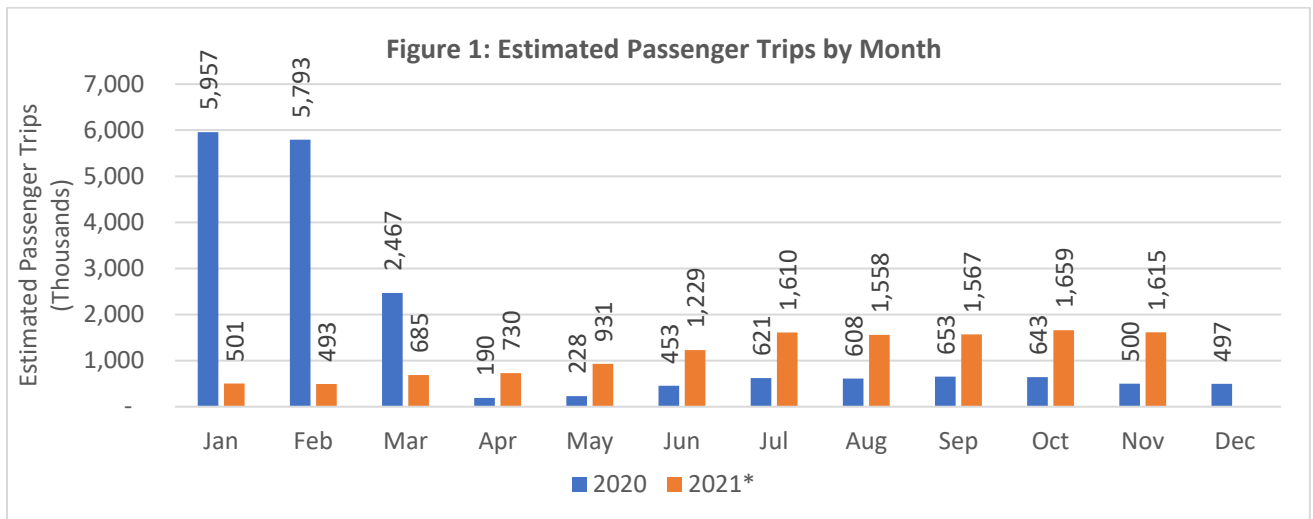




TO: Board of Directors
FROM: Jim Derwinski, CEO/Executive Director
SUBJECT: November 2021 Ridership Trends

DATE: December 15, 2021

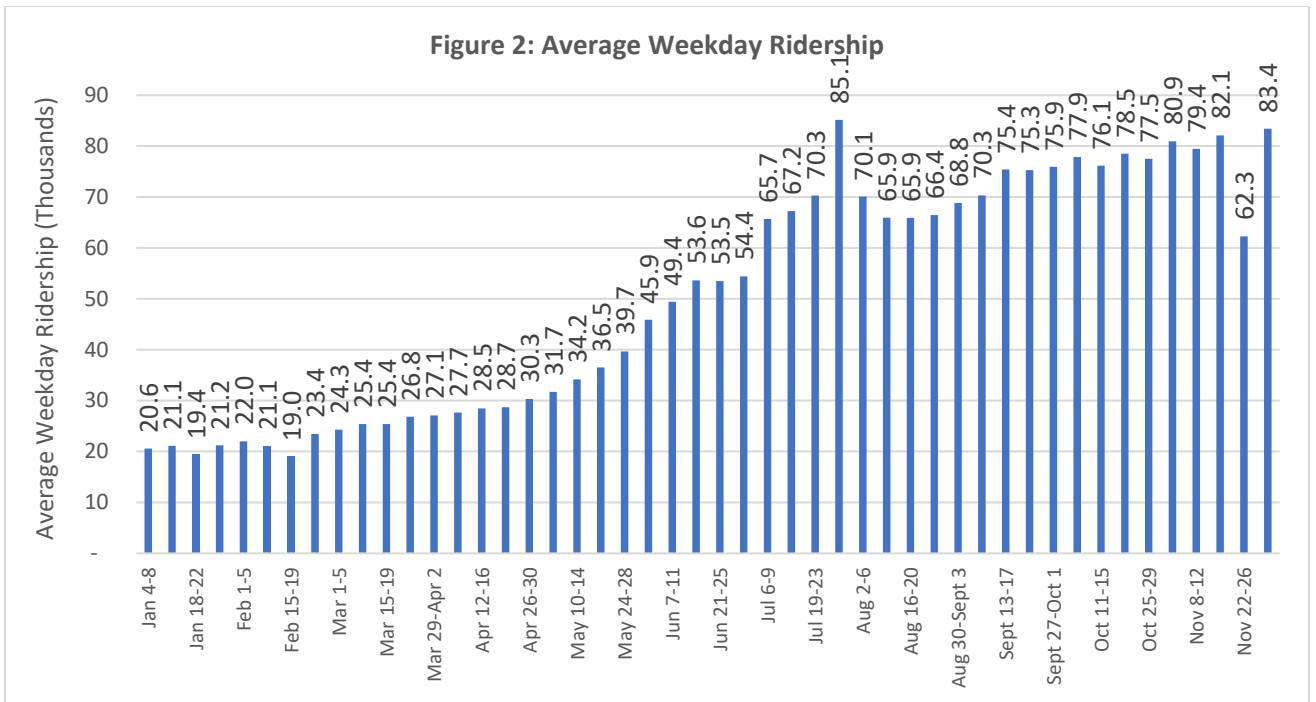
Metra provided 1.6 million trips in November 2021. In November, Metra saw eight of its ten highest ridership days since the start of the pandemic. Ridership compared to 2019 continues to improve. Metra started the year at nine percent of 2019 ridership, which grew to 25 percent in September, 26 percent in October, and 27 percent in November. When compared to 2020, ridership in November 2021 is 223 percent higher. When compared to October, ridership is 2.7 percent lower, which is expected as November ridership is generally lower due to the holidays.



