

RIDERSHIP TRENDS

March 2018



Prepared by the Division of Strategic Capital Planning
May 2018

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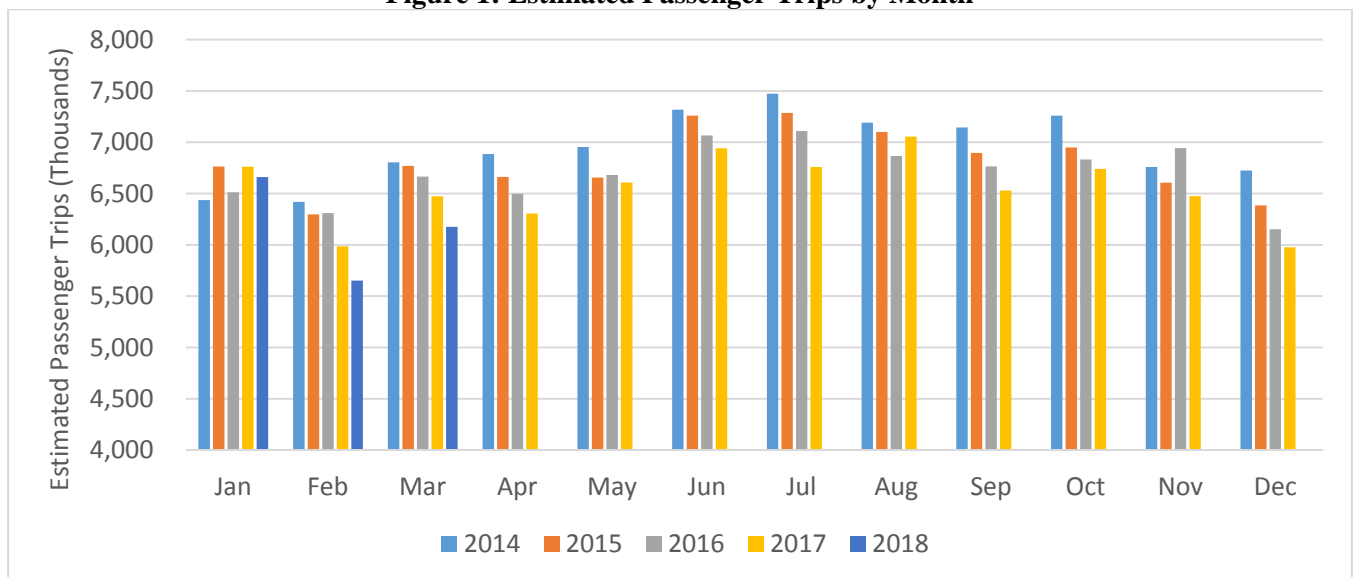
Executive Summary

Estimated passenger trips decreased 4.6 percent in March 2018 compared to March 2017. March 2018 had one less weekday, one additional Saturday, and the same number of Sundays compared to March 2017. Estimated passenger trips have decreased 2.8 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month

Month	Estimated Passenger Trips					Change	
	2014	2015	2016	2017	2018	2014-2018	2017-2018
Jan	6,437	6,764	6,513	6,762	6,661	3.5%	-1.5%
Feb	6,419	6,297	6,310	5,985	5,651	-12.0%	-5.6%
Mar	6,805	6,770	6,666	6,474	6,176	-9.2%	-4.6%
Apr	6,885	6,663	6,497	6,305			
May	6,953	6,656	6,681	6,608			
Jun	7,318	7,260	7,066	6,941			
Jul	7,473	7,286	7,110	6,759			
Aug	7,192	7,100	6,866	7,055			
Sep	7,144	6,896	6,766	6,530			
Oct	7,260	6,949	6,832	6,740			
Nov	6,760	6,606	6,943	6,475			
Dec	6,724	6,385	6,153	5,976			
Year-to-date	19,661	19,831	19,489	19,220	18,488	-6.0%	-3.8%
Last 3 Months	19,661	19,831	19,489	19,220	18,488	-6.0%	-3.8%
Last 12 Months	82,480	83,540	81,288	80,134	77,878	-5.6%	-2.8%

Figure 1: Estimated Passenger Trips by Month



For the 2018 budget year, Metra estimated total annual passenger trips to be 77.8 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

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2018)	Actual (2018)	
Jan	6,800	6,661	-2.1%
Feb	5,900	5,651	-4.2%
Mar	6,200	6,176	-0.4%
1st Quarter	18,900	18,488	-2.2%
Apr	6,400		
May	6,500		
Jun	6,600		
2nd Quarter	19,500		
Jul	6,900		
Aug	7,000		
Sep	6,200		
3rd Quarter	20,100		
Oct	6,900		
Nov	6,500		
Dec	5,900		
4th Quarter	19,300		
Year-to-date	18,900	18,488	-2.2%
Total	77,800		

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 3.8 percent in the last three months compared to the previous year, and decreased 2.8 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	March			Last 3 Months			Last 12 Months		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
BNSF	1,333,488	1,284,242	-3.7%	3,949,785	3,853,186	-2.4%	16,325,878	16,130,855	-1.2%
HC	61,823	60,042	-2.9%	184,736	179,905	-2.6%	730,810	722,371	-1.2%
MD-N	550,105	526,837	-4.2%	1,638,246	1,591,707	-2.8%	6,906,718	6,772,269	-1.9%
MD-W	528,377	508,545	-3.8%	1,553,675	1,490,759	-4.0%	6,564,958	6,286,899	-4.2%
ME	686,455	642,132	-6.5%	2,060,267	1,905,835	-7.5%	8,569,763	7,995,261	-6.7%
NCS	138,407	132,594	-4.2%	413,816	407,354	-1.6%	1,717,521	1,677,895	-2.3%
RI	666,555	630,345	-5.4%	1,960,893	1,872,418	-4.5%	8,086,348	7,835,113	-3.1%
SWS	208,113	201,581	-3.1%	620,240	606,425	-2.2%	2,515,422	2,443,603	-2.9%
UP-N	730,474	688,476	-5.7%	2,196,208	2,094,760	-4.6%	9,198,890	8,927,517	-3.0%
UP-NW	892,034	846,947	-5.1%	2,631,775	2,532,684	-3.8%	11,132,022	10,811,392	-2.9%
UP-W	677,892	654,083	-3.5%	2,010,721	1,952,578	-2.9%	8,385,794	8,274,341	-1.3%
Total	6,473,720	6,175,822	-4.6%	19,220,359	18,487,610	-3.8%	80,134,123	77,877,513	-2.8%

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.

