

RIDERSHIP TRENDS

April 2018



**Prepared by the Division of Strategic Capital Planning
June 2018**

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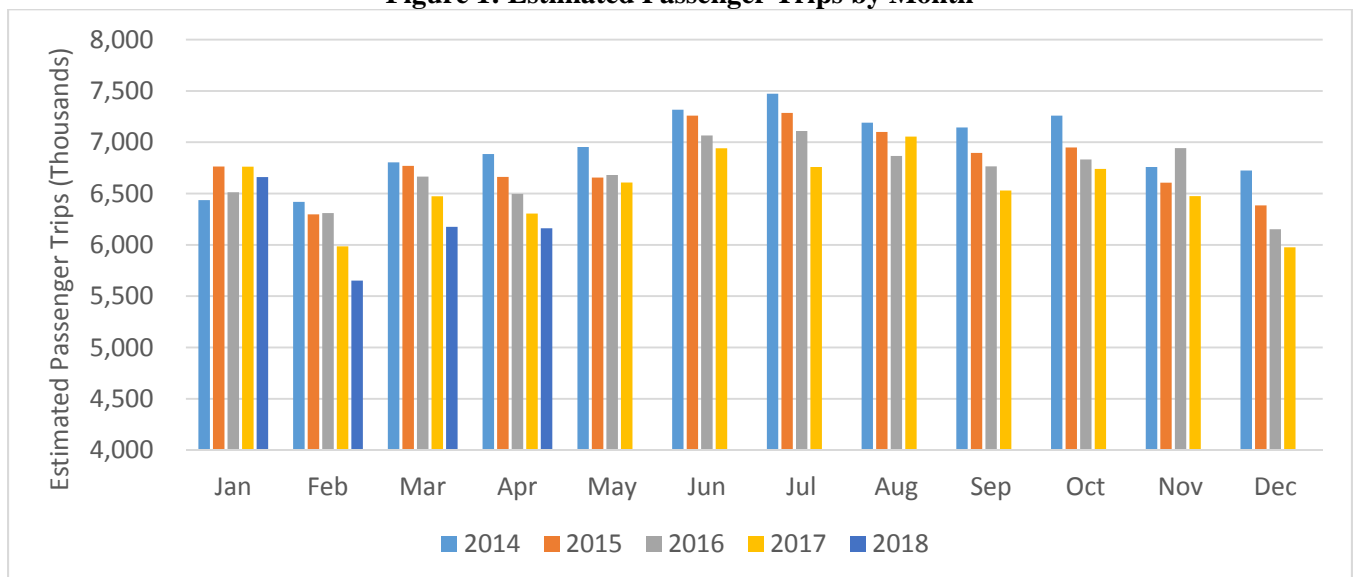
Executive Summary

Estimated passenger trips decreased 2.3 percent in April 2018 compared to April 2017. April 2018 had one additional weekday, one less Saturday, and the same number of Sundays compared to April 2017. Estimated passenger trips have decreased 2.8 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month

Month	Estimated Passenger Trips					Change	
	2014	2015	2016	2017	2018	2014-2018	2017-2018
Jan	6,437	6,764	6,513	6,762	6,661	3.5%	-1.5%
Feb	6,419	6,297	6,310	5,985	5,651	-12.0%	-5.6%
Mar	6,805	6,770	6,666	6,474	6,176	-9.2%	-4.6%
Apr	6,885	6,663	6,497	6,305	6,162	-10.5%	-2.3%
May	6,953	6,656	6,681	6,608			
Jun	7,318	7,260	7,066	6,941			
Jul	7,473	7,286	7,110	6,759			
Aug	7,192	7,100	6,866	7,055			
Sep	7,144	6,896	6,766	6,530			
Oct	7,260	6,949	6,832	6,740			
Nov	6,760	6,606	6,943	6,475			
Dec	6,724	6,385	6,153	5,976			
Year-to-date	26,546	26,494	25,986	25,526	24,650	-7.1%	-3.4%
Last 3 Months	20,110	19,730	19,473	18,764	17,989	-10.5%	-4.1%
Last 12 Months	82,583	83,317	81,122	79,942	77,734	-5.9%	-2.8%

Figure 1: Estimated Passenger Trips by Month



For the 2018 budget year, Metra estimated total annual passenger trips to be 77.8 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

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2018)	Actual (2018)	
Jan	6,800	6,661	-2.1%
Feb	5,900	5,651	-4.2%
Mar	6,200	6,176	-0.4%
1st Quarter	18,900	18,488	-2.2%
Apr	6,400	6,162	-3.7%
May	6,500		
Jun	6,600		
2nd Quarter	19,500		
Jul	6,900		
Aug	7,000		
Sep	6,200		
3rd Quarter	20,100		
Oct	6,900		
Nov	6,500		
Dec	5,900		
4th Quarter	19,300		
Year-to-date	25,300	24,650	-2.6%
Total	77,800		

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 4.1 percent in the last three months compared to the previous year, and decreased 2.8 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	April			Last 3 Months			Last 12 Months		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
BNSF	1,303,403	1,290,573	-1.0%	3,869,842	3,757,468	-2.9%	16,306,598	16,118,025	-1.2%
HC	59,234	60,756	2.6%	179,301	177,442	-1.0%	731,142	723,893	-1.0%
MD-N	531,317	515,354	-3.0%	1,586,288	1,513,535	-4.6%	6,887,585	6,756,306	-1.9%
MD-W	515,202	502,561	-2.5%	1,532,149	1,467,554	-4.2%	6,541,815	6,274,258	-4.1%
ME	669,795	638,869	-4.6%	2,002,531	1,879,626	-6.1%	8,525,696	7,964,335	-6.6%
NCS	133,953	135,607	1.2%	400,594	393,045	-1.9%	1,710,499	1,679,549	-1.8%
RI	641,869	622,113	-3.1%	1,925,401	1,837,431	-4.6%	8,067,704	7,815,357	-3.1%
SWS	200,610	200,184	-0.2%	605,263	593,446	-2.0%	2,503,696	2,443,178	-2.4%
UP-N	713,239	696,671	-2.3%	2,119,712	2,010,452	-5.2%	9,172,512	8,910,949	-2.9%
UP-NW	871,474	847,490	-2.8%	2,578,430	2,458,671	-4.6%	11,114,017	10,787,408	-2.9%
UP-W	665,227	651,897	-2.0%	1,964,430	1,900,463	-3.3%	8,381,146	8,261,011	-1.4%
Total	6,305,319	6,162,072	-2.3%	18,763,939	17,989,131	-4.1%	79,942,408	77,734,266	-2.8%

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.

