

COMMUTER RAIL SYSTEM

RIDERSHIP TRENDS

May 2016



Prepared by the Division of Strategic Capital Planning
July 2016

COMMUTER RAIL SYSTEM RIDERSHIP TRENDS

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I. OVERVIEW

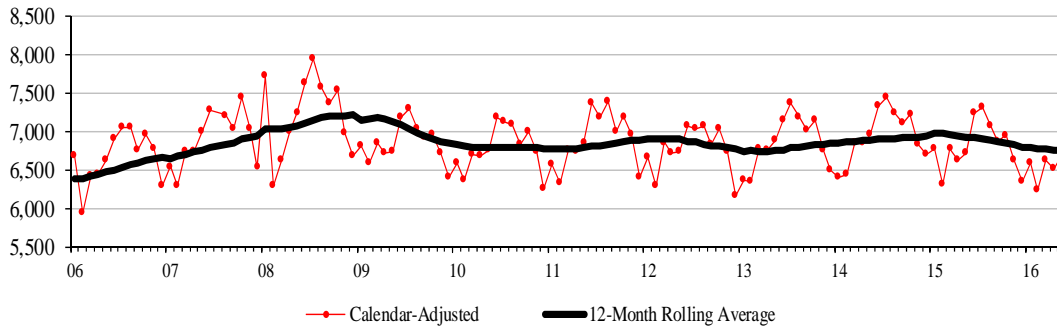
Reported system ridership (including free trips) in May 2016 increased by 0.4% compared to May 2015. May 2016 had one additional weekday, one less Saturday, and the same number of Sundays/holidays compared to May 2015. May 2016 ridership decreased by 0.3% compared to May 2015 after adjusting for calendar differences.

System Ridership

May	(in 000s)			Percent Change	
	2014	2015	2016	14 vs. 16	15 vs. 16
Reported	6,861	6,567	6,595	-3.9%	0.4%
Free Trips	93	89	85	-8.0%	-3.9%
Total (Reported & Free)	6,953	6,656	6,681	-3.9%	0.4%
Free Trips & Calendar-Adjusted	6,956	6,718	6,697	-3.7%	-0.3%
March - May (Last 3 months)	20,643	20,088	19,844	-3.9%	-1.2%
January - May (Year-to-Date)	33,500	33,149	32,666	-2.5%	-1.5%
Last 12 Months	82,608	83,019	81,147	-1.8%	-2.3%

Figure 1 presents system ridership adjusted for calendar differences by month since 2006. The twelve-month rolling average is included to display the underlying trend in passenger use.

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

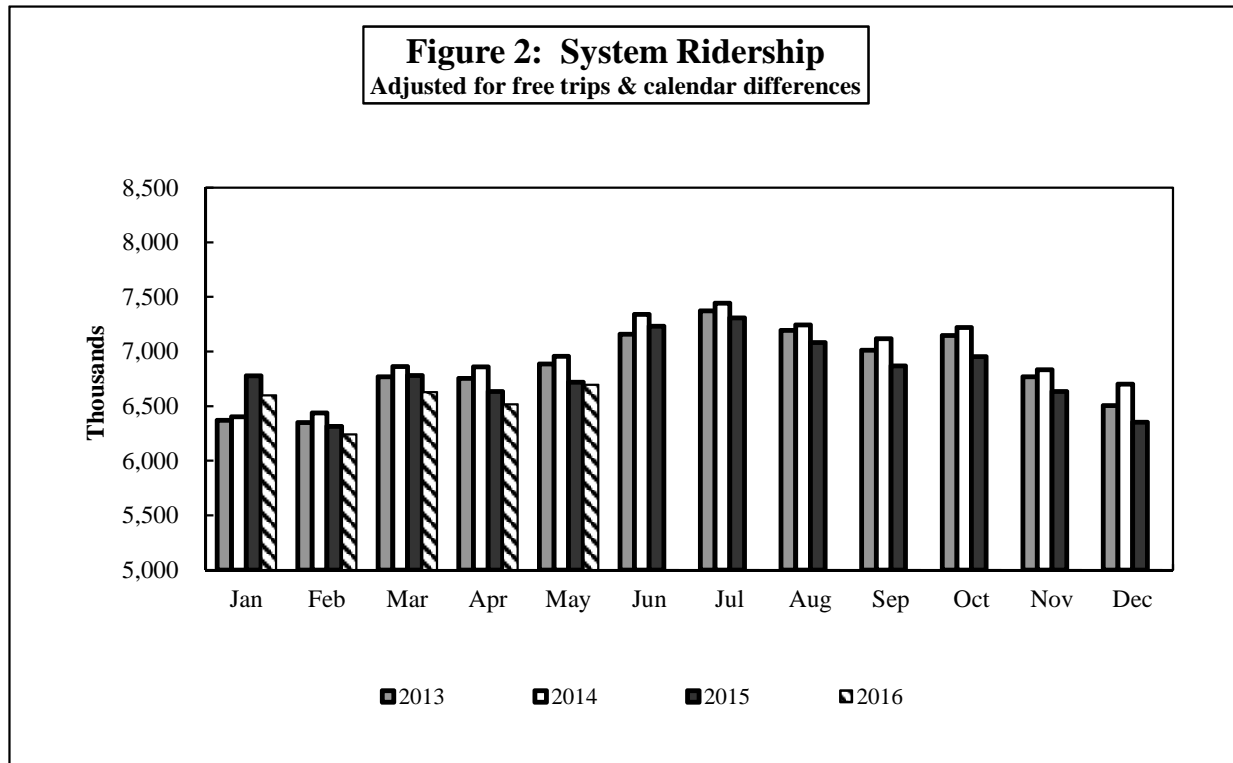


** Due to a change in calculation methodology, calendar-adjusted ridership figures for months prior to May 2014 may vary slightly from those previously reported.*

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

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

	Passenger Trips (in 000's)				Year-to-Year Percent Change		
	2013	2014	2015	2016	13 vs. 14	14 vs. 15	15 vs. 16
January	6,371	6,403	6,778	6,598	0.5%	5.9%	-2.7%
February	6,349	6,438	6,315	6,240	1.4%	-1.9%	-1.2%
March	6,769	6,861	6,780	6,627	1.3%	-1.2%	-2.3%
April	6,755	6,858	6,634	6,517	1.5%	-3.3%	-1.8%
May	6,885	6,956	6,718	6,697	1.0%	-3.4%	-0.3%
June	7,157	7,340	7,232		2.6%	-1.5%	
July	7,370	7,443	7,306		1.0%	-1.8%	
August	7,194	7,242	7,082		0.7%	-2.2%	
September	7,012	7,118	6,869		1.5%	-3.5%	
October	7,145	7,218	6,954		1.0%	-3.7%	
November	6,767	6,834	6,635		1.0%	-2.9%	
December	6,504	6,701	6,354		3.0%	-5.2%	
Annual Total	82,278	83,413	81,656		1.4%	-2.1%	



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

II. RIDERSHIP INFLUENCES

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

Calendar Differences – May 2016 had one additional weekday, one less Saturday, and the same number of Sundays/holidays compared to May 2015.

