,732	\$10,229	-4.7%	\$40,298	\$39,689	-1.5%
Total	\$32,938	\$32,005	-2.8%	\$97,738	\$95,058	-2.7%	\$370,625	\$365,841	-1.3%

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

Table 8 shows passenger revenue by ticket type for the current month, the last three months, and the last 12 months.

Table 8: Passenger Revenue by Ticket Type ¹

Ticket Type	October (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$17,230	\$16,606	-3.6%	52.3%	52.0%	\$49,613	\$48,063	-3.1%	50.7%	50.6%
10-Ride Ticket	\$9,805	\$9,596	-2.1%	29.7%	30.0%	\$28,389	\$27,819	-2.0%	29.0%	29.3%
One-Way Ticket	\$5,187	\$5,064	-2.4%	15.7%	15.9%	\$16,486	\$16,111	-2.3%	16.9%	17.0%
Weekend Pass	\$748	\$679	-9.3%	2.3%	2.1%	\$2,935	\$2,701	-8.0%	3.0%	2.8%
Special Passes	\$0	\$1	395.2%	0.0%	0.0%	\$401	\$350	-12.8%	0.4%	0.4%
Total ²	\$32,971	\$31,945	-3.1%			\$97,824	\$95,045	-2.8%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$192,573	\$189,063	-1.8%	51.9%	51.7%
10-Ride Ticket	\$108,069	\$107,031	-1.0%	29.1%	29.2%
One-Way Ticket	\$58,790	\$59,243	0.8%	15.8%	16.2%
Weekend Pass	\$11,000	\$10,187	-7.4%	3.0%	2.8%
Special Passes	\$506	\$401	-20.6%	0.1%	0.1%
Total ²	\$370,938	\$365,925	-1.4%		

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

² Passenger revenue totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds.

Table 9 shows passenger revenue by ticket type and sales channel for the current month 2018 and 2019.

Table 9: Passenger Revenue by Ticket Type and Sales Channel (Current Month) ¹

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,116	\$4,765	-6.9%	29.7%	28.7%	\$685	\$638	-6.8%	7.0%	6.7%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$5,329	\$4,795	-10.0%	30.9%	28.9%	\$2,765	\$2,393	-13.4%	28.2%	24.9%
Vending Machine	\$602	\$505	-16.1%	3.5%	3.0%	\$423	\$356	-15.8%	4.3%	3.7%
Ventra App	\$6,183	\$6,541	5.8%	35.9%	39.4%	\$5,932	\$6,208	4.6%	60.5%	64.7%
Total	\$17,230	\$16,606	-3.6%			\$9,805	\$9,596	-2.1%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$1,033	\$833	-19.4%	19.9%	16.4%	\$403	\$326	-19.1%	53.9%	46.6%
Ticket Agent	\$1,428	\$1,241	-13.1%	27.5%	24.5%	\$73	\$67	-8.0%	9.8%	9.6%
Vending Machine	\$176	\$145	-17.9%	3.4%	2.9%	\$24	\$19	-19.3%	3.2%	2.8%
Ventra App	\$2,550	\$2,846	11.6%	49.2%	56.2%	\$248	\$287	15.5%	33.1%	41.0%
Total	\$5,187	\$5,064	-2.4%			\$749	\$699	-6.5%		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,801	\$5,403	-6.9%	17.6%	16.9%
Conductor	\$1,437	\$1,159	-19.3%	4.4%	3.6%
Ticket Agent	\$9,595	\$8,497	-11.4%	29.1%	26.6%
Vending Machine	\$1,225	\$1,025	-16.3%	3.7%	3.2%
Ventra App	\$14,913	\$15,882	6.5%	45.2%	49.7%
Total ²	\$32,971	\$31,966	-3.1%		

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

² Passenger revenue totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds

Ticket Sales

Table 10 shows ticket sales by ticket type for the current month, the last three months, and the last 12 months. Monthly Pass sales decreased by 3.4 percent in the current month compared to the previous year, and 10-Ride Ticket sales decreased by 2.4 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