Table 4: Estimated Passenger Trips by Fare Zone Pair

Zone Pair	March (Thousands)			Last 3 Months			Last 12 Months		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
A-A	21	21	2.5%	60	60	-1.0%	256	238	-7.0%
A-B	476	449	-5.6%	1,442	1,375	-4.7%	5,811	5,603	-3.6%
A-C	887	846	-4.6%	2,651	2,578	-2.8%	10,712	10,509	-1.9%
A-D	1,081	1,030	-4.7%	3,241	3,131	-3.4%	13,150	12,896	-1.9%
A-E	1,361	1,306	-4.0%	4,065	3,961	-2.6%	16,594	16,345	-1.5%
A-F	827	801	-3.2%	2,467	2,407	-2.4%	10,064	9,823	-2.4%
A-G	498	482	-3.2%	1,481	1,459	-1.5%	6,023	5,993	-0.5%
A-H	411	392	-4.6%	1,217	1,171	-3.8%	5,069	4,870	-3.9%
A-I	139	134	-3.3%	410	399	-2.5%	1,706	1,646	-3.5%
A-J	25	22	-13.0%	73	67	-8.6%	313	288	-7.9%
A-K	28	26	-6.1%	82	78	-4.9%	340	328	-3.7%
A-M	8	7	-3.5%	21	19	-7.7%	98	87	-10.7%
Intermediate	208	190	-8.3%	622	572	-7.9%	2,551	2,401	-5.9%
No Zone Pair	506	468	-7.5%	1,388	1,210	-12.8%	7,447	6,849	-8.0%
Total	6,474	6,176	-4.6%	19,220	18,488	-3.8%	80,134	77,878	-2.8%

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 trips are overstated in January and are understated in subsequent months.
- The large decrease in special event passenger trips in November, the last three months, and the last 12 months compared to the previous year is due to the November 2016 Cubs Rally.

Table 5: Estimated Passenger Trips by Ticket Type

Ticket Type	March (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	3,999	3,789	-5.3%	61.8%	61.3%	11,920	11,167	-6.3%	62.0%	60.3%
10-Ride Ticket	1,461	1,359	-7.0%	22.6%	22.0%	4,545	4,647	2.3%	23.6%	25.1%
One-Way Ticket	703	723	2.9%	10.9%	11.7%	1,904	1,916	0.6%	9.9%	10.3%
Weekend Pass	230	240	4.2%	3.6%	3.9%	645	582	-9.8%	3.4%	3.1%
Special Passes	-	-		0.0%	0.0%	0	0	-39.0%	0.0%	0.0%
RTA Ride Free Permit	81	73	-9.8%	1.2%	1.2%	227	205	-9.5%	1.2%	1.1%
Total ¹	6,473	6,183	-4.5%			19,241	18,517	-3.8%		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	48,219	45,383	-5.9%	60.2%	58.3%
10-Ride Ticket	17,853	18,766	5.1%	22.3%	24.1%
One-Way Ticket	9,421	9,221	-2.1%	11.8%	11.8%
Weekend Pass	3,351	3,481	3.9%	4.2%	4.5%
Special Passes	338	129	-61.9%	0.4%	0.2%
RTA Ride Free Permit	980	914	-6.7%	1.2%	1.2%
Total ¹	80,162	77,894	-2.8%		

¹ 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 3.8 percent compared to the previous year, and average total weekday passenger loads decreased by 2.5 percent in the same period.

