

RIDERSHIP TRENDS

April 2019



Prepared by the Division of Strategic Capital Planning
June 2019

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Executive Summary

Estimated passenger trips increased 0.7 percent in April 2019 compared to April 2018. April 2019 had one additional weekday, the same number of Saturdays, and one less Sunday/holiday compared to April 2018.

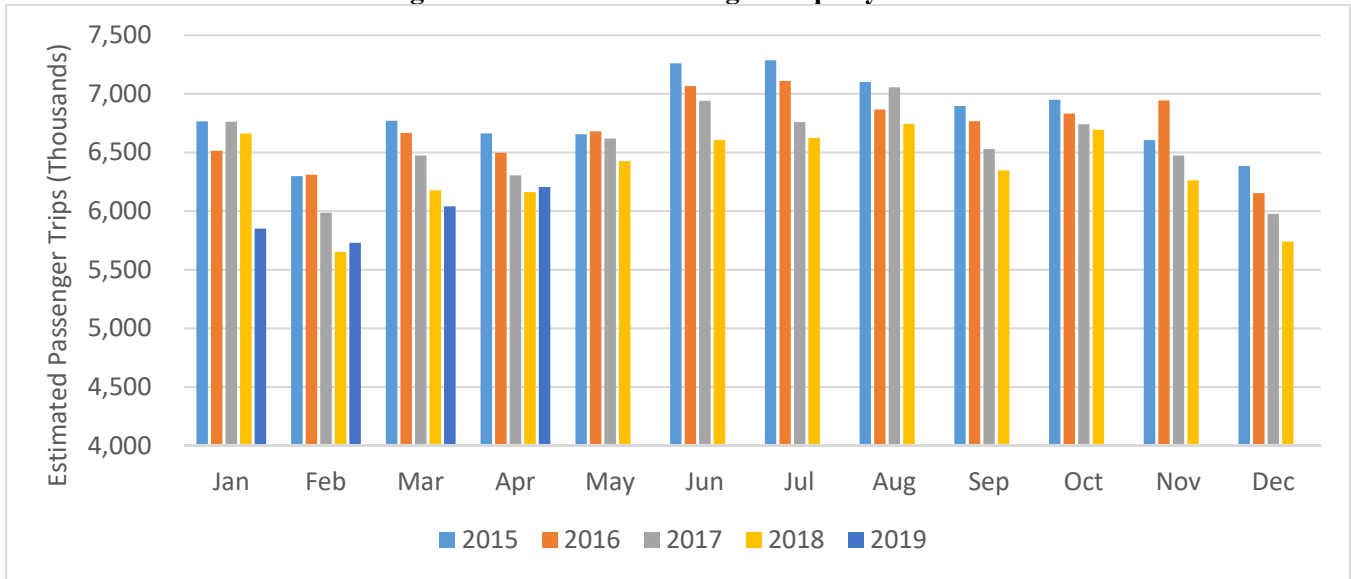
Estimated passenger trips decreased 0.1 percent in the last three months compared to 2018. Estimated passenger trips have decreased 3.2 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month ¹

Month	Estimated Passenger Trips (Thousands)					Change	
	2015	2016	2017	2018	2019	2015-2019	2018-2019
Jan	6,764	6,513	6,762	6,661	5,850	-13.5%	-12.2%
Feb	6,297	6,310	5,985	5,651	5,729	-9.0%	1.4%
Mar	6,770	6,666	6,474	6,176	6,040	-10.8%	-2.2%
Apr	6,663	6,497	6,305	6,162	6,205	-6.9%	0.7%
May	6,656	6,681	6,618	6,426			
Jun	7,260	7,066	6,941	6,607			
Jul	7,286	7,110	6,759	6,623			
Aug	7,100	6,866	7,055	6,742			
Sep	6,896	6,766	6,530	6,347			
Oct	6,949	6,832	6,740	6,694			
Nov	6,606	6,943	6,475	6,261			
Dec	6,385	6,153	5,976	5,739			
Year-to-date	26,494	25,986	25,526	24,650	23,824	-10.1%	-3.4%
Last 3 Months	19,730	19,473	18,764	17,989	17,973	-8.9%	-0.1%
Last 12 Months	83,317	81,122	79,942	77,745	75,262	-9.7%	-3.2%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Figure 1: Estimated Passenger Trips by Month



For the 2019 budget year, Metra estimated total annual passenger trips to be 75.6 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 ¹

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2019)	Actual (2019)	
Jan	6,400	5,850	-8.6%
Feb	5,700	5,729	0.5%
Mar	5,950	6,040	1.5%
1st Quarter	18,050	17,619	-2.4%
Apr	6,450	6,205	-3.8%
May	6,400		
Jun	6,360		
2nd Quarter	19,210		
Jul	6,830		
Aug	6,490		
Sep	6,530		
3rd Quarter	19,850		
Oct	6,500		
Nov	5,970		
Dec	5,990		
4th Quarter	18,460		
Year-to-date	24,500	23,824	-2.8%
Total	75,570		

¹ Values are rounded to the thousand. Variance is calculated based on the unrounded values.