*2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed.

While overall monthly ridership decreased in November compared to October, average weekday passenger loads increased 5.3 percent, from 77,000 in October to 81,100 in November, excluding the week of Thanksgiving. Loads reached a peak of 91,000 on November 9, the Tuesday before Veteran’s day. Tuesdays were the strongest performing weekdays for the month of November with an average of 86,200 passengers per day.

In November, Saturdays carried an average of 31,900 passengers (57 percent of 2019), while Sundays and holidays carried an average of 19,700 passengers (59 percent of 2019). Average Saturday passenger loads were 3.2 percent lower in November compared to October, while Sundays were 20.3 percent lower over the same period.

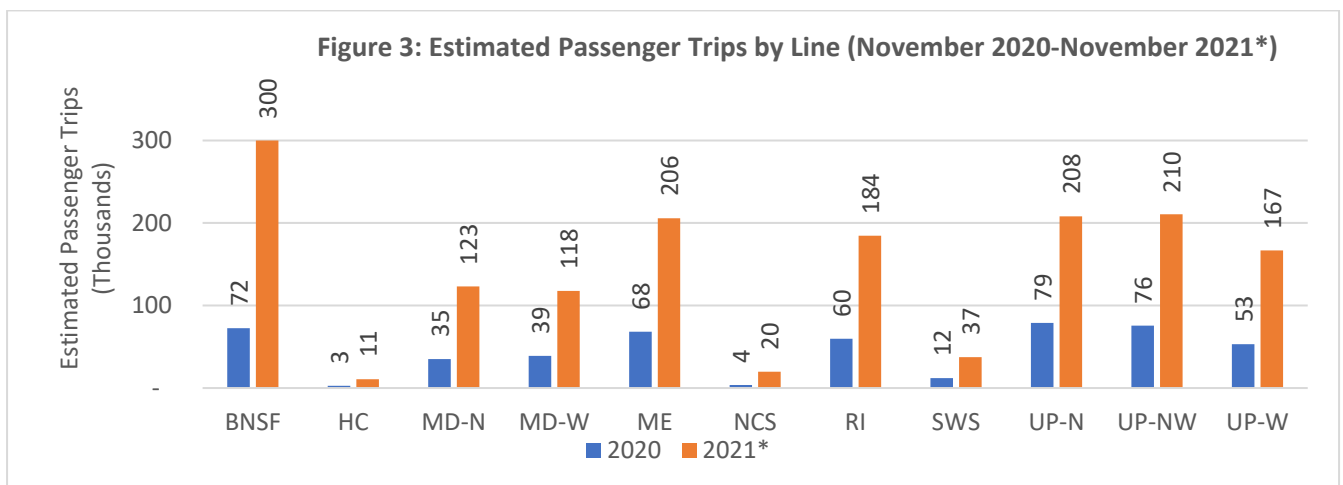


*July 26-30 average includes extra service on July 29-30 for the Thursday and Friday of Lollapalooza.

At a line level, the top five ridership lines for the month of November were the BNSF, UP-NW, UP-N, ME, and RI. When compared to October, ridership increases were seen on the HC, MD-N, NCS, SWS, and UP-W.