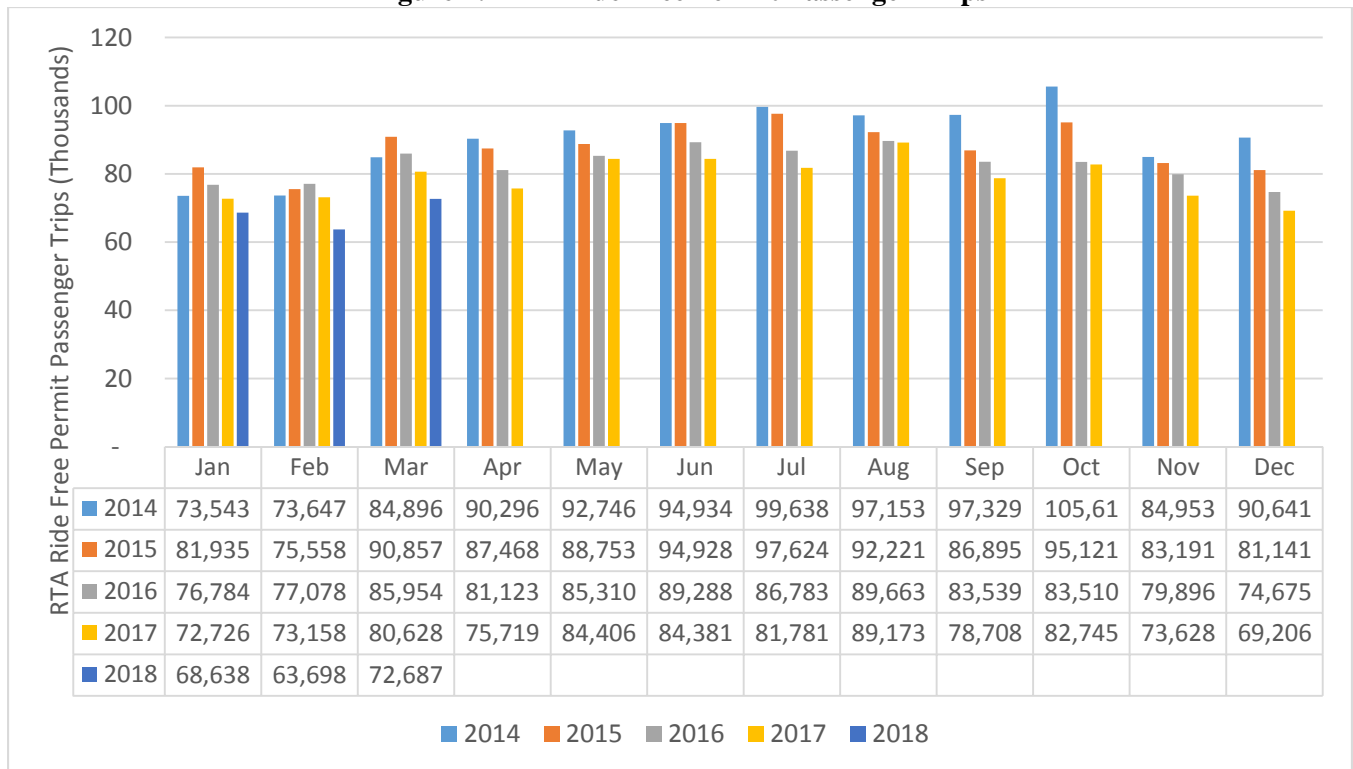
Table 6: Average Daily Passenger Loads

Service Period	March (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
Peak - Peak Direction	220	211	-3.8%	218	212	-3.0%	218	214	-1.7%
Peak - Reverse Direction	18	19	3.0%	18	19	5.0%	20	20	1.4%
Midday	29	30	1.8%	29	29	0.0%	32	32	1.0%
Evening	15	15	0.6%	14	14	0.6%	17	16	-3.0%
Weekday	282	275	-2.5%	279	273	-2.0%	286	283	-1.3%
Saturday	67	66	-2.0%	59	55	-7.5%	67	65	-3.2%
Sunday	32	33	3.4%	32	29	-7.4%	42	40	-4.1%

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.

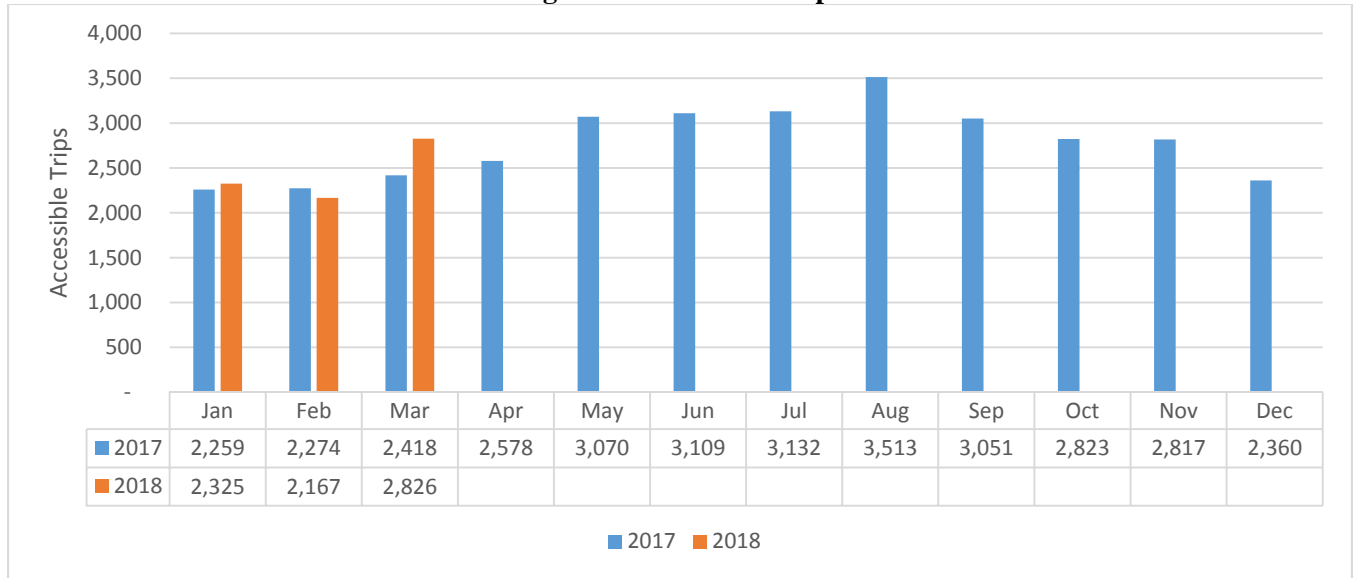
Figure 2: RTA Ride Free Permit Passenger Trips



