COMMUTER RAIL SYSTEM

RIDERSHIP TRENDS

January 2016

Metra

Prepared by the Division of Strategic Capital Planning
March 2016

COMMUTER RAIL SYSTEM RIDERSHIP TRENDS
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I. OVERVIEW

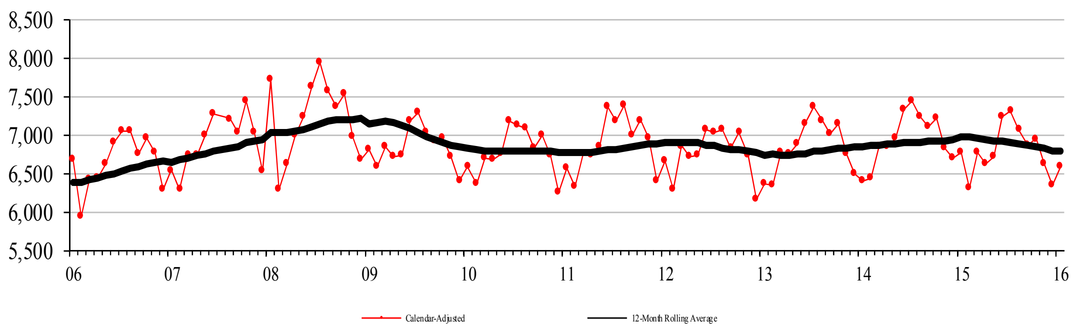
Reported system ridership (including free trips) in January 2016 decreased by 3.7% compared to January 2015. January 2016 had one less weekday, the same number of Saturdays, and one additional Sunday/holiday compared to January 2015. January 2016 ridership decreased by 2.7% compared to January 2015 after adjusting for calendar differences. Compared to January 2014, January 2016 ridership increased by 1.2% and by 3.0% after adjusting for calendar differences.

System Ridership

January	(in 000s)			Percent Change	
	2014	2015	2016	14 vs. 16	15 vs. 16
Reported	6,363	6,682	6,436	1.1%	-3.7%
Free Trips	74	82	77	4.4%	-6.3%
Total (Reported & Free)	6,437	6,764	6,513	1.2%	-3.7%
Free Trips & Calendar-Adjusted	6,403	6,778	6,598	3.0%	-2.7%
November - January (Last 3 months)	19,676	20,248	19,503	-0.9%	-3.7%
Last 12 Months	82,292	83,697	81,379	-1.1%	-2.8%

Figure 1 presents system ridership adjusted for calendar differences by month since 2005. The twelve-month rolling average is included to display the underlying trend in passenger use.

Figure 1: Calendar-Adjusted System Ridership*
(in thousands)



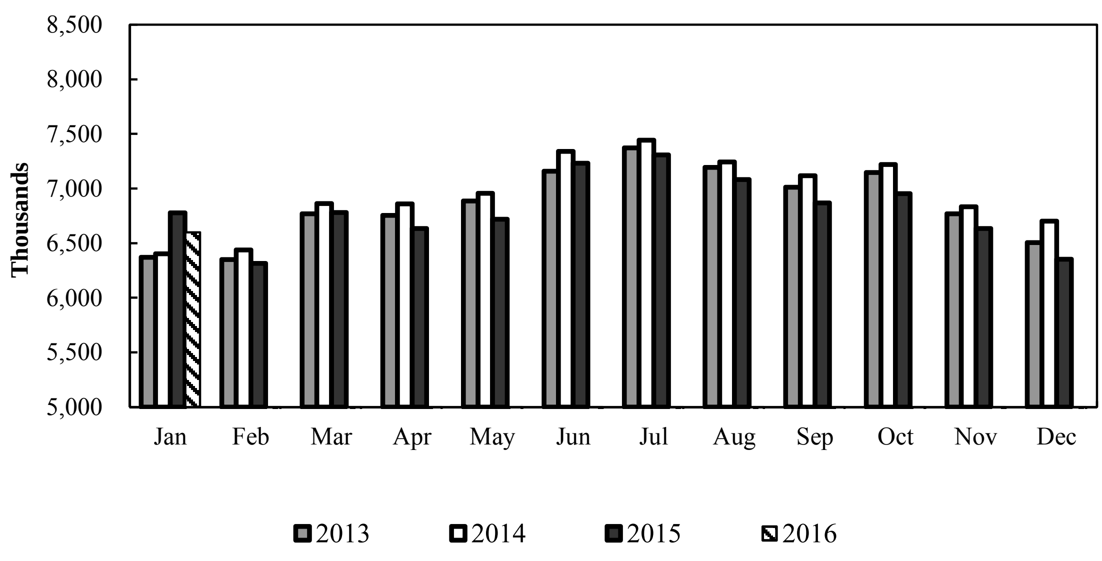
** Due to a change in calculation methodology, calendar-adjusted ridership figures for months prior to May 2014 may vary slightly from those previously reported.*

Table 1 and Figure 2 present calendar-adjusted monthly ridership totals for the Metra system.

Table 1
Metra System Passenger Trips by Month
(Adjusted for free trips & calendar differences)

	Passenger Trips (in 000's)				Year-to-Year Percent Change		
	2013	2014	2015	2016	13 vs. 14	14 vs. 15	15 vs. 16
January	6,371	6,403	6,778	6,598	0.5%	5.9%	-2.7%
February	6,349	6,438	6,315		1.4%	-1.9%	
March	6,769	6,861	6,780		1.3%	-1.2%	
April	6,755	6,858	6,634		1.5%	-3.3%	
May	6,885	6,956	6,718		1.0%	-3.4%	
June	7,157	7,340	7,232		2.6%	-1.5%	
July	7,370	7,443	7,306		1.0%	-1.8%	
August	7,194	7,242	7,082		0.7%	-2.2%	
September	7,012	7,118	6,869		1.5%	-3.5%	
October	7,145	7,218	6,954		1.0%	-3.7%	
November	6,767	6,834	6,635		1.0%	-2.9%	
December	6,504	6,701	6,354		3.0%	-5.2%	
Annual Total	82,278	83,413	81,656		1.4%	-2.1%	

Figure 2: System Ridership
Adjusted for free trips & calendar differences



Note: Due to a change in calculation methodology, calendar-adjusted ridership figures for months prior to May 2014 may vary slightly from those previously reported.

II. RIDERSHIP INFLUENCES

Many different factors influence day-to-day and year-to-year ridership trends. Some factors are within Metra's control, such as service changes and marketing promotions. However, many more factors (such as weather, gas prices, and the economy) that are outside of Metra's direct control can influence ridership.

Calendar Differences – January 2016 had one less weekday, the same number of Saturdays, and one additional Sunday/holiday compared to January 2015.

	Weekday			Saturday			Sunday/Holiday			All Days		
	2015	2016	Diff	2015	2016	Diff	2015	2016	Diff	2015	2016	Diff
Jan	21	20	-1	5	5	0	5	6	1	31	31	0
YEAR-TO-DATE	21	20	-1	5	5	0	5	6	1	31	31	0

Service Changes

Rock Island District – On June 6, 2015, six express trains were added to the Saturday and Sunday schedule as part of a trial weekend service enhancement lasting through November 29, 2015. On November 30, 2015, the weekend service enhancement became permanent, an additional outbound express train was added on weekdays, and schedule times were adjusted on several weekday trains to reflect actual operating conditions and improve connections. On June 15, 2014, schedule times were adjusted on 16 weekday inbound trains, 19 weekday outbound trains, and all Saturday and Sunday trains to increase schedule accuracy and improve service reliability.

Roadway Construction Projects

Jane Byrne Interchange Reconfiguration – In March 2015, work began on a major reconfiguration of the Jane Byrne Interchange. During the first phase of the construction, the number of lanes was reduced on several ramps and the inbound Dan Ryan Expressway, and access to Congress Parkway from the Dan Ryan was via a detour. The project is expected to last until Summer 2016.

Jane Addams Memorial Tollway (I-90) Reconstruction and Widening – Phase 1 of the project, between Rockford and Elgin, was completed in December 2014. The second phase of the project, between Elgin and the Kennedy Expressway, began in Spring 2015 and is scheduled for completion in 2016.

IL Route 59 Reconstruction and Widening – Multiple phases of the project, which began Summer 2013, have caused significant traffic delays and impacted Metra commuters using the Route 59 Station on the BNSF Line. Construction was completed in late November 2015.

Union Station Access – The Adams Street Bridge Reconstruction Project began in late January 2016 and is scheduled for completion in early 2017. Throughout 2016, this project will periodically restrict pedestrian access to Union Station via Adams Street.

