

RIDERSHIP TRENDS

June 2019



Prepared by the Division of Strategic Capital Planning
August 2019

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Executive Summary

Estimated passenger trips decreased 3.1 percent in June 2019 compared to June 2018. June 2019 had one less weekday, the same number of Saturdays, and one additional Sunday compared to June 2018.

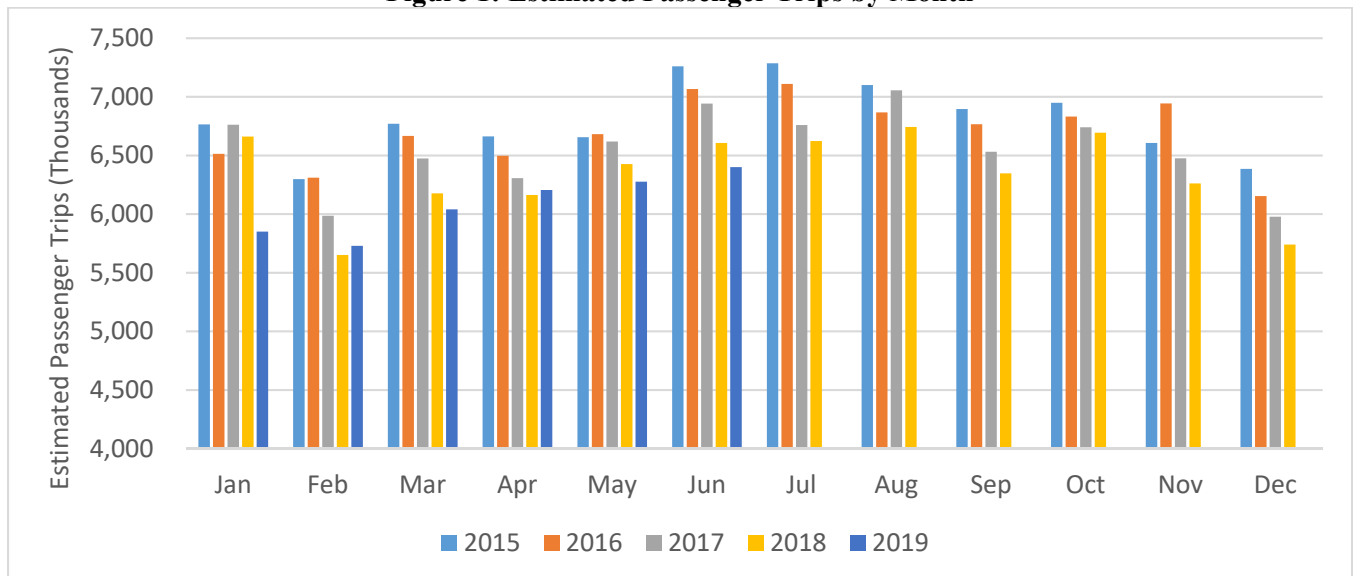
Estimated passenger trips decreased 1.6 percent in the last three months compared to 2018. Estimated passenger trips have decreased 3.0 percent in the last 12 months compared to the previous 12 months.

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	6,276	-5.7%	-2.3%
Jun	7,260	7,066	6,941	6,607	6,400	-11.8%	-3.1%
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	40,409	39,733	39,085	37,682	36,499	-9.7%	-3.1%
Last 3 Months	20,578	20,244	19,865	19,195	18,880	-8.3%	-1.6%
Last 12 Months	82,962	80,954	79,755	77,218	74,905	-9.7%	-3.0%

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	6,276	-1.9%
Jun	6,360	6,400	0.6%
2nd Quarter	19,210	18,880	-1.7%
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	37,260	36,499	-2.0%
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 1.6 percent in the last three months compared to the previous year and decreased 3.0 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	June			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,383,374	1,341,520	-3.0%	4,025,821	3,954,419	-1.8%	16,056,945	15,588,743	-2.9%
HC	62,418	60,761	-2.7%	184,365	184,561	0.1%	724,400	724,663	0.0%
MD-N	579,431	576,331	-0.5%	1,650,890	1,672,927	1.3%	6,706,440	6,578,651	-1.9%
MD-W	527,868	503,617	-4.6%	1,545,440	1,494,630	-3.3%	6,231,408	6,018,274	-3.4%
ME	652,812	620,600	-4.9%	1,944,348	1,862,819	-4.2%	7,872,976	7,451,615	-5.4%
NCS	141,743	136,547	-3.7%	414,200	404,080	-2.4%	1,668,403	1,608,444	-3.6%
RI	647,402	627,555	-3.1%	1,906,349	1,859,937	-2.4%	7,739,755	7,452,422	-3.7%
SWS	203,907	193,853	-4.9%	607,988	595,816	-2.0%	2,442,398	2,388,073	-2.2%
UP-N	768,928	749,851	-2.5%	2,200,415	2,186,903	-0.6%	8,849,060	8,573,515	-3.1%
UP-NW	926,204	905,674	-2.2%	2,665,051	2,646,638	-0.7%	10,708,836	10,502,549	-1.9%
UP-W	712,428	683,635	-4.0%	2,049,902	2,017,505	-1.6%	8,217,215	8,018,197	-2.4%
Total	6,606,512	6,399,941	-3.1%	19,194,767	18,880,232	-1.6%	77,217,833	74,905,144	-3.0%