Table 4: Estimated Passenger Trips by Fare Zone Pair

Zone Pair	April (Thousands)			Last 3 Months			Last 12 Months		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
A-A	22	20	-8.9%	61	58	-5.0%	254	236	-7.3%
A-B	465	459	-1.2%	1,385	1,326	-4.3%	5,788	5,598	-3.3%
A-C	858	861	0.3%	2,574	2,502	-2.8%	10,686	10,512	-1.6%
A-D	1,050	1,047	-0.3%	3,146	3,044	-3.2%	13,116	12,893	-1.7%
A-E	1,331	1,312	-1.4%	3,963	3,836	-3.2%	16,568	16,326	-1.5%
A-F	802	810	0.9%	2,401	2,352	-2.0%	10,037	9,831	-2.1%
A-G	488	487	-0.2%	1,452	1,422	-2.1%	6,015	5,992	-0.4%
A-H	397	390	-1.8%	1,187	1,141	-3.9%	5,051	4,863	-3.7%
A-I	133	133	0.1%	399	390	-2.3%	1,699	1,646	-3.1%
A-J	23	21	-10.1%	71	63	-10.7%	310	286	-7.8%
A-K	28	26	-5.2%	81	76	-6.0%	339	326	-3.8%
A-M	7	6	-17.4%	21	19	-12.4%	96	86	-10.4%
Intermediate	198	191	-3.2%	598	558	-6.7%	2,533	2,395	-5.5%
No Zone Pair	502	398	-20.7%	1,424	1,203	-15.5%	7,449	6,745	-9.4%
Total	6,305	6,162	-2.3%	18,764	17,989	-4.1%	79,942	77,734	-2.8%

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 trips were overstated in January and are understated in subsequent months.
- The large decrease in special pass passenger trips in the last 12 months compared to the previous year is due to the November 2016 Cubs Rally.

Table 5: Estimated Passenger Trips by Ticket Type

Ticket Type	April (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	3,957	3,808	-3.8%	62.7%	61.8%	11,894	11,309	-4.9%	63.3%	62.8%
10-Ride Ticket	1,367	1,453	6.3%	21.7%	23.6%	4,046	3,982	-1.6%	21.5%	22.1%
One-Way Ticket	657	659	0.3%	10.4%	10.7%	1,926	1,950	1.3%	10.3%	10.8%
Weekend Pass	257	168	-34.8%	4.1%	2.7%	687	555	-19.3%	3.7%	3.1%
Special Passes	0	-	-100%	0.0%	0.0%	0	-	-100%	0.0%	0.0%
RTA Ride Free Permit	76	72	-4.9%	1.2%	1.2%	230	208	-9.2%	1.2%	1.2%
Total ¹	6,315	6,160	-2.4%			18,783	18,004	-4.1%		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	47,999	45,234	-5.8%	59.9%	58.1%
10-Ride Ticket	17,865	18,852	5.5%	22.3%	24.2%
One-Way Ticket	9,404	9,223	-1.9%	11.7%	11.8%
Weekend Pass	3,393	3,391	0.0%	4.2%	4.4%
Special Passes	338	129	-61.9%	0.4%	0.2%
RTA Ride Free Permit	1,116	1,052	-5.8%	1.4%	1.4%
Total ¹	80,115	77,881	-2.8%		

¹ 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 by 0.3 percent compared to the previous year, and average total weekday passenger loads increased by 0.2 percent in the same period.