	Weekday			Saturday			Sunday/Holiday			All Days		
	2015	2016	Diff	2015	2016	Diff	2015	2016	Diff	2015	2016	Diff
Jan	21	20	-1	5	5	0	5	6	1	31	31	0
Feb	20	21	1	4	4	0	4	4	0	28	29	1
Mar	22	23	1	4	4	0	5	4	-1	31	31	0
Apr	22	21	-1	4	5	1	4	4	0	30	30	0
May	20	21	1	5	4	-1	6	6	0	31	31	0
YEAR-TO-DATE	105	106	1	22	22	0	24	24	0	151	152	1

Service Changes

Heritage Corridor – On March 14, 2016, a mid-afternoon outbound train was permanently added to the weekday schedule.

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

Roadway Construction Projects

Jane Byrne Interchange Reconfiguration – In March 2015, work began on a major reconfiguration of the Jane Byrne Interchange. During the first phase of the construction, the number of lanes was reduced on several ramps and the inbound Dan Ryan Expressway, and access to Congress Parkway from the Dan Ryan was via a detour. The project is expected to last until Winter 2016/2017.

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

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

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

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

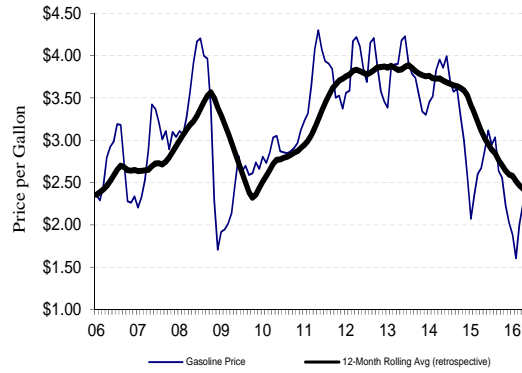
Special Events – Special events often bring large crowds into Chicago during off-peak hours. An \$8.00 unlimited ticket was sold for Memorial Day weekend. Family Fares were extended to weekdays as well as weekends and holidays beginning Memorial Day through Labor Day.

Chicago hosted numerous conventions and trade shows in May at McCormick Place and other venues throughout the city. The National Restaurant Association arranged for special Metra Electric Zone-A passes. There were 9,237 passes sold accounting for \$31,634.70 in revenues.

Gas Prices – The average price of a gallon of regular unleaded gas was \$2.40 in May 2016, \$0.48 lower than May 2015 and \$0.16 higher than April 2016.

Chicago-Gary-Kenosha Region Average Gas Price

Month	2012	2013	2014	2015	2016
Jan	\$3.56	\$3.39	\$3.45	\$2.07	\$1.89
Feb	\$3.59	\$3.85	\$3.52	\$2.36	\$1.61
Mar	\$4.17	\$3.90	\$3.83	\$2.60	\$2.00
Apr	\$4.22	\$3.90	\$3.95	\$2.67	\$2.24
May	\$4.11	\$4.18	\$3.86	\$2.88	\$2.40
Jun	\$3.84	\$4.23	\$3.99	\$3.12	
Jul	\$3.69	\$3.92	\$3.71	\$2.95	
Aug	\$4.15	\$3.79	\$3.57	\$3.04	
Sep	\$4.21	\$3.74	\$3.61	\$2.64	
Oct	\$3.89	\$3.54	\$3.30	\$2.56	
Nov	\$3.59	\$3.34	\$3.00	\$2.23	
Dec	\$3.46	\$3.30	\$2.57	\$2.03	
YTD Average	\$3.93	\$3.84	\$3.72	\$2.52	\$2.03
Annual Average	\$3.87	\$3.76	\$3.53	\$2.60	\$2.03

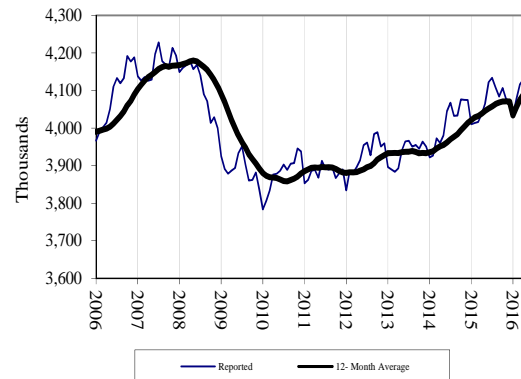


Source: Bureau of Labor Statistics

Economy – The number of persons employed in the six-county Chicago Region increased 2.0% in May 2016 compared to May 2015.

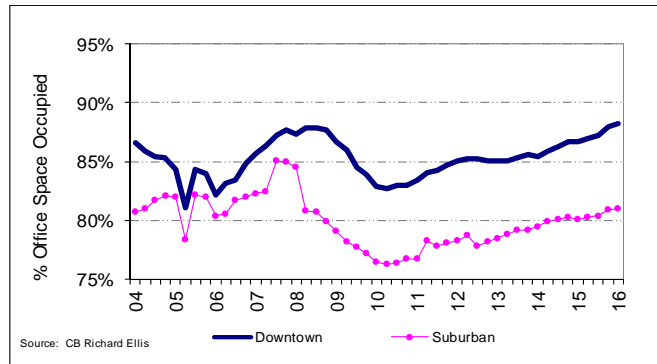
Persons Employed in Chicago Region (thousands)

Month	2012	2013	2014	2015	2016	15 vs. 16
Jan	3,834	3,896	3,922	4,010	4,033	0.6%
Feb	3,886	3,890	3,927	4,014	4,078	1.6%
Mar	3,881	3,884	3,972	4,016	4,116	2.5%
Apr	3,896	3,893	3,960	4,038	4,129	2.3%
May	3,915	3,940	3,980	4,066	4,147	2.0%
Jun	3,954	3,964	4,045	4,122		
Jul	3,961	3,966	4,068	4,134		
Aug	3,928	3,951	4,032	4,108		
Sep	3,984	3,955	4,033	4,084		
Oct	3,989	3,945	4,076	4,107		
Nov	3,951	3,964	4,075	4,078		
Dec	3,960	3,951	4,075	4,072		
YTD Average	3,882	3,900	3,952	4,029	4,101	1.8%
Annual Average	3,928	3,933	4,014	4,071	4,101	0.7%



Office Occupancy - The graph below provides office occupancy rates for Downtown Chicago and suburban locations. In the First Quarter of 2016, Downtown Chicago posted an 88.2% office occupancy rate, up 0.2% from the previous quarter. The office occupancy rate in the suburbs rose to 81.0% from the previous quarter's rate of 80.9%.