The Union Station Transit Center, a component of the Loop Link project, began construction in 2015. The center will consolidate CTA bus connections for Metra passengers at Union Station, and is scheduled for completion in early summer 2016.

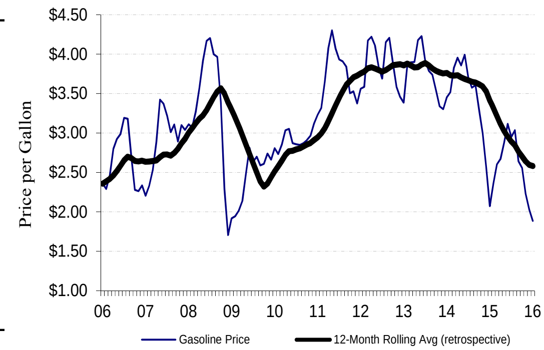
Special Events – Special events often bring large crowds into Chicago during off-peak hours. An $8.00 unlimited ticket was sold for New Year’s Eve and New Year’s Day. To encourage recreational ridership, Metra’s Family Fares program was made available from December 21 through January 3.

Gas Prices – The average price of a gallon of regular unleaded gas was $1.89 in January 2016, $0.18 lower than January 2015 and $0.14 lower than December 2015.

Chicago-Gary-Kenosha Region Average Gas Price

Month	2012	2013	2014	2015	2016
Jan	$3.56	$3.39	$3.45	$2.07	$1.89
Feb	$3.59	$3.85	$3.52	$2.36	
Mar	$4.17	$3.90	$3.83	$2.60	
Apr	$4.22	$3.90	$3.95	$2.67	
May	$4.11	$4.18	$3.86	$2.88	
Jun	$3.84	$4.23	$3.99	$3.12	
Jul	$3.69	$3.92	$3.71	$2.95	
Aug	$4.15	$3.79	$3.57	$3.04	
Sep	$4.21	$3.74	$3.61	$2.64	
Oct	$3.89	$3.54	$3.30	$2.56	
Nov	$3.59	$3.34	$3.00	$2.23	
Dec	$3.46	$3.30	$2.57	$2.03	
Annual Average	$3.87	$3.76	$3.53	$2.60	$1.89

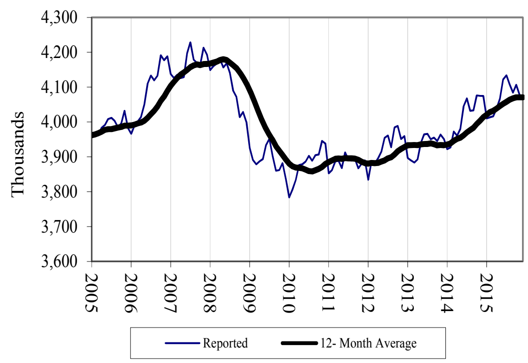
Source: Bureau of Labor Statistics



Economy – The number of persons employed in the six-county Chicago Region decreased 0.1% in December 2015 compared to December 2014.

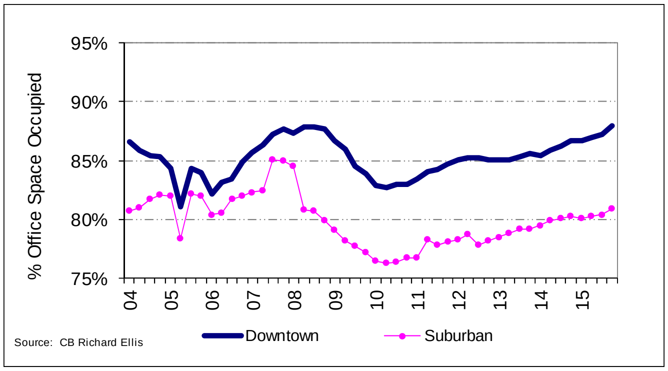
Persons Employed in Chicago Region (thousands)

Month	2011	2012	2013	2014	2015	14 vs. 15
Jan	3,853	3,834	3,896	3,922	4,010	2.3%
Feb	3,862	3,886	3,890	3,927	4,014	2.2%
Mar	3,887	3,881	3,884	3,972	4,016	1.1%
Apr	3,889	3,896	3,893	3,960	4,038	2.0%
May	3,868	3,915	3,940	3,980	4,066	2.2%
Jun	3,913	3,954	3,964	4,045	4,122	1.9%
Jul	3,892	3,961	3,966	4,068	4,134	1.6%
Aug	3,889	3,928	3,951	4,032	4,108	1.9%
Sep	3,894	3,984	3,955	4,033	4,084	1.3%
Oct	3,867	3,989	3,945	4,076	4,107	0.7%
Nov	3,880	3,951	3,964	4,075	4,078	0.1%
Dec	3,890	3,960	3,951	4,075	4,072	-0.1%
Annual Average	3,882	3,928	3,933	4,014	4,071	1.4%



Office Occupancy - The graph below provides office occupancy rates for Downtown Chicago and suburban locations. In the Fourth Quarter of 2015, Downtown Chicago posted an 88% office occupancy rate, up 0.8% from the previous quarter. The office occupancy rate in the suburbs rose to 80.9% from the previous quarter's rate of 80.4%.

Downtown and Suburban Office Occupancy



Weather –The average temperature (24.7) and inches of snowfall (6.3) in January 2016 compared favorably to the previous two winters. The table below presents weather statistics for the last five winter seasons.

Winter Weather Statistics

	Inches of Snowfall					**Days Below Zero**					**Average Temperature**				
Year	Nov	Dec	Jan	Feb	Mar	Nov	Dec	Jan	Feb	Mar	Nov	Dec	Jan	Feb	Mar
2011-12	trace	1.7	12.2	5.6	0.3	0	0	0	0	0	44.9	35.2	30.2	32.9	53.5
2012-13	0.0	0.9	2.6	16.1	10.4	0	0	1	0	0	40.2	36.1	26.6	26.1	32.6
2013-14	0.9	14.2	33.7	19.5	12.3	0	4	11	7	1	37.5	23.4	15.7	17.3	31.7
2014-15	2.8	0.0	13.9	26.8	7.1	0	0	5	8	0	33.6	32.0	22.3	14.6	35.4
2015-16	11.2	4.5	6.3			0	0	4			44.6	39.0	24.7		
45-year Avg	1.8	8.6	11.7	9.3	5.4	0.0	1.8	4.7	2.5	0.1	40.3	28.5	23.1	26.6	37.8

III. RIDERSHIP

Table 2 (pg. 12) presents reported rail line ridership for three time periods (current month, last three months, and last 12 months) for the last two years based on reported ticket sales. Estimated ridership on the North region lines (UP-N, MD-N, NCS, and UP-NW) was down 3.8%, lines serving the West region (MD-W, UP-W, and BNSF) were down 2.3%, and lines serving the South region (HC, RID, SWS, and MED) were down 5.7%. A system summary of ridership by fare zone for January 2016 and the November 2015 – January 2016 period is provided in Table 3 (p. 13). Figure 3 and Table 4 (p. 14) provide data on average passenger trip length.

Passenger load counts are taken by conductors before the first stop on outbound trains and after the last stop before entering the downtown on inbound trains. Table 5 presents average daily conductor load counts by service period for November 2015 – January 2016 (p. 15). Table 6 presents capacity utilization by service period for November 2015 – January 2016 (p. 15).

<u>Benefit Access Program (formerly Circuit Breaker)</u> – Under the Benefit Access Program, low-income seniors and individuals with disabilities are eligible for free transportation on Metra with proper identification. The table below presents the average daily conductor load counts for Benefit Access trips by service period as well as the total number of Benefit Access trips recorded for the month. The graph that follows shows the total number of Benefit Access trips by month between 2012 and 2016.

Benefit-Access Free Trips

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015												
Avg Wkday	*3,332*	*3,305*	*3,632*	*3,498*	*3,661*	*3,758*	*3,713*	*3,647*	*3,518*	*3,734*	*3,486*	*3,205*
Avg Sat	*1,497*	*1,509*	*1,558*	*1,633*	*1,781*	*1,822*	*1,831*	*1,828*	*1,739*	*1,631*	*1,704*	*1,480*
Avg Sun/Hol	*895*	*856*	*944*	*993*	*1,105*	*1,239*	*1,226*	*1,298*	*1,213*	*1,202*	*1,111*	*944*
Typical week	*19,053*	*18,890*	*20,662*	*20,118*	*21,190*	*21,853*	*21,621*	*21,362*	*20,541*	*21,505*	*20,242*	*18,447*
Total Reported*	81,935	75,558	90,857	87,468	88,753	94,928	97,624	92,221	86,895	95,121	83,191	81,141
2016												
Avg Wkday	*3,207*											
Avg Sat	*1,494*											
Avg Sun/Hol	*864*											
Typical week	*18,391*											
Total Reported*	76,784											

*Seniors Ride Free Program ended in Sept. 2011; includes low-income seniors as of 9/6/11.