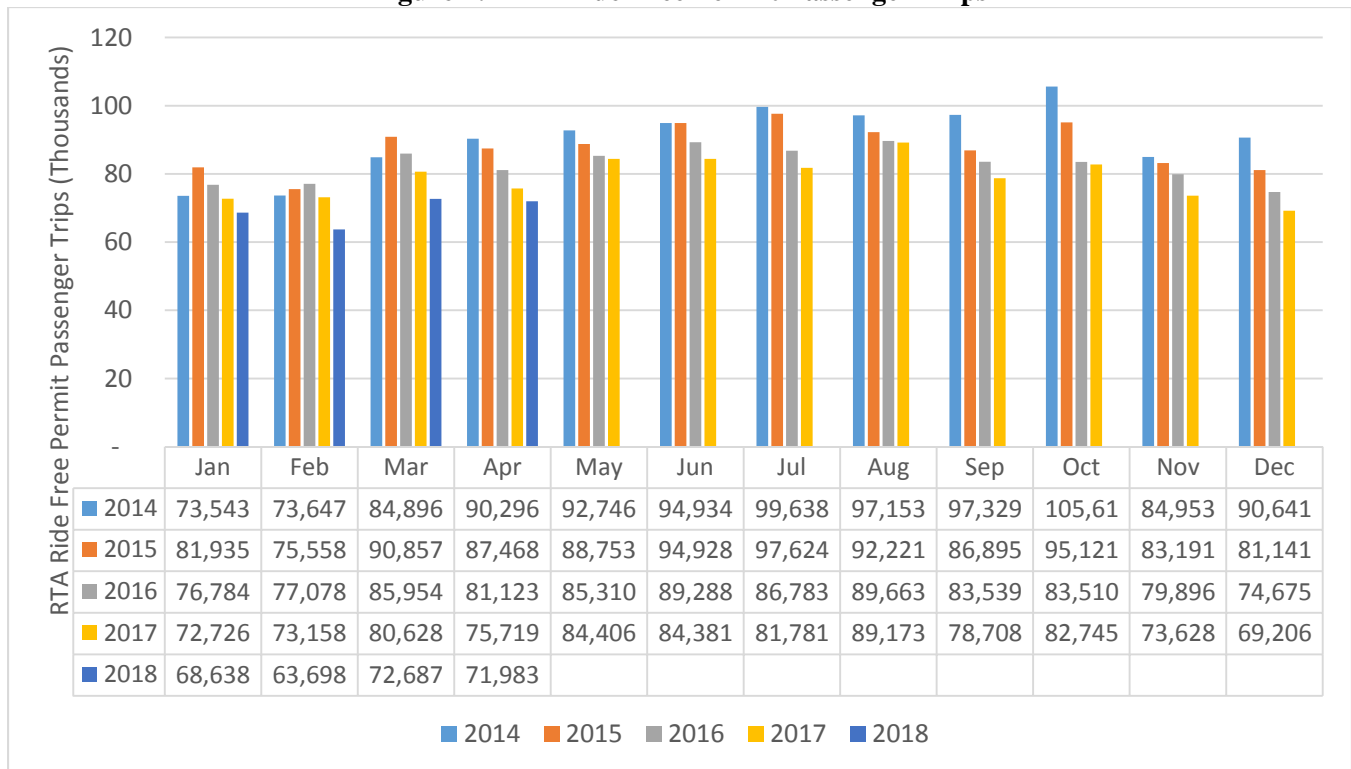
Table 6: Average Daily Passenger Loads

Service Period	April (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
Peak - Peak Direction	219	220	0.3%	219	214	-2.3%	217	214	-1.5%
Peak - Reverse Direction	19	19	3.0%	19	19	3.0%	20	20	2.3%
Midday	31	30	-1.4%	30	30	-0.8%	32	32	0.7%
Evening	15	15	-1.3%	14	14	0.2%	17	16	-2.4%
Weekday	283	284	0.2%	282	277	-1.7%	286	283	-1.1%
Saturday	60	47	-22.7%	61	54	-11.0%	67	64	-5.1%
Sunday	35	30	-14.6%	33	30	-9.4%	42	40	-4.6%

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.

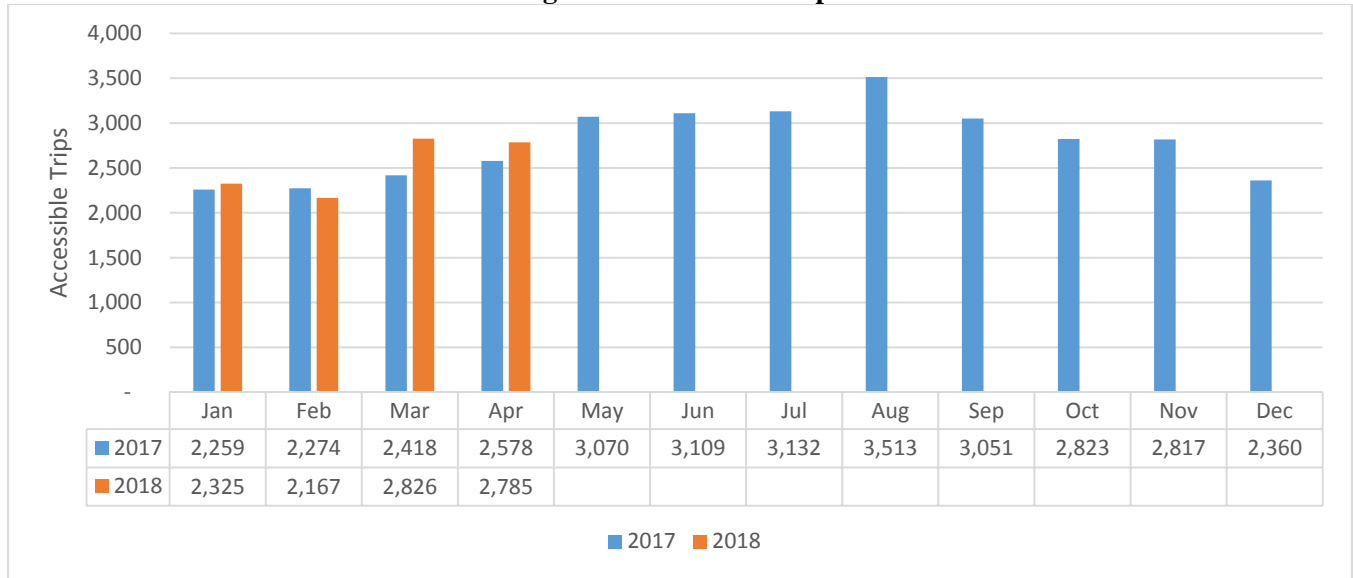
Figure 2: RTA Ride Free Permit Passenger Trips