Downtown and Suburban Office Occupancy



III. RIDERSHIP

Table 2 (pg. 12) presents reported rail line ridership for three time periods (current month, last three months, and last 12 months) for the last two years based on reported ticket sales. Estimated ridership on the North region lines (UP-N, MD-N, NCS, and UP-NW) was up 0.8%, lines serving the West region (MD-W, UP-W, and BNSF) were up 1.0%, and lines serving the South region (HC, RID, SWS, and MED) were down 1.2%. A system summary of ridership by fare zone for May 2016 and the March 2016 – May 2016 period is provided in Table 3 (p. 13). Figure 3 and Table 4 (p. 14) provide data on average passenger trip length.

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

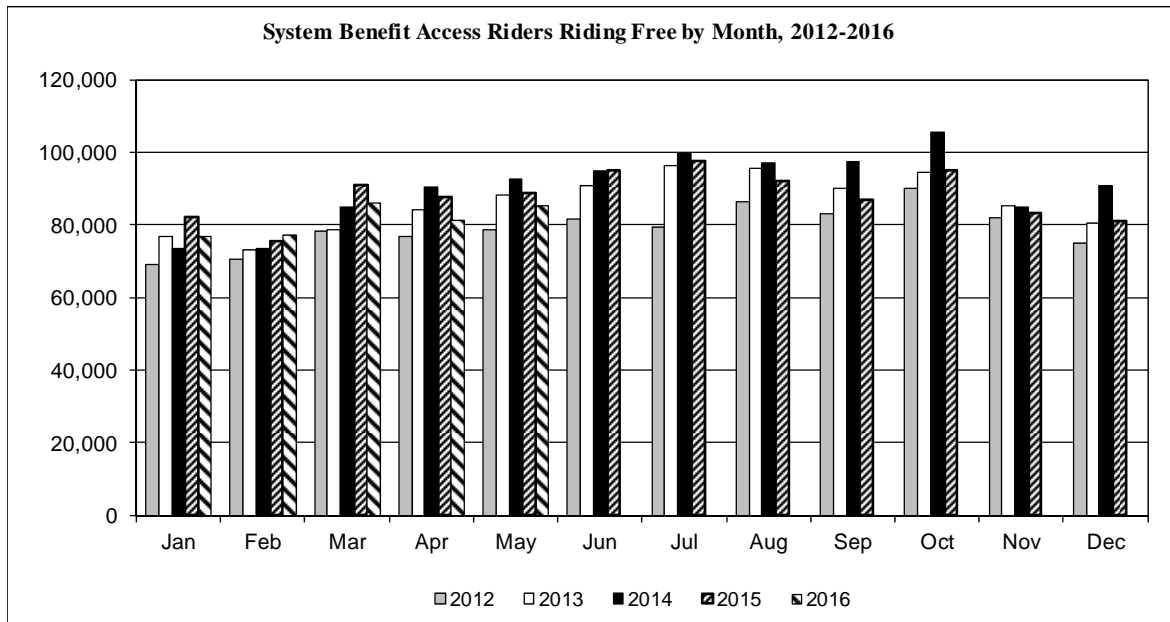
Benefit Access Program (formerly Circuit Breaker) – Under the Benefit Access Program, low-income seniors and individuals with disabilities are eligible for free transportation on Metra with proper identification. The table below presents the average daily conductor load counts for Benefit Access trips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

Benefit-Access Free Trips

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015												
<i>Avg Wkday</i>	3,332	3,305	3,632	3,498	3,661	3,758	3,713	3,647	3,518	3,734	3,486	3,205
<i>Avg Sat</i>	1,497	1,509	1,558	1,633	1,781	1,822	1,831	1,828	1,739	1,631	1,704	1,480
<i>Avg Sun/Hol</i>	895	856	944	993	1,105	1,239	1,226	1,298	1,213	1,202	1,111	944
<i>Typical week</i>	19,053	18,890	20,662	20,118	21,190	21,853	21,621	21,362	20,541	21,505	20,242	18,447
Total Reported*	81,935	75,558	90,857	87,468	88,753	94,928	97,624	92,221	86,895	95,121	83,191	81,141
2016												
<i>Avg Wkday</i>	3,207	3,182	3,302	3,307	3,450							
<i>Avg Sat</i>	1,494	1,550	1,476	1,521	1,608							
<i>Avg Sun/Hol</i>	864	1,012	1,024	1,018	1,071							
<i>Typical week</i>	18,391	18,474	19,012	19,074	19,929							
Total Reported*	76,784	77,078	85,954	81,123	85,310							

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

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

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

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

Reduced-Fare Ticket Sales (2015-2016)

	2015				2016			
	Monthly	Ten-Ride	One-Way	Conductor	Monthly	Ten-Ride	One-Way	Conductor
January	3,194	12,701	29,752	31,566	3,227	13,652	29,830	27,709
February	3,136	8,722	26,460	30,165	3,229	10,806	32,860	28,032
March	3,337	11,446	43,689	38,790	3,328	12,215	56,952	34,402
April	3,134	11,848	47,752	38,249	3,286	12,109	43,836	29,853
May	3,174	11,078	42,979	40,082	3,223	12,472	51,834	36,428
June	2,970	12,989	73,214	50,145	0	0	0	0
July	3,050	12,526	87,205	49,640	0	0	0	0
August	2,822	12,792	66,996	41,582	0	0	0	0
September	3,342	12,529	35,973	33,656	0	0	0	0
October	3,438	13,325	40,336	36,099	0	0	0	0
November	3,320	12,238	37,391	32,810	0	0	0	0
December	2,820	11,917	54,298	37,473	0	0	0	0
YTD	15,975	55,795	190,632	178,852	16,293	61,254	215,312	156,424

