




TO: Board of Directors

DATE: June 21, 2023

FROM: Jim Derwinski, CEO/Executive Director 

SUBJECT: May 2023 Ridership Trends

This memo describes ridership patterns in 2023, including ridership and service recovery by line and service period. The data in this report is preliminary and will be finalized at the end of the year.

In May 2023, Metra provided 2.8 million passenger trips, a 42% increase from May 2022 and the highest monthly ridership since the start of the pandemic.

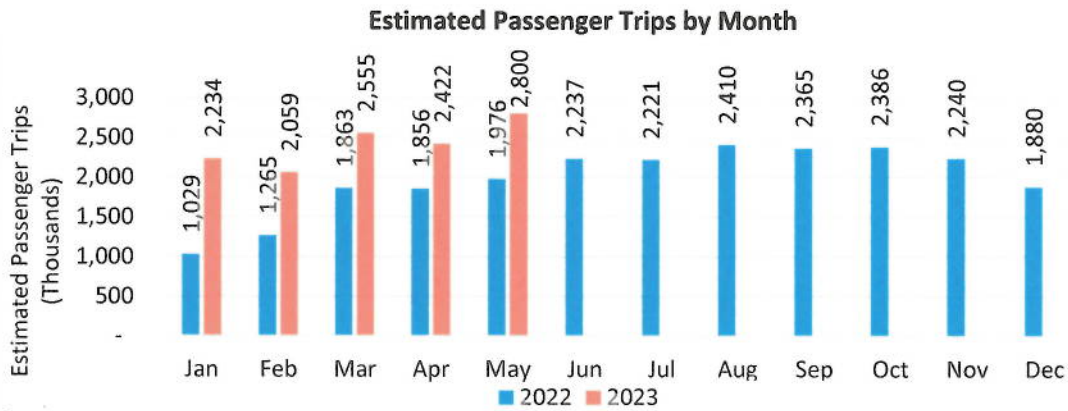


Exhibit 1

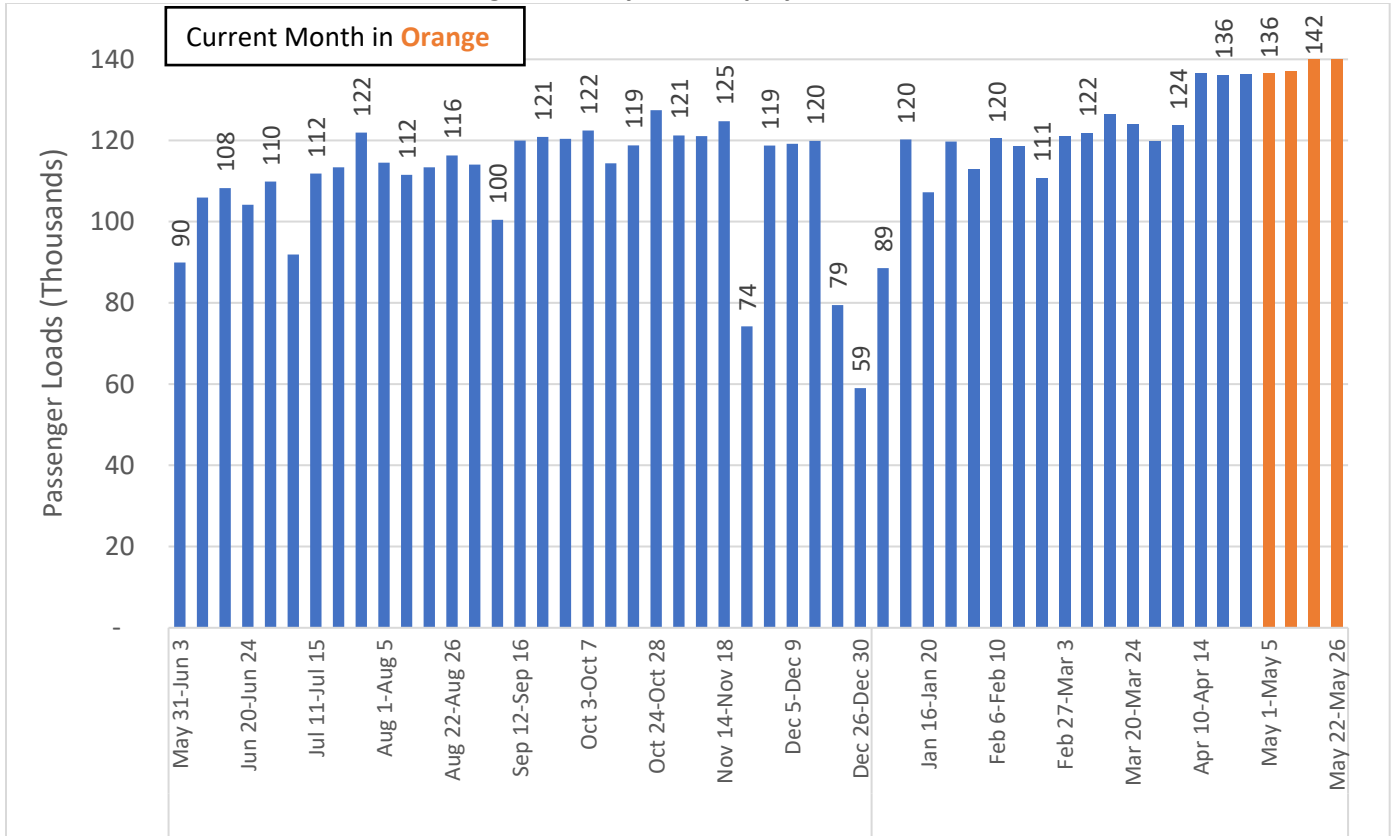


Exhibit 2

Weekday Ridership

Average weekday ridership in May was 141,600, which was 6% higher than April. May’s average weekday ridership was 51% of 2019 levels. Metra continued to break daily ridership records in May. With 167,700 passengers, Tuesday May 23 became Metra’s new highest ridership day since the start of the pandemic.

Metra Average Weekday Ridership by Week (June 2022-May 2023)



	2022							2023				
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Weekday Avg Chg. from Prior Month	11%	4%	1%	3%	1%	-2%	-12%	10%	3%	5%	9%	6%

Exhibit 3

Weekday Passenger Loads for Month (Fridays shown with grey bars)