On Saturday, November 6, 10 trains were canceled on the BNSF schedule due to construction. Effective November 15, the BNSF weekday schedule was temporarily reduced from 94 to 86 trains per day to accommodate increased freight traffic through the end of the year, decreasing the systemwide total of weekday trains to 558. The Metra Electric saw minor schedule adjustments.

Metra operated on a weekday schedule for Veteran’s Day, a Sunday/holiday schedule for Thanksgiving, and a weekday schedule for the Friday after Thanksgiving. Extra service on the ME for Bears home games on Sundays continued November 21.



*2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed.

Metra offered two additional \$7 weekend day passes in November, one for Thanksgiving and one for the Friday after Thanksgiving. Sales of the \$10 All Day Pass continued in November. The Fair Transit South Cook Pilot program continued in November, offering reduced fares on the Metra Electric and Rock Island lines. The Family Fare policy was active in November on weekends. Through Metra’s group sales program, schools and other community organizations purchased over 11,800 trips in November.

Compared to November 2019, a significant share of ridership has shifted from the Monthly Pass to the 10-Ride Ticket, One-Way Ticket, \$10 All Day Pass, and Round Trip Plus Pass. The share of riders using the Ventra App reached 66 percent in November 2021 compared to 47 percent in November 2019.

Table 1: Ticket Sales and Ridership by Ticket Type (thousands)

| Ticket Type | Ticket Sales | | | | Ridership | | | |
|----------------------|--------------|------------|----------------|----------------|--------------|--------------|----------------|----------------|
| | Nov 2019 | Nov 2021 | Nov 2019 Share | Nov 2021 Share | Nov 2019 | Nov 2021 | Nov 2019 Share | Nov 2021 Share |
| Monthly Pass | 84 | 11 | 8.2% | 1.8% | 3,606 | 302 | 60.1% | 18.8% |
| 10-Ride Ticket | 141 | 54 | 13.7% | 9.4% | 1,410 | 540 | 23.5% | 33.7% |
| One-Way Ticket | 724 | 257 | 70.5% | 44.8% | 717 | 257 | 12.0% | 16.0% |
| Weekend Pass | 78 | - | 7.6% | 0.0% | 194 | - | 3.2% | 0.0% |
| One Day Weekend Pass | - | 48 | 0.0% | 8.5% | - | 80 | 0.0% | 5.0% |
| Two Day Weekend Pass | - | 9 | 0.0% | 1.5% | - | 18 | 0.0% | 1.1% |
| \$10 All Day Pass | - | 157 | 0.0% | 27.4% | - | 305 | 0.0% | 19.0% |
| Round Trip Plus | - | 37 | 0.0% | 6.5% | - | 69 | 0.0% | 4.3% |
| RTA Ride Free Permit | - | - | - | 0.0% | 68 | 31 | 1.1% | 2.0% |
| Total | 1,026 | 573 | 100.0% | 100.0% | 5,995 | 1,603 | 100.0% | 100.0% |

Note: Values 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; 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed. Sales of incremental tickets are not included. Thanksgiving and Black Friday passes were included as One Day Weekend Passes.

Table 2: Ridership by Sales Channel (thousands)

| Sales Channel | Ticket Sales | | | | Ridership | | | |
|------------------------|--------------|------------|----------------|----------------|--------------|--------------|----------------|----------------|
| | Nov 2019 | Nov 2021 | Nov 2019 Share | Nov 2021 Share | Nov 2019 | Nov 2021 | Nov 2019 Share | Nov 2021 Share |
| Conductor | 175 | 74 | 15.5% | 12.9% | 223 | 100 | 3.4% | 6.2% |
| Commuter Benefit | 35 | 5 | 3.1% | 0.8% | 1,169 | 80 | 18.0% | 5.0% |
| Ventra App | 617 | 402 | 54.6% | 70.2% | 3,064 | 1,051 | 47.3% | 65.6% |
| Ticket Agent | 269 | 83 | 23.8% | 14.5% | 1,754 | 319 | 27.1% | 19.9% |
| Ticket Vending Machine | 34 | 9 | 3.0% | 1.6% | 203 | 21 | 3.1% | 1.3% |
| RTA Ride Free Permit | - | - | 0.0% | 0.0% | 68 | 31 | 1.0% | 2.0% |
| Total | 1,129 | 573 | 100.0% | 100.0% | 6,482 | 1,603 | 100.0% | 100.0% |

Note: Values 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; 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed. Sales of incremental tickets are not included.

Prepared by Lynnette Ciavarella, Senior Division Director, Strategic Planning & Performance
 Jason Osborn, Department Head, System Performance & Data
 Cody Wolcott, Service Analyst, System Performance & Data