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

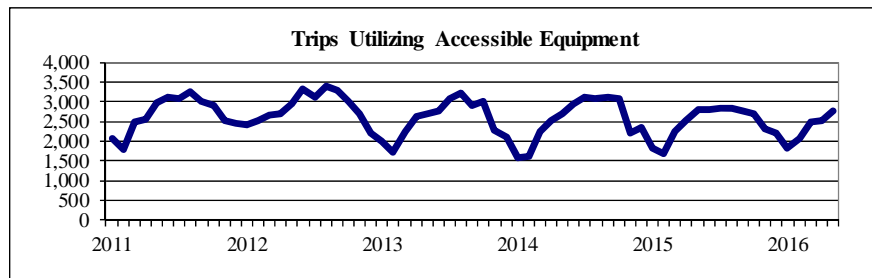
Police Officers and Firefighters in Uniform Riding Free

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015												
<i>Avg Wkday</i>	219	207	216	222	232	256	236	239	204	188	184	182
<i>Avg Sat</i>	19	13	10	24	33	22	38	49	23	18	21	19
<i>Avg Sun/Hol</i>	10	22	10	11	10	11	14	26	22	11	7	11
<i>Typical week</i>	1,126	1,067	1,103	1,144	1,203	1,312	1,233	1,272	1,066	966	947	938
Total Reported	4,754	4,269	4,854	5,018	4,864	5,761	5,615	5,403	4,491	4,259	3,801	4,126
2016												
<i>Avg Wkday</i>	194	186	211	220	216							
<i>Avg Sat</i>	10	9	18	16	7							
<i>Avg Sun/Hol</i>	6	8	11	9	9							
<i>Typical week</i>	985	948	1,082	1,125	1,094							
Total Reported	3,961	3,977	4,960	4,738	4,609							

Most recent month's data from TOPS 06/14/16

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



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

Bikes on Trains Program Usage

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015												
<i>Avg Wkday</i>	383	333	507	698	854	938	1,023	1,080	975	947	779	546
<i>Avg Sat</i>	245	207	313	561	704	817	720	755	804	580	390	296
<i>Avg Sun/Hol</i>	150	125	227	439	519	628	697	646	693	598	396	243
Total Bikes Carried	10,026	7,983	13,550	19,356	23,710	26,412	29,197	29,692	27,160	26,126	19,505	14,411
2016												
<i>Avg Wkday</i>	400	452	567	691	831							
<i>Avg Sat</i>	221	349	305	441	651							
<i>Avg Sun/Hol</i>	159	257	283	424	565							
Total Bikes Carried	10,054	11,911	15,394	18,423	23,443							

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Comparison of Actual vs. Budgeted Passenger Trips – Each year as part of the budgeting process, monthly passenger trips for upcoming years are forecasted. The table below shows 2015 actual, 2016 budgeted, and 2016 actual passenger trips. For May 2016, passenger trips were 1.3% favorable to budget.

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

Month	2015 Actual	2016 Budget	2016 Actual	% Chg
JAN	6,764,204	6,739,437	6,512,955	-3.4%
FEB	6,297,426	6,241,176	6,309,556	1.1%
MAR	6,769,610	6,709,142	6,666,044	-0.6%
APR	6,662,551	6,603,039	6,497,034	-1.6%
MAY	6,655,682	6,596,232	6,680,580	1.3%
JUN	7,259,878	7,195,031		
JUL	7,285,907	7,220,827		
AUG	7,100,153	6,945,335		
SEP	6,895,751	7,054,747		
OCT	6,949,189	7,168,594		
NOV	6,605,591	6,674,810		
DEC	6,384,538	6,639,677		
YTD	33,149,471	32,889,025	32,666,169	-0.7%
Annual Total	81,630,476	81,788,046		

Table 2: Passenger Trips by Rail Line

Reported				Reported & Free Trips		
May	2015	2016	2015 vs 2016 %Change	2015	2016	2015 vs 2016 %Change
BNSF	1,336,479	1,347,588	0.8%	1,345,755	1,357,077	0.8%
Electric Lines	730,397	713,795	-2.3%	752,419	733,718	-2.5%
Heritage*	58,227	59,339	1.9%	58,235	59,361	1.9%
Milw-N	569,783	567,301	-0.4%	576,563	574,176	-0.4%
Milw-W	536,903	536,569	-0.1%	548,972	546,725	-0.4%
North Central	141,307	141,315	0.0%	141,955	142,002	0.0%
Rock Island	668,964	666,906	-0.3%	676,363	674,228	-0.3%
SouthWest	208,265	207,576	-0.3%	209,335	208,513	-0.4%
UP-N	734,638	750,372	2.1%	749,263	765,809	2.2%
UP-NW	911,949	916,236	0.5%	920,710	924,961	0.5%
UP-W	670,019	688,274	2.7%	676,114	694,011	2.6%
SYSTEM	6,566,929	6,595,270	0.4%	6,655,682	6,680,580	0.4%
March - May	2015	2016	2015 vs 2016 %Change	2015	2016	2015 vs 2016 %Change
BNSF	4,027,237	3,998,984	-0.7%	4,055,370	4,027,821	-0.7%
Electric Lines	2,188,008	2,121,705	-3.0%	2,255,528	2,180,538	-3.3%
Heritage*	182,926	177,399	-3.0%	182,965	177,474	-3.0%
Milw-N	1,708,363	1,673,267	-2.1%	1,727,902	1,692,519	-2.0%
Milw-W	1,626,973	1,609,907	-1.0%	1,663,112	1,641,050	-1.3%
North Central	430,883	425,993	-1.1%	432,838	428,069	-1.1%
Rock Island	2,031,377	1,993,166	-1.9%	2,053,375	2,013,851	-1.9%
SouthWest	646,910	634,347	-1.9%	650,916	637,786	-2.0%
UP-N	2,202,726	2,211,141	0.4%	2,244,589	2,256,245	0.5%
UP-NW	2,742,255	2,709,109	-1.2%	2,769,867	2,735,234	-1.3%
UP-W	2,033,107	2,036,254	0.2%	2,051,381	2,053,072	0.1%
SYSTEM	19,820,764	19,591,271	-1.2%	20,087,842	19,843,658	-1.2%
Last 12 Months	2014-2015	2015-2016	14-15 vs 15-16 %Change	2014-2015	2015-2016	14-15 vs 15-16 %Change
BNSF	16,463,401	16,243,667	-1.3%	16,585,110	16,358,419	-1.4%
Electric Lines	9,018,226	8,659,724	-4.0%	9,281,906	8,907,278	-4.0%
Heritage*	745,573	690,611	-7.4%	745,954	690,859	-7.4%
Milw-N	7,172,903	6,929,418	-3.4%	7,249,516	7,010,196	-3.3%
Milw-W	6,749,999	6,619,340	-1.9%	6,891,912	6,745,725	-2.1%
North Central	1,789,710	1,741,993	-2.7%	1,798,830	1,751,272	-2.6%
Rock Island	8,368,294	8,142,222	-2.7%	8,462,725	8,232,848	-2.7%
SouthWest	2,633,118	2,572,550	-2.3%	2,644,951	2,586,772	-2.2%
UP-N	9,181,601	9,087,316	-1.0%	9,356,720	9,263,434	-1.0%
UP-NW	11,452,716	11,133,711	-2.8%	11,571,624	11,237,962	-2.9%
UP-W	8,349,001	8,289,255	-0.7%	8,430,131	8,362,412	-0.8%
SYSTEM	81,924,541	80,109,804	-2.2%	83,019,378	81,147,174	-2.3%