Ticket Type	October (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	92	89	-3.4%	7.9%	7.9%	264	256	-2.9%	7.1%	7.1%
10-Ride Ticket	166	162	-2.4%	14.3%	14.4%	478	468	-2.1%	12.9%	13.0%
One-Way Ticket	830	809	-2.5%	71.4%	71.7%	2,632	2,565	-2.5%	71.2%	71.5%
Weekend Pass	75	68	-9.3%	6.4%	6.0%	293	270	-8.0%	7.9%	7.5%
Special Passes	0	0	381.0%	0.0%	0.0%	31	30	-4.4%	0.8%	0.8%
Total	1,162	1,127	-3.0%			3,699	3,590	-2.9%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	1,037	1,008	-2.8%	7.7%	7.6%
10-Ride Ticket	1,864	1,797	-3.6%	13.8%	13.5%
One-Way Ticket	9,430	9,431	0.0%	69.7%	70.9%
Weekend Pass	1,164	1,019	-12.4%	8.6%	7.7%
Special Passes	40	36	-8.7%	0.3%	0.3%
Total	13,535	13,292	-1.8%		

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

Tables 11 details ticket sales by line and ticket type.

Table 11: Ticket Sales by Ticket Type and Line (Current Month)

Monthly Pass				10-Ride Ticket			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	20,407	19,684	-3.5%	BNSF	33,487	34,575	3.2%
HC	1,081	1,095	1.3%	HC	1,394	1,542	10.6%
MD-N	7,271	7,133	-1.9%	MD-N	17,124	16,822	-1.8%
MD-W	7,561	7,242	-4.2%	MD-W	10,995	10,435	-5.1%
ME	8,781	8,477	-3.5%	ME	15,297	13,767	-10.0%
NCS	2,129	2,036	-4.4%	NCS	3,688	3,543	-3.9%
RI	10,346	9,959	-3.7%	RI	12,285	11,565	-5.9%
SWS	3,429	3,345	-2.4%	SWS	4,386	4,252	-3.1%
UP-N	8,646	8,524	-1.4%	UP-N	25,138	24,909	-0.9%
UP-NW	12,457	12,042	-3.3%	UP-NW	23,500	22,361	-4.8%
UP-W	9,587	9,066	-5.4%	UP-W	18,670	18,240	-2.3%
Total	91,695	88,603	-3.4%	Total	165,964	162,011	-2.4%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	109,077	111,953	2.6%	BNSF	16,286	13,978	-14.2%
HC	3,660	3,871	5.8%	HC	475	286	-39.8%
MD-N	60,968	62,085	1.8%	MD-N	16,292	13,048	-19.9%
MD-W	55,683	56,383	1.3%	MD-W	16,595	14,769	-11.0%
ME	98,623	100,838	2.2%	ME	28,362	22,545	-20.5%
NCS	11,766	12,621	7.3%	NCS	5,391	4,492	-16.7%
RI	55,297	55,894	1.1%	RI	12,897	10,609	-17.7%
SWS	14,655	15,695	7.1%	SWS	3,653	2,660	-27.2%
UP-N	80,033	87,881	9.8%	UP-N	33,861	27,836	-17.8%
UP-NW	90,988	91,928	1.0%	UP-NW	27,969	19,501	-30.3%
UP-W	67,931	67,692	-0.4%	UP-W	19,158	12,083	-36.9%
Total	648,681	666,841	2.8%	Total	180,939	141,807	-21.6%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	7,681	7,377	-4.0%	BNSF	4,796	4,365	-9.0%
HC	-	-		HC	-	-	
MD-N	3,407	3,747	10.0%	MD-N	3,851	3,389	-12.0%
MD-W	3,404	3,594	5.6%	MD-W	4,624	3,803	-17.8%
ME	3,998	2,275	-43.1%	ME	2,130	1,612	-24.3%
NCS	-	-		NCS	-	-	
RI	1,908	2,086	9.3%	RI	2,989	2,409	-19.4%
SWS	98	79	-19.4%	SWS	212	72	-66.0%
UP-N	3,993	4,195	5.1%	UP-N	5,956	4,449	-25.3%
UP-NW	5,462	6,909	26.5%	UP-NW	9,293	7,633	-17.9%
UP-W	4,586	5,063	10.4%	UP-W	6,467	4,895	-24.3%
Total	34,537	35,325	2.3%	Total	40,318	32,627	-19.1%

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2018 and 2019. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2018 and 2019.