Accessible Trips

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

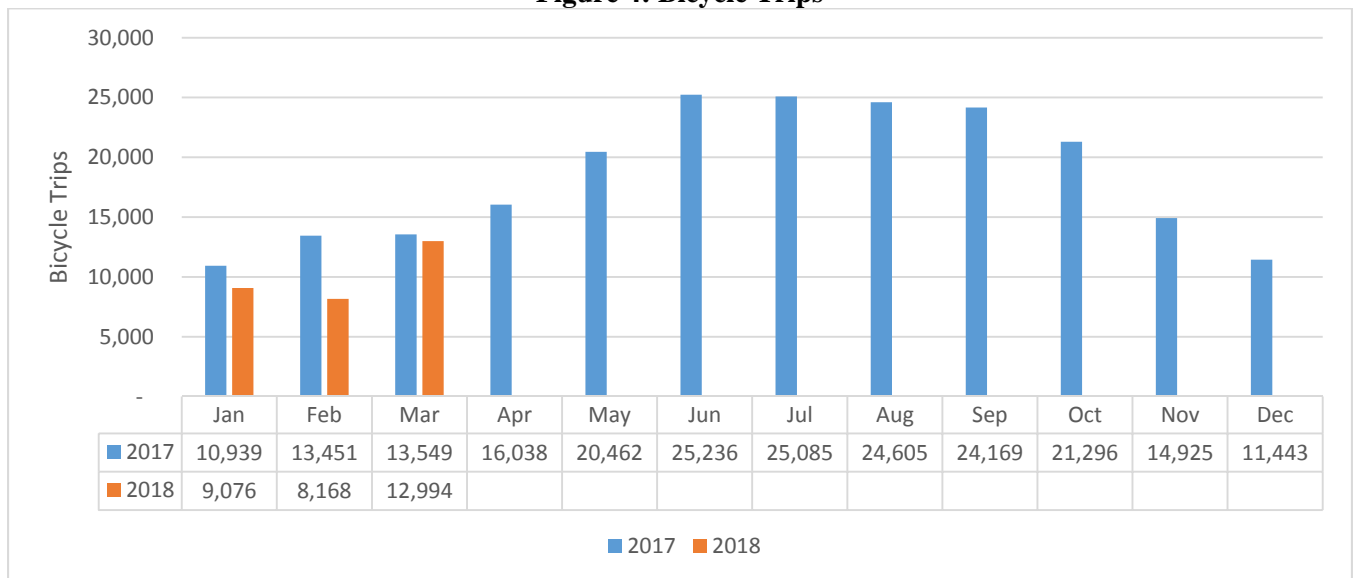
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



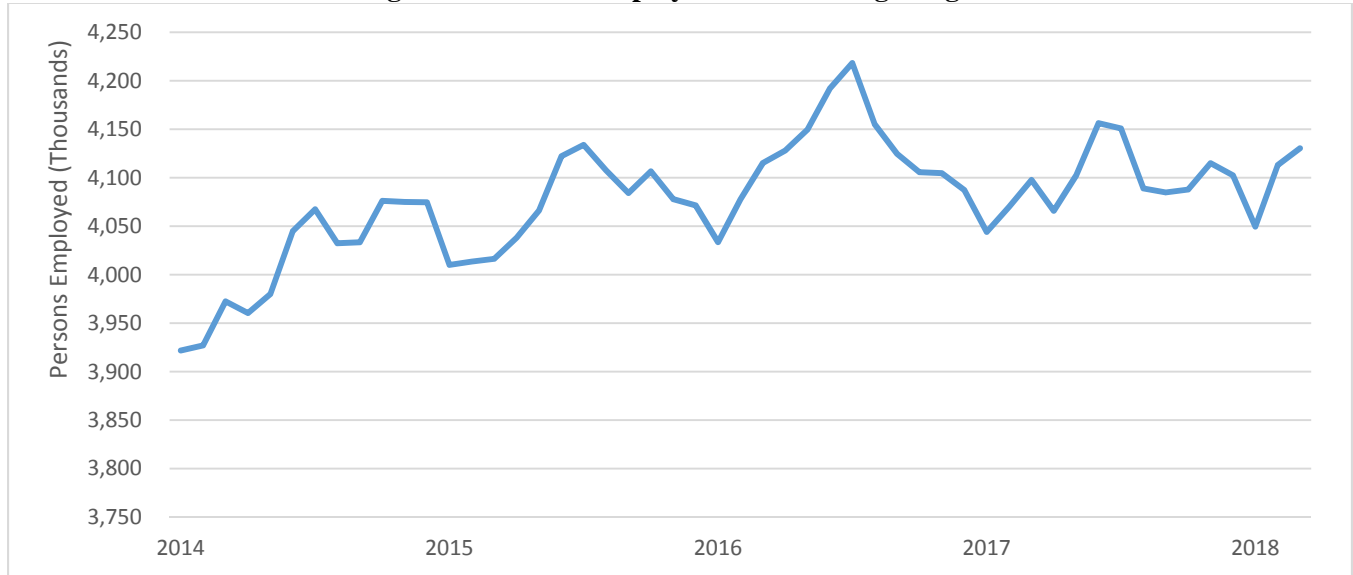
Ridership Influences

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 0.8 percent in March 2018 compared to March 2017.