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	June (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	21	20	-2.9%	61	68	12.2%	234	243	3.6%
A-B	457	452	-1.0%	1,387	1,391	0.3%	5,562	5,479	-1.5%
A-C	899	889	-1.1%	2,653	2,661	0.3%	10,481	10,422	-0.6%
A-D	1,094	1,061	-3.0%	3,215	3,166	-1.5%	12,825	12,485	-2.7%
A-E	1,393	1,373	-1.4%	4,059	4,100	1.0%	16,243	16,125	-0.7%
A-F	847	792	-6.4%	2,484	2,367	-4.7%	9,819	9,519	-3.1%
A-G	511	497	-2.6%	1,499	1,490	-0.6%	5,964	5,857	-1.8%
A-H	418	403	-3.5%	1,209	1,183	-2.2%	4,835	4,699	-2.8%
A-I	143	135	-5.5%	413	398	-3.5%	1,642	1,601	-2.5%
A-J	24	57	136.2%	68	168	146.4%	282	649	130.4%
A-K	27	-	-100%	80	-	-100%	323	19	-94.1%
A-M	7	-	-100%	20	-	-100%	84	4	-94.6%
A-J, K, & M	58	57	-1.5%	167	168	0.2%	688	673	-2.3%
Intermediate	193	183	-5.1%	585	558	-4.7%	2,369	2,232	-5.8%
No Zone Pair	575	536	-6.7%	1,463	1,331	-9.1%	6,555	5,572	-15.0%
Total	6,607	6,400	-3.1%	19,195	18,880	-1.6%	77,218	74,905	-3.0%

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	June (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,765	3,609	-4.1%	56.9%	56.4%	11,337	11,040	-2.6%	59.0%	58.4%
10-Ride Ticket	1,550	1,516	-2.2%	23.4%	23.7%	4,556	4,558	0.0%	23.7%	24.1%
One-Way Ticket	939	931	-0.9%	14.2%	14.6%	2,407	2,451	1.8%	12.5%	13.0%
Weekend Pass	277	260	-6.2%	4.2%	4.1%	670	612	-8.6%	3.5%	3.2%
Special Passes	9	6	-40.2%	0.1%	0.1%	9	6	-40.2%	0.0%	0.0%
RTA Ride Free Permit	75	73	-2.8%	1.1%	1.1%	226	223	-1.4%	1.2%	1.2%
Total ²	6,616	6,394	-3.3%			19,206	18,889	-1.6%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	44,909	43,765	-2.5%	58.1%	58.4%
10-Ride Ticket	18,788	18,047	-3.9%	24.3%	24.1%
One-Way Ticket	9,233	9,526	3.2%	12.0%	12.7%
Weekend Pass	3,267	2,627	-19.6%	4.2%	3.5%
Special Passes	134	87	-35.6%	0.2%	0.1%
RTA Ride Free Permit	907	867	-4.3%	1.2%	1.2%
Total ²	77,238	74,918	-3.0%		

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 increased 0.7 percent in the current month, and average total weekday passenger loads increased by 0.6 percent in the same period.

Table 6: Average Daily Passenger Loads ¹

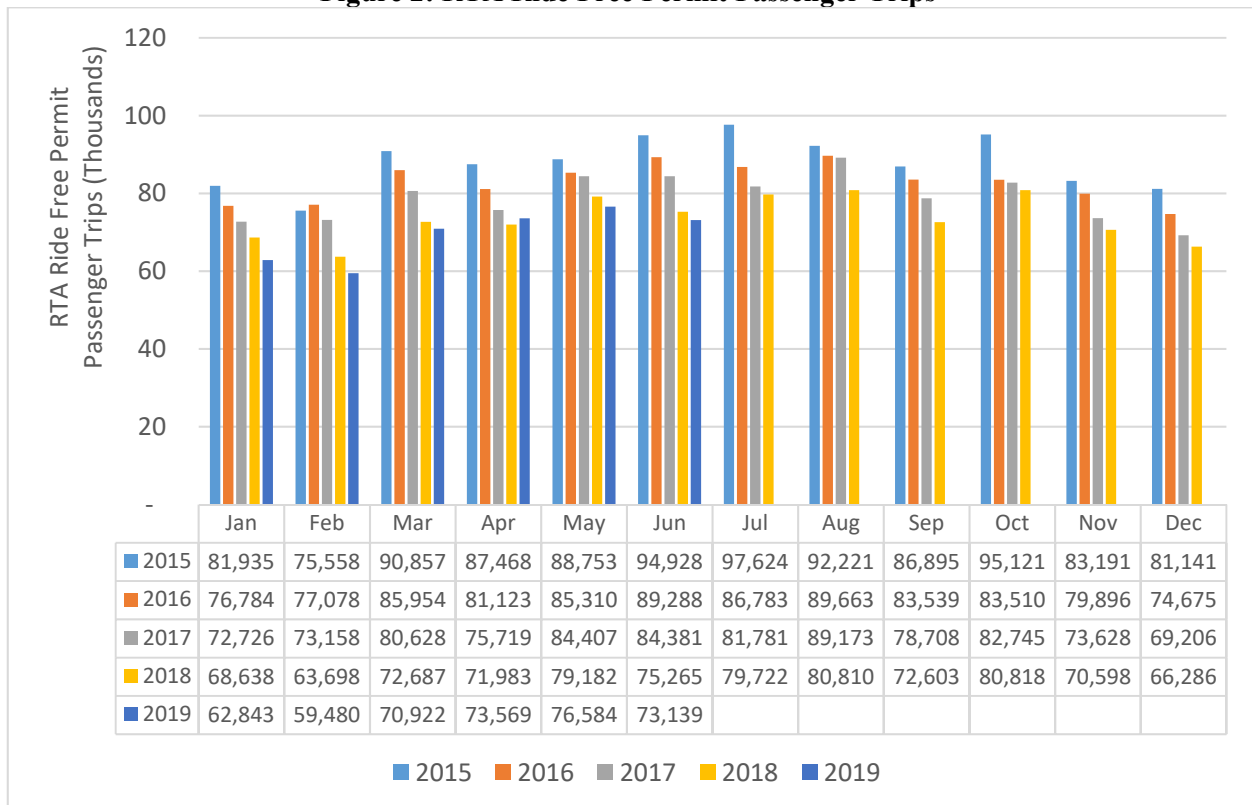
Service Period	June (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	216	217	0.7%	217	216	-0.7%	214	209	-2.4%
Peak - Reverse Direction	21	21	0.7%	20	19	-4.7%	20	19	-6.0%
Midday	32	33	3.0%	31	31	-0.4%	32	31	-3.7%
Evening	18	17	-4.1%	16	16	-1.6%	16	15	-3.4%
Weekday	286	288	0.6%	285	282	-1.0%	282	274	-2.9%
Saturday	66	70	6.4%	58	62	6.6%	63	61	-3.5%
Sunday	48	48	-0.9%	39	39	-1.1%	39	38	-3.2%