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	27	25	-6.7%	29.1%	28.1%	11	10	-6.7%	6.5%	6.2%
Conductor	-	-				-	-			
Ticket Agent	29	26	-9.8%	31.5%	29.4%	49	42	-13.4%	29.5%	26.2%
<i>Cash & Other</i>	5	3	-26.1%			8	6	-22.8%		
<i>Credit Card</i>	24	23	-6.7%			41	36	-11.7%		
Vending Machine	3	3	-15.7%	3.5%	3.1%	7	6	-15.3%	4.2%	3.6%
Ventra App	33	35	6.2%	36.0%	39.5%	99	104	4.4%	59.8%	64.0%
<i>Credit Card</i>	30	33	9.5%			94	99	4.8%		
<i>Mixed & Other</i>	2	0	-73.3%			1	0	-57.6%		
<i>Ventra</i>	1	1	22.0%			4	5	12.9%		
Total	92	89	-3.4%			166	162	-2.4%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	181	142	-21.6%	21.8%	17.5%	40	33	-19.1%	53.9%	46.7%
Ticket Agent	220	194	-12.1%	26.5%	23.9%	7	7	-8.9%	9.8%	9.5%
<i>Cash & Other</i>	124	104	-16.0%			4	3	-9.3%		
<i>Credit Card</i>	96	90	-7.1%			4	3	-8.5%		
Vending Machine	28	23	-16.5%	3.4%	2.9%	2	2	-19.3%	3.2%	2.8%
Ventra App	400	450	12.3%	48.3%	55.6%	25	29	15.5%	33.1%	41.0%
<i>Credit Card</i>	362	410	13.3%			23	27	16.2%		
<i>Mixed & Other</i>	2	1	-33.0%			0	0	-8.6%		
<i>Ventra</i>	37	39	6.0%			1	2	6.6%		
Total	830	809	-2.5%			75	70	-6.6%		

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

Table 13: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date)

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	269	253	-5.9%	30.9%	29.9%	103	98	-5.4%	6.6%	6.5%
Conductor	-	-				-	-			
Internet	17	-	-100%	1.9%		7	-	-100%	0.4%	
Ticket Agent	275	260	-5.4%	31.5%	30.7%	476	410	-14.0%	30.6%	27.1%
<i>Cash & Other</i>	46	35	-24.0%			76	59	-22.3%		
<i>Credit Card</i>	229	225	-1.7%			400	350	-12.4%		
Vending Machine	32	27	-16.1%	3.7%	3.2%	73	57	-21.8%	4.7%	3.8%
Ventra App	278	307	10.3%	32.0%	36.3%	898	947	5.5%	57.6%	62.6%
<i>Credit Card</i>	253	287	13.2%			851	900	5.8%		
<i>Mixed & Other</i>	17	9	-48.9%			12	6	-44.3%		
<i>Ventra</i>	8	12	41.1%			36	41	13.9%		
Total	871	847	-2.7%			1,558	1,512	-3.0%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	1,828	1,546	-15.4%	22.9%	19.6%	485	392	-19.2%	50.4%	45.4%
Internet	-	-				-	-			
Ticket Agent	2,300	2,015	-12.4%	28.8%	25.5%	135	108	-19.8%	14.0%	12.5%
<i>Cash & Other</i>	1,287	1,093	-15.1%			69	53	-22.2%		
<i>Credit Card</i>	1,013	922	-9.0%			66	55	-17.2%		
Vending Machine	288	233	-18.9%	3.6%	3.0%	28	20	-28.2%	2.9%	2.3%
Ventra App	3,573	4,113	15.1%	44.7%	52.0%	314	342	9.0%	32.7%	39.7%
<i>Credit Card</i>	3,206	3,751	17.0%			292	323	10.5%		
<i>Mixed & Other</i>	26	17	-34.3%			2	2	-34.5%		
<i>Ventra</i>	341	346	1.4%			20	18	-8.9%		
Total	7,989	7,907	-1.0%			962	862	-10.4%		

Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month) ¹

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	37	35	-6.7%	3.2%	3.1%
Conductor	221	174	-21.2%	19.0%	15.4%
Ticket Agent	305	269	-12.0%	26.3%	23.8%
<i>Cash & Other</i>	140	117	-16.5%		
<i>Credit Card</i>	165	152	-8.2%		
Vending Machine	41	34	-16.4%	3.5%	3.0%
Ventra App	557	617	10.7%	48.0%	54.7%
<i>Credit Card</i>	509	568	11.6%		
<i>Mixed & Other</i>	5	2	-50.4%		
<i>Ventra</i>	43	46	7.0%		
Total	1,162	1,129	-2.8%		

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

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

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	373	351	-5.8%	3.3%	3.2%
Conductor	2,313	1,938	-16.2%	20.3%	17.4%
Internet	23	-	-100%	0.2%	
Ticket Agent	3,185	2,792	-12.3%	28.0%	25.1%
<i>Cash & Other</i>	1,478	1,241	-16.0%		
<i>Credit Card</i>	1,708	1,552	-9.1%		
Vending Machine	421	338	-19.8%	3.7%	3.0%
Ventra App	5,064	5,710	12.8%	44.5%	51.3%
<i>Credit Card</i>	4,603	5,261	14.3%		
<i>Mixed & Other</i>	56	33	-40.7%		
<i>Ventra</i>	405	416	2.8%		
Total	11,380	11,129	-2.2%		

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

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes decreased by 8.9 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 8.2 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2018 and 2019.