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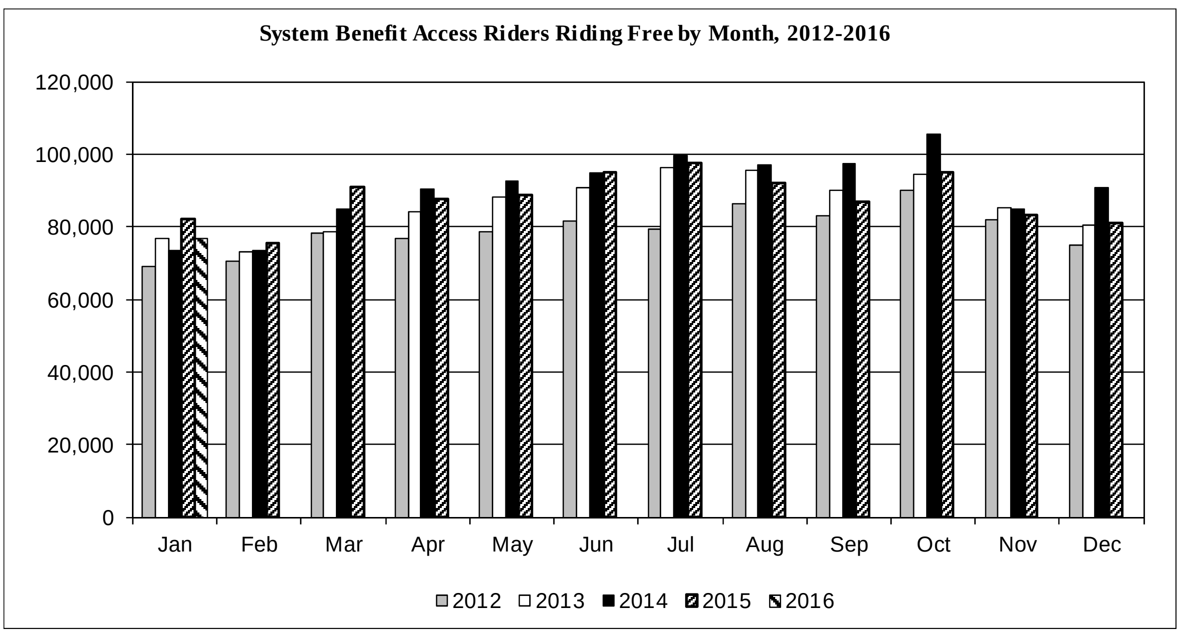

Reduced-Fare Sales – In collaboration with the Regional Transportation Authority's (RTA) Reduced-Fare Permit Program, Metra allows qualified users to ride at a reduced rate. The following types of users are eligible for a reduced-fare permit through the RTA's Reduced-Fare Permit Program. Metra is eligible for reimbursement of the lost revenue by Illinois Department of Transportation.

- All senior citizens who are within three weeks of their 65th birthday or older (see Benefit Access Program for further information)
- Medicare card recipients who receive Social Security benefits
- People with disabilities who receive Social Security benefits
- Veterans with disabilities who receive Service-connected disability benefits
- People with disabilities whose doctors validate their disability
- Full-time students enrolled in an accredited grade school or high school with a valid letter of certification from their school (on school stationery) or valid school identification. Bearing the student's name, school name and authorized signature.

Metra also offers reduced-fare tickets to children ages 7 to 11 and to active duty U.S. military personnel. The table below shows all reduced-fare ticket sales by month for 2015 and 2016.

Reduced-Fare Ticket Sales (2015-2016)

	2015				2016			
	Monthly	**Ten-Ride**	**One-Way**	**Conductor**	**Monthly**	**Ten-Ride**	**One-Way**	**Conductor**
January	3,194	12,701	29,752	31,566	3,227	13,652	29,830	27,709
February	3,136	8,722	26,460	30,165				
March	3,337	11,446	43,689	38,790				
April	3,134	11,848	47,752	38,249				
May	3,174	11,078	42,979	40,082				
June	2,970	12,989	73,214	50,145				
July	3,050	12,526	87,205	49,640				
August	2,822	12,792	66,996	41,582				
September	3,342	12,529	35,973	33,656				
October	3,438	13,325	40,336	36,099				
November	3,320	12,238	37,391	32,810				
December	2,820	11,917	54,298	37,473				
YTD	**3,194**	**12,701**	**29,752**	**31,566**	**3,227**	**13,652**	**29,830**	**27,709**

Police Officer and Firefighter Free Rides – Chicago-area uniformed police officers from any municipality, including sheriff's deputies, bailiffs, and corrections officers, and Chicago firefighters are allowed free transportation on Metra. These free rides are not reimbursed by the State of Illinois. The table below presents the average daily conductor load counts for "Police Officer and Firefighter" trips by service period as well as the total number of these trips recorded for the month.

Police Officers and Firefighters in Uniform Riding Free

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015												
Avg Wkday	*219*	*207*	*216*	*222*	*232*	*256*	*236*	*239*	*204*	*188*	*184*	*182*
Avg Sat	*19*	*13*	*10*	*24*	*33*	*22*	*38*	*49*	*23*	*18*	*21*	*19*
Avg Sun/Hol	*10*	*22*	*10*	*11*	*10*	*11*	*14*	*26*	*22*	*11*	*7*	*11*
Typical week	*1,126*	*1,067*	*1,103*	*1,144*	*1,203*	*1,312*	*1,233*	*1,272*	*1,066*	*966*	*947*	*938*
Total Reported	4,754	4,269	4,854	5,018	4,864	5,761	5,615	5,403	4,491	4,259	3,801	4,126
2016												
Avg Wkday	*194*											
Avg Sat	*10*											
Avg Sun/Hol	*6*											
Typical week	*985*											
Total Reported	3,961											

Most recent month's data from TOPS 02/10/14

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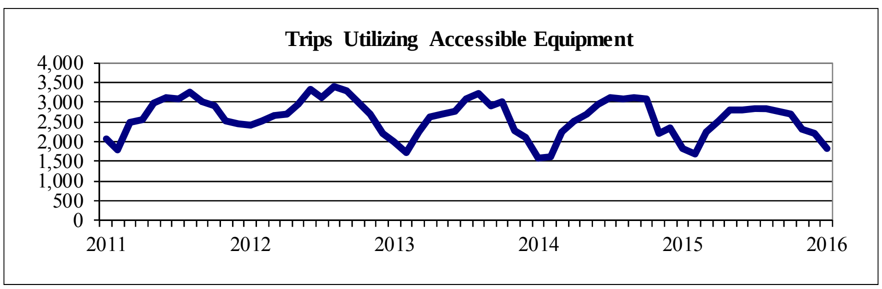
Accessible Equipment Use - All Metra trains have at least one accessible car; however, some individual stations are not yet fully accessible. The figure below presents the number of trips utilizing on-board accessibility equipment (wheelchair lifts on diesel lines or bridge plates on the Electric Line) by month since 2011.



Bike Program – Bikes are allowed on weekday early morning, off-peak, and reverse commute trains, and on all weekend trains. Five bikes are allowed in each diesel rail accessible car, and two bikes are allowed per car on the Metra Electric District. Train crews have the final authority on accommodating bikes. The table below shows the average usage by month for the program.

Bikes on Trains Program Usage

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015												
Avg Wkday	*383*	*333*	*507*	*698*	*854*	*938*	*1,023*	*1,080*	*975*	*947*	*779*	*546*
Avg Sat	*245*	*207*	*313*	*561*	*704*	*817*	*720*	*755*	*804*	*580*	*390*	*296*
Avg Sun/Hol	*150*	*125*	*227*	*439*	*519*	*628*	*697*	*646*	*693*	*598*	*396*	*243*
Total Bikes Carried	10,026	7,983	13,550	19,356	23,710	26,412	29,197	29,692	27,160	26,126	19,505	14,411
2016												
Avg Wkday	*400*											
Avg Sat	*221*											
Avg Sun/Hol	*159*											
Total Bikes Carried	10,054											

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Comparison of Actual vs. Budgeted Passenger Trips – Each year as part of the budgeting process, monthly passenger trips for upcoming years are forecasted. The table below shows 2015 actual, 2016 budgeted, and 2016 actual passenger trips. For January 2016, passenger trips were 3.4% unfavorable to budget.