Accessible Trips

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

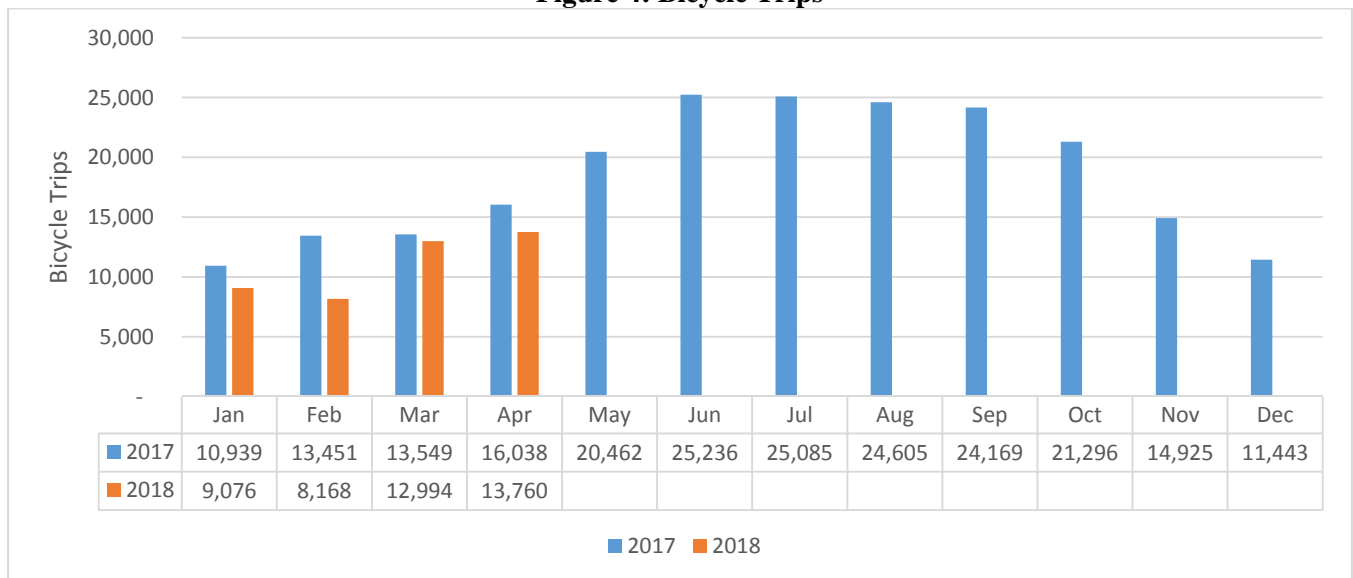
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



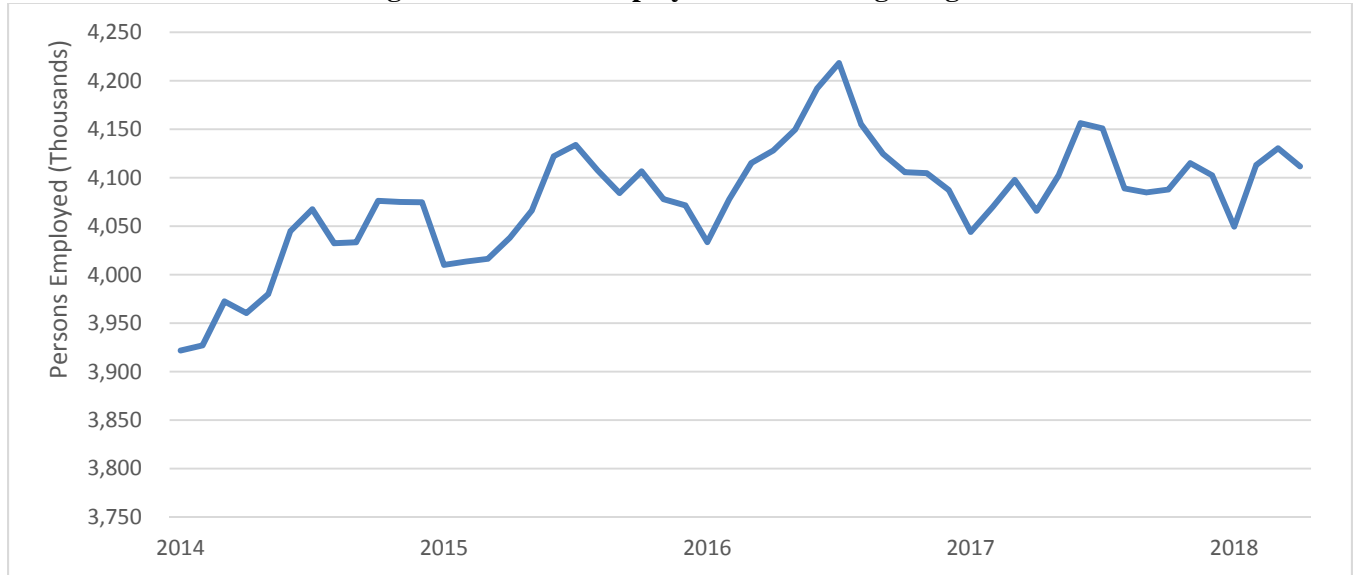
Ridership Influences

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 increased 1.1 percent in April 2018 compared to April 2017.