Table 16: Link-Up and PlusBus Sales

Month	2018		2019		Change		Mobile Share (2019)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	3,090	1,177	2,836	1,057	-8.2%	-10.2%	27.5%	23.4%
Feb	3,120	1,155	2,867	1,046	-8.1%	-9.4%	29.0%	23.6%
Mar	3,109	1,188	2,873	1,062	-7.6%	-10.6%	29.1%	24.1%
Apr	3,051	1,148	2,843	1,053	-6.8%	-8.3%	27.6%	24.7%
May	2,964	1,107	2,759	1,012	-6.9%	-8.6%	28.1%	24.7%
Jun	2,908	1,068	2,658	1,020	-8.6%	-4.5%	27.5%	24.6%
Jul	2,812	1,038	2,636	965	-6.3%	-7.0%	29.5%	24.5%
Aug	2,820	1,060	2,668	998	-5.4%	-5.8%	29.5%	25.9%
Sep	2,798	1,063	2,615	998	-6.5%	-6.1%	29.7%	25.4%
Oct	2,899	1,111	2,641	1,020	-8.9%	-8.2%	30.3%	26.9%
Nov	2,925	1,070						
Dec	2,699	922						
Year-to-date	29,571	11,115	27,396	10,231	-7.4%	-8.0%	28.7%	24.7%
Last 3 Months	8,517	3,234	7,924	3,016	-7.0%	-6.7%	29.8%	26.0%
Last 12 Months	35,469	13,410	33,020	12,223	-6.9%	-8.9%	28.7%	24.6%

Reduced Fare Sales

Seniors, some Medicare recipients, some persons with disabilities, primary and secondary school students, children, and military personnel are eligible for reduced fares on Metra. Table 17 shows the number of reduced fare tickets sold by month for 2018 and 2019.

Table 17: Reduced Fare Ticket Sales

Month	2018				2019			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	2,771	18,132	40,528	20,183	2,752	11,168	42,613	19,183
Feb	2,897	9,165	36,638	18,463	2,838	10,771	33,924	14,399
Mar	3,007	11,429	64,010	24,568	2,940	11,587	63,580	21,353
Apr	3,006	12,195	43,755	22,532	2,991	11,919	47,792	17,705
May	3,039	13,026	55,248	27,998	2,972	12,896	59,546	26,328
Jun	2,875	12,742	73,733	34,342	2,809	12,175	76,946	33,644
Jul	2,841	12,374	88,996	34,797	2,780	12,334	91,136	35,997
Aug	2,703	12,919	82,500	32,105	2,627	12,208	87,632	29,854
Sep	3,154	12,430	49,190	24,220	3,154	12,687	52,159	22,283
Oct	3,318	14,436	52,359	25,649	3,265	13,586	56,308	22,069
Nov	3,122	12,216	53,685	22,797				
Dec	2,675	11,029	57,839	24,766				
Year-to-date	29,611	128,848	586,957	264,857	29,128	121,331	611,636	242,815
Last 3 Months	9,175	39,785	184,049	81,974	9,046	38,481	196,099	74,206
Last 12 Months	35,395	155,307	692,565	314,048	34,925	144,576	723,160	290,378

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	-0.7%	-38.4%	5.1%	-5.0%
Feb	-2.0%	17.5%	-7.4%	-22.0%
Mar	-2.2%	1.4%	-0.7%	-13.1%
Apr	-0.5%	-2.3%	9.2%	-21.4%
May	-2.2%	-1.0%	7.8%	-6.0%
Jun	-2.3%	-4.4%	4.4%	-2.0%
Jul	-2.1%	-0.3%	2.4%	3.4%
Aug	-2.8%	-5.5%	6.2%	-7.0%
Sep	0.0%	2.1%	6.0%	-8.0%
Oct	-1.6%	-5.9%	7.5%	-14.0%
Nov				
Dec				
Year-to-date	-1.6%	-5.8%	4.2%	-8.3%
Last 3 Months	-1.4%	-3.3%	6.5%	-9.5%
Last 12 Months	-1.3%	-6.9%	4.4%	-7.5%