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 0.1 percent in the last three months compared to the previous year, and decreased 3.2 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		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,290,573	1,300,645	0.8%	3,757,468	3,767,709	0.3%	16,126,389	15,670,217	-2.8%
HC	60,756	62,345	2.6%	177,442	181,071	2.0%	723,893	726,057	0.3%
MD-N	515,354	537,901	4.4%	1,513,535	1,562,889	3.3%	6,756,306	6,579,161	-2.6%
MD-W	502,561	500,093	-0.5%	1,467,554	1,453,730	-0.9%	6,274,406	6,066,616	-3.3%
ME	638,869	619,856	-3.0%	1,879,626	1,761,429	-6.3%	7,964,619	7,514,131	-5.7%
NCS	135,607	134,991	-0.5%	393,045	392,763	-0.1%	1,679,549	1,617,948	-3.7%
RI	622,113	614,211	-1.3%	1,837,431	1,818,034	-1.1%	7,815,357	7,490,933	-4.2%
SWS	200,184	204,982	2.4%	593,446	597,401	0.7%	2,443,178	2,405,043	-1.6%
UP-N	696,671	709,161	1.8%	2,010,452	2,039,171	1.4%	8,912,104	8,599,517	-3.5%
UP-NW	847,490	856,117	1.0%	2,458,671	2,491,473	1.3%	10,787,807	10,529,589	-2.4%
UP-W	651,897	664,417	1.9%	1,900,463	1,907,799	0.4%	8,261,011	8,063,114	-2.4%
Total	6,162,072	6,204,717	0.7%	17,989,131	17,973,466	-0.1%	77,744,616	75,262,324	-3.2%

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.
- In July 2018, year-long testing of the zone consolidation policy began. All tickets for Zones K through M were capped to the price of Zone J tickets. This caused an increase in passenger trips for Zone A-J, and a decrease for passenger trips for Zones A-K and A-M. There are no stations in Zone L.

Table 4: Estimated Passenger Trips by Fare Zone Pair ¹

Zone Pair	April (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	20	26	29.6%	58	65	12.8%	236	241	2.4%
A-B	459	468	1.9%	1,326	1,349	1.8%	5,598	5,483	-2.0%
A-C	861	879	2.1%	2,502	2,557	2.2%	10,512	10,432	-0.8%
A-D	1,047	1,052	0.5%	3,044	3,051	0.2%	12,893	12,539	-2.7%
A-E	1,312	1,367	4.2%	3,836	3,962	3.3%	16,326	16,138	-1.1%
A-F	810	794	-2.0%	2,352	2,298	-2.3%	9,831	9,620	-2.1%
A-G	487	499	2.4%	1,422	1,443	1.5%	5,992	5,878	-1.9%
A-H	390	390	-0.2%	1,141	1,133	-0.7%	4,863	4,724	-2.9%
A-I	133	131	-1.5%	390	385	-1.3%	1,646	1,613	-2.0%
A-J	21	55	160.2%	63	162	156.8%	286	583	104.1%
A-K	26	-	-100%	76	-	-100%	326	72	-77.8%
A-M	6	-	-100%	19	-	-100%	86	18	-78.8%
A-J, K, & M	53	55	2.7%	158	162	2.7%	698	674	-3.5%
Intermediate	191	185	-3.2%	558	532	-4.6%	2,395	2,254	-5.9%
No Zone Pair	398	360	-9.7%	1,203	1,036	-13.9%	6,755	5,666	-16.1%
Total	6,162	6,205	0.7%	17,989	17,973	-0.1%	77,745	75,262	-3.2%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, February 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

Table 5: Estimated Passenger Trips by Ticket Type ¹

Ticket Type	April (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,808	3,785	-0.6%	61.8%	60.9%	11,309	11,062	-2.2%	62.8%	61.5%
10-Ride Ticket	1,453	1,500	3.2%	23.6%	24.1%	3,982	4,295	7.9%	22.1%	23.9%
One-Way Ticket	659	706	7.1%	10.7%	11.4%	1,950	1,969	1.0%	10.8%	10.9%
Weekend Pass	168	155	-7.7%	2.7%	2.5%	555	469	-15.4%	3.1%	2.6%
Special Passes	-	-		0.0%	0.0%	-	-		0.0%	0.0%
RTA Ride Free Permit	72	74	2.2%	1.2%	1.2%	208	204	-2.1%	1.2%	1.1%
Total ²	6,160	6,219	1.0%			18,004	17,999	0.0%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	45,234	44,039	-2.6%	58.2%	58.5%
10-Ride Ticket	18,852	18,093	-4.0%	24.2%	24.0%
One-Way Ticket	9,223	9,529	3.3%	11.9%	12.7%
Weekend Pass	3,391	2,671	-21.2%	4.4%	3.5%
Special Passes	129	90	-29.9%	0.2%	0.1%
RTA Ride Free Permit	921	872	-5.3%	1.2%	1.2%
Total ²	77,750	75,294	-3.2%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² 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 decreased by 1.2 percent in the current month, and average total weekday passenger loads decreased by 1.8 percent in the same period.