Passenger Trips (Reported + Free): Actual vs. Budget

Month	2015 Actual	2016 Budget	2016 Actual	% Chg
JAN	6,764,204	6,739,437	6,512,955	-3.4%
FEB	6,297,426	6,241,176		
MAR	6,769,610	6,709,142		
APR	6,662,551	6,603,039		
MAY	6,655,682	6,596,232		
JUN	7,259,878	7,195,031		
JUL	7,285,907	7,220,827		
AUG	7,100,153	6,945,335		
SEP	6,895,751	7,054,747		
OCT	6,949,189	7,168,594		
NOV	6,605,591	6,674,810		
DEC	6,384,538	6,639,677		

Table 2: Passenger Trips by Rail Line

	Reported			Reported & Free Trips		
January	**2015**	**2016**	**2015 vs 2016 %Change**	**2015**	**2016**	**2015 vs 2016 %Change**
BNSF	1,344,747	1,314,030	-2.3%	1,354,904	1,322,520	-2.4%
Electric Lines	736,846	683,179	-7.3%	757,585	701,801	-7.4%
Heritage*	63,115	56,074	-11.2%	63,130	56,086	-11.2%
Milw-N	597,197	554,161	-7.2%	603,084	559,928	-7.2%
Milw-W	536,189	523,099	-2.4%	547,013	532,534	-2.6%
North Central	145,848	142,264	-2.5%	146,332	142,901	-2.3%
Rock Island	684,750	655,311	-4.3%	691,274	661,900	-4.2%
SouthWest	220,490	214,081	-2.9%	221,460	215,167	-2.8%
UP-N	756,473	739,560	-2.2%	769,132	753,216	-2.1%
UP-NW	920,744	891,327	-3.2%	928,911	898,616	-3.3%
UP-W	675,871	663,085	-1.9%	681,380	668,286	-1.9%
SYSTEM	6,682,269	6,436,171	-3.7%	6,764,204	6,512,955	-3.7%
November - January	**2014-2015**	**2015-2016**	**14-15 vs 15-16 %Change**	**2014-2015**	**2015-2016**	**14-15 vs 15-16 %Change**
BNSF	3,995,108	3,891,459	-2.6%	4,026,198	3,917,853	-2.7%
Electric Lines	2,220,145	2,087,294	-6.0%	2,282,451	2,143,639	-6.1%
Heritage*	181,746	164,295	-9.6%	181,820	164,333	-9.6%
Milw-N	1,771,525	1,659,783	-6.3%	1,789,987	1,678,292	-6.2%
Milw-W	1,636,991	1,581,633	-3.4%	1,670,827	1,611,494	-3.6%
North Central	429,959	419,141	-2.5%	431,965	421,447	-2.4%
Rock Island	2,050,733	1,969,843	-3.9%	2,072,745	1,991,599	-3.9%
SouthWest	649,990	632,176	-2.7%	652,610	635,777	-2.6%
UP-N	2,224,489	2,178,945	-2.0%	2,265,064	2,221,453	-1.9%
UP-NW	2,798,370	2,682,025	-4.2%	2,824,550	2,705,284	-4.2%
UP-W	2,031,477	1,995,377	-1.8%	2,049,845	2,011,916	-1.9%
SYSTEM	19,990,531	19,261,968	-3.6%	20,248,060	19,503,084	-3.7%
Last 12 Months	**2014-2015**	**2015-2016**	**14-15 vs 15-16 %Change**	**2014-2015**	**2015-2016**	**14-15 vs 15-16 %Change**
BNSF	16,578,773	16,254,186	-2.0%	16,702,140	16,367,906	-2.0%
Electric Lines	9,172,014	8,741,105	-4.7%	9,436,962	8,998,865	-4.6%
Heritage*	731,665	716,539	-2.1%	732,176	716,759	-2.1%
Milw-N	7,216,456	6,970,158	-3.4%	7,289,015	7,051,408	-3.3%
Milw-W	6,825,889	6,625,602	-2.9%	6,966,150	6,757,158	-3.0%
North Central	1,819,286	1,745,660	-4.0%	1,829,434	1,754,687	-4.1%
Rock Island	8,460,477	8,184,735	-3.3%	8,557,671	8,275,899	-3.3%
SouthWest	2,655,081	2,583,269	-2.7%	2,664,457	2,597,999	-2.5%
UP-N	9,216,165	9,061,828	-1.7%	9,388,631	9,232,918	-1.7%
UP-NW	11,546,253	11,165,745	-3.3%	11,667,283	11,271,460	-3.4%
UP-W	8,381,147	8,279,861	-1.2%	8,463,073	8,354,170	-1.3%
SYSTEM	82,603,204	80,328,686	-2.8%	83,696,990	81,379,227	-2.8%

*Due to a reporting anomaly, Heritage Corridor passenger trips are overstated in 2015, while the other lines traveling to CUS are understated.

Table 3
System Ridership by Fare Zone

January 2015 vs. January 2016

Zone Pair	Miles	2015	2016	Change	% Change	Percent Share 2015	Percent Share 2016
AA	0-5	23,369	21,285	-2,084	-8.9%	0.3%	0.3%
AB	5-10	503,480	483,910	-19,570	-3.9%	7.5%	7.5%
AC	10-15	893,135	894,399	1,264	0.1%	13.4%	13.9%
AD	15-20	1,127,403	1,079,166	-48,237	-4.3%	16.9%	16.8%
AE	20-25	1,432,271	1,366,015	-66,256	-4.6%	21.4%	21.2%
AF	25-30	844,302	828,417	-15,885	-1.9%	12.6%	12.9%
AG	30-35	510,294	492,431	-17,863	-3.5%	7.6%	7.7%
AH	35-40	420,925	412,037	-8,888	-2.1%	6.3%	6.4%
AI	40-45	147,051	137,485	-9,566	-6.5%	2.2%	2.1%
AJ	45-50	27,598	25,446	-2,152	-7.8%	0.4%	0.4%
AK	50-55	29,847	27,941	-1,906	-6.4%	0.4%	0.4%
AM	60-65	8,516	8,396	-120	-1.4%	0.1%	0.1%
Intermediate*		230,172	215,252	-14,920	-6.5%	3.4%	3.3%
Conductor		287,356	218,235	-69,121	-24.1%	4.3%	3.4%
Group		541	695	154	28.5%	0.0%	0.0%
Weekend & Special Event Tickets		209,620	235,008	25,388	12.1%	3.1%	3.7%
Total		6,682,269	6,436,169	-246,100	-3.7%	100.0%	100.0%