Figure 5: Persons Employed in the Chicago Region



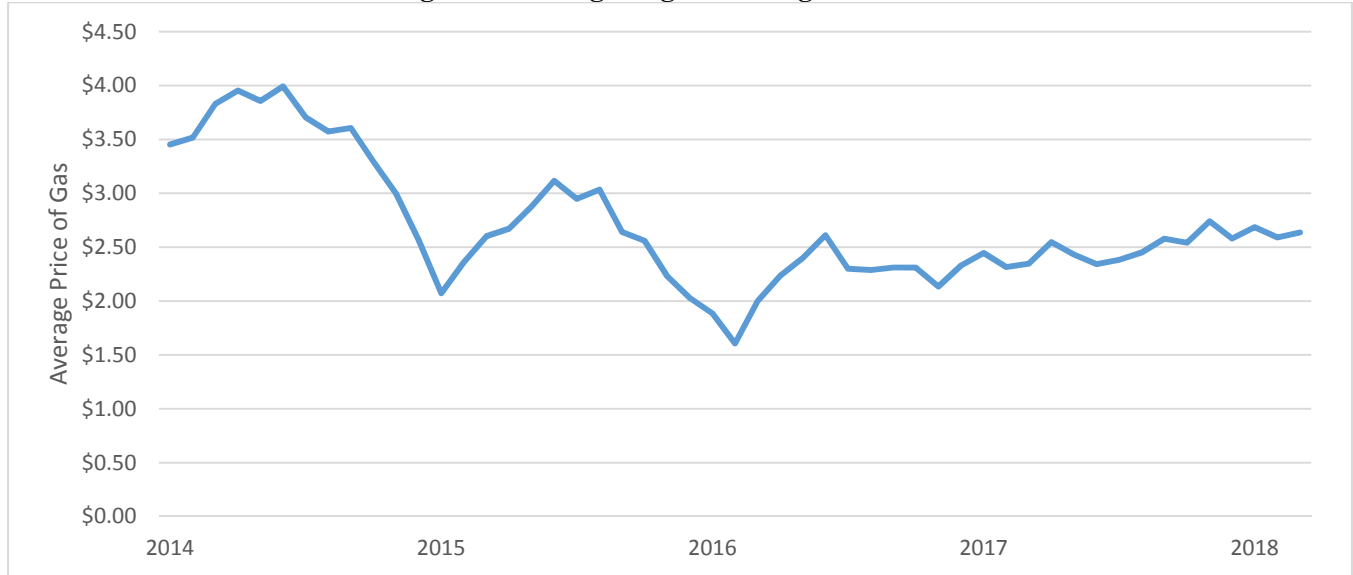
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	3,940
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,013
2016	4,033	4,078	4,115	4,128	4,150	4,192	4,218	4,155	4,125	4,106	4,105	4,087	4,076
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	4,071
2018	4,050	4,113	4,130										4,098
Change 2017-2018	0.1%	1.1%	0.8%										0.7%

Source: Illinois Department of Employment Security

Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Gary-Kenosha area. The average price of a gallon of regular unleaded gas was \$2.64 in March 2018, \$0.29 higher compared to March 2017.

Figure 6: Chicago Region Average Gas Prices



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2014	\$3.45	\$3.52	\$3.83	\$3.95	\$3.86	\$3.99	\$3.71	\$3.57	\$3.61	\$3.30	\$3.00	\$2.57	\$3.60
2015	\$2.07	\$2.36	\$2.60	\$2.67	\$2.88	\$3.12	\$2.95	\$3.04	\$2.64	\$2.56	\$2.23	\$2.03	\$2.35
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	\$1.83
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	\$2.37
2018	\$2.69	\$2.59	\$2.64										\$2.64
Change 2017-2018	\$0.24	\$0.28	\$0.29										\$0.27

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in March. 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 2021.

Service Changes

The following service changes occurred in March.

Special Events and Promotions

Rock Island Line trains made additional stops for the South Side Irish Parade (March 11). Additional service and seating capacity was provided for the downtown St. Patrick's Day Parade (March 17).

Saturday, March 17 had the second highest Saturday passenger loads in Metra's history, 142,819. Average Saturday passenger loads in March 2018 were 66,061.

Easter fell on Sunday, April 1. Some students were on Spring Break during the week of March 26-30.

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.
- Cash vending machines (previously present only on the Metra Electric Line) were eliminated in May 2017, causing a shift toward conductor sales on the Metra Electric Line.
- The Ticket by Mail program was eliminated in July 2017.
- In February 2018, Adult One-Way Ticket fares increased by \$0.25, 10-Ride Ticket fares increased from 9.0 to 9.5 One-Way Tickets, Adult Monthly Pass fares increased from 28.5 to 29.0 One-Way Tickets, and the Weekend Pass fare increased from \$8.00 to \$10.00.

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

- Due to a data anomaly, refunds are potentially overstated in March 2017.
- 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 is overstated in January and is understated in subsequent months.
- The large decrease in special pass passenger revenue and ticket sales in the last 12 months compared to the previous year is due to the November 2016 Cubs Rally.

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

Line	March (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
BNSF	\$6,205	\$6,400	3.1%	\$18,028	\$18,881	4.7%	\$72,500	\$76,501	5.5%
HC	\$305	\$314	2.9%	\$895	\$926	3.4%	\$3,421	\$3,616	5.7%
MD-N	\$2,577	\$2,665	3.4%	\$7,531	\$7,884	4.7%	\$30,899	\$32,354	4.7%
MD-W	\$2,464	\$2,538	3.0%	\$7,129	\$7,358	3.2%	\$29,373	\$29,878	1.7%
ME	\$2,864	\$2,878	0.5%	\$8,414	\$8,368	-0.5%	\$33,978	\$33,891	-0.3%
NCS	\$743	\$749	0.8%	\$2,182	\$2,278	4.4%	\$8,831	\$9,159	3.7%
RI	\$2,918	\$2,950	1.1%	\$8,428	\$8,622	2.3%	\$33,810	\$34,963	3.4%
SWS	\$911	\$937	2.8%	\$2,658	\$2,776	4.5%	\$10,463	\$10,884	4.0%
UP-N	\$3,007	\$3,068	2.1%	\$8,839	\$9,102	3.0%	\$36,155	\$37,647	4.1%
UP-NW	\$4,263	\$4,335	1.7%	\$12,340	\$12,743	3.3%	\$51,004	\$52,640	3.2%
UP-W	\$3,123	\$3,244	3.9%	\$9,075	\$9,478	4.4%	\$36,955	\$38,872	5.2%
Total	\$29,382	\$30,079	2.4%	\$85,521	\$88,416	3.4%	\$347,392	\$360,405	3.7%