Table 6: Average Daily Passenger Loads ¹

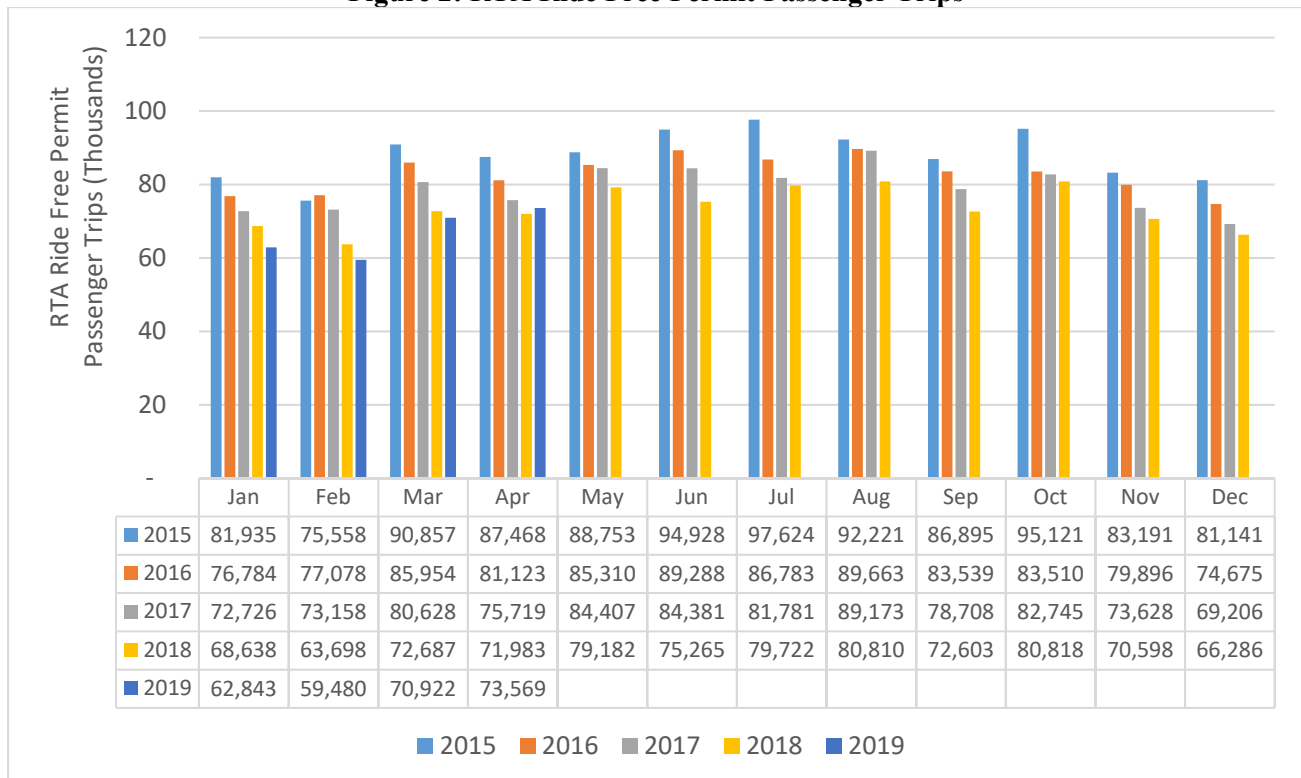
Service Period	April (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	220	217	-1.2%	214	212	-0.9%	214	208	-2.6%
Peak - Reverse Direction	19	18	-5.7%	19	17	-8.2%	20	19	-5.9%
Midday	30	29	-2.8%	30	27	-7.0%	32	31	-5.0%
Evening	15	14	-3.3%	14	14	-5.2%	16	16	-3.2%
Weekday	284	279	-1.8%	277	271	-2.2%	283	274	-3.1%
Saturday	47	52	11.4%	54	59	9.3%	64	61	-4.6%
Sunday	30	30	1.2%	30	30	-0.3%	40	39	-2.7%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

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.

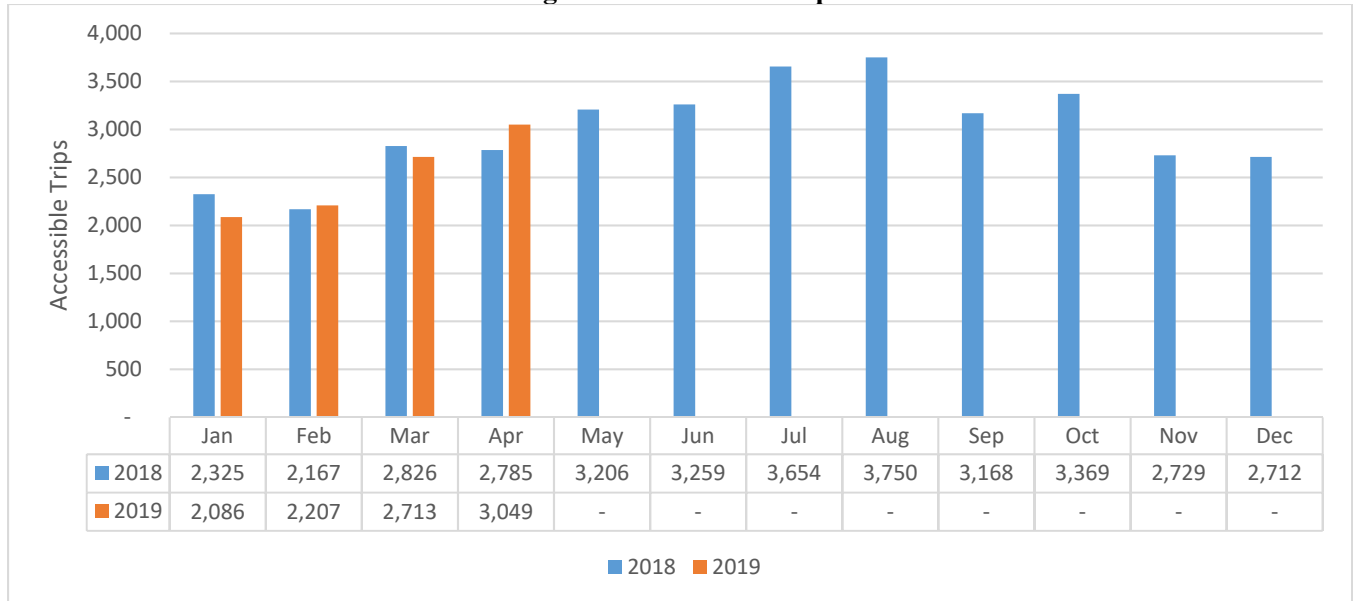
Figure 2: RTA Ride Free Permit Passenger Trips