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

Table 3
System Ridership by Fare Zone

May 2015 vs. May 2016

Zone		2015	2016	Change	% Change	Percent Share	
Pair	Miles					2015	2016
AA	0-5	21,144	21,807	663	3.1%	0.3%	0.3%
AB	5-10	479,580	488,994	9,414	2.0%	7.3%	7.4%
AC	10-15	873,523	898,684	25,161	2.9%	13.3%	13.6%
AD	15-20	1,076,493	1,089,837	13,344	1.2%	16.4%	16.5%
AE	20-25	1,364,870	1,380,112	15,242	1.1%	20.8%	20.9%
AF	25-30	808,698	833,682	24,984	3.1%	12.3%	12.6%
AG	30-35	491,595	501,893	10,298	2.1%	7.5%	7.6%
AH	35-40	416,997	420,691	3,694	0.9%	6.3%	6.4%
AI	40-45	139,923	141,608	1,685	1.2%	2.1%	2.1%
AJ	45-50	26,293	26,425	132	0.5%	0.4%	0.4%
AK	50-55	29,277	28,572	-705	-2.4%	0.4%	0.4%
AM	60-65	9,231	8,913	-318	-3.4%	0.1%	0.1%
Intermediate*		208,570	217,959	9,389	4.5%	3.2%	3.3%
Conductor		336,729	250,303	-86,426	-25.7%	5.1%	3.8%
Group		15,404	17,183	1,779	11.5%	0.2%	0.3%
Weekend & Special Event Tickets		287,073	284,901	-2,172	-0.8%	4.4%	4.3%
Total		6,566,929	6,594,982	28,053	0.4%	100.0%	100.0%

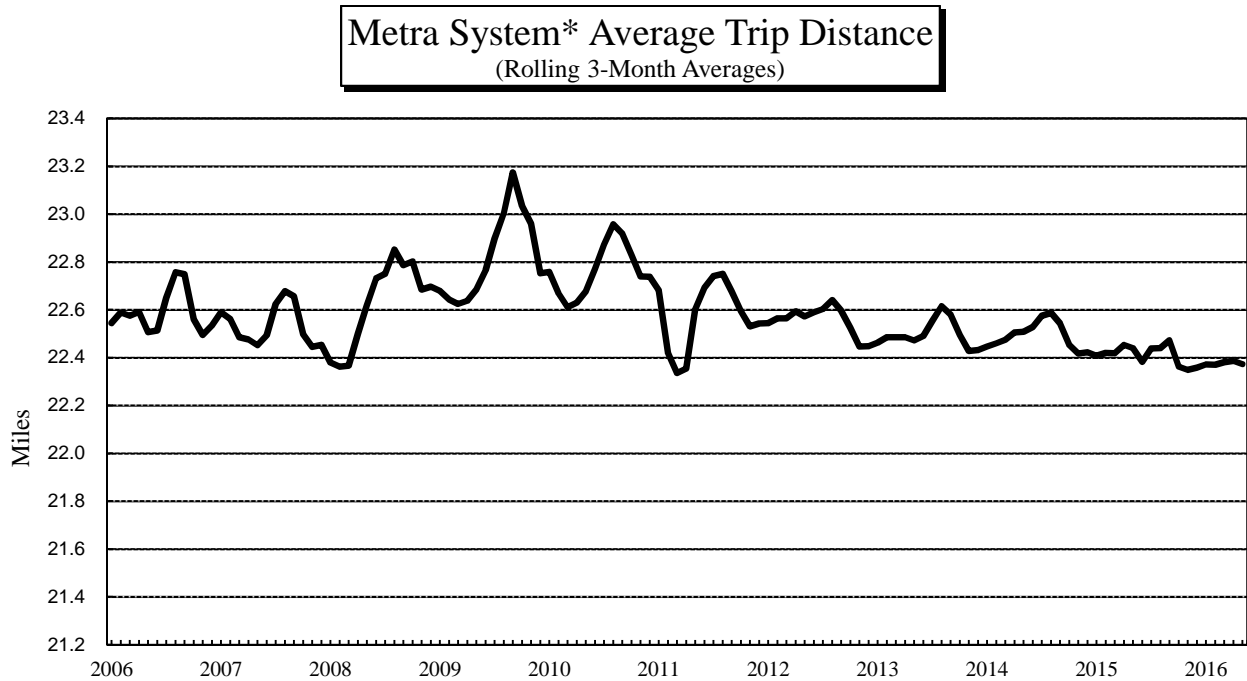
Last Three Months

Zone		2015	2016	Change	% Change	Percent Share	
Pair	Miles					2015	2016
AA	0-5	66,572	71,742	5,170	7.8%	0.3%	0.4%
AB	5-10	1,456,999	1,465,903	8,904	0.6%	7.4%	7.5%
AC	10-15	2,645,299	2,675,102	29,803	1.1%	13.3%	13.7%
AD	15-20	3,275,661	3,268,936	-6,725	-0.2%	16.5%	16.7%
AE	20-25	4,164,014	4,120,778	-43,236	-1.0%	21.0%	21.0%
AF	25-30	2,481,336	2,509,459	28,123	1.1%	12.5%	12.8%
AG	30-35	1,505,386	1,504,836	-550	0.0%	7.6%	7.7%
AH	35-40	1,280,239	1,267,550	-12,689	-1.0%	6.5%	6.5%
AI	40-45	433,632	426,618	-7,014	-1.6%	2.2%	2.2%
AJ	45-50	81,149	80,236	-913	-1.1%	0.4%	0.4%
AK	50-55	90,934	88,454	-2,480	-2.7%	0.5%	0.5%
AM	60-65	28,908	28,775	-133	-0.5%	0.1%	0.1%
Intermediate*		644,926	650,965	6,039	0.9%	3.3%	3.3%
Conductor		944,512	693,753	-250,759	-26.5%	4.8%	3.5%
Group		24,990	26,194	1,204	4.8%	0.1%	0.1%
Weekend & Special Event Tickets		759,135	750,528	-8,608	-1.1%	3.8%	3.8%
Total		19,820,764	19,591,117	-229,647	-1.2%	100.0%	100.0%

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

Note: Free trips and refunds are not included.