Figure 5: Persons Employed in the Chicago Region



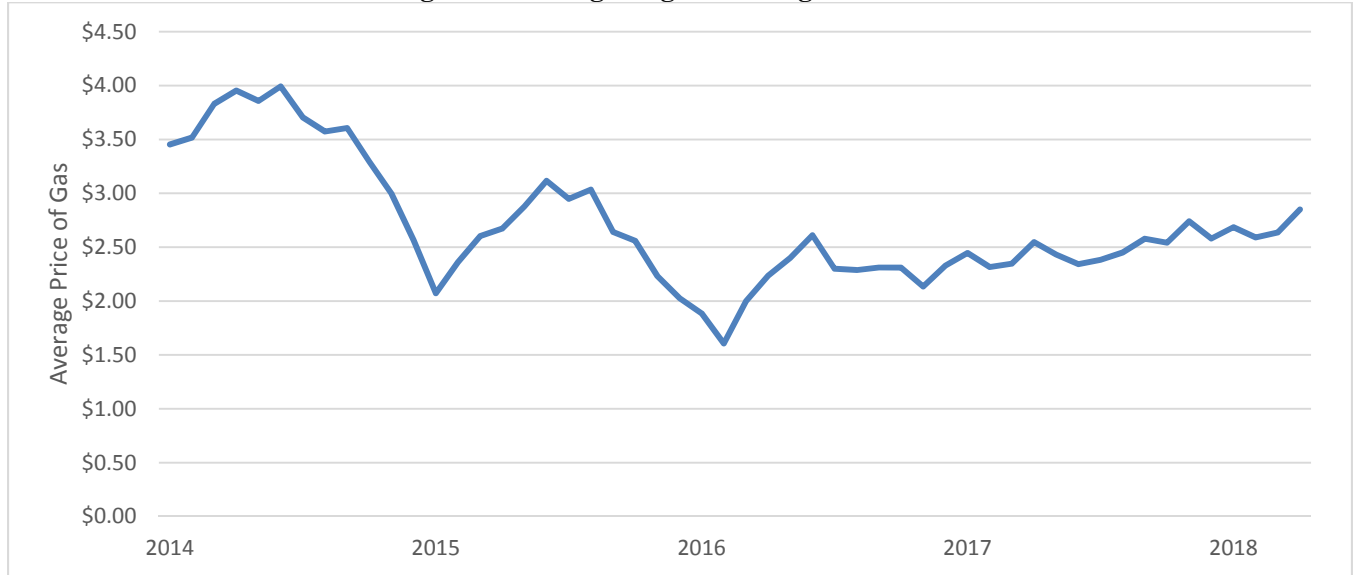
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	3,945
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,020
2016	4,033	4,078	4,115	4,128	4,150	4,192	4,218	4,155	4,125	4,106	4,105	4,087	4,089
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	4,069
2018	4,050	4,113	4,130	4,112									4,101
Change 2017-2018	0.1%	1.1%	0.8%	1.1%									0.8%

Source: Illinois Department of Employment Security

Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Gary-Kenosha area. The average price of a gallon of regular unleaded gas was \$2.85 in April 2018, a \$0.30 increase compared to April 2017.

Figure 6: Chicago Region Average Gas Prices



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2014	\$3.45	\$3.52	\$3.83	\$3.95	\$3.86	\$3.99	\$3.71	\$3.57	\$3.61	\$3.30	\$3.00	\$2.57	\$3.69
2015	\$2.07	\$2.36	\$2.60	\$2.67	\$2.88	\$3.12	\$2.95	\$3.04	\$2.64	\$2.56	\$2.23	\$2.03	\$2.43
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	\$1.93
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	\$2.41
2018	\$2.69	\$2.59	\$2.64	\$2.85									\$2.69
Change 2017-2018	\$0.24	\$0.28	\$0.29	\$0.30									\$0.28

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in April. 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 2021.

Service Changes

The following service changes occurred in April:

- Metra Electric Line – On April 23, schedule changes and the elimination of one afternoon peak-period train on the South Chicago Branch were implemented to provide increased train spacing in preparation for the implementation of the Positive Train Control (PTC) safety system.
- Union Pacific North Line – On April 9, schedule changes were implemented to allow for the completion of a multiyear bridge replacement project.

Special Events and Promotions

No special events prompted Metra to add additional service.

Easter fell on Sunday, April 1. Some students were on Spring Break during the week of April 2-6.

Passenger Revenue and Ticket Sales

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

- The Ventra App was introduced in November 2015, causing a long-term shift from ticket agent and conductor sales to sales through the app.
- Cash vending machines (previously present only on the Metra Electric Line) were eliminated in May 2017, causing a shift toward conductor sales on the Metra Electric Line.
- The Ticket by Mail program was eliminated in July 2017.
- In February 2018, Adult One-Way Ticket fares increased by \$0.25, 10-Ride Ticket fares increased from 9.0 to 9.5 One-Way Tickets, Adult Monthly Pass fares increased from 28.5 to 29.0 One-Way Tickets, and the Weekend Pass fare increased from \$8.00 to \$10.00.

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

- Due to a data anomaly, refunds are potentially overstated in March 2017.
- 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 and are understated in subsequent months.
- The large decrease in special pass passenger revenue and ticket sales in the last 12 months compared to the previous year is due to the November 2016 Cubs Rally.

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

Line	April (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
BNSF	\$6,027	\$6,460	7.2%	\$17,910	\$18,720	4.5%	\$72,761	\$76,934	5.7%
HC	\$290	\$318	9.5%	\$881	\$926	5.2%	\$3,441	\$3,643	5.9%
MD-N	\$2,482	\$2,612	5.2%	\$7,395	\$7,641	3.3%	\$30,968	\$32,485	4.9%
MD-W	\$2,398	\$2,519	5.0%	\$7,120	\$7,341	3.1%	\$29,402	\$29,999	2.0%
ME	\$2,782	\$2,860	2.8%	\$8,326	\$8,414	1.1%	\$33,982	\$33,969	0.0%
NCS	\$715	\$772	8.1%	\$2,137	\$2,222	4.0%	\$8,833	\$9,216	4.3%
RI	\$2,811	\$2,916	3.8%	\$8,411	\$8,594	2.2%	\$33,907	\$35,069	3.4%
SWS	\$876	\$932	6.4%	\$2,638	\$2,755	4.4%	\$10,475	\$10,939	4.4%
UP-N	\$2,921	\$3,116	6.7%	\$8,677	\$8,940	3.0%	\$36,234	\$37,842	4.4%
UP-NW	\$4,133	\$4,359	5.5%	\$12,244	\$12,576	2.7%	\$51,137	\$52,866	3.4%
UP-W	\$3,048	\$3,239	6.3%	\$8,998	\$9,400	4.5%	\$37,108	\$39,063	5.3%
Total	\$28,481	\$30,102	5.7%	\$84,736	\$87,530	3.3%	\$348,246	\$362,026	4.0%