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.

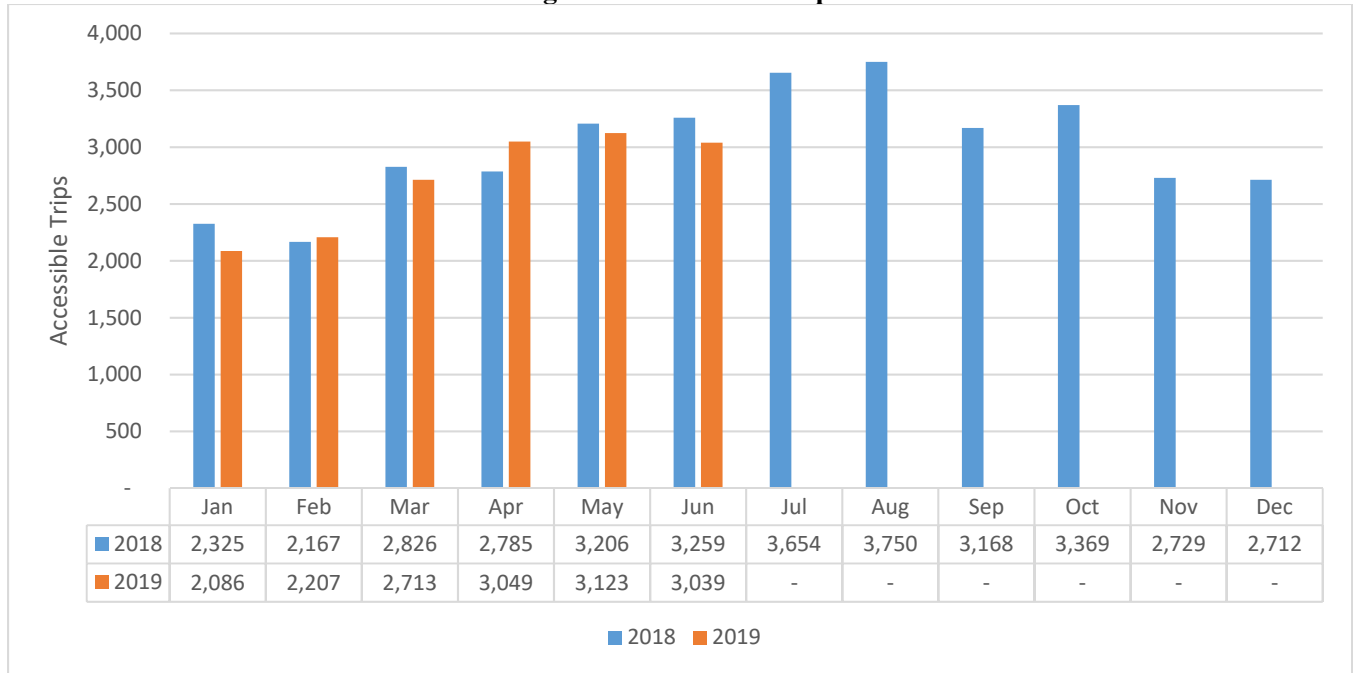
Figure 2: RTA Ride Free Permit Passenger Trips



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.