Figure 3



*Does not include free trips

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

Line	Passenger Miles (in 000's)				% Chng in Trips	Average Trip Length		
	2015	2016	Change	% Chng		2015	2016	% Chng
BNSF	31,404	31,589	186	0.6%	0.8%	23.50	23.44	-0.2%
Electric Lines	14,295	13,954	-341	-2.4%	-2.3%	19.57	19.55	-0.1%
Heritage	1,630	1,653	23	1.4%	1.9%	27.99	27.86	-0.5%
Milw-North	13,168	13,056	-112	-0.8%	-0.4%	23.11	23.01	-0.4%
Milw-West	13,267	13,262	-5	0.0%	-0.1%	24.71	24.72	0.0%
North Central	4,522	4,501	-21	-0.5%	0.0%	32.00	31.85	-0.5%
Rock Island	14,193	14,088	-105	-0.7%	-0.3%	21.22	21.12	-0.4%
SouthWest	3,985	3,967	-18	-0.4%	-0.3%	19.13	19.11	-0.1%
UP-North	12,629	12,576	-53	-0.4%	2.1%	17.19	16.76	-2.5%
UP-NW	23,060	23,133	73	0.3%	0.5%	25.29	25.25	-0.2%
UP-West	14,953	15,466	513	3.4%	2.7%	22.32	22.47	0.7%
System*	147,106	147,246	139	0.1%	0.4%	22.40	22.33	-0.3%

*Does not include free trips.

Table 5
System Passenger Loads by Service Period
 March - April - May

Service Period	Passenger Loads			% Change		Share of Total*		
	2014	2015	2016	14 vs 16	15 vs 16	14	15	16
<u>Average Weekday</u>								
Peak Period/Peak Direction	220,400	224,600	223,600	1.5%	-0.4%	76%	76%	77%
Peak Period/Reverse Direction	20,500	20,900	19,700	-3.9%	-5.7%	7%	7%	7%
Midday	32,100	31,800	31,100	-3.1%	-2.2%	11%	11%	11%
Evening	<u>17,300</u>	<u>17,500</u>	<u>16,200</u>	<u>-6.4%</u>	<u>-7.4%</u>	<u>6%</u>	<u>6%</u>	<u>6%</u>
Total Weekday	290,300	294,800	290,600	0.1%	-1.4%	100%	100%	100%
<u>Typical Week with Five Weekdays</u>								
Weekday Peak Per/Peak Dir	1,102,000	1,123,000	1,118,000	1.5%	-0.4%	71%	71%	72%
Weekday Off-Peak	349,500	351,000	335,000	-4.1%	-4.6%	23%	22%	22%
Saturday	64,400	63,900	59,500	-7.6%	-6.9%	4%	4%	4%
Sunday	<u>37,200</u>	<u>38,200</u>	<u>39,200</u>	<u>5.4%</u>	<u>2.6%</u>	<u>2%</u>	<u>2%</u>	<u>3%</u>
Total Week	1,553,100	1,576,100	1,551,700	-0.1%	-1.5%	100%	100%	100%
<i>Total Off-Peak</i>	<i>451,100</i>	<i>453,100</i>	<i>433,700</i>	<i>-3.9%</i>	<i>-4.3%</i>	<i>29%</i>	<i>29%</i>	<i>28%</i>

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

Table 6
System Capacity Utilization by Service Period
 March - April - May

Service Period	% Capacity Utilization			% Change	
	2014	2015	2016	14 vs 16	15 vs 16
<u>Average Weekday</u>					
Peak Period/Peak Direction	71.0%	71.6%	71.1%	0.1%	-0.4%
Peak Period/Reverse Direction	36.8%	35.5%	35.0%	-1.7%	-0.5%
Midday	45.3%	42.9%	42.0%	-3.2%	-0.8%
Evening	<u>30.6%</u>	<u>28.7%</u>	<u>28.2%</u>	<u>-2.5%</u>	<u>-0.6%</u>
Total Weekday	58.8%	58.1%	57.9%	-1.0%	-0.2%
<u>Typical Week with Five Weekdays</u>					
Weekday Peak Per/Peak Direction	71.0%	71.6%	71.1%	0.1%	-0.4%
Weekday Off-Peak	38.2%	36.2%	35.7%	-2.5%	-0.5%
Saturday	39.8%	38.7%	35.4%	-4.4%	-3.4%
Sunday	<u>44.8%</u>	<u>41.3%</u>	<u>40.8%</u>	<u>-4.0%</u>	<u>-0.5%</u>
Total Week	57.3%	56.4%	55.9%	-1.3%	-0.4%
<i>Total Off-Peak</i>	<i>38.9%</i>	<i>36.9%</i>	<i>36.1%</i>	<i>-2.8%</i>	<i>-0.9%</i>

IV. TICKET SALES

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

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

February 2016 Fare Increase – Effective February 1, 2016, Metra fares rose by an average of 2.0%. One-way ticket prices rose by \$0.25, ten-ride ticket prices rose by \$1.75, and monthly ticket prices rose by \$2.50. Reduced fare ten-ride ticket prices rose by \$0.75, and reduced fare monthly ticket prices rose by \$1.25.

February 2015 Fare Increase – Effective February 1, 2015, Metra fares rose by an average of 10.8%. Part of the fare (and policy) changes was to restore the price of ten-ride tickets to nine times the price of one-way tickets, reversing a change made in February 2013. Despite the restoration of the discount, most ten-ride tickets increased in price. For the February 2015-January 2016 period monthly ticket sales fell by 5.9% and ten-ride ticket sales rose by 14.0% compared to the same period in 2014-2015.