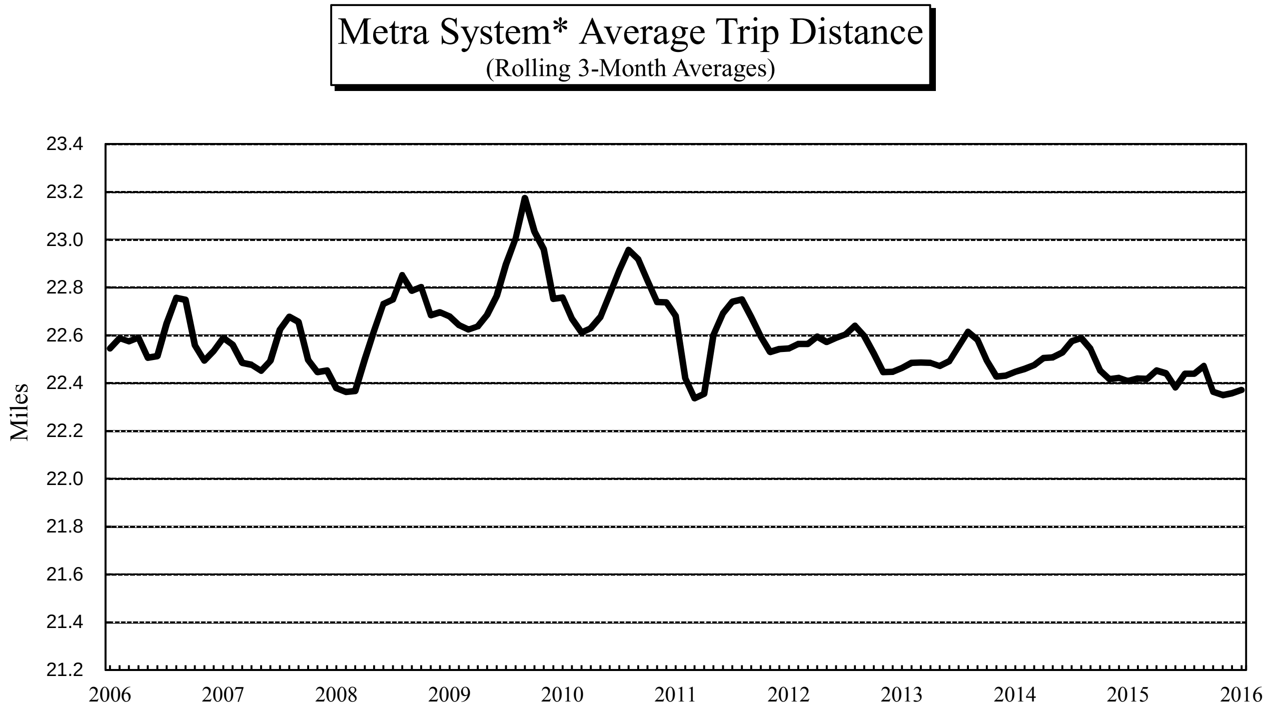
Last Three Months

Zone Pair	Miles	2015	2016	Change	% Change	Percent Share 2015	Percent Share 2016
AA	0-5	64,076	62,305	-1,771	-2.8%	0.3%	0.3%
AB	5-10	1,466,924	1,415,306	-51,618	-3.5%	7.3%	7.3%
AC	10-15	2,615,218	2,619,937	4,719	0.2%	13.1%	13.6%
AD	15-20	3,293,346	3,189,084	-104,262	-3.2%	16.5%	16.6%
AE	20-25	4,181,020	4,036,012	-145,008	-3.5%	20.9%	21.0%
AF	25-30	2,471,755	2,425,270	-46,485	-1.9%	12.4%	12.6%
AG	30-35	1,500,656	1,449,553	-51,103	-3.4%	7.5%	7.5%
AH	35-40	1,260,063	1,222,375	-37,688	-3.0%	6.3%	6.3%
AI	40-45	433,120	412,285	-20,835	-4.8%	2.2%	2.1%
AJ	45-50	81,109	75,800	-5,309	-6.5%	0.4%	0.4%
AK	50-55	90,039	85,184	-4,855	-5.4%	0.5%	0.4%
AM	60-65	28,481	27,228	-1,253	-4.4%	0.1%	0.1%
Intermediate*		664,594	615,395	-49,199	-7.4%	3.3%	3.2%
Conductor		967,915	794,739	-173,176	-17.9%	4.8%	4.1%
Group		64,433	55,918	-8,515	-13.2%	0.3%	0.3%
Weekend & Special Event Tickets		864,203	818,894	-45,308	-5.2%	4.3%	4.3%
Total		19,990,534	19,261,905	-728,629	-3.6%	100.0%	100.0%

*Trips that do not begin or end in Fare Zone A.

Note: Free trips and refunds are not included.

Figure 3



*Does not include free trips

Table 4
Passenger Miles & Average Trip Length by Rail Line
January

Line	Passenger Miles (in 000's)				% Chng in Trips	Average Trip Length		
	2015	2016	Change	% Chng		2015	2016	% Chng
BNSF	31,576	30,796	-780	-2.5%	-2.3%	23.48	23.44	-0.2%
Electric Lines	14,623	13,569	-1,054	-7.2%	-7.3%	19.85	19.86	0.1%
Heritage	1,760	1,555	-205	-11.7%	-11.2%	27.88	27.73	-0.6%
Milw-North	13,688	12,727	-961	-7.0%	-7.2%	22.92	22.97	0.2%
Milw-West	13,243	12,955	-287	-2.2%	-2.4%	24.70	24.77	0.3%
North Central	4,650	4,521	-128	-2.8%	-2.5%	31.88	31.78	-0.3%
Rock Island	14,601	13,915	-686	-4.7%	-4.3%	21.32	21.23	-0.4%
SouthWest	4,235	4,115	-120	-2.8%	-2.9%	19.21	19.22	0.1%
UP-North	12,870	12,314	-556	-4.3%	-2.2%	17.01	16.65	-2.1%
UP-NW	23,162	22,441	-720	-3.1%	-3.2%	25.16	25.18	0.1%
UP-West	15,002	14,849	-153	-1.0%	-1.9%	22.20	22.39	0.9%
System*	149,409	143,757	-5,652	-3.8%	-3.7%	22.36	22.34	-0.1%

*Does not include free trips.

Table 5

System Passenger Loads by Service Period

November - December - January

Service Period	Passenger Loads			% Change		Share of Total*		
	2013-2014	2014-2015	2015-2016	13-14 vs 15-16	14-15 vs 15-16	13-14	14-15	15-16
Average Weekday								
Peak Period/Peak Direction	211,600	214,600	222,600	5.2%	3.7%	75%	76%	77%
Peak Period/Reverse Direction	20,500	20,500	20,400	-0.5%	-0.5%	7%	7%	7%
Midday	31,400	31,800	30,700	-2.2%	-3.5%	11%	11%	11%
Evening	16,900	17,000	16,700	-1.2%	-1.8%	6%	6%	6%
Total Weekday	280,400	283,900	290,400	3.6%	2.3%	100%	100%	100%
Typical Week with Five Weekdays								
Weekday Peak Per/Peak Dir	1,058,000	1,073,000	1,113,000	5.2%	3.7%	70%	71%	72%
Weekday Off-Peak	344,000	346,500	339,000	-1.5%	-2.2%	23%	23%	22%
Saturday	64,000	62,300	62,300	-2.7%	0.0%	4%	4%	4%
Sunday	35,500	39,600	36,600	3.1%	-7.6%	2%	3%	2%
Total Week	1,501,500	1,521,400	1,550,900	3.3%	1.9%	100%	100%	100%
Total Off-Peak	*443,500*	*448,400*	*437,900*	*-1.3%*	*-2.3%*	*30%*	*29%*	*28%*

*Percentages may not add up to 100 due to rounding.

Table 6

System Capacity Utilization by Service Period

November - December - January

Service Period	% Capacity Utilization			% Change	
	2013-2014	2014-2015	2015-2016	13-14 vs 15-16	14-15 vs 15-16
Average Weekday					
Peak Period/Peak Direction	67.7%	69.8%	70.8%	3.0%	1.0%
Peak Period/Reverse Direction	34.4%	36.0%	36.6%	2.2%	0.6%
Midday	42.5%	44.7%	41.6%	-0.9%	-3.1%
Evening	28.7%	29.4%	29.2%	0.5%	-0.2%
Total Weekday	55.5%	57.5%	57.9%	2.4%	0.4%
Typical Week with Five Weekdays					
Weekday Peak Per/Peak Direction	67.7%	69.8%	70.8%	3.0%	1.0%
Weekday Off-Peak	35.7%	37.3%	36.3%	0.6%	-1.0%
Saturday	38.1%	38.6%	36.8%	-1.2%	-1.8%
Sunday	37.9%	44.1%	39.2%	1.3%	-5.0%
Total Week	53.9%	56.0%	56.0%	2.1%	0.1%
Total Off-Peak	*36.2%*	*38.0%*	*36.6%*	*0.4%*	*-1.4%*

