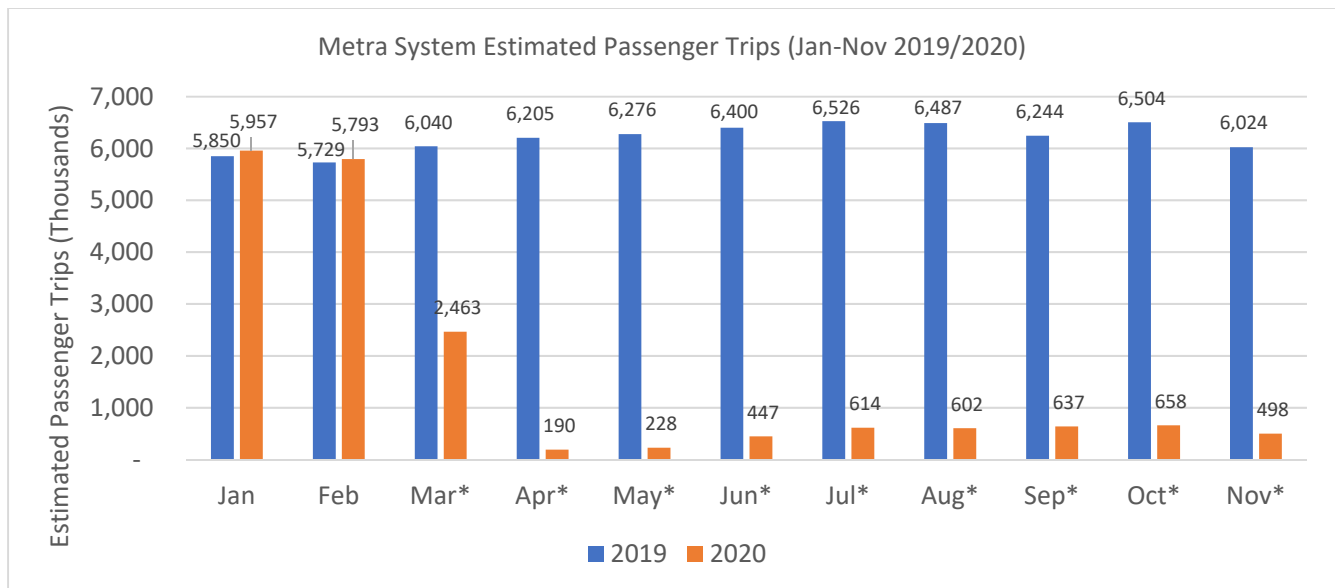




TO: Board of Directors
FROM: Jim Derwinski, CEO/Executive Director
SUBJECT: November 2020 Ridership Trends

DATE: December 11, 2020

Ridership decreased in November compared to October as the State of Illinois and the city of Chicago remained in Phase IV of their respective COVID-19 recovery plans. The city of Chicago issued a Stay-At-Home advisory effective November 16. Preliminary November 2020 estimated passenger trips were about 497,980, a 24.3 percent decrease from the 657,910 estimated passenger trips in October 2020, and a 91.7 percent decrease from November 2019. November 2020 had one less Saturday and one additional Sunday compared to November 2019.



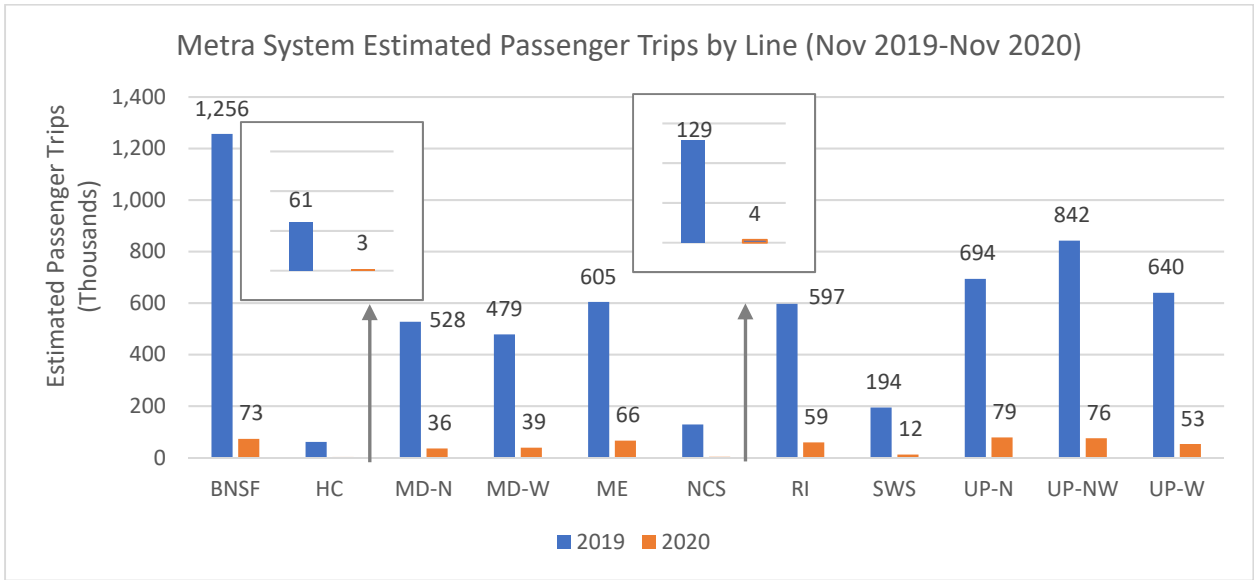
* Mar-Nov 2020 are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed

Effective November 2, Metra added 4 weekday trains to the UP-N, and 6 weekday trains to the UP-NW, increasing the systemwide total to 392 trains per day. Saturday and Sunday service remained unchanged at 181 trains per day.

On November 7, Metra introduced its first bike car to the Milwaukee District-North. On November 9, Metra relaxed its bikes on trains policy to allow bikes during rush hour with conductor discretion.

Sales for the special \$10 all-day pass continued in November.

The system averaged 20,570 riders per weekday in November, declining from a maximum of 25,470 riders per weekday on Monday, November 2. Mondays and Tuesdays were the strongest performing days throughout November, with an average of 22,230, and 21,950 riders per day, respectively.



* November 2020 is preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed.

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