The shift from monthly tickets to ten-ride tickets was gradual and continued throughout 2015. As such, the effects of this shift in ticket preference will continue to be evident in the month to month comparisons through most of 2016. As the year progresses, these effects are anticipated to become less pronounced.

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

	May	
	Tickets	Revenue
Monthly	17,898	\$2,981,752.75
Ten-Ride	48,718	\$2,533,768.00
One-Way	157,710	\$930,057.75
Weekend	16,141	\$129,128.00

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

Credit/Debit Card Sales -- Number of Tickets Sold

2015		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Ticket Type														
Internet Sales														
	Monthly	5,344	5,137	5,054	5,046	5,047	5,132	5,013	5,050	5,252	5,279	5,180	4,652	25,628
	Ten-Ride	3,848	2,728	2,885	2,787	2,825	3,317	3,291	3,143	3,220	3,425	2,900	2,039	15,073
Station Sales														
	Monthly	37,510	37,126	38,541	38,146	35,517	37,309	36,740	34,414	38,646	39,213	36,512	25,988	186,840
	Ten-Ride	81,799	62,151	75,408	74,547	73,476	84,976	83,655	82,836	81,556	83,207	76,533	63,254	367,381
	One-Way	127,173	107,887	143,171	142,180	151,752	185,687	219,960	198,853	153,963	155,500	132,762	148,024	672,163
	Weekend & Special Event	6,408	5,698	10,632	7,391	12,524	22,501	21,733	26,246	10,327	8,965	7,256	10,460	42,653
Ticket Vending Machines														
	Monthly	7,566	5,057	6,075	7,184	7,346	6,983	7,508	7,333	6,830	7,864	7,513	5,312	33,228
	Ten-Ride	22,427	21,716	26,742	26,746	25,030	29,755	30,869	30,570	28,944	30,954	27,527	21,362	122,661
	One-Way	49,407	43,827	55,397	58,526	59,381	71,637	88,963	79,130	63,679	66,690	56,275	56,306	266,538
	Weekend	3,608	3,576	4,324	4,381	6,027	5,928	7,808	7,395	5,544	5,127	5,612	4,750	21,916
Total		345,090	294,903	368,229	366,934	378,925	453,225	505,540	474,970	397,961	406,224	358,070	342,147	1,754,081
2016		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Ticket Type														
Internet Sales														
	Monthly	4,356	4,004	3,654	3,605	3,491								19,110
	Ten-Ride	2,361	1,781	1,609	1,482	1,561								8,794
Station Sales														
	Monthly	27,522	26,427	28,627	28,632	27,633								138,841
	Ten-Ride	66,109	51,467	54,211	51,056	53,223								276,066
	One-Way	95,774	93,589	129,237	109,531	128,504								556,635
	Weekend & Special Event	7,040	5,119	9,008	7,429	8,019								36,615
Ticket Vending Machines														
	Monthly	5,151	5,015	5,323	5,215	5,018								25,722
	Ten-Ride	21,034	16,610	16,699	15,399	15,544								85,286
	One-Way	37,599	35,112	41,729	36,737	42,462								193,639
	Weekend	3,617	3,568	3,681	3,697	4,040								18,603
Total		270,563	242,692	293,778	262,783	289,495								1,359,311

The table on the following page shows the number of tickets sold through Credit Card Ticket Vending Machines at each of the five downtown stations beginning January 2015. Note that monthly ticket sales are reported based on the month the ticket was valid, not the date the ticket was purchased (e.g. a March monthly ticket purchased on February 22 is reported as a March sale).

Link-Up and PlusBus - Metra participates in joint ticket programs with CTA and Pace. Monthly Metra pass holders can purchase a Link-Up pass for connecting travel on CTA and Pace buses. The Link-Up pass is accepted on peak-period CTA services and most Pace services. Monthly Metra pass holders can also purchase a PlusBus pass in conjunction with their monthly ticket good for unlimited travel on most Pace buses. The table below presents Link-Up and PlusBus sales for May 2016. Note that Link-Up and PlusBus sales through the Ventra Mobile App are not included.

Link-Up and PlusBus Sales

	May					
	Link-Up			PlusBus		
	2015	2016	Change	2015	2016	Change
BNSF	861	700	-161	961	875	-86
Other CUS Lines	830	622	-208	84	46	-38
Electric	661	541	-120	49	37	-12
Rock Island	477	422	-55	22	22	0
Union Pacific	917	767	-150	203	153	-50
Total	3,746	3,052	-694	1,319	1,133	-186

	January-May					
	Link-Up			PlusBus		
	2015	2016	Change	2015	2016	Change
BNSF	4,558	3,699	-859	5,141	4,577	-564
Other CUS Lines	4,350	3,369	-981	454	279	-175
Electric	3,621	2,826	-795	272	190	-82
Rock Island	2,529	2,248	-281	138	117	-21
Union Pacific	4,946	4,077	-869	1,104	828	-276
Total	20,004	16,219	-3,785	7,109	5,991	-1,118