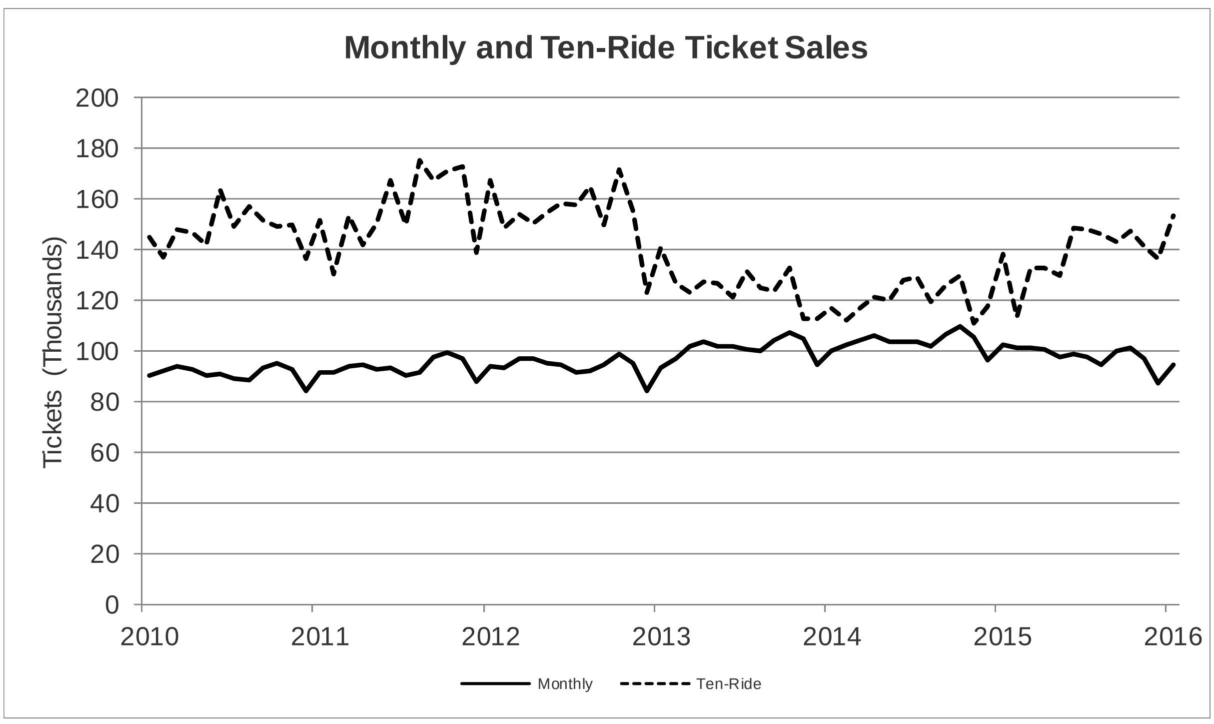
IV. TICKET SALES

Table 7 (p. 20) provides a breakdown by rail line of Januaryry sales by ticket type for 2015 and 2016. Estimated ridership and revenue data by ticket type is shown on Table 8 (p. 21).

Table 9 (p. 21) breaks down the January ticket sales by method of purchase, which includes station (agents and vending machines), Ticket-by-Mail, Ticket-by-Internet, conductor sales, and Commuter Benefit.

<u>February 2015 Fare Increase</u> – Effective February 1, 2015, Metra fares rose by an average of 10.8%. Part of the fare (and policy) changes was to restore the price of ten-ride tickets to nine times the price of one-way tickets, reversing a change made in February 2013. Despite the restoration of the discount, most ten-ride tickets increased in price.

In January 2016, monthly ticket sales fell by 7.5% compared to January 2015, while ten-ride ticket sales rose by 11% for the same period. For the February 2015 –January 2016 period monthly ticket sales fell by 5.9% and ten-ride ticket sales rose by 14% compared to the same period in 2015. The figure below presents monthly and ten-ride tickets sales by month since 2010.



Ventra Mobile App – The Ventra Mobile App launched on November 18, 2015. The table below summarizes ticket sales through the app for January 2016.

	January	
	Tickets	**Revenue**
Monthly	12,840	$2,120,290.00
Ten-Ride	37,060	$1,879,749
One-Way	82,761	$470,739.00
Weekend	6,545	$52,360.00
Holiday Pass	209	$1,672.00

Credit/Debit Card Sales – Tickets can be purchased via credit card on the internet through Metra's website, at station windows, and by using ticket vending machines at select locations. The table below shows credit card sales by ticket type for 2015 and 2016. Note that this table does not include tickets sold through the Ventra Mobile App.

Credit/Debit Card Sales -- Number of Tickets Sold

2015 Ticket Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Internet Sales													
Monthly	5,344	5,137	5,054	5,046	5,047	5,132	5,013	5,050	5,252	5,279	5,180	4,652	5,344
Ten-Ride	3,848	2,728	2,885	2,787	2,825	3,317	3,291	3,143	3,220	3,425	2,900	2,039	3,848
Station Sales													
Monthly	37,510	37,126	38,541	38,146	35,517	37,309	36,740	34,414	38,646	39,213	36,512	25,988	37,510
Ten-Ride	81,799	62,151	75,408	74,547	73,476	84,976	83,655	82,836	81,556	83,207	76,533	63,254	81,799
One-Way	127,173	107,887	143,171	142,180	151,752	185,687	219,960	198,853	153,963	155,500	132,762	148,024	127,173
Weekend & Special Event	6,408	5,698	10,632	7,391	12,524	22,501	21,733	26,246	10,327	8,965	7,256	10,460	6,408
Ticket Vending Machines													
Monthly	7,566	5,057	6,075	7,184	7,346	6,983	7,508	7,333	6,830	7,864	7,513	5,312	7,566
Ten-Ride	22,427	21,716	26,742	26,746	25,030	29,755	30,869	30,570	28,944	30,954	27,527	21,362	22,427
One-Way	49,407	43,827	55,397	58,526	59,381	71,637	88,963	79,130	63,679	66,690	56,275	56,306	49,407
Weekend	3,608	3,576	4,324	4,381	6,027	5,928	7,808	7,395	5,544	5,127	5,612	4,750	3,608
Total	345,090	294,903	368,229	366,934	378,925	453,225	505,540	474,970	397,961	406,224	358,070	342,147	345,090

2016 Ticket Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Internet Sales													
Monthly	4,356												4,356
Ten-Ride	2,361												2,361
Station Sales													
Monthly	27,522												27,522
Ten-Ride	66,109												66,109
One-Way	95,774												95,774
Weekend & Special Event	7,040												7,040
Ticket Vending Machines													
Monthly	5,151												5,151
Ten-Ride	21,034												21,034
One-Way	37,599												37,599
Weekend	3,617												3,617
Total	270,563												270,563

The table on the following page shows the number of tickets sold through Credit Card Ticket Vending Machines at each of the five downtown stations beginning January 2014. Note that monthly ticket sales are reported based on the month the ticket was valid, not the date the ticket was purchased (e.g. a March monthly ticket purchased on February 22 is reported as a March sale).

Total Number of Tickets Sold at Credit Card TVMs in Downtown Stations

Station	Ticket Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
	2015													
LaSalle Street Station														
	Monthly	508	33	454	472	492	465	558	505	523	579	531	471	508
	Ten-Ride	674	747	1,467	1,200	1,134	1,420	1,369	1,417	1,406	1,343	1,349	1,147	674
	One-Way	1,864	1,845	3,136	2,899	3,337	3,801	4,129	3,435	3,249	3,313	3,093	2,949	1,864
	Weekend	142	168	282	298	304	352	317	237	268	267	371	252	142
Millennium Station														
	Monthly	308	217	374	354	372	325	335	279	300	397	350	337	308
	Ten-Ride	1,556	1,665	1,806	2,150	1,585	1,639	1,735	1,528	1,949	2,176	1,930	1,297	1,556
	One-Way	5,891	5,780	7,295	7,383	6,387	8,302	10,466	8,851	7,184	7,909	6,808	6,321	5,891
	Weekend	169	115	194	231	260	209	211	238	219	251	240	140	169
Ogilvie Center														
	Monthly	2,195	1,033	1,576	2,156	2,238	2,101	2,288	2,312	1,653	2,253	2,032	1,437	2,195
	Ten-Ride	6,099	7,055	8,479	8,549	7,871	10,063	10,012	10,522	8,698	10,210	9,260	7,031	6,099
	One-Way	5,635	5,415	6,589	7,702	7,567	10,509	12,245	12,729	8,677	9,057	7,792	7,539	5,635
	Weekend	233	191	304	421	595	704	763	846	578	510	583	373	233
Union Station														
	Monthly	3,200	2,672	2,877	3,273	3,273	3,081	3,303	3,186	3,312	3,531	3,443	2,165	3,200
	Ten-Ride	10,902	9,265	11,321	11,463	10,790	12,358	13,369	12,861	12,868	12,767	11,077	8,715	10,902
	One-Way	19,319	16,190	19,844	20,627	23,318	27,204	29,983	28,192	23,864	22,136	19,724	20,929	19,319
	Weekend	1,267	1,089	1,109	1,308	2,011	1,572	2,014	1,757	1,522	1,401	1,691	1,125	1,267
Van Buren Street Station														
	Monthly	99	62	134	24	96	53	100	92	109	101	98	130	99
	Ten-Ride	265	248	382	317	345	424	486	431	400	483	423	318	265
	One-Way	1,420	1,280	1,695	1,435	1,482	1,648	2,596	2,125	1,980	2,352	1,823	1,587	1,420
	Weekend	29	44	38	36	63	29	62	52	21	56	53	33	29
Total		61,775	55,114	69,356	72,298	73,520	86,259	96,341	91,595	78,780	81,092	72,671	64,296	61,775
	2016													
Station	**Ticket Type**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**YTD**
LaSalle Street Station														
	Monthly	375												375
	Ten-Ride	1,014												1,014
	One-Way	2,144												2,144
	Weekend	221												221
Millennium Station														
	Monthly	255												255
	Ten-Ride	1,454												1,454
	One-Way	5,146												5,146
	Weekend	196												196
Ogilvie Center														
	Monthly	1,365												1,365
	Ten-Ride	7,100												7,100
	One-Way	4,795												4,795
	Weekend	280												280
Union Station														
	Monthly	2,159												2,159
	Ten-Ride	8,247												8,247
	One-Way	12,778												12,778
	Weekend	788												788
Van Buren Street Station														
	Monthly	55												55
	Ten-Ride	289												289
	One-Way	1,172												1,172
	Weekend	49												49
Total		49,882												49,882