Accessible Trips

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

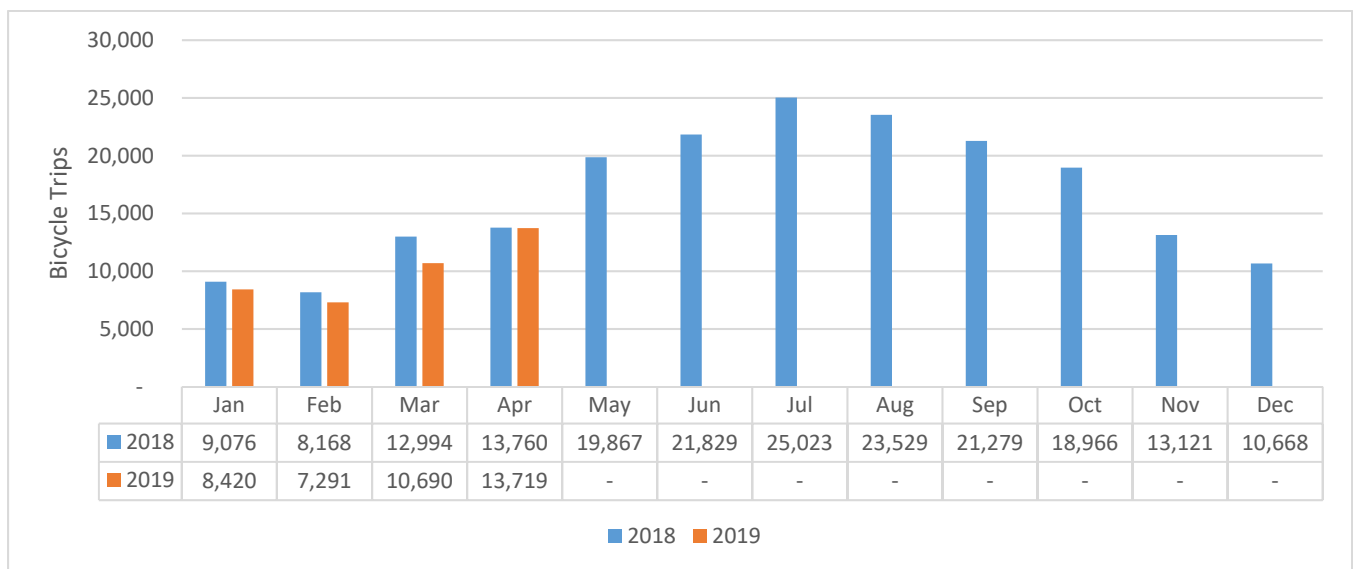
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



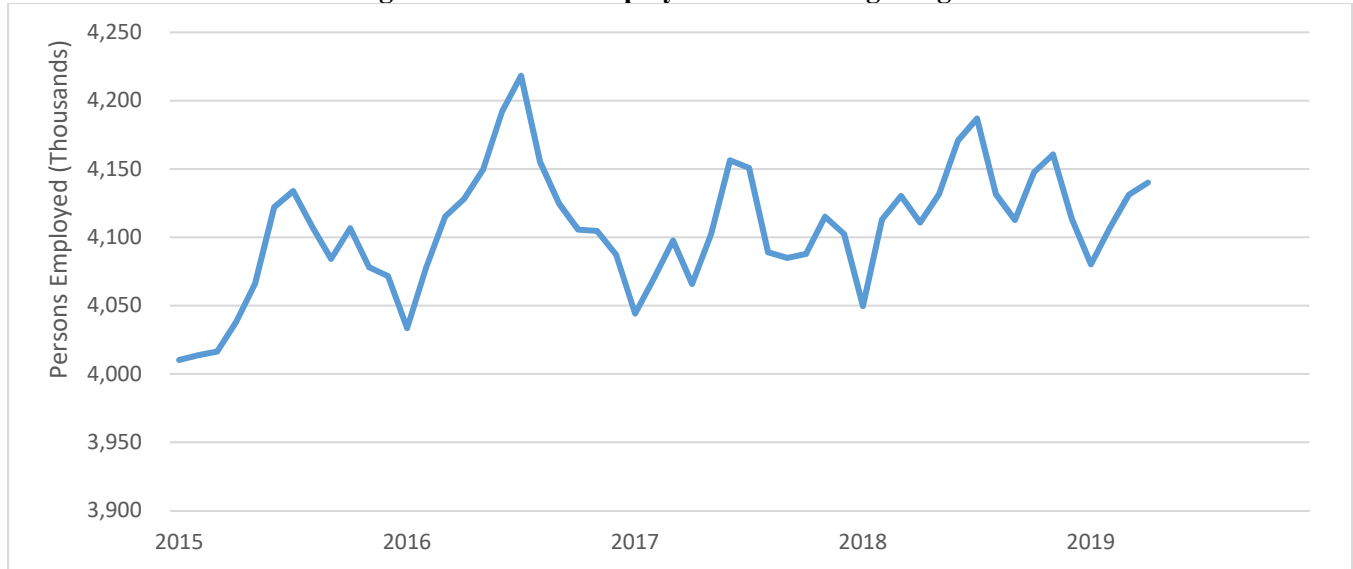
Ridership Influences

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 0.7 percent in April 2019 compared to April 2018.