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

Ticket Type	April (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	\$16,398	\$16,670	1.7%	57.5%	55.4%	\$49,264	\$49,507	0.5%	58.1%	56.5%
10-Ride Ticket	\$7,381	\$8,629	16.9%	25.9%	28.7%	\$21,845	\$23,668	8.3%	25.8%	27.0%
One-Way Ticket	\$3,934	\$4,131	5.0%	13.8%	13.7%	\$11,528	\$12,215	6.0%	13.6%	13.9%
Weekend Pass	\$804	\$671	-16.6%	2.8%	2.2%	\$2,169	\$2,217	2.2%	2.6%	2.5%
Special Passes	-	-		0.0%	0.0%	\$0	\$0		0.0%	0.0%
Total	\$28,517	\$30,101	5.6%			\$84,806	\$87,607	3.3%		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	\$189,137	\$190,019	0.5%	54.3%	52.5%
10-Ride Ticket	\$92,789	\$104,059	12.1%	26.6%	28.7%
One-Way Ticket	\$54,857	\$56,285	2.6%	15.7%	15.5%
Weekend Pass	\$10,749	\$11,261	4.8%	3.1%	3.1%
Special Passes	\$849	\$471	-44.5%	0.2%	0.1%
Total ¹	\$348,380	\$362,095	3.9%		

¹ 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 2017 and 2018.

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	\$5,264	\$5,230	-0.6%	32.1%	31.4%	\$606	\$643	6.0%	8.2%	7.4%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	\$425	\$471	10.9%	2.6%	2.8%	\$55	\$65	17.6%	0.7%	0.7%
Mail	\$507	-	-100%	3.1%	0.0%	\$0	-	-100.0%	0.0%	0.0%
Ticket Agent	\$5,312	\$5,161	-2.8%	32.4%	31.0%	\$2,490	\$2,465	-1.0%	33.7%	28.6%
Vending Machine	\$670	\$572	-14.6%	4.1%	3.4%	\$554	\$489	-11.7%	7.5%	5.7%
Ventra App	\$4,220	\$5,235	24.1%	25.7%	31.4%	\$3,677	\$4,968	35.1%	49.8%	57.6%
Total	\$16,398	\$16,670	1.7%			\$7,381	\$8,629	16.9%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$985	\$906	-8.0%	25.0%	21.9%	\$423	\$355	-15.9%	52.2%	53.0%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Mail	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$1,340	\$1,217	-9.2%	34.1%	29.5%	\$126	\$78	-38.0%	15.6%	11.7%
Vending Machine	\$206	\$151	-27.0%	5.2%	3.6%	\$33	\$25	-23.3%	4.1%	3.8%
Ventra App	\$1,403	\$1,858	32.5%	35.7%	45.0%	\$228	\$212	-7.2%	28.2%	31.6%
Total	\$3,934	\$4,131	5.0%			\$810	\$671	-17.2%		

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	\$5,870	\$5,873	0.0%	20.6%	19.5%
Conductor	\$1,407	\$1,261	-10.4%	4.9%	4.2%
Internet	\$480	\$536	11.7%	1.7%	1.8%
Mail	\$507	\$0	-100%	1.8%	0.0%
Ticket Agent	\$9,269	\$8,921	-3.8%	32.5%	29.6%
Vending Machine	\$1,462	\$1,236	-15.5%	5.1%	4.1%
Ventra App	\$9,527	\$12,274	28.8%	33.4%	40.8%
Total	\$28,523	\$30,101	5.5%		

¹ 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 3.8 percent in the current month compared to the previous year, while 10-Ride Ticket sales increased by 6.3 percent in the same period.

Table 10: Ticket Sales by Ticket Type

Ticket Type	April (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share	Share	2017	2018	Change	Share	Share
				2017	2018				2017	2018
Monthly Pass	92	89	-3.8%	9.3%	9.2%	277	263	-4.9%	9.6%	9.3%
10-Ride Ticket	137	145	6.3%	13.8%	15.1%	405	398	-1.6%	14.0%	14.1%
One-Way Ticket	657	659	0.3%	66.5%	68.7%	1,926	1,950	1.3%	66.8%	68.8%
Weekend Pass	103	67	-34.8%	10.4%	7.0%	275	222	-19.3%	9.5%	7.8%
Special Passes	0	-	100.0%	0.0%	0.0%	0	-	100.0%	0.0%	0.0%
Total	989	960	-2.9%			2,882	2,833	-1.7%		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	1,116	1,052	-5.8%	8.1%	7.8%
10-Ride Ticket	1,787	1,885	5.5%	12.9%	13.9%
One-Way Ticket	9,404	9,223	-1.9%	68.1%	68.0%
Weekend Pass	1,357	1,356	0.0%	9.8%	10.0%
Special Passes	143	53	-62.8%	1.0%	0.4%
Total	13,808	13,570	-1.7%		