Link-Up and PlusBus - Metra participates in joint ticket programs with CTA and Pace. Monthly Metra pass holders can purchase a Link-Up pass for connecting travel on CTA and Pace buses. The Link-Up pass is accepted on peak-period CTA services and most Pace services. Monthly Metra pass holders can also purchase a PlusBus pass in conjunction with their monthly ticket good for unlimited travel on most Pace buses. The table below presents Link-Up and PlusBus sales for January 2016.

Link-Up and PlusBus Sales

January

	Link-Up			PlusBus		
	2015	**2016**	**Change**	**2015**	**2016**	**Change**
BNSF	954	781	-173	1,069	931	-138
Other CUS Lines	928	726	-202	92	69	-23
Electric	772	577	-195	49	32	-17
Rock Island	536	463	-73	35	24	-11
Union Pacific	1,045	852	-193	226	178	-48
Total	4,235	3,399	-836	1,471	1,234	-237

Table 7
Ticket Sales by Type and Line*
January 2015 vs. January 2016

	2015	2016	Change	%Chng
MONTHLY				
BNSF	22,140	20,769	-1,371	-6.2%
Electric Lines	10,729	9,623	-1,106	-10.3%
Heritage	1,138	1,030	-108	-9.5%
Milw-N	8,457	7,463	-994	-11.8%
Milw-W	8,317	7,767	-550	-6.6%
North Central	2,384	2,262	-122	-5.1%
Rock Island	11,530	10,726	-804	-7.0%
SouthWest	3,861	3,647	-214	-5.5%
UP-N	9,705	9,052	-653	-6.7%
UP-NW	13,912	12,741	-1,171	-8.4%
UP-W	10,082	9,539	-543	-5.4%
SYSTEM	102,255	94,619	-7,636	-7.5%
TEN-RIDE				
BNSF	26,518	29,664	3,146	11.9%
Electric Lines	14,013	15,341	1,328	9.5%
Heritage	1,135	1,024	-111	-9.8%
Milw-N	14,256	15,169	913	6.4%
Milw-W	9,309	10,840	1,531	16.4%
North Central	2,846	3,327	481	16.9%
Rock Island	11,571	12,817	1,246	10.8%
SouthWest	3,820	4,378	558	14.6%
UP-N	21,635	23,798	2,163	10.0%
UP-NW	18,464	21,208	2,744	14.9%
UP-W	14,534	15,746	1,212	8.3%
SYSTEM	138,101	153,312	15,211	11.0%
WEEKEND & SPECIAL EVENT TICKET SALES				
BNSF	13,566	15,722	2,156	15.9%
Electric Lines	6,299	7,293	994	15.8%
Heritage	0	2	2	--
Milw-N	11,037	11,334	297	2.7%
Milw-W	8,792	9,686	894	10.2%
North Central	0	15	15	--
Rock Island	5,392	6,064	672	12.5%
SouthWest	345	372	27	7.8%
UP-N	10,469	11,601	1,132	10.8%
UP-NW	17,340	18,587	1,247	7.2%
UP-W	10,608	13,327	2,719	25.6%
SYSTEM	83,848	94,003	10,155	12.1%

	2015	2016	Change	%Chng
STATION & MOBILE ONE-WAY				
BNSF	67,272	64,034	-3,238	-4.8%
Electric Lines	96,344	75,006	-21,338	-22.1%
Heritage	1,831	1,144	-687	-37.5%
Milw-N	33,786	31,989	-1,797	-5.3%
Milw-W	34,889	34,783	-106	-0.3%
North Central	4,566	5,119	553	12.1%
Rock Island	39,681	36,342	-3,339	-8.4%
SouthWest	7,570	7,877	307	4.1%
UP-N	38,168	40,230	2,062	5.4%
UP-NW	53,954	53,701	-253	-0.5%
UP-W	42,327	40,218	-2,109	-5.0%
SYSTEM	420,388	390,443	-29,945	-7.1%
CONDUCTOR ONE-WAY				
BNSF	28,858	23,266	-5,592	-19.4%
Electric Lines	25,023	24,225	-798	-3.2%
Heritage	1,061	489	-572	-53.9%
Milw-N	31,306	22,088	-9,218	-29.4%
Milw-W	29,837	22,210	-7,627	-25.6%
North Central	10,581	6,847	-3,734	-35.3%
Rock Island	21,043	15,299	-5,744	-27.3%
SouthWest	8,145	5,034	-3,111	-38.2%
UP-N	60,309	44,045	-16,264	-27.0%
UP-NW	42,289	32,297	-9,992	-23.6%
UP-W	28,904	22,435	-6,469	-22.4%
SYSTEM	287,356	218,235	-69,121	-24.1%
PERCENT SHARE BY TICKET TYPE				
Monthly	9.9%	10.0%	0.0%	
Ten-Ride	13.4%	16.1%	2.7%	
Station & Mobile One-Way	40.7%	41.1%	0.3%	
Conductor One-Way	27.8%	23.0%	-4.9%	
Total One-Way	*68.6%*	*64.0%*	*-4.6%*	
Weekend & Special Event	8.1%	9.9%	1.8%	

*Free trips are not included and not adjusted for ticket refunds.

Due to a reporting anomaly, Heritage Corridor over the counter tickets are overstated in 2015, while the other lines traveling to CUS are understated.

Table 8
Systemwide Ridership and Revenue by Ticket Type
January

PASSENGER TRIPS	2015	2016	Change	Percent Change	Share of Total 2015	Share of Total 2016
Monthly	4,396,965	4,068,617	-328,348	-7.5%	65.7%	63.1%
10-Ride	1,381,010	1,533,120	152,110	11.0%	20.6%	23.8%
One-Way - Station & Mobile	420,388	390,443	-29,945	-7.1%	6.3%	6.1%
One-Way - Conductor	287,356	218,235	-69,121	-24.1%	4.3%	3.4%
Weekend & Special Event - Station & Mobile	50,365	69,718	19,353	38.4%	0.8%	1.1%
Weekend & Special Event - Conductor	159,255	165,290	6,035	3.8%	2.4%	2.6%
TOTAL	6,695,339	6,445,423	-249,917	-3.7%	100.0%	100.0%
PASSENGER REVENUE						
Monthly	$14,794,785	$15,516,780	$721,995	4.9%	58.0%	56.9%
10-Ride	6,653,918	7,612,412	958,495	14.4%	26.1%	27.9%
One-Way - Station & Mobile	2,131,798	2,252,621	120,823	5.7%	8.4%	8.3%
One-Way - Conductor	1,356,426	1,140,319	-216,106	-15.9%	5.3%	4.2%
Weekend & Special Event - Station & Mobile	141,022	223,096	82,074	58.2%	0.6%	0.8%
Weekend & Special Event - Conductor	445,914	528,922	83,008	18.6%	1.7%	1.9%
TOTAL	$25,523,862	$27,274,150	$1,750,287	6.9%	100.0%	100.0%

Note: Free trips, refunds, and group sales are not included.