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

Ticket Type	March (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	\$16,558	\$16,581	0.1%	56.4%	55.1%	\$48,288	\$48,028	-0.5%	56.4%	54.2%
10-Ride Ticket	\$7,876	\$8,069	2.4%	26.8%	26.8%	\$24,011	\$26,477	10.3%	28.1%	29.9%
One-Way Ticket	\$4,217	\$4,504	6.8%	14.4%	15.0%	\$11,251	\$11,875	5.5%	13.1%	13.4%
Weekend Pass	\$729	\$959	31.6%	2.5%	3.2%	\$2,036	\$2,170	6.6%	2.4%	2.5%
Special Passes	-	-		0.0%	0.0%	\$0	\$0	-50.0%	0.0%	0.0%
Total	\$29,379	\$30,112	2.5%			\$85,587	\$88,550	3.5%		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	\$188,931	\$189,747	0.4%	54.4%	52.6%
10-Ride Ticket	\$92,331	\$102,811	11.3%	26.6%	28.5%
One-Way Ticket	\$54,785	\$56,088	2.4%	15.8%	15.6%
Weekend Pass	\$10,631	\$11,389	7.1%	3.1%	3.2%
Special Passes	\$849	\$471	-44.5%	0.2%	0.1%
Total ¹	\$347,528	\$360,506	3.7%		

¹ 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 2017 and 2018.

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	\$5,301	\$5,284	-0.3%	32.0%	31.9%	\$610	\$635	4.0%	7.7%	7.9%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	\$414	\$470	13.4%	2.5%	2.8%	\$64	\$50	-21.6%	0.8%	0.6%
Mail	\$526	-	-100%	3.2%	0.0%	\$0	-		0.0%	0.0%
Ticket Agent	\$5,427	\$5,110	-5.8%	32.8%	30.8%	\$2,760	\$2,381	-13.7%	35.0%	29.5%
Vending Machine	\$713	\$651	-8.7%	4.3%	3.9%	\$608	\$412	-32.2%	7.7%	5.1%
Ventra App	\$4,177	\$5,066	21.3%	25.2%	30.6%	\$3,835	\$4,590	19.7%	48.7%	56.9%
Total	\$16,558	\$16,581	0.1%			\$7,876	\$8,069	2.4%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$985	\$936	-5.0%	23.4%	20.8%	\$387	\$429	10.9%	52.6%	44.8%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Mail	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$1,522	\$1,376	-9.6%	36.1%	30.5%	\$150	\$167	11.4%	20.4%	17.4%
Vending Machine	\$233	\$160	-31.3%	5.5%	3.6%	\$23	\$25	8.3%	3.2%	2.6%
Ventra App	\$1,476	\$2,032	37.7%	35.0%	45.1%	\$175	\$337	92.6%	23.8%	35.2%
Total	\$4,217	\$4,504	6.8%			\$735	\$959	30.4%		

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	\$5,911	\$5,918	0.1%	20.1%	19.7%
Conductor	\$1,372	\$1,365	-0.5%	4.7%	4.5%
Internet	\$479	\$520	8.7%	1.6%	1.7%
Mail	\$526	\$0	-100%	1.8%	0.0%
Ticket Agent	\$9,859	\$9,034	-8.4%	33.5%	30.0%
Vending Machine	\$1,577	\$1,249	-20.8%	5.4%	4.1%
Ventra App	\$9,662	\$12,026	24.5%	32.9%	39.9%
Total	\$29,386	\$30,112	2.5%		

¹ 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 5.3 percent in the current month compared to the previous year, while 10-Ride ticket sales decreased by 7.0 percent in the same period.

Table 10: Ticket Sales by Ticket Type

Ticket Type	March (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share	Share	2017	2018	Change	Share	Share
				2017	2018				2017	2018
Monthly Pass	93	88	-5.3%	9.0%	8.4%	277	260	-6.3%	9.6%	9.0%
10-Ride Ticket	146	136	-7.0%	14.1%	13.0%	454	465	2.3%	15.7%	16.2%
One-Way Ticket	703	723	2.9%	68.0%	69.3%	1,904	1,916	0.6%	65.8%	66.7%
Weekend Pass	92	96	4.2%	8.9%	9.2%	258	233	-9.8%	8.9%	8.1%
Special Passes	-	-		0.0%	0.0%	0	0	-39.0%	0.0%	0.0%
Total	1,034	1,043	0.9%			2,894	2,873	-0.7%		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	1,121	1,055	-5.9%	8.1%	7.8%
10-Ride Ticket	1,785	1,877	5.1%	12.9%	13.8%
One-Way Ticket	9,421	9,221	-2.1%	68.2%	67.8%
Weekend Pass	1,341	1,392	3.9%	9.7%	10.2%
Special Passes	143	53	-62.8%	1.0%	0.4%
Total	13,812	13,598	-1.5%		