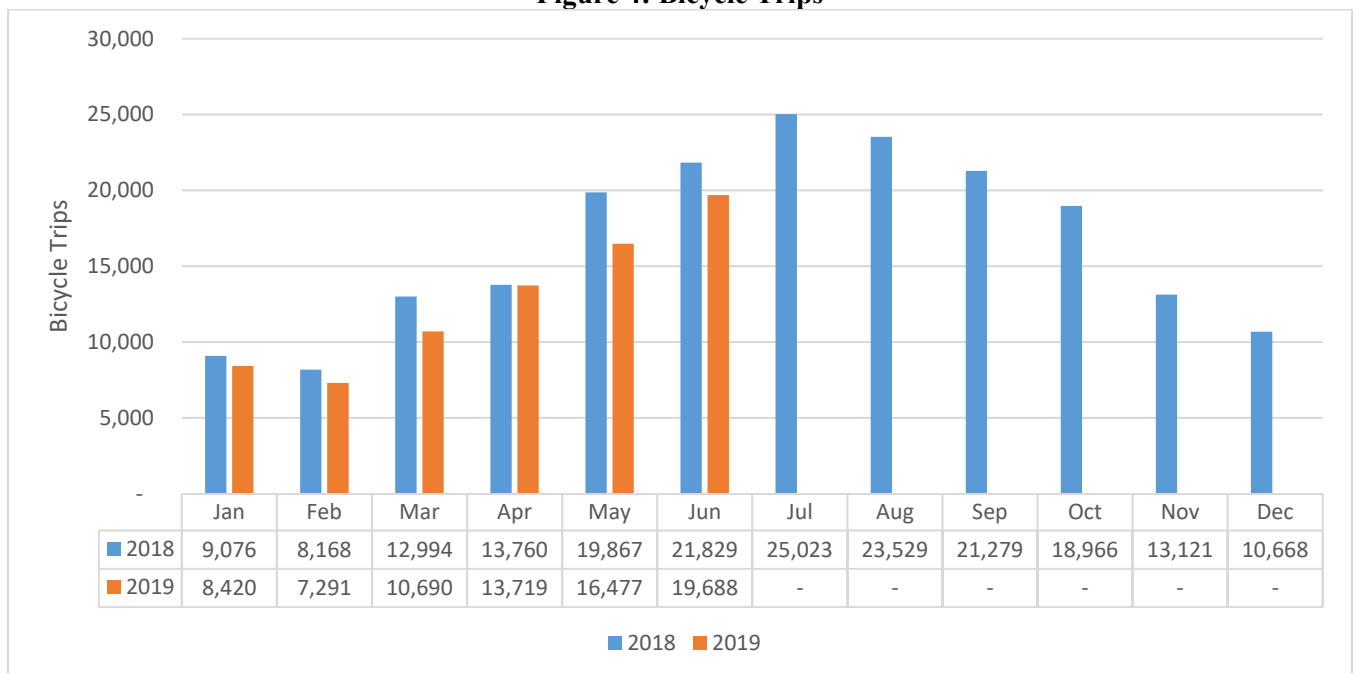
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



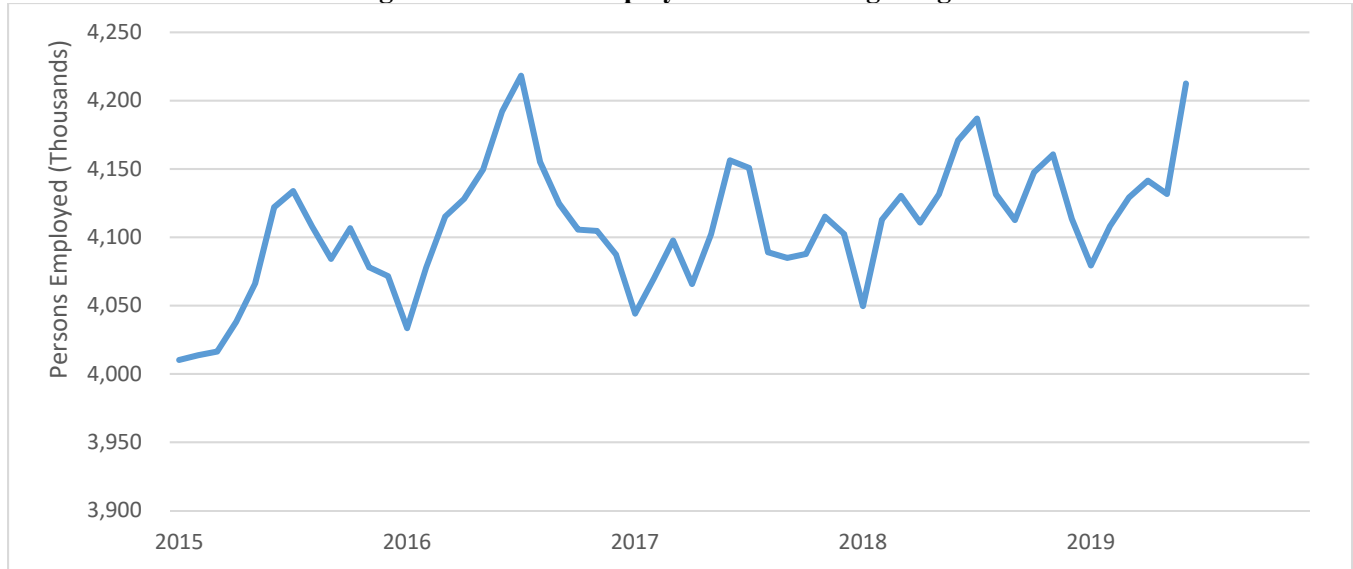
Ridership Influences

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 1.0 percent in June 2019 compared to June 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	4,044
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	4,116
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	4,089
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	4,118
2019	4,079	4,108	4,129	4,141	4,132	4,212							4,134
Change 2018-2019	0.7%	-0.1%	0.0%	0.7%	0.0%	1.0%							0.4%