Table 9
System Ticket Sales by Method of Purchase
January

TICKET SALES	Monthly 2015	Monthly 2016	% Change	Ten-Ride 2015	Ten-Ride 2016	% Change
Station & Mobile (Credit)	45,076	45,505	1.0%	104,226	124,203	19.2%
Station (Cash/Check)	12,765	9,420	-26.2%	19,217	14,950	-22.2%
Total Station	57,841	54,925	-5.0%	123,443	139,153	12.7%
By Mail	5,703	4,230	-25.8%	0	6	n/a
By Internet	5,344	4,356	-18.5%	3,848	2,361	-38.6%
Commuter Benefits	33,367	31,108	-6.8%	10,810	11,792	9.1%
Total	102,255	94,619	-7.5%	138,101	153,312	11.0%

TICKET SALES	One-Way 2015	One-Way 2016	% Change	Weekend & Special Event 2015	Weekend & Special Event 2016	% Change
Station & Mobile (Credit)	176,580	216,134	22.4%	10,016	17,520	74.9%
Station (Cash/Check)	243,808	174,309	-28.5%	10,130	10,367	2.3%
Total Station	420,388	390,443	-7.1%	20,146	27,887	38.4%
On-Train	287,356	218,235	-24.1%	63,702	66,116	3.8%
Total	707,744	608,678	-14.0%	83,848	94,003	12.1%

Note: Free trips, refunds, and group sales are not included.

V. PASSENGER REVENUES

The table below presents system passenger revenues for January, the last three months, and the last 12 months. Revenues increased by 6.9% in January 2016 when compared to January 2015.

System Passenger Revenues

January	(in 000s)			Percent Change	
	2014	2015	2016	14 vs. 15	15 vs. 16
January	$24,140	$25,474	$27,229	5.5%	6.9%
November - January	$73,592	$75,790	$81,605	3.0%	7.7%
Last 12 Months	$309,545	$314,383	$340,381	1.6%	8.3%

Table 10 (p. 23) breaks out passenger revenues by rail line for the last two years. Figure 5 (p. 24) illustrates system average fare (i.e., revenue per passenger trip). Table 11 (p. 24) presents average fare and revenue levels by rail line.

Table 10: Passenger Revenues by Rail Line*

January	2015	2016	2015 vs 2016 %Change
BNSF	$5,234,769	$5,664,722	8.2%
Electric Lines	2,584,644	2,681,603	3.8%
Heritage**	260,863	253,989	-2.6%
Milw-N	2,352,295	2,413,543	2.6%
Milw-W	2,137,662	2,317,628	8.4%
North Central	663,516	714,750	7.7%
Rock Island	2,514,693	2,671,296	6.2%
SouthWest	789,911	865,809	9.6%
UP-N	2,653,877	2,830,127	6.6%
UP-NW	3,693,976	3,979,076	7.7%
UP-W	2,587,934	2,835,960	9.6%
SYSTEM	$25,474,138	$27,228,503	6.9%

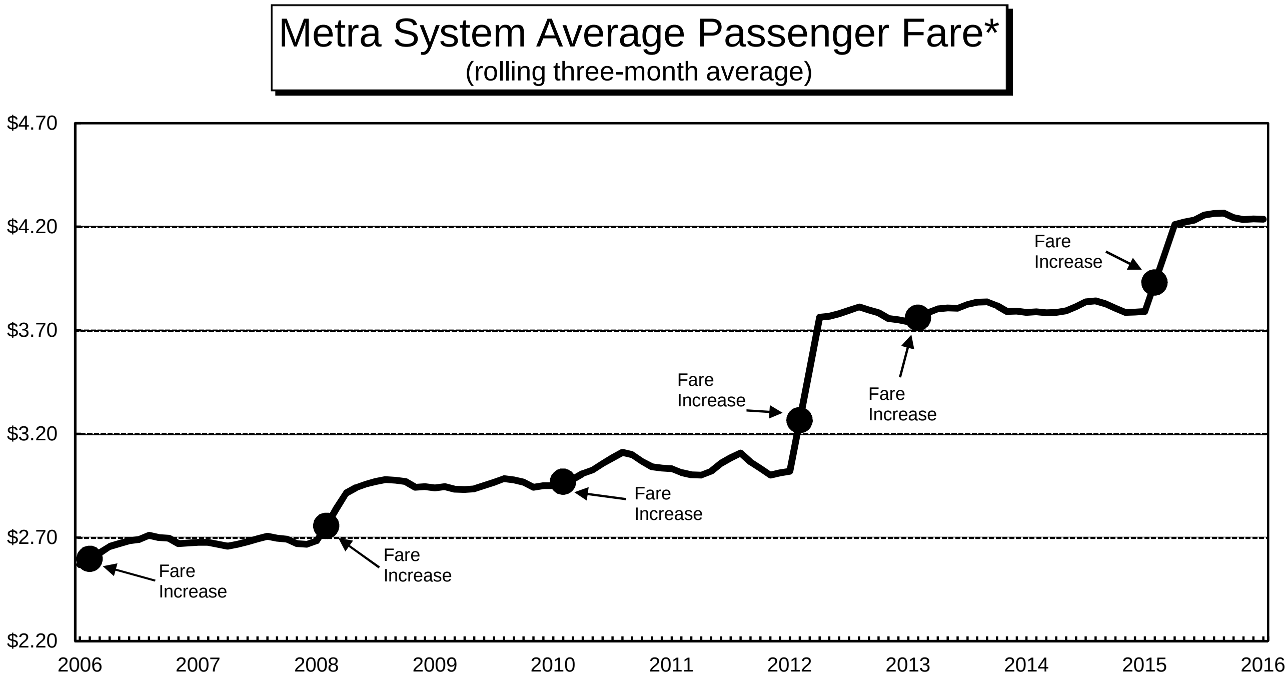
November - January	2014-2015	2015-2016	14-15 vs 15-16 %Change
BNSF	$15,493,544	$16,819,929	8.6%
Electric Lines	7,758,487	8,222,154	6.0%
Heritage**	740,476	739,919	-0.1%
Milw-N	6,923,659	7,236,527	4.5%
Milw-W	6,463,959	6,983,324	8.0%
North Central	1,948,489	2,100,944	7.8%
Rock Island	7,486,410	8,037,054	7.4%
SouthWest	2,304,300	2,549,615	10.6%
UP-N	7,766,073	8,379,217	7.9%
UP-NW	11,172,809	11,981,677	7.2%
UP-W	7,731,559	8,554,292	10.6%
SYSTEM	$75,789,765	$81,604,652	7.7%

Last 12 Months	2014-2015	2015-2016	14-15 vs 15-16 %Change
BNSF	$64,422,643	$70,191,052	9.0%
Electric Lines	32,113,584	34,368,424	7.0%
Heritage**	2,975,273	3,221,490	8.3%
Milw-N	28,371,461	30,409,839	7.2%
Milw-W	27,072,262	29,252,987	8.1%
North Central	8,270,983	8,739,773	5.7%
Rock Island	30,938,387	33,407,308	8.0%
SouthWest	9,436,569	10,397,602	10.2%
UP-N	32,482,662	35,051,382	7.9%
UP-NW	46,298,099	49,862,984	7.7%
UP-W	32,001,553	35,478,653	10.9%
SYSTEM	$314,383,475	$340,381,493	8.3%

*Excludes South Shore and reduced-fare reimbursement.

**Due to a reporting anomaly, Heritage Corridor revenues are overstated, while the other lines traveling to CUS are understated.

Figure 5



*Does not include free trips

Table 11

Passenger Revenues & Average Fare by Rail Line*

January

Line	Passenger Revenue (in 000's)				% Change	Average Fare		
	2015	2016	Change	% Chng	in Trips	2015	2016	% Chng
BNSF	$5,235	$5,665	$430	8.2%	-2.3%	$3.89	$4.31	10.7%
Electric Lines	2,585	2,682	97	3.8%	-7.3%	$3.51	$3.93	11.9%
Heritage**	261	254	-7	-2.6%	-11.2%	$4.13	$4.53	9.6%
Milw-N	2,352	2,414	61	2.6%	-7.2%	$3.94	$4.36	10.6%
Milw-W	2,138	2,318	180	8.4%	-2.4%	$3.99	$4.43	11.1%
North Central	664	715	51	7.7%	-2.5%	$4.55	$5.02	10.4%
Rock Island	2,515	2,671	157	6.2%	-4.3%	$3.67	$4.08	11.0%
SouthWest	790	866	76	9.6%	-2.9%	$3.58	$4.04	12.9%
UP-N	2,654	2,830	176	6.6%	-2.2%	$3.51	$3.83	9.1%
UP-NW	3,694	3,979	285	7.7%	-3.2%	$4.01	$4.46	11.3%
UP-W	2,588	2,836	248	9.6%	-1.9%	$3.83	$4.28	11.7%
System***	$25,474	$27,229	$1,754	6.9%	-3.7%	$3.81	$4.23	11.0%

*Excludes reduced-fare reimbursement.

**Due to a reporting anomaly, Heritage Corridor revenues are overstated, while the other lines traveling to CUS are understated.

***Does not include free trips