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	2017	2018	Change	Line	2017	2018	Change
BNSF	20,566	19,562	-4.9%	BNSF	29,222	27,791	-4.9%
HC	1,093	1,055	-3.5%	HC	1,197	1,166	-2.6%
MD-N	7,167	6,813	-4.9%	MD-N	14,608	13,696	-6.2%
MD-W	7,624	7,308	-4.1%	MD-W	9,958	9,198	-7.6%
ME	9,478	8,745	-7.7%	ME	13,985	12,946	-7.4%
NCS	2,146	2,078	-3.2%	NCS	3,105	2,851	-8.2%
RI	10,691	10,124	-5.3%	RI	12,193	10,710	-12.2%
SWS	3,529	3,436	-2.6%	SWS	3,879	3,668	-5.4%
UP-N	8,713	8,200	-5.9%	UP-N	22,183	20,110	-9.3%
UP-NW	12,454	11,749	-5.7%	UP-NW	20,116	18,632	-7.4%
UP-W	9,546	9,041	-5.3%	UP-W	15,619	15,084	-3.4%
Total	93,007	88,111	-5.3%	Total	146,065	135,852	-7.0%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	90,722	97,042	7.0%	BNSF	18,998	15,538	-18.2%
HC	2,405	2,579	7.2%	HC	470	376	-20.0%
MD-N	45,907	51,116	11.3%	MD-N	17,916	16,292	-9.1%
MD-W	46,618	50,019	7.3%	MD-W	18,687	17,356	-7.1%
ME	80,041	79,661	-0.5%	ME	21,912	23,814	8.7%
NCS	8,348	9,325	11.7%	NCS	6,223	4,952	-20.4%
RI	46,338	48,757	5.2%	RI	13,441	12,981	-3.4%
SWS	11,070	11,420	3.2%	SWS	4,027	3,356	-16.7%
UP-N	60,531	69,036	14.1%	UP-N	33,433	28,268	-15.4%
UP-NW	74,980	78,868	5.2%	UP-NW	26,249	22,867	-12.9%
UP-W	57,207	62,354	9.0%	UP-W	17,387	17,129	-1.5%
Total	524,167	560,177	6.9%	Total	178,743	162,929	-8.8%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	9,093	11,755	29.3%	BNSF	6,686	6,307	-5.7%
HC	-	-		HC	-	-	
MD-N	4,566	5,609	22.8%	MD-N	6,246	4,504	-27.9%
MD-W	4,293	5,471	27.4%	MD-W	5,736	4,885	-14.8%
ME	3,977	4,617	16.1%	ME	1,797	2,053	14.2%
NCS	-	-		NCS	-	-	
RI	2,908	3,396	16.8%	RI	4,692	4,589	-2.2%
SWS	107	162	51.4%	SWS	388	390	0.5%
UP-N	4,268	5,251	23.0%	UP-N	6,397	5,239	-18.1%
UP-NW	8,310	9,815	18.1%	UP-NW	9,809	9,354	-4.6%
UP-W	6,046	6,890	14.0%	UP-W	6,614	5,548	-16.1%
Total	43,568	52,966	21.6%	Total	48,365	42,869	-11.4%

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2017 and 2018. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2017 and 2018.

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	29	28	-5.7%	31.4%	31.2%	11	10	-5.6%	7.2%	7.3%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	2	2	8.2%	2.5%	2.8%	1	1	-27.5%	0.8%	0.6%
Mail	3	-	-100%	3.2%	0.0%	0	-		0.0%	0.0%
Ticket Agent	31	28	-10.7%	33.3%	31.4%	53	42	-21.0%	36.3%	30.8%
<i>Cash & Other</i>	6	5	-9.1%			9	7	-25.7%		
<i>Credit Card</i>	25	23	-11.0%			44	35	-19.9%		
Vending Machine	4	3	-13.8%	4.3%	4.0%	11	7	-39.2%	7.6%	5.0%
<i>Cash</i>	-	-				0	-	-100%		
<i>Credit Card</i>	4	3	-13.8%			11	7	-37.7%		
Ventra App	24	27	14.7%	25.3%	30.6%	70	76	8.8%	48.1%	56.3%
<i>Credit Card</i>	21	24	14.2%			67	72	8.2%		
<i>Mixed & Other</i>	2	2	7.8%			1	1	29.3%		
<i>Ventra</i>	0	1	67.6%			3	3	15.0%		
Total	93	88	-5.3%			146	136	-7.0%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	179	163	-8.8%	25.4%	22.5%	48	43	-11.4%	52.6%	44.7%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Mail	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	246	216	-12.1%	35.0%	29.9%	19	17	-10.9%	20.4%	17.5%
<i>Cash & Other</i>	141	120	-14.6%			11	9	-20.3%		
<i>Credit Card</i>	105	96	-8.8%			8	8	2.7%		
Vending Machine	38	25	-33.6%	5.4%	3.5%	3	3	-13.4%	3.2%	2.6%
<i>Cash</i>	14	-	-100%			1	-	-100%		
<i>Credit Card</i>	24	25	4.7%			2	3	11.4%		
Ventra App	240	319	32.8%	34.1%	44.1%	22	34	54.1%	23.8%	35.2%
<i>Credit Card</i>	211	282	33.6%			20	31	56.4%		
<i>Mixed & Other</i>	2	3	26.6%			0	0	37.9%		
<i>Ventra</i>	26	34	27.0%			2	2	28.7%		
Total	703	723	2.9%			92	96	4.2%		