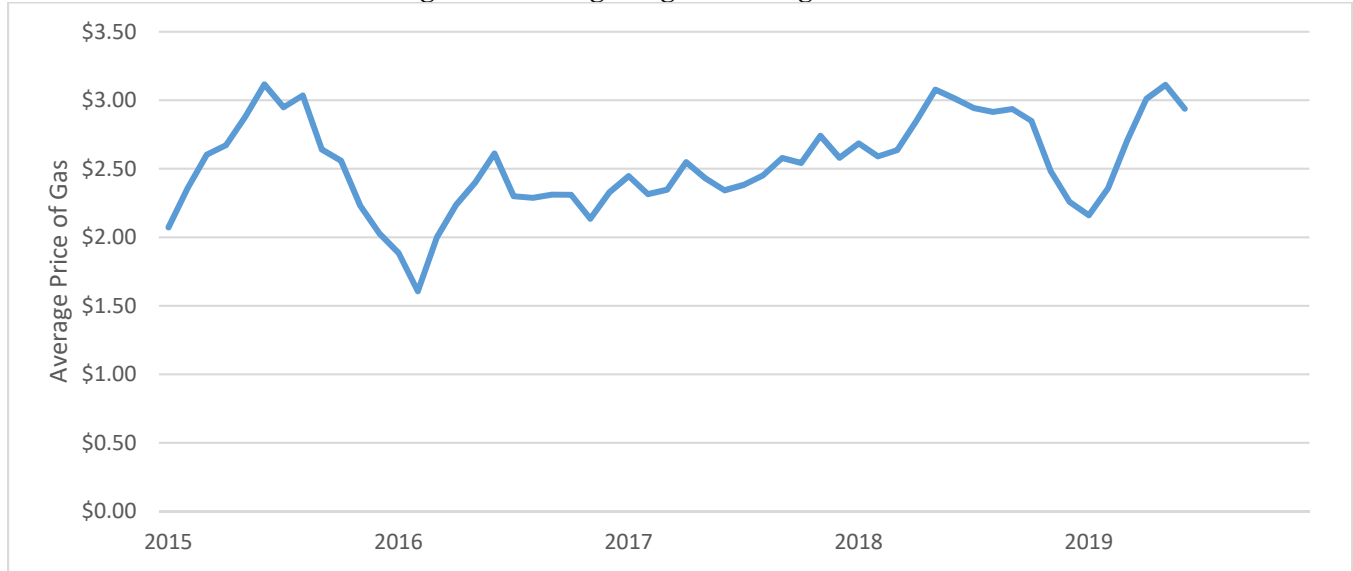
¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 \$2.94 in June 2019, a \$0.07 decrease compared to June 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	\$3.77
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	\$2.12
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	\$2.81
2019	\$2.16	\$2.36	\$2.71	\$3.01	\$3.11	\$2.94							\$2.71
Change 2018-2019	-\$0.52	-\$0.23	\$0.07	\$0.16	\$0.03	-\$0.07							-\$0.09

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in June. 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

On June 1, weekend service on the RI and UP-NW lines was increased as part of a pilot project to increase weekend ridership. The pilot schedules are in effect until Labor Day weekend.

On June 3, a revised weekday BNSF line schedule was implemented which introduced two new trains, one each during the morning and evening peak periods. Weekend service on the BNSF line was also increased as part of a pilot project to increase weekend ridership. The additional weekend service is in effect until Labor Day weekend.

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 June 1, Metra began allowing monthly pass holders to use their ticket to travel anywhere in the system on weekends, where previously travel was restricted to the zones on the ticket.

Family Fares are in effect from Memorial Day to Labor Day.

Metra added additional service on the MD-W line for Spring Awakening (June 7-9), and additional service on the BNSF, UP-N, and UP-NW lines for the Chicago Pride Parade (June 30).

Passenger Revenue and Ticket Sales

Changes in fares, ticket policies, and ticket sales channels can affect passenger revenue and ticket sales trends:

- 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 2019 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, 2019 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.
- On June 1, 2019 Metra began allowing monthly pass holders to use their ticket to travel anywhere in the system on weekends, where previously travel was restricted to the zones on the 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, May 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	June (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$7,003	\$6,801	-2.9%	\$20,276	\$19,994	-1.4%	\$77,583	\$78,766	1.5%
HC	\$328	\$321	-2.1%	\$966	\$967	0.1%	\$3,680	\$3,803	3.3%
MD-N	\$2,983	\$2,965	-0.6%	\$8,436	\$8,552	1.4%	\$32,697	\$33,612	2.8%
MD-W	\$2,683	\$2,557	-4.7%	\$7,795	\$7,547	-3.2%	\$30,164	\$30,383	0.7%
ME	\$2,953	\$2,798	-5.3%	\$8,749	\$8,207	-6.2%	\$33,995	\$33,361	-1.9%
NCS	\$816	\$782	-4.2%	\$2,374	\$2,307	-2.8%	\$9,247	\$9,193	-0.6%
RI	\$3,071	\$2,980	-3.0%	\$8,992	\$8,817	-1.9%	\$35,147	\$35,298	0.4%
SWS	\$964	\$913	-5.2%	\$2,852	\$2,796	-1.9%	\$11,053	\$11,228	1.6%
UP-N	\$3,500	\$3,425	-2.1%	\$9,921	\$9,896	-0.3%	\$38,104	\$38,749	1.7%
UP-NW	\$4,834	\$4,716	-2.4%	\$13,816	\$13,705	-0.8%	\$53,184	\$54,336	2.2%
UP-W	\$3,605	\$3,463	-3.9%	\$10,288	\$10,152	-1.3%	\$39,390	\$40,267	2.2%
Total	\$32,740	\$31,721	-3.1%	\$94,465	\$92,941	-1.6%	\$364,245	\$368,997	1.3%

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	June (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$16,481	\$15,755	-4.4%	50.2%	49.7%	\$49,598	\$48,051	-3.1%	52.4%	51.7%
10-Ride Ticket	\$9,251	\$9,054	-2.1%	28.2%	28.6%	\$27,112	\$27,132	0.1%	28.7%	29.2%
One-Way Ticket	\$5,906	\$5,827	-1.3%	18.0%	18.4%	\$15,122	\$15,353	1.5%	16.0%	16.5%
Weekend Pass	\$1,110	\$1,042	-6.2%	3.4%	3.3%	\$2,681	\$2,449	-8.6%	2.8%	2.6%
Special Passes	\$74	\$22	-70.1%	0.2%	0.1%	\$74	\$22	-70.1%	0.1%	0.0%
Total ²	\$32,822	\$31,699	-3.4%			\$94,586	\$93,007	-1.7%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$190,430	\$191,026	0.3%	52.2%	51.7%
10-Ride Ticket	\$105,414	\$107,445	1.9%	28.9%	29.1%
One-Way Ticket	\$56,774	\$59,801	5.3%	15.6%	16.2%
Weekend Pass	\$11,366	\$10,499	-7.6%	3.1%	2.8%
Special Passes	\$531	\$454	-14.5%	0.1%	0.1%
Total ²	\$364,516	\$369,225	1.3%		

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	\$5,102	\$4,801	-5.9%	31.0%	30.4%	\$671	\$638	-4.9%	7.2%	7.0%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	\$393	-	-100%	2.4%	0.0%	\$74	-	-100%	0.8%	0.0%
Ticket Agent	\$4,994	\$4,694	-6.0%	30.3%	29.8%	\$2,691	\$2,324	-13.6%	29.1%	25.7%
Vending Machine	\$667	\$524	-21.3%	4.0%	3.3%	\$498	\$362	-27.2%	5.4%	4.0%
Ventra App	\$5,325	\$5,758	8.1%	32.3%	36.5%	\$5,319	\$5,730	7.7%	57.5%	63.3%
Total	\$16,481	\$15,777	-4.3%			\$9,251	\$9,054	-2.1%		
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	\$1,303	\$1,112	-14.7%	22.1%	19.1%	\$576	\$450	-21.8%	50.2%	42.3%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$1,789	\$1,535	-14.2%	30.3%	26.4%	\$151	\$118	-22.1%	13.2%	11.1%
Vending Machine	\$235	\$186	-20.7%	4.0%	3.2%	\$38	\$31	-18.8%	3.3%	2.9%
Ventra App	\$2,578	\$2,993	16.1%	43.7%	51.4%	\$382	\$465	21.7%	33.3%	43.7%
Total	\$5,906	\$5,827	-1.3%			\$1,147	\$1,064	-7.3%		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,773	\$5,439	-5.8%	17.6%	17.1%
Conductor	\$1,879	\$1,562	-16.9%	5.7%	4.9%
Internet	\$467	-	-100%	1.4%	0.0%
Ticket Agent	\$9,625	\$8,671	-9.9%	29.4%	27.3%
Vending Machine	\$1,437	\$1,104	-23.2%	4.4%	3.5%
Ventra App	\$13,603	\$14,945	9.9%	41.5%	47.1%
Total ²	\$32,785	\$31,722	-3.2%		

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 4.1 percent in the current month compared to the previous year, and 10-Ride Ticket sales decreased by 2.2 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

Ticket Type	June (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share	Share	2018	2019	Change	Share	Share
				2018	2019				2018	2019
Monthly Pass	88	84	-4.1%	6.8%	6.6%	264	257	-2.6%	7.8%	7.5%
10-Ride Ticket	155	152	-2.2%	11.9%	11.9%	456	456	0.0%	13.4%	13.4%
One-Way Ticket	939	931	-0.9%	72.4%	73.1%	2,407	2,451	1.8%	70.8%	71.8%
Weekend Pass	111	104	-6.2%	8.6%	8.2%	268	245	-8.6%	7.9%	7.2%
Special Passes	5	3	-40.2%	0.4%	0.2%	5	3	-40.2%	0.1%	0.1%
Total	1,297	1,273	-1.8%			3,398	3,411	0.4%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share	Share
				2018	2019
Monthly Pass	1,044	1,018	-2.5%	7.7%	7.6%
10-Ride Ticket	1,879	1,805	-3.9%	13.9%	13.4%
One-Way Ticket	9,233	9,526	3.2%	68.3%	70.9%
Weekend Pass	1,307	1,051	-19.6%	9.7%	7.8%
Special Passes	56	38	-32.7%	0.4%	0.3%
Total	13,520	13,437	-0.6%		