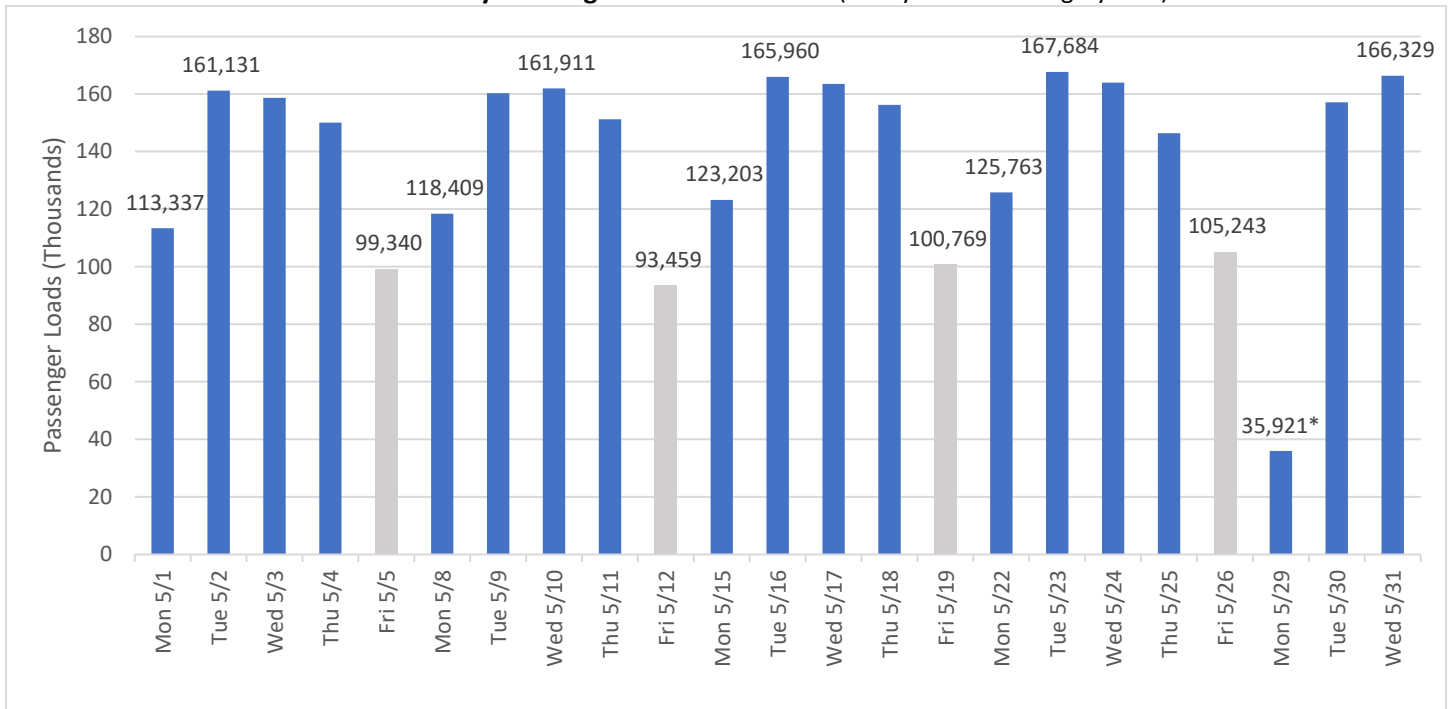


Exhibit 4

*Monday May 29 was Memorial Day

May Ridership Highlights

- Metra reached an all-time ridership high since the start of the pandemic on Tuesday May 23, with 167,700 daily rides. Metra exceeded 160,000 rides eight times in May and not once in April
- The BNSF surpassed 500,000 monthly rides for the first time since the start of the pandemic. The HC, MD-N, MD-W, NCS, RI, SWS, UP-N, UP-NW, and UP-W lines also had their highest ridership month since the start of the pandemic.
- UP-N total monthly ridership grew by 21% compared to April, a higher rate than any line over the same period
- Family fares resumed on Memorial Day, May 29. The Family Fares program allows up to three children, age 11 and under, to ride free with a fare-paying adult.

Service Status

Metra continues to restore service in different capacities on its lines, as ridership recovers from the COVID-19 pandemic. Schedules for four lines (BNSF, Metra Electric, Rock Island, and Union Pacific North) were redesigned to standardize stopping patterns and to increase midday service as part of a 2021 pilot schedule initiative. The UP-NW 2022 pilot schedule was further enhanced in April 2023 which included implementing hourly midday service, a level not reached even in the pre-COVID schedule. These lines have demonstrated a stronger midday recovery compared to the overall recovery of those lines and compared to the system’s midday as a whole. For example, the Union Pacific North and Metra Electric has a recovery of 86% and 80%, respectively, during the midday compared to the system’s recovery of 66%.

In January 2023, Metra increased the number of weekday trains on the SouthWest service from 12 to 30, restoring the line to its weekday pre-COVID total. This followed the December 2022 addition of service to the Milwaukee District North, Milwaukee District West, North Central Service and Union Pacific West lines. Metra staff continually monitors ridership, operations data, and customer feedback on all lines to explore any opportunities for improvement.

Ridership Recovery by Line & Service Period (May 2023 as a percentage of May 2019)

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	44%	41%	55%	36%	44%	60%	82%
HC	45%	-	-	-	43%	-	-
MD-N	50%	40%	59%	41%	49%	71%	77%
MD-W	37%	46%	52%	53%	39%	70%	93%
ME	41%	120%	80%	81%	53%	113%	117%
NCS	40%	31%	68%	-	40%	-	-
RI	44%	105%	71%	62%	48%	84%	86%
SWS	37%	35%	29%	19%	35%	-	-
UP-N	61%	65%	86%	81%	66%	90%	101%
UP-NW	54%	62%	76%	54%	57%	88%	105%
UP-W	54%	76%	50%	52%	55%	72%	101%
Total	47%	62%	66%	52%	51%	79%	96%

Exhibit 5

Monthly Pass Sales

Monthly Pass sales increased for the sixth consecutive month, with Metra selling the most Monthly Passes in May since the start of the pandemic. Growth in Monthly Pass sales is a trend Metra continues to see since offering the flat-rate price of \$100 beginning in July 2022.