Table 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	2017	2018	Change	Line	2017	2018	Change
BNSF	20,472	19,844	-3.1%	BNSF	27,032	29,816	10.3%
HC	1,072	1,057	-1.4%	HC	1,070	1,248	16.6%
MD-N	7,057	6,806	-3.6%	MD-N	13,713	14,802	7.9%
MD-W	7,585	7,334	-3.3%	MD-W	9,459	9,829	3.9%
ME	9,290	8,680	-6.6%	ME	13,281	13,327	0.3%
NCS	2,137	2,080	-2.7%	NCS	2,868	3,187	11.1%
RI	10,383	10,066	-3.1%	RI	11,117	11,028	-0.8%
SWS	3,445	3,407	-1.1%	SWS	3,562	3,784	6.2%
UP-N	8,652	8,187	-5.4%	UP-N	20,783	21,925	5.5%
UP-NW	12,388	11,912	-3.8%	UP-NW	18,952	20,191	6.5%
UP-W	9,547	9,195	-3.7%	UP-W	14,889	16,165	8.6%
Total	92,028	88,568	-3.8%	Total	136,726	145,302	6.3%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	82,479	87,705	6.3%	BNSF	18,613	15,194	-18.4%
HC	1,998	2,461	23.2%	HC	461	404	-12.4%
MD-N	40,825	42,519	4.1%	MD-N	17,024	14,323	-15.9%
MD-W	41,885	44,478	6.2%	MD-W	18,085	16,977	-6.1%
ME	75,133	74,776	-0.5%	ME	24,040	22,362	-7.0%
NCS	7,459	8,864	18.8%	NCS	5,656	4,768	-15.7%
RI	44,627	45,706	2.4%	RI	14,621	13,391	-8.4%
SWS	10,533	10,557	0.2%	SWS	3,875	3,064	-20.9%
UP-N	56,484	62,539	10.7%	UP-N	33,039	28,489	-13.8%
UP-NW	65,423	69,156	5.7%	UP-NW	26,437	22,219	-16.0%
UP-W	51,510	53,374	3.6%	UP-W	16,808	15,670	-6.8%
Total	478,356	502,135	5.0%	Total	178,659	156,861	-12.2%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	10,846	6,792	-37.4%	BNSF	7,343	4,313	-41.3%
HC	-	-		HC	-	-	
MD-N	4,960	2,376	-52.1%	MD-N	6,654	2,979	-55.2%
MD-W	4,290	3,223	-24.9%	MD-W	6,009	4,229	-29.6%
ME	6,039	3,855	-36.2%	ME	2,370	1,884	-20.5%
NCS	-	-		NCS	-	-	
RI	2,735	1,838	-32.8%	RI	4,905	3,496	-28.7%
SWS	97	77	-20.6%	SWS	256	165	-35.5%
UP-N	5,126	3,459	-32.5%	UP-N	7,766	5,442	-29.9%
UP-NW	8,211	5,840	-28.9%	UP-NW	12,035	8,643	-28.2%
UP-W	6,116	4,066	-33.5%	UP-W	7,173	4,392	-38.8%
Total	48,420	31,526	-34.9%	Total	54,511	35,543	-34.8%

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2017 and 2018. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2017 and 2018.

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	29	27	-6.0%	31.5%	30.8%	10	10	-3.6%	7.6%	6.9%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	2	2	5.5%	2.6%	2.8%	1	1	8.6%	0.7%	0.7%
Mail	3	-	-100%	3.2%	0.0%	0	-	100.0%	0.0%	0.0%
Ticket Agent	30	28	-7.6%	32.9%	31.6%	48	43	-9.5%	35.0%	29.8%
<i>Cash & Other</i>	5	5	-6.8%			9	7	-13.7%		
<i>Credit Card</i>	25	23	-7.8%			39	36	-8.5%		
Vending Machine	4	3	-19.4%	4.1%	3.4%	10	8	-20.1%	7.4%	5.6%
<i>Cash</i>	-	-				0	-	-100%		
<i>Credit Card</i>	4	3	-19.4%			10	8	-19.0%		
Ventra App	24	28	17.2%	25.8%	31.4%	67	83	22.9%	49.2%	57.0%
<i>Credit Card</i>	22	25	15.9%			64	78	22.2%		
<i>Mixed & Other</i>	1	2	23.3%			1	1	33.2%		
<i>Ventra</i>	0	1	57.6%			2	3	38.6%		
Total	92	89	-3.8%			137	145	6.3%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	179	157	-12.2%	27.2%	23.8%	55	36	-34.8%	53.0%	53.0%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Mail	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	217	188	-13.3%	33.0%	28.5%	16	8	-50.4%	15.3%	11.7%
<i>Cash & Other</i>	127	107	-15.5%			9	4	-52.6%		
<i>Credit Card</i>	90	81	-10.1%			7	4	-47.6%		
Vending Machine	34	24	-29.6%	5.2%	3.6%	4	3	-38.7%	4.0%	3.8%
<i>Cash</i>	8	-	-100%			1	-	-100%		
<i>Credit Card</i>	26	24	-7.6%			3	3	-23.5%		
Ventra App	227	290	27.5%	34.6%	44.0%	29	21	-25.8%	27.7%	31.6%
<i>Credit Card</i>	198	255	28.4%			25	19	-24.4%		
<i>Mixed & Other</i>	2	3	20.3%			0	0	-44.2%		
<i>Ventra</i>	27	33	21.9%			3	2	-36.2%		
Total	657	659	0.3%			103	67	-34.8%		