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

	2015	2016	Change	%Chng		2015	2016	Change	%Chng
MONTHLY					STATION & MOBILE ONE-WAY				
BNSF	21,152	20,765	-387	-1.8%	BNSF	84,202	94,157	9,955	11.8%
Electric Lines	10,282	9,817	-465	-4.5%	Electric Lines	81,261	95,735	14,474	17.8%
Heritage	1,117	1,092	-25	-2.2%	Heritage	1,006	1,883	877	87.2%
Milw-N	7,757	7,451	-306	-3.9%	Milw-N	38,092	46,182	8,090	21.2%
Milw-W	7,920	7,744	-176	-2.2%	Milw-W	41,992	48,341	6,349	15.1%
North Central	2,305	2,248	-57	-2.5%	North Central	5,251	7,588	2,337	44.5%
Rock Island	10,985	10,687	-298	-2.7%	Rock Island	42,213	46,470	4,257	10.1%
SouthWest	3,692	3,588	-104	-2.8%	SouthWest	7,921	10,074	2,153	27.2%
UP-N	9,324	9,160	-164	-1.8%	UP-N	43,405	57,173	13,768	31.7%
UP-NW	13,236	12,873	-363	-2.7%	UP-NW	64,297	76,271	11,974	18.6%
UP-W	<u>9,771</u>	<u>9,672</u>	<u>-99</u>	<u>-1.0%</u>	UP-W	<u>49,171</u>	<u>58,732</u>	<u>9,561</u>	<u>19.4%</u>
SYSTEM	97,541	95,097	-2,444	-2.5%	SYSTEM	458,811	542,606	83,795	18.3%
TEN-RIDE					CONDUCTOR ONE-WAY				
BNSF	25,959	28,725	2,766	10.7%	BNSF	34,325	26,278	-8,047	-23.4%
Electric Lines	13,402	14,154	752	5.6%	Electric Lines	43,291	26,910	-16,381	-37.8%
Heritage	816	1,009	193	23.7%	Heritage	1,245	563	-682	-54.8%
Milw-N	13,120	14,500	1,380	10.5%	Milw-N	34,885	24,694	-10,191	-29.2%
Milw-W	8,839	9,572	733	8.3%	Milw-W	33,916	26,443	-7,473	-22.0%
North Central	2,617	2,960	343	13.1%	North Central	11,434	7,873	-3,561	-31.1%
Rock Island	10,999	11,898	899	8.2%	Rock Island	25,056	22,197	-2,859	-11.4%
SouthWest	3,306	3,714	408	12.3%	SouthWest	7,619	5,269	-2,350	-30.8%
UP-N	19,390	21,997	2,607	13.4%	UP-N	63,399	46,468	-16,931	-26.7%
UP-NW	17,402	19,254	1,852	10.6%	UP-NW	48,953	38,317	-10,636	-21.7%
UP-W	<u>13,462</u>	<u>14,957</u>	<u>1,495</u>	<u>11.1%</u>	UP-W	<u>32,606</u>	<u>25,429</u>	<u>-7,177</u>	<u>-22.0%</u>
SYSTEM	129,312	142,740	13,428	10.4%	SYSTEM	336,729	250,441	-86,288	-25.6%
WEEKEND & SPECIAL EVENT TICKET SALES					PERCENT SHARE BY TICKET TYPE				
BNSF	20,263	19,234	-1,029	-5.1%	Monthly	8.6%	8.3%	-0.3%	
Electric Lines	9,154	8,227	-927	-10.1%	Ten-Ride	11.4%	12.4%	1.1%	
Heritage	0	10	10	--	Station & Mobile One-Way	40.3%	47.3%	7.0%	
Milw-N	13,288	13,127	-161	-1.2%	Conductor One-Way	29.6%	21.8%	-7.8%	
Milw-W	13,077	13,565	488	3.7%	<i>Total One-Way</i>	<i>70.0%</i>	<i>69.1%</i>	<i>-0.8%</i>	
North Central	0	35	35	--	Weekend & Special Event	10.1%	10.1%	0.0%	
Rock Island	8,189	8,697	508	6.2%					
SouthWest	319	375	56	17.6%					
UP-N	13,592	14,096	504	3.7%					
UP-NW	22,864	22,946	82	0.4%					
UP-W	<u>14,083</u>	<u>15,819</u>	<u>1,736</u>	<u>12.3%</u>					
SYSTEM	114,829	116,131	1,302	1.1%					

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

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

Table 8
Systemwide Ridership and Revenue by Ticket Type
May

<i>PASSENGER TRIPS</i>	2015	2016	Change	Percent Change	Share of Total	
					2015	2016
Monthly	4,194,263	4,089,171	-105,092	-2.5%	63.8%	62.0%
10-Ride	1,293,120	1,427,400	134,280	10.4%	19.7%	21.6%
One-Way - Station & Mobile	458,811	542,606	83,795	18.3%	7.0%	8.2%
One-Way - Conductor	336,729	250,441	-86,288	-25.6%	5.1%	3.8%
Weekend & Special Event - Station & Mobile	89,800	95,058	5,258	5.9%	1.4%	1.4%
Weekend & Special Event - Conductor	197,273	195,270	-2,003	-1.0%	3.0%	3.0%
TOTAL	6,569,996	6,599,946	29,950	0.5%	100.0%	100.0%
<i>PASSENGER REVENUE</i>						
Monthly	\$16,019,150	\$15,828,177	-\$190,974	-1.2%	57.6%	55.2%
10-Ride	6,430,815	7,321,614	890,799	13.9%	23.1%	25.6%
One-Way - Station & Mobile	2,636,881	3,218,728	581,847	22.1%	9.5%	11.2%
One-Way - Conductor	1,785,486	1,351,620	-433,866	-24.3%	6.4%	4.7%
Weekend & Special Event - Station & Mobile	287,360	304,184	16,824	5.9%	1.0%	1.1%
Weekend & Special Event - Conductor	631,272	624,864	-6,408	-1.0%	2.3%	2.2%
TOTAL	\$27,790,964	\$28,649,186	\$858,222	3.1%	100.0%	100.0%

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

Table 9
System Ticket Sales by Method of Purchase
May

<i>TICKET SALES</i>	Monthly			Ten-Ride		
	2015	2016	% Change	2015	2016	% Change
Station & Mobile (Credit)	42,863	45,483	6.1%	98,506	105,827	7.4%
Station (Cash/Check)	12,021	11,282	-6.1%	16,376	23,759	45.1%
Total Station	54,884	56,765	3.4%	114,882	129,586	12.8%
By Mail	4,904	3,737	-23.8%	0	9	n/a
By Internet	5,047	3,491	-30.8%	2,825	1,561	-44.7%
Commuter Benefits	32,706	31,104	-4.9%	11,605	11,584	-0.2%
Total	97,541	95,097	-2.5%	129,312	142,740	10.4%
<i>TICKET SALES</i>						
	One-Way			Weekend & Special Event		
	2015	2016	% Change	2015	2016	% Change
Station & Mobile (Credit)	211,133	253,727	20.2%	18,551	18,922	2.0%
Station (Cash/Check)	247,678	288,879	16.6%	17,369	19,101	10.0%
Total Station	458,811	542,606	18.3%	35,920	38,023	5.9%
On-Train	336,729	250,441	-25.6%	78,909	78,108	-1.0%
Total	795,540	793,047	-0.3%	114,829	116,131	1.1%

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

V. PASSENGER REVENUES

The table below presents system passenger revenues for February, the last three months, and the last 12 months. Revenues increased by 3.1% in May 2016 when compared to May 2015.

May	System Passenger Revenues (in 000s)			Percent Change	
	2014	2015	2016	14 vs. 15	15 vs. 16
May	\$26,070	\$27,758	\$28,620	6.5%	3.1%
March - May	\$77,314	\$83,698	\$84,708	8.3%	1.2%
January - May	\$125,419	\$135,230	\$138,694	7.8%	2.6%
Last 12 Months	\$310,223	\$322,861	\$342,091	4.1%	6.0%

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

Table 10: Passenger Revenues by Rail Line*