Figure 5: Persons Employed in the Chicago Region ¹



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
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	4,111	4,131	4,171	4,187	4,131	4,113	4,147	4,161	4,113	4,101
2019	4,080	4,107	4,131	4,140	-	-	-	-	-	-	-	-	4,115
Change 2018-2019	0.8%	-0.1%	0.0%	0.7%									0.3%

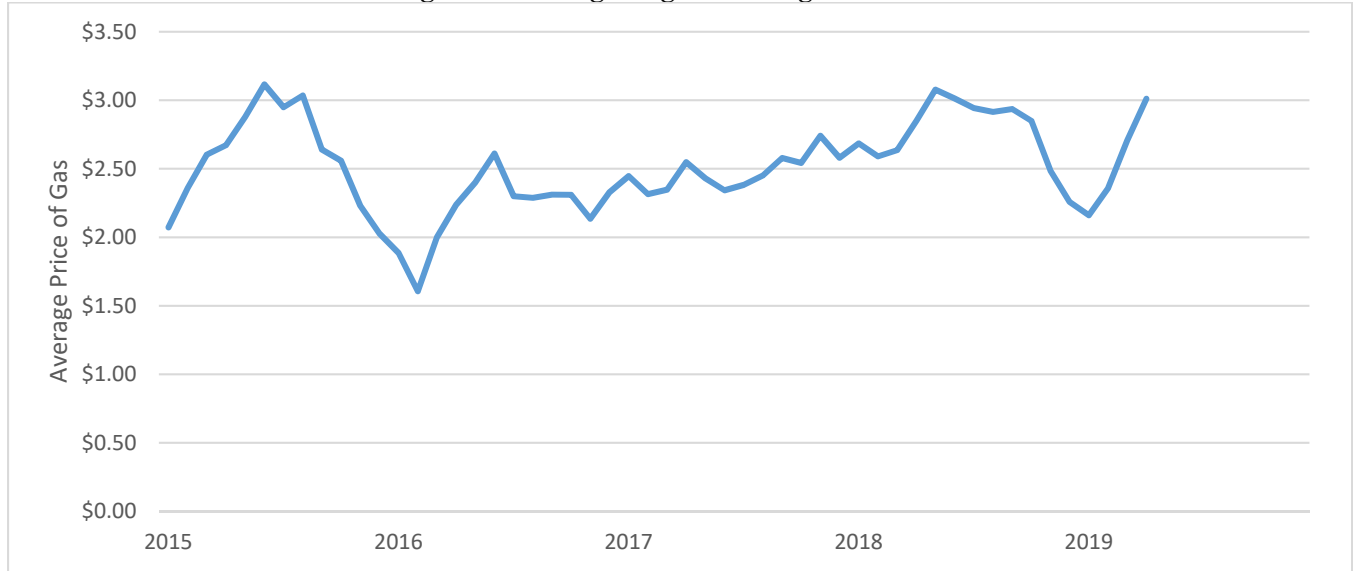
¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Source: Illinois Department of Employment Security

Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Naperville-Elgin area. The average price of a gallon of regular unleaded gas was \$3.01 in April 2019, a \$0.16 increase compared to April 2018.

Figure 6: Chicago Region Average Gas Prices



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2015	\$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
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	\$3.08	\$3.01	\$2.94	\$2.92	\$2.94	\$2.85	\$2.49	\$2.26	\$2.69
2019	\$2.16	\$2.36	\$2.71	\$3.01									\$2.56
Change 2018-2019	-\$0.52	-\$0.23	\$0.07	\$0.16									-\$0.13

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 2022.

Service Changes

No service changes occurred in April 2019.

A two-year reverse-commute pilot project began March 4 on the Milwaukee District-North. The Milwaukee District-North schedule was adjusted to add two outbound morning express trains between Union Station and Lake Forest, and one inbound evening train.

Special Events and Promotions

On Thursday, April 25, Metra participated in Take Our Daughters and Sons to Work Day. Up to three children or young adults, 18 and under, were allowed to ride Metra trains for free when accompanied by a fare-paying adult.

Customers on the Metra Electric Line received a 15 percent discount on their April Monthly Pass. The discount was offered as compensation for two weeks of service disruptions in January and February, including all or part of six days without any service, caused by unusually severe weather conditions and damage from the derailment of a CN train.

Easter occurred on April 21 in 2019 and April 1 in 2018. Weekday ridership is typically lower around the Easter holiday, particularly on Good Friday (April 19 in 2019 and March 29 in 2018).

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.
- In June 2018, Metra stopped selling Monthly Passes and 10-Ride Tickets from vending machines at 15 non-downtown stations on the Metra Electric Line.
- In June 2018, Metra ended its Ticket-by-Internet program.
- In July 2018, yearlong testing of the zone consolidation policy began. All tickets from Zone A to Zones K through M were capped at the price of Zone J tickets.
- In July 2018, select stations with perceived inconsistencies in distance from downtown were reassigned to closer zones. Ashland, Racine, West Pullman, Stewart Ridge and State Street stations moved from Zone D to C. On the Metra Electric mainline, the 83rd Street and 87th Street stations were moved from Zone C to B. On the Rock Island Beverly Branch, the 123rd Street Station was moved from Zone D to C.
- In December 2018, an update to the Ventra app ended the option for purchasing mobile tickets without creating a Ventra account.
- Customers on the Metra Electric Line received a 15 percent discount on their April Monthly Pass. The discount was offered as compensation for two weeks of service disruptions in January and February, including all or part of six days without any service, caused by unusually severe weather conditions and damage from the derailment of a CN train.
- On the weekend of February 16-17, Metra offered free rides on all trains. Ridership from the weekend of February 16-17 is not included in the quantity of Weekend Passes sold in February 2019 as passengers were not required to purchase a ticket.