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	87	82	-5.8%	31.5%	31.7%	32	31	-1.8%	7.0%	6.8%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	7	8	9.8%	2.5%	3.0%	4	4	-7.3%	0.9%	0.8%
Mail	9	-	-100%	3.3%	0.0%	0	-		0.0%	0.0%
Ticket Agent	92	82	-11.5%	33.3%	31.5%	167	150	-10.3%	36.8%	32.2%
<i>Cash & Other</i>	18	15	-12.5%			30	24	-18.8%		
<i>Credit Card</i>	75	66	-11.3%			138	126	-8.5%		
Vending Machine	13	10	-21.3%	4.6%	3.9%	36	20	-45.1%	8.0%	4.3%
<i>Cash</i>	-	-				1	-	-100%		
<i>Credit Card</i>	13	10	-21.3%			36	20	-43.9%		
Ventra App	68	78	13.9%	24.7%	30.0%	215	260	20.8%	47.3%	55.9%
<i>Credit Card</i>	61	70	13.3%			204	245	20.1%		
<i>Mixed & Other</i>	6	6	8.1%			3	4	31.3%		
<i>Ventra</i>	1	2	67.8%			8	11	36.4%		
Total	277	260	-6.3%			454	465	2.3%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	502	452	-9.9%	26.4%	23.6%	146	117	-19.8%	56.4%	50.2%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Mail	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	639	548	-14.3%	33.6%	28.6%	41	32	-21.7%	15.9%	13.8%
<i>Cash & Other</i>	379	315	-16.8%			24	17	-28.2%		
<i>Credit Card</i>	261	233	-10.6%			17	15	-12.8%		
Vending Machine	113	66	-42.1%	5.9%	3.4%	11	7	-37.6%	4.1%	2.8%
<i>Cash</i>	43	-	-100%			2	-	-100%		
<i>Credit Card</i>	70	66	-5.9%			8	7	-18.9%		
Ventra App	649	850	30.9%	34.1%	44.4%	61	77	26.7%	23.6%	33.2%
<i>Credit Card</i>	568	751	32.4%			55	71	29.1%		
<i>Mixed & Other</i>	7	8	23.3%			1	1	6.8%		
<i>Ventra</i>	75	90	20.8%			5	6	5.0%		
Total	1904	1916	0.6%			258	233	-9.8%		

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

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	40	37	-5.7%	3.8%	3.6%
Conductor	227	206	-9.4%	22.0%	19.7%
Internet	3	3	-3.7%	0.3%	0.3%
Mail	3	-	-100%	0.3%	0.0%
Ticket Agent	349	303	-13.3%	33.7%	29.0%
<i>Cash & Other</i>	167	141	-15.4%		
<i>Credit Card</i>	182	161	-11.3%		
Vending Machine	56	38	-32.2%	5.4%	3.7%
<i>Cash</i>	15	-	-100%		
<i>Credit Card</i>	41	38	-7.9%		
Ventra App	356	456	28.2%	34.4%	43.7%
<i>Credit Card</i>	319	410	28.4%		
<i>Mixed & Other</i>	5	7	21.3%		
<i>Ventra</i>	31	39	26.7%		
Total	1,034	1,043	0.9%		

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

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	119	114	-4.7%	4.1%	4.0%
Conductor	648	569	-12.1%	22.4%	19.8%
Internet	11	11	3.7%	0.4%	0.4%
Mail	9	-	-100%	0.3%	0.0%
Ticket Agent	940	812	-13.6%	32.5%	28.3%
<i>Cash & Other</i>	450	371	-17.4%		
<i>Credit Card</i>	490	440	-10.2%		
Vending Machine	173	102	-40.9%	6.0%	3.6%
<i>Cash</i>	47	-	-100%		
<i>Credit Card</i>	126	102	-19.0%		
Ventra App	993	1,265	27.3%	34.3%	44.0%
<i>Credit Card</i>	888	1,137	28.0%		
<i>Mixed & Other</i>	16	19	18.8%		
<i>Ventra</i>	89	109	21.9%		
Total	2,894	2,873	-0.7%		

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes declined by 5.2 percent in the current month compared to the previous year, and sales of Pace PlusBus passes declined by 7.7 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2017 and 2018.

Table 16: Link-Up and PlusBus Sales

Month	2017		2018		Change		Mobile Share (2018)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	3,414	1,276	3,090	1,177	-9.5%	-7.8%	22.8%	17.9%
Feb	3,346	1,284	3,120	1,155	-6.8%	-10.0%	23.0%	17.5%
Mar	3,278	1,287	3,109	1,188	-5.2%	-7.7%	30.1%	21.5%
Apr	3,179	1,226						
May	3,132	1,201						
Jun	3,058	1,152						
Jul	2,817	1,132						
Aug	2,971	1,175						
Sep	2,911	1,186						
Oct	3,030	1,239						
Nov	3,084	1,232						
Dec	2,814	1,063						
Year-to-date	10,038	3,847	9,319	3,520	-7.2%	-8.5%	23.0%	17.7%
Last 3 Months	10,038	3,847	9,319	3,520	-7.2%	-8.5%	23.0%	17.7%
Last 12 Months	40,018	15,123	36,315	14,126	-9.3%	-6.6%	20.8%	16.5%

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 2017 and 2018.

Table 17: Reduced Fare Ticket Sales

Month	2017				2018			
	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	3,057	16,713	40,985	24,673	2,771	18,132	40,528	20,183
Feb	3,125	9,763	39,437	23,774	2,897	9,165	36,638	18,463
Mar	3,215	12,430	55,605	26,124	3,007	11,429	64,010	24,568
Apr	3,121	11,599	47,172	26,185				
May	3,161	13,217	53,480	27,866				
Jun	2,927	13,494	83,163	39,002				
Jul	2,730	12,535	86,162	36,050				
Aug	2,691	13,792	83,668	36,566				
Sep	3,200	13,249	46,153	25,357				
Oct	3,406	14,498	50,164	26,729				
Nov	3,139	14,168	50,670	24,346				
Dec	2,645	12,291	54,938	24,845				
Year-to-date	9,397	38,906	136,027	74,571	8,675	38,726	141,176	63,214
Last 3 Months	9,397	38,906	136,027	74,571	8,675	38,726	141,176	63,214
Last 12 Months	37,864	154,186	661,164	387,445	35,695	157,569	696,746	330,160

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	-9.4%	8.5%	-1.1%	-18.2%
Feb	-7.3%	-6.1%	-7.1%	-22.3%
Mar	-6.5%	-8.1%	15.1%	-6.0%
Apr				
May				
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
Year-to-date	-7.7%	-0.5%	3.8%	-15.2%
Last 3 Months	-7.7%	-0.5%	3.8%	-15.2%
Last 12 Months	-5.7%	2.2%	5.4%	-14.8%