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	19,652	18,685	-4.9%	BNSF	32,773	32,989	0.7%
HC	1,052	1,017	-3.3%	HC	1,352	1,325	-2.0%
MD-N	6,895	6,855	-0.6%	MD-N	16,138	15,999	-0.9%
MD-W	7,024	6,569	-6.5%	MD-W	10,221	10,137	-0.8%
ME	8,449	8,053	-4.7%	ME	12,733	11,400	-10.5%
NCS	2,031	1,946	-4.2%	NCS	3,473	3,399	-2.1%
RI	9,859	9,504	-3.6%	RI	11,733	11,128	-5.2%
SWS	3,293	3,128	-5.0%	SWS	4,044	3,788	-6.3%
UP-N	8,271	8,166	-1.3%	UP-N	23,135	22,434	-3.0%
UP-NW	11,879	11,322	-4.7%	UP-NW	21,681	21,606	-0.3%
UP-W	9,158	8,686	-5.2%	UP-W	17,682	17,358	-1.8%
Total	87,563	83,931	-4.1%	Total	154,965	151,563	-2.2%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	129,532	131,503	1.5%	BNSF	22,826	17,974	-21.3%
HC	3,018	3,373	11.8%	HC	601	307	-48.9%
MD-N	66,552	69,798	4.9%	MD-N	21,868	19,064	-12.8%
MD-W	62,049	62,974	1.5%	MD-W	23,940	20,349	-15.0%
ME	94,905	96,675	1.9%	ME	28,405	24,941	-12.2%
NCS	12,632	12,624	-0.1%	NCS	6,503	5,434	-16.4%
RI	60,009	59,980	0.0%	RI	19,163	17,618	-8.1%
SWS	14,614	15,051	3.0%	SWS	4,798	4,013	-16.4%
UP-N	89,079	95,409	7.1%	UP-N	37,841	32,371	-14.5%
UP-NW	105,934	111,514	5.3%	UP-NW	31,762	29,992	-5.6%
UP-W	78,757	80,230	1.9%	UP-W	24,095	19,569	-18.8%
Total	717,081	739,131	3.1%	Total	221,802	191,632	-13.6%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	12,740	13,478	5.8%	BNSF	7,993	5,619	-29.7%
HC	-	-		HC	-	-	
MD-N	5,390	6,236	15.7%	MD-N	5,879	4,752	-19.2%
MD-W	5,161	5,823	12.8%	MD-W	6,924	5,267	-23.9%
ME	5,917	5,433	-8.2%	ME	3,015	1,810	-40.0%
NCS	-	-		NCS	-	-	
RI	3,224	4,312	33.7%	RI	5,085	5,210	2.5%
SWS	126	141	11.9%	SWS	297	116	-60.9%
UP-N	8,900	8,155	-8.4%	UP-N	9,002	6,364	-29.3%
UP-NW	10,045	11,081	10.3%	UP-NW	11,891	10,213	-14.1%
UP-W	6,186	6,910	11.7%	UP-W	7,819	5,990	-23.4%
Total	57,689	61,569	6.7%	Total	57,905	45,341	-21.7%

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	25	-5.8%	30.4%	29.8%	10	10	-4.9%	6.8%	6.6%
Conductor	-	-				-	-			
Internet	2	-	-100%	2.4%		1	-	-100%	0.8%	
Ticket Agent	27	26	-5.4%	30.9%	30.4%	47	41	-13.1%	30.4%	27.0%
<i>Cash & Other</i>	4	3	-24.7%			7	6	-19.2%		
<i>Credit Card</i>	23	22	-1.7%			40	35	-11.9%		
Vending Machine	4	3	-20.5%	4.0%	3.3%	8	6	-27.8%	5.3%	3.9%
Ventra App	28	31	8.6%	32.3%	36.5%	88	95	7.8%	56.7%	62.5%
<i>Credit Card</i>	26	28	9.4%			84	90	7.8%		
<i>Mixed & Other</i>	2	1	-25.1%			1	1	-19.0%		
<i>Ventra</i>	1	1	45.3%			3	4	15.6%		
Total	88	84	-3.9%			155	152	-2.1%		
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	222	192	-13.6%	23.6%	20.6%	58	45	-21.7%	50.1%	42.4%
Internet	-	-				-	-			
Ticket Agent	277	239	-13.6%	29.5%	25.7%	16	12	-23.4%	13.6%	11.2%
<i>Cash & Other</i>	152	128	-15.3%			8	6	-27.9%		
<i>Credit Card</i>	125	111	-11.6%			8	6	-19.1%		
Vending Machine	37	29	-20.5%	3.9%	3.1%	4	3	-18.8%	3.3%	2.9%
Ventra App	404	471	16.7%	43.0%	50.6%	38	46	21.7%	33.1%	43.5%
<i>Credit Card</i>	365	431	18.0%			36	44	23.1%		
<i>Mixed & Other</i>	3	2	-19.6%			0	0	-16.4%		
<i>Ventra</i>	36	38	6.0%			2	2	3.1%		
Total	939	931	-0.9%			116	107	-7.5%		