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

- 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 2018 and understated in subsequent months. As there was no fare increase in 2019, April 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

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 ¹

Line	April (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$6,460	\$6,553	1.5%	\$18,720	\$18,939	1.2%	\$76,934	\$79,142	2.9%
HC	\$318	\$323	1.8%	\$926	\$943	1.8%	\$3,643	\$3,808	4.5%
MD-N	\$2,612	\$2,731	4.6%	\$7,641	\$7,910	3.5%	\$32,485	\$33,615	3.5%
MD-W	\$2,519	\$2,513	-0.2%	\$7,341	\$7,291	-0.7%	\$29,999	\$30,625	2.1%
ME	\$2,860	\$2,624	-8.2%	\$8,414	\$7,740	-8.0%	\$33,969	\$33,667	-0.9%
NCS	\$772	\$766	-0.8%	\$2,222	\$2,229	0.3%	\$9,216	\$9,254	0.4%
RI	\$2,916	\$2,912	-0.1%	\$8,594	\$8,571	-0.3%	\$35,069	\$35,469	1.1%
SWS	\$932	\$959	2.9%	\$2,755	\$2,791	1.3%	\$10,939	\$11,310	3.4%
UP-N	\$3,116	\$3,187	2.3%	\$8,940	\$9,128	2.1%	\$37,842	\$38,845	2.6%
UP-NW	\$4,359	\$4,414	1.3%	\$12,576	\$12,801	1.8%	\$52,866	\$54,501	3.1%
UP-W	\$3,239	\$3,324	2.6%	\$9,400	\$9,511	1.2%	\$39,063	\$40,488	3.6%
Total	\$30,102	\$30,307	0.7%	\$87,530	\$87,856	0.4%	\$362,026	\$370,726	2.4%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 ¹

Ticket Type	April (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$16,670	\$16,405	-1.6%	55.4%	54.0%	\$49,507	\$48,193	-2.7%	56.5%	54.8%
10-Ride Ticket	\$8,629	\$8,924	3.4%	28.7%	29.4%	\$23,668	\$25,571	8.0%	27.0%	29.1%
One-Way Ticket	\$4,131	\$4,429	7.2%	13.7%	14.6%	\$12,215	\$12,343	1.0%	13.9%	14.0%
Weekend Pass	\$671	\$619	-7.7%	2.2%	2.0%	\$2,217	\$1,871	-15.6%	2.5%	2.1%
Special Passes	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Total ²	\$30,101	\$30,377	0.9%			\$87,607	\$87,979	0.4%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$190,019	\$192,308	1.2%	52.5%	51.8%
10-Ride Ticket	\$104,059	\$107,719	3.5%	28.7%	29.0%
One-Way Ticket	\$56,285	\$59,868	6.4%	15.5%	16.1%
Weekend Pass	\$11,360	\$10,679	-6.0%	3.1%	2.9%
Special Passes	\$471	\$469	-0.5%	0.1%	0.1%
Total ²	\$362,194	\$371,043	2.4%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² 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 2018 and 2019.

Table 9: Passenger Revenue by Ticket Type and Sales Channel (Current Month) ¹

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,230	\$4,935	-5.6%	31.4%	30.1%	\$643	\$620	-3.5%	7.4%	6.9%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	\$471	-	-100%	2.8%	0.0%	\$65	-	-100%	0.7%	0.0%
Ticket Agent	\$5,161	\$5,153	-0.2%	31.0%	31.4%	\$2,465	\$2,348	-4.7%	28.6%	26.3%
Vending Machine	\$572	\$512	-10.5%	3.4%	3.1%	\$489	\$366	-25.2%	5.7%	4.1%
Ventra App	\$5,235	\$5,804	10.9%	31.4%	35.4%	\$4,968	\$5,590	12.5%	57.6%	62.6%
Total	\$16,670	\$16,405	-1.6%			\$8,629	\$8,924	3.4%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$906	\$848	-6.4%	21.9%	19.1%	\$355	\$304	-14.5%	53.0%	49.1%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$1,217	\$1,138	-6.5%	29.5%	25.7%	\$78	\$64	-18.3%	11.7%	10.3%
Vending Machine	\$151	\$142	-5.4%	3.6%	3.2%	\$25	\$17	-32.2%	3.8%	2.8%
Ventra App	\$1,858	\$2,301	23.8%	45.0%	52.0%	\$212	\$234	10.6%	31.6%	37.8%
Total	\$4,131	\$4,429	7.2%			\$671	\$619	-7.7%		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,873	\$5,555	-5.4%	19.5%	18.3%
Conductor	\$1,261	\$1,152	-8.7%	4.2%	3.8%
Internet	\$536	-	-100%	1.8%	0.0%
Ticket Agent	\$8,921	\$8,703	-2.4%	29.6%	28.7%
Vending Machine	\$1,236	\$1,037	-16.1%	4.1%	3.4%
Ventra App	\$12,274	\$13,930	13.5%	40.8%	45.9%
Total ²	\$30,101	\$30,377	0.9%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² 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 0.6 percent in the current month compared to the previous year, and 10-Ride Ticket sales increased by 3.2 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