Monthly Pass Sales

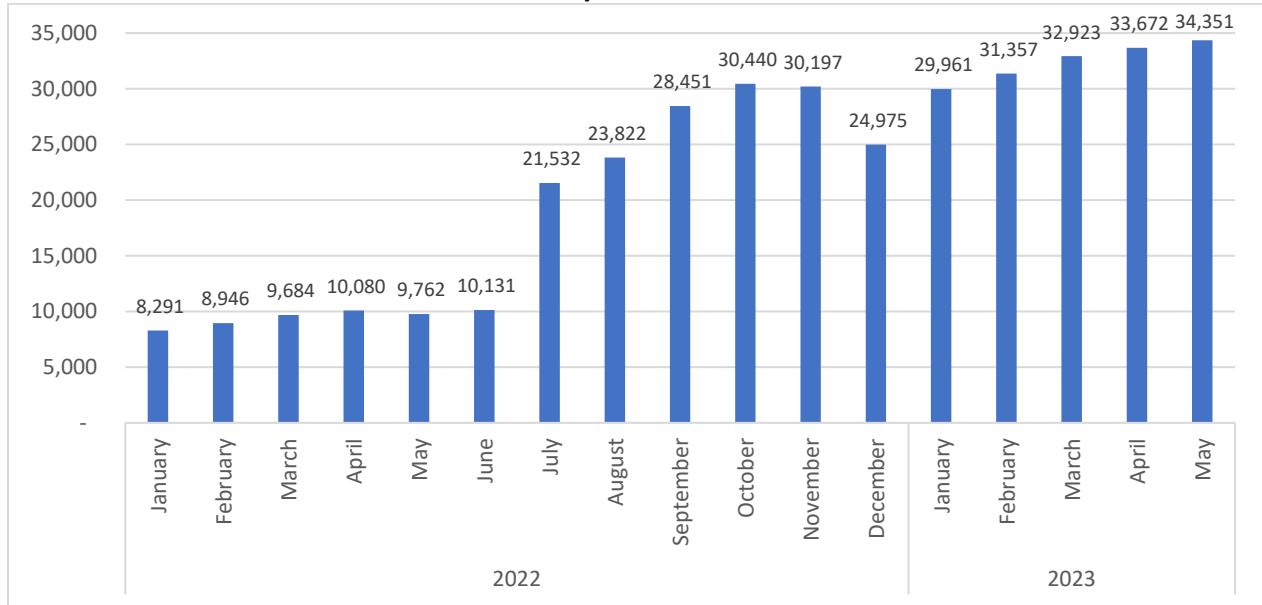


Exhibit 6

Ridership by Ticket Type

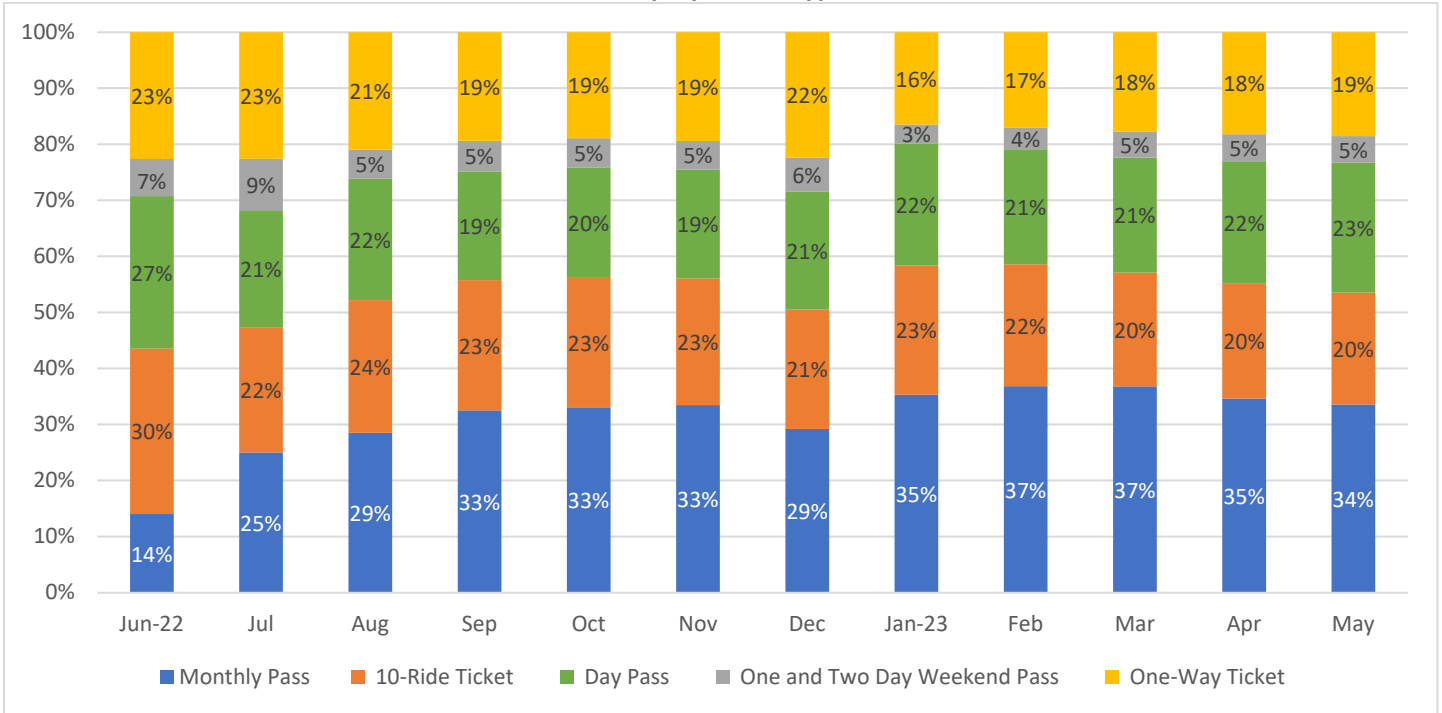


Exhibit 7

Note: Exhibit 7 excludes free trips

Ticket Sales

The following tables show ticket sales and ridership by ticket type and sales channel.

Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales					Ridership					
	May 2019	Jun 2022	May 2023	May 2019 Share	May 2023 Share	May 2019	Jun 2022	May 2023	May 2019 Share	Jun 2022 Share	May 2023 Share
Monthly Pass	85	10	34	7.6%	3.4%	3,642	308	926	58%	14%	33%
10-Ride Ticket	153	65	55	13.7%	5.4%	1,533	649	550	25%	29%	20%
One-Way Ticket	798	498	511	71.6%	50.6%	798	498	511	13%	22%	18%
Weekend Pass	79	-	-	7.1%	0.0%	188	-	-	3%	0%	0%
One Day Weekend Pass	-	67	61	0.0%	6.0%	-	113	101	0%	5%	4%
Two Day Weekend Pass	-	15	14	0.0%	1.4%	-	32	30	0%	1%	1%
Day Pass	-	312	335	0.0%	33.1%	-	599	640	0%	27%	23%
\$6 Day Pass	-	55	108	0.0%	10.7%	-	134	205	0%	6%	4%
\$10 Day Pass	-	257	227	0.0%	22.4%	-	465	434	0%	21%	16%
RTA Ride Free Permit	-	-	-	0.0%	0.0%	77	37	43	1%	2%	2%
Total	1,115	967	1011	100%	100%	6,238	2,237	2,800	100%	100%	100%

Exhibit 8

Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	May 2019	May 2023	May 2019 Share	May 2023 Share	May 2019	May 2023	May 2019 Share	May 2023 Share
Conductor	189	91	17%	9%	245	101	4%	4%
Commuter Benefit	35	6	3%	1%	1,195	108	19%	4%
Ventra App	574	797	51%	79%	2,730	2,141	44%	77%
Ticket Agent	282	100	25%	10%	1,794	378	29%	14%
Ticket Vending Machine	34	16	3%	2%	198	27	3%	1%
RTA Ride Free Permit	-	-	0%	0%	77	43	1%	2%
Total	1,115	1,009	100%	100%	6,238	2,799	100%	100%

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; 2023 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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