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	116	110	-5.8%	31.5%	31.5%	42	41	-2.2%	7.2%	6.8%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	9	10	8.8%	2.5%	2.9%	5	5	-4.1%	0.8%	0.8%
Mail	12	-	-100%	3.3%	0.0%	0	-	100.0%	0.0%	0.0%
Ticket Agent	123	110	-10.6%	33.2%	31.5%	215	193	-10.1%	36.4%	31.7%
<i>Cash & Other</i>	23	20	-11.2%			38	31	-17.6%		
<i>Credit Card</i>	100	89	-10.4%			177	162	-8.5%		
Vending Machine	17	13	-20.9%	4.5%	3.8%	47	28	-39.7%	7.9%	4.6%
<i>Cash</i>	-	-				1	-	-100%		
<i>Credit Card</i>	17	13	-20.9%			46	28	-38.4%		
Ventra App	92	106	14.8%	24.9%	30.3%	282	343	21.3%	47.8%	56.2%
<i>Credit Card</i>	83	95	14.0%			268	323	20.6%		
<i>Mixed & Other</i>	7	8	11.3%			4	5	31.7%		
<i>Ventra</i>	2	3	65.0%			10	14	36.9%		
Total	369	348	-5.7%			591	610	3.2%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	681	609	-10.5%	26.6%	23.7%	200	152	-23.9%	55.4%	50.8%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Mail	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	856	736	-14.0%	33.4%	28.6%	57	40	-29.7%	15.7%	13.3%
<i>Cash & Other</i>	506	422	-16.5%			33	21	-34.8%		
<i>Credit Card</i>	350	314	-10.5%			24	19	-22.7%		
Vending Machine	147	90	-39.2%	5.8%	3.5%	15	9	-37.9%	4.1%	3.0%
<i>Cash</i>	52	-	-100%			3	-	-100%		
<i>Credit Card</i>	96	90	-6.4%			11	9	-20.2%		
Ventra App	876	1,140	30.0%	34.2%	44.3%	90	98	10.0%	24.8%	32.8%
<i>Credit Card</i>	766	1,006	31.3%			80	90	12.2%		
<i>Mixed & Other</i>	9	11	22.5%			1	1	-10.0%		
<i>Ventra</i>	101	123	21.1%			8	7	-8.8%		
Total	2,561	2,575	0.5%			361	300	-16.9%		

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

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	39	37	-5.4%	4.0%	3.9%
Conductor	233	192	-17.5%	23.6%	20.0%
Internet	3	4	6.4%	0.3%	0.4%
Mail	3	-	-100%	0.3%	0.0%
Ticket Agent	311	267	-14.0%	31.4%	27.8%
<i>Cash & Other</i>	150	124	-17.3%		
<i>Credit Card</i>	161	143	-10.9%		
Vending Machine	52	38	-27.7%	5.3%	3.9%
<i>Cash</i>	9	-	-100%		
<i>Credit Card</i>	43	38	-12.5%		
Ventra App	347	422	21.6%	35.1%	43.9%
<i>Credit Card</i>	310	377	21.9%		
<i>Mixed & Other</i>	5	6	19.1%		
<i>Ventra</i>	32	38	18.8%		
Total	989	960	-2.9%		

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

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	159	151	-4.9%	4.1%	3.9%
Conductor	881	762	-13.6%	22.7%	19.9%
Internet	14	15	4.3%	0.4%	0.4%
Mail	12	-	-100%	0.3%	0.0%
Ticket Agent	1,251	1,079	-13.7%	32.2%	28.1%
<i>Cash & Other</i>	599	495	-17.4%		
<i>Credit Card</i>	651	584	-10.4%		
Vending Machine	225	140	-37.8%	5.8%	3.6%
<i>Cash</i>	56	-	-100%		
<i>Credit Card</i>	169	140	-17.4%		
Ventra App	1,340	1,686	25.8%	34.5%	44.0%
<i>Credit Card</i>	1,198	1,514	26.4%		
<i>Mixed & Other</i>	21	25	18.9%		
<i>Ventra</i>	122	147	21.1%		
Total	3,882	3,833	-1.3%		

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes decreased by 4.0 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 6.4 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2017 and 2018.

Table 16: Link-Up and PlusBus Sales

Month	2017		2018		Change		Mobile Share (2018)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	3,414	1,276	3,090	1,177	-9.5%	-7.8%	22.8%	17.9%
Feb	3,346	1,284	3,120	1,155	-6.8%	-10.0%	23.0%	17.5%
Mar	3,278	1,287	3,109	1,188	-5.2%	-7.7%	30.1%	21.5%
Apr	3,179	1,226	3,051	1,148	-4.0%	-6.4%	32.0%	22.5%
May	3,132	1,201						
Jun	3,058	1,152						
Jul	2,817	1,132						
Aug	2,971	1,175						
Sep	2,911	1,186						
Oct	3,030	1,239						
Nov	3,084	1,232						
Dec	2,814	1,063						
Year-to-date	13,217	5,073	12,370	4,668	-6.4%	-8.0%	23.0%	17.7%
Last 3 Months	9,803	3,797	9,280	3,491	-5.3%	-8.1%	23.0%	17.7%
Last 12 Months	39,701	15,029	36,187	14,048	-8.9%	-6.5%	20.8%	16.5%

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 2017 and 2018.

Table 17: Reduced Fare Ticket Sales

Month	2017				2018			
	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	3,057	16,713	40,985	24,673	2,771	18,132	40,528	20,183
Feb	3,125	9,763	39,437	23,774	2,897	9,165	36,638	18,463
Mar	3,215	12,430	55,605	26,124	3,007	11,429	64,010	24,568
Apr	3,121	11,599	47,172	26,185	3,006	12,195	43,755	22,532
May	3,161	13,217	53,480	27,866				
Jun	2,927	13,494	83,163	39,002				
Jul	2,730	12,535	86,162	36,050				
Aug	2,691	13,792	83,668	36,566				
Sep	3,200	13,249	46,153	25,357				
Oct	3,406	14,498	50,164	26,729				
Nov	3,139	14,168	50,670	24,346				
Dec	2,645	12,291	54,938	24,845				
Year-to-date	12,518	50,505	183,199	100,756	11,681	50,921	184,931	85,746
Last 3 Months	9,461	33,792	142,214	76,083	8,910	32,789	144,403	65,563
Last 12 Months	37,699	153,676	664,500	383,777	35,580	158,165	693,329	326,507

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	-9.4%	8.5%	-1.1%	-18.2%
Feb	-7.3%	-6.1%	-7.1%	-22.3%
Mar	-6.5%	-8.1%	15.1%	-6.0%
Apr	-3.7%	5.1%	-7.2%	-14.0%
May				
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
Year-to-date	-6.7%	0.8%	0.9%	-14.9%
Last 3 Months	-5.8%	-3.0%	1.5%	-13.8%
Last 12 Months	-5.6%	2.9%	4.3%	-14.9%