Ticket Type	April (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share	Share	2018	2019	Change	Share	Share
				2018	2019				2018	2019
Monthly Pass	89	88	-0.6%	9.2%	8.7%	263	239	-9.3%	9.3%	8.4%
10-Ride Ticket	145	150	3.2%	15.1%	14.9%	398	430	7.9%	14.1%	15.2%
One-Way Ticket	659	706	7.1%	68.7%	70.2%	1,950	1,969	1.0%	68.8%	69.7%
Weekend Pass	67	62	-7.7%	7.0%	6.2%	222	188	-15.4%	7.8%	6.6%
Special Passes	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Total	960	1,006	4.8%			2,833	2,825	-0.3%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	1,052	1,005	-4.4%	7.8%	7.5%
10-Ride Ticket	1,885	1,809	-4.0%	13.9%	13.4%
One-Way Ticket	9,223	9,529	3.3%	68.0%	70.8%
Weekend Pass	1,356	1,069	-21.2%	10.0%	7.9%
Special Passes	53	40	-25.6%	0.4%	0.3%
Total	13,570	13,452	-0.9%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Tables 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	2018	2019	Change	Line	2018	2019	Change
BNSF	19,844	19,517	-1.6%	BNSF	29,816	32,007	7.3%
HC	1,057	1,065	0.8%	HC	1,248	1,287	3.1%
MD-N	6,806	6,982	2.6%	MD-N	14,802	15,475	4.5%
MD-W	7,334	7,192	-1.9%	MD-W	9,829	9,996	1.7%
ME	8,680	8,774	1.1%	ME	13,327	11,537	-13.4%
NCS	2,080	2,025	-2.6%	NCS	3,187	3,337	4.7%
RI	10,066	9,897	-1.7%	RI	11,028	10,913	-1.0%
SWS	3,407	3,392	-0.4%	SWS	3,784	4,039	6.7%
UP-N	8,187	8,296	1.3%	UP-N	21,925	22,856	4.2%
UP-NW	11,912	11,805	-0.9%	UP-NW	20,191	21,044	4.2%
UP-W	9,195	9,077	-1.3%	UP-W	16,165	17,498	8.2%
Total	88,568	88,022	-0.6%	Total	145,302	149,989	3.2%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	87,705	94,610	7.9%	BNSF	15,194	12,802	-15.7%
HC	2,461	3,016	22.6%	HC	404	335	-17.1%
MD-N	42,519	48,593	14.3%	MD-N	14,323	14,235	-0.6%
MD-W	44,478	49,071	10.3%	MD-W	16,977	15,601	-8.1%
ME	74,776	82,455	10.3%	ME	22,362	20,368	-8.9%
NCS	8,864	9,865	11.3%	NCS	4,768	4,189	-12.1%
RI	45,706	49,720	8.8%	RI	13,391	12,423	-7.2%
SWS	10,557	12,929	22.5%	SWS	3,064	3,164	3.3%
UP-N	62,539	71,606	14.5%	UP-N	28,489	27,068	-5.0%
UP-NW	69,156	78,884	14.1%	UP-NW	22,219	22,012	-0.9%
UP-W	53,374	59,475	11.4%	UP-W	15,670	13,666	-12.8%
Total	502,135	560,224	11.6%	Total	156,861	145,863	-7.0%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	6,792	6,489	-4.5%	BNSF	4,313	3,431	-20.4%
HC	-	-		HC	-	-	
MD-N	2,376	3,217	35.4%	MD-N	2,979	2,976	-0.1%
MD-W	3,223	2,983	-7.4%	MD-W	4,229	3,976	-6.0%
ME	3,855	3,426	-11.1%	ME	1,884	1,514	-19.6%
NCS	-	-		NCS	-	-	
RI	1,838	1,951	6.1%	RI	3,496	2,597	-25.7%
SWS	77	75	-2.6%	SWS	165	309	87.3%
UP-N	3,459	3,393	-1.9%	UP-N	5,442	4,280	-21.4%
UP-NW	5,840	5,626	-3.7%	UP-NW	8,643	6,788	-21.5%
UP-W	4,066	4,359	7.2%	UP-W	4,392	4,501	2.5%
Total	31,526	31,519	0.0%	Total	35,543	30,372	-14.5%

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2018 and 2019. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2018 and 2019.

Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Current Month) ¹

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	27	26	-5.5%	30.8%	29.2%	10	10	-3.2%	6.9%	6.5%
Conductor	-	-				-	-			
Internet	2	-	-100%	2.8%		1	-	-100%	0.7%	
Ticket Agent	28	29	2.5%	31.6%	32.5%	43	41	-4.9%	29.8%	27.5%
<i>Cash & Other</i>	5	4	-19.1%			7	6	-19.3%		
<i>Credit Card</i>	23	25	7.0%			36	35	-1.9%		
Vending Machine	3	3	-10.6%	3.4%	3.1%	8	6	-25.8%	5.6%	4.0%
Ventra App	28	31	11.1%	31.4%	35.1%	83	93	12.4%	57.0%	62.0%
<i>Credit Card</i>	25	29	13.1%			78	88	12.7%		
<i>Mixed & Other</i>	2	1	-34.1%			1	1	-31.2%		
<i>Ventra</i>	1	1	51.4%			3	4	21.5%		
Total	89	88	-0.6%			145	150	3.2%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	157	146	-7.0%	23.8%	20.7%	36	30	-14.6%	53.0%	49.1%
Internet	-	-				-	-			
Ticket Agent	188	177	-6.0%	28.5%	25.0%	8	6	-18.3%	11.7%	10.3%
<i>Cash & Other</i>	107	97	-9.4%			4	3	-26.6%		
<i>Credit Card</i>	81	80	-1.4%			4	3	-8.8%		
Vending Machine	24	23	-3.8%	3.6%	3.3%	3	2	-32.2%	3.8%	2.8%
Ventra App	290	360	24.2%	44.0%	51.0%	21	23	10.6%	31.6%	37.8%
<i>Credit Card</i>	255	327	28.3%			19	22	13.4%		
<i>Mixed & Other</i>	3	2	-37.1%			0	0	-40.4%		
<i>Ventra</i>	33	32	-2.6%			2	1	-15.0%		
Total	659	706	7.1%			67	62	-7.7%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	110	104	-5.5%	31.5%	30.4%	41	39	-5.9%	6.8%	6.8%
Conductor	-	-				-	-			
Internet	10	-	-100%	2.9%		5	-	-100%	0.8%	
Mail	-	-				-	-			
Ticket Agent	110	108	-2.0%	31.5%	31.6%	193	159	-17.5%	31.7%	27.7%
<i>Cash & Other</i>	20	15	-25.1%			31	23	-26.3%		
<i>Credit Card</i>	89	92	3.3%			162	136	-15.8%		
Vending Machine	13	11	-19.1%	3.8%	3.1%	28	23	-19.2%	4.6%	3.9%
Ventra App	106	118	12.0%	30.3%	34.8%	343	354	3.5%	56.2%	61.6%
<i>Credit Card</i>	95	109	15.1%			323	336	3.9%		
<i>Mixed & Other</i>	8	5	-39.9%			5	3	-39.8%		
<i>Ventra</i>	3	5	51.2%			14	15	8.8%		
Total	348	340	-2.4%			610	576	-5.7%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	157	146	-7.0%	23.8%	20.7%	152	117	-23.0%	50.8%	47.2%
Internet	-	-				-	-			
Mail	-	-				-	-			
Ticket Agent	188	177	-6.0%	28.5%	25.0%	40	30	-25.4%	13.3%	12.0%
<i>Cash & Other</i>	107	97	-9.4%			21	15	-26.9%		
<i>Credit Card</i>	81	80	-1.4%			19	14	-23.7%		
Vending Machine	24	23	-3.8%	3.6%	3.3%	9	7	-28.1%	3.0%	2.6%
Ventra App	290	360	24.2%	44.0%	51.0%	98	95	-3.5%	32.8%	38.2%
<i>Credit Card</i>	255	327	28.3%			90	89	-1.0%		
<i>Mixed & Other</i>	3	2	-37.1%			1	1	-45.5%		
<i>Ventra</i>	33	32	-2.6%			7	5	-29.0%		
Total	659	706	7.1%			300	249	-17.1%		

Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month) ¹

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	37	35	-4.9%	3.9%	3.5%
Conductor	192	176	-8.4%	20.0%	17.5%
Internet	4	-	-100%	0.4%	
Ticket Agent	267	253	-5.3%	27.8%	25.2%
<i>Cash & Other</i>	124	110	-11.0%		
<i>Credit Card</i>	143	143	-0.3%		
Vending Machine	38	34	-10.9%	3.9%	3.3%
Ventra App	422	508	20.3%	43.9%	50.5%
<i>Credit Card</i>	377	465	23.3%		
<i>Mixed & Other</i>	6	4	-35.1%		
<i>Ventra</i>	38	38	0.0%		
Total	960	1,006	4.8%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Table 15: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date) ¹

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	151	143	-5.6%	7.9%	7.6%
Conductor	309	263	-14.9%	16.1%	14.1%
Internet	15	-	-100%	0.8%	
Ticket Agent	531	473	-10.8%	27.7%	25.3%
<i>Cash & Other</i>	180	151	-16.2%		
<i>Credit Card</i>	351	322	-8.0%		
Vending Machine	74	63	-15.3%	3.9%	3.4%
Ventra App	837	928	10.9%	43.7%	49.6%
<i>Credit Card</i>	763	861	12.9%		
<i>Mixed & Other</i>	17	10	-39.7%		
<i>Ventra</i>	57	57	-0.4%		
Total	1,917	1,870	-2.5%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes decreased by 6.8 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 8.3 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2018 and 2019.

Table 16: Link-Up and PlusBus Sales

Month	2018		2019		Change		Mobile Share (2019)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	3,090	1,177	2,836	1,057	-8.2%	-10.2%	27.5%	23.4%
Feb	3,120	1,155	2,867	1,046	-8.1%	-9.4%	29.0%	23.6%
Mar	3,109	1,188	2,873	1,062	-7.6%	-10.6%	29.1%	24.1%
Apr	3,051	1,148	2,843	1,053	-6.8%	-8.3%	27.6%	24.7%
May	2,964	1,107						
Jun	2,908	1,068						
Jul	2,812	1,038						
Aug	2,820	1,060						
Sep	2,798	1,063						
Oct	2,899	1,111						
Nov	2,925	1,070						
Dec	2,699	922						
Year-to-date	12,370	4,668	11,419	4,218	-7.7%	-9.6%	28.3%	23.9%
Last 3 Months	9,280	3,491	8,583	3,161	-7.5%	-9.5%	28.5%	24.1%
Last 12 Months	36,187	14,048	34,244	12,657	-5.4%	-9.9%	26.7%	22.6%

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 2018 and 2019.

Table 17: Reduced Fare Ticket Sales

Month	2018				2019			
	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	2,771	18,132	40,528	20,183	2,752	11,168	42,613	19,183
Feb	2,897	9,165	36,638	18,463	2,838	10,771	33,924	14,399
Mar	3,007	11,429	64,010	24,568	2,940	11,587	63,580	21,353
Apr	3,006	12,195	43,755	22,532	2,991	11,919	47,792	17,705
May	3,039	13,026	55,248	27,998	-	-	-	-
Jun	2,875	12,742	73,733	34,342	-	-	-	-
Jul	2,841	12,374	88,996	34,797	-	-	-	-
Aug	2,703	12,919	82,500	32,105	-	-	-	-
Sep	3,154	12,430	49,190	24,220	-	-	-	-
Oct	3,318	14,436	52,359	25,649	-	-	-	-
Nov	3,122	12,216	53,685	22,797	-	-	-	-
Dec	2,675	11,029	57,839	24,766	-	-	-	-
Year-to-date	11,681	50,921	184,931	85,746	11,521	45,445	187,909	72,640
Last 3 Months	8,910	32,789	144,403	65,563	8,769	34,277	145,296	53,457
Last 12 Months	35,580	158,165	693,329	326,507	35,248	146,617	701,459	299,314

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	-0.7%	-38.4%	5.1%	-5.0%
Feb	-2.0%	17.5%	-7.4%	-22.0%
Mar	-2.2%	1.4%	-0.7%	-13.1%
Apr	-0.5%	-2.3%	9.2%	-21.4%
May				
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
Year-to-date	-1.4%	-10.8%	1.6%	-15.3%
Last 3 Months	-1.6%	4.5%	0.6%	-18.5%
Last 12 Months	-0.9%	-7.3%	1.2%	-8.3%