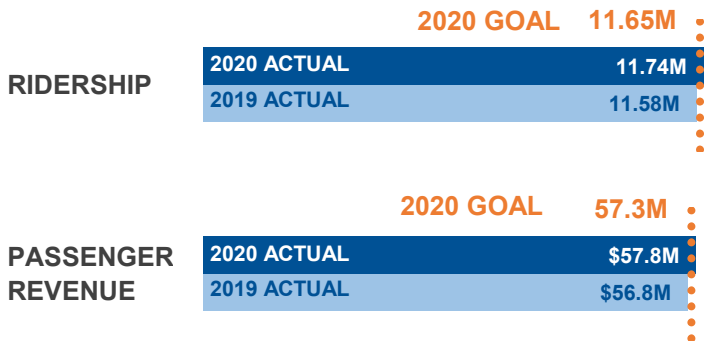


# February 2020 System Performance Dashboard

PREPARED BY THE DIVISION OF STRATEGIC PLANNING & PERFORMANCE

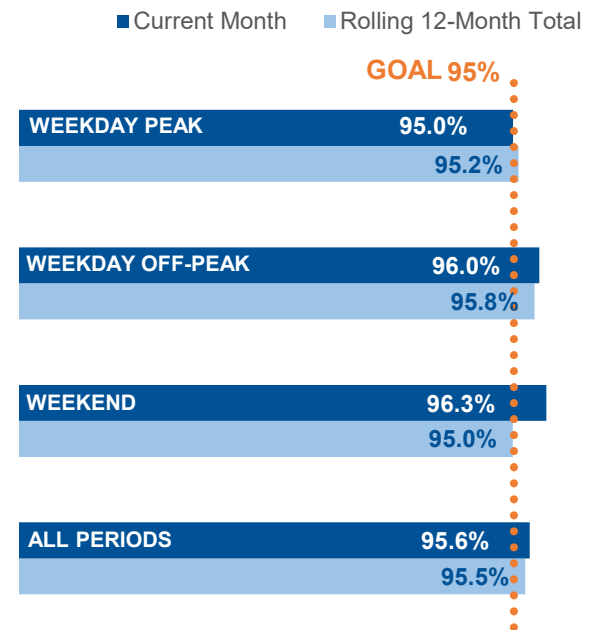
## Ridership and Revenue Compared to Budget

YTD 2020 AND 2019



## On-Time Performance by Service Period

CURRENT MONTH AND ROLLING 12-MONTH TOTAL



## Average Daily Passenger Loads

YTD 2020 COMPARED TO 2019



Line	Rolling 12-Month Total		Ridership	On-Time Performance	Ventra App Adoption	
	RIDERSHIP	PASS. REVENUE	FEB 2019-FEB 2020	COMPARED TO 95% GOAL	FEB 2019	FEB 2020
<b>Metra System</b>	↓ -2%	↓ -1%	5.7M → 5.8M 	 95.6%	43%	49%
<b>ME METRA ELECTRIC LINE</b>	↓ -3%	↓ -4%	542K → 579K 	 97.3%	38%	42%
<b>RI ROCK ISLAND LINE</b>	↓ -3%	↓ -2%	590K → 574K 	 92.6%	31%	36%
<b>SWS SOUTHWEST SERVICE LINE</b>	↓ -2%	↓ -2%	194K → 192K 	 94.1%	43%	49%
<b>HC HERITAGE CORRIDOR LINE</b>	↑ 3%	↑ 3%	59K → 63K 	 91.4%	48%	49%

PRELIMINARY DATA, SUBJECT TO CHANGE IN FINAL REPORTING

Line	Rolling 12-Month Total		Ridership	On-Time Performance	Ventra App Adoption	
	RIDERSHIP	PASS. REVENUE	FEB 2019-FEB 2020	COMPARED TO 95% GOAL	FEB 2019	FEB 2020
<b>BNSF</b> BNSF LINE	↓ -1%	↓ -1%			<b>42%</b>	<b>47%</b>
<b>UP-W</b> UNION PACIFIC WEST LINE	↓ -2%	↓ -2%			<b>43%</b>	<b>49%</b>
<b>MD-W</b> MILWAUKEE DISTRICT WEST LINE	↓ -3%	↓ -3%			<b>43%</b>	<b>48%</b>
<b>UP-NW</b> UNION PACIFIC NORTHWEST LINE	↓ -1%	↓ -1%			<b>42%</b>	<b>49%</b>
<b>MD-N</b> MILWAUKEE DISTRICT NORTH LINE	→ 0%	→ 0%			<b>53%</b>	<b>57%</b>
<b>NCS</b> NORTH CENTRAL SERVICE LINE	↓ -2%	↓ -2%			<b>51%</b>	<b>54%</b>
<b>UP-N</b> UNION PACIFIC NORTH LINE	→ 0%	→ 0%			<b>53%</b>	<b>59%</b>

### Definitions

#### Average Daily Passenger Loads

Daily average of the number of passengers counted by on-board personnel at each train's maximum load point

#### Passenger Revenue

Income from ticket sales

#### Ridership

Number of passengers based on tickets sold multiplied by a ridership factor unique to each ticket type

#### Rolling 12-Month Total

Sum of the last twelve months (Mar 2019-Feb 2020)

#### On-Time Performance

Percent of trains that arrived at their final destination within 5:59 of the scheduled time

#### Ventra App Adoption

Percent of estimated passenger trips taken using the Ventra App, based on ticket sales