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	163	154	-5.6%	31.2%	30.3%	62	59	-5.4%	6.8%	6.7%
Conductor	-	-	-			-	-	-		
Internet	15	-	100.0%	2.8%		7	-	100.0%	0.8%	
Ticket Agent	164	160	-2.6%	31.4%	31.4%	287	243	-15.3%	31.2%	27.6%
<i>Cash & Other</i>	29	22	-23.1%			46	35	-23.8%		
<i>Credit Card</i>	135	138	1.7%			241	208	-13.6%		
Vending Machine	20	16	-19.7%	3.8%	3.1%	45	34	-24.1%	4.9%	3.9%
Ventra App	161	179	10.9%	30.9%	35.2%	519	545	5.0%	56.4%	61.8%
<i>Credit Card</i>	146	165	13.3%			491	517	5.3%		
<i>Mixed & Other</i>	11	7	-36.1%			8	5	-35.1%		
<i>Ventra</i>	5	7	48.4%			21	23	12.3%		
Total	523	509	-2.8%			920	881	-4.2%		
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	1,021	872	-14.6%	23.6%	20.1%	261	200	-23.2%	51.6%	46.1%
Internet	-	-				-	-			
Ticket Agent	1,248	1,103	-11.6%	28.9%	25.4%	65	50	-24.2%	12.9%	11.4%
<i>Cash & Other</i>	706	606	-14.2%			34	25	-26.1%		
<i>Credit Card</i>	542	497	-8.2%			32	25	-22.0%		
Vending Machine	154	133	-13.5%	3.6%	3.1%	15	12	-23.9%	3.1%	2.7%
Ventra App	1,899	2,228	17.3%	43.9%	51.4%	164	173	5.4%	32.4%	39.8%
<i>Credit Card</i>	1,690	2,028	20.0%			151	162	7.7%		
<i>Mixed & Other</i>	16	11	-34.0%			1	1	-36.5%		
<i>Ventra</i>	193	189	-1.8%			12	9	-19.0%		
Total	4,322	4,336	0.3%			505	434	-14.1%		

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	-5.5%	2.9%	2.7%
Conductor	280	237	-15.3%	21.6%	18.6%
Internet	3	-	-100%	0.3%	
Ticket Agent	367	318	-13.4%	28.3%	24.9%
<i>Cash & Other</i>	171	143	-16.3%		
<i>Credit Card</i>	195	174	-10.8%		
Vending Machine	52	41	-21.5%	4.0%	3.2%
Ventra App	558	643	15.2%	43.0%	50.5%
<i>Credit Card</i>	510	594	16.3%		
<i>Mixed & Other</i>	5	4	-20.9%		
<i>Ventra</i>	42	45	7.3%		
Total	1,297	1,274	-1.8%		

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	225	213	-5.6%	3.6%	3.5%
Conductor	1,282	1,073	-16.3%	20.4%	17.4%
Internet	22	-	-100%	0.3%	
Ticket Agent	1,764	1,556	-11.8%	28.1%	25.2%
<i>Cash & Other</i>	815	688	-15.6%		
<i>Credit Card</i>	949	867	-8.6%		
Vending Machine	235	195	-16.8%	3.7%	3.2%
Ventra App	2,744	3,125	13.9%	43.7%	50.7%
<i>Credit Card</i>	2,477	2,872	15.9%		
<i>Mixed & Other</i>	36	24	-35.0%		
<i>Ventra</i>	230	229	-0.4%		
Total	6,271	6,161	-1.8%		

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 8.6 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 4.5 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	2,759	1,012	-6.9%	-8.6%	28.1%	24.7%
Jun	2,908	1,068	2,658	1,020	-8.6%	-4.5%	27.5%	24.6%
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	18,242	6,843	16,836	6,250	-7.7%	-8.7%	28.1%	24.2%
Last 3 Months	8,923	3,323	8,260	3,085	-7.4%	-7.2%	27.7%	24.7%
Last 12 Months	35,869	13,870	33,789	12,514	-5.8%	-9.8%	27.3%	23.3%

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	2,972	12,896	59,546	26,328
Jun	2,875	12,742	73,733	34,342	2,809	12,175	76,946	33,644
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	17,595	76,689	313,912	148,086	17,302	70,516	324,401	132,612
Last 3 Months	8,920	37,963	172,736	84,872	8,772	36,990	184,284	77,677
Last 12 Months	35,406	157,222	685,667	321,979	35,115	145,920	708,970	296,946

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	-2.2%	-1.0%	7.8%	-6.0%
Jun	-2.3%	-4.4%	4.4%	-2.0%
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
Year-to-date	-1.7%	-8.0%	3.3%	-10.4%
Last 3 Months	-1.7%	-2.6%	6.7%	-8.5%
Last 12 Months	-0.8%	-7.2%	3.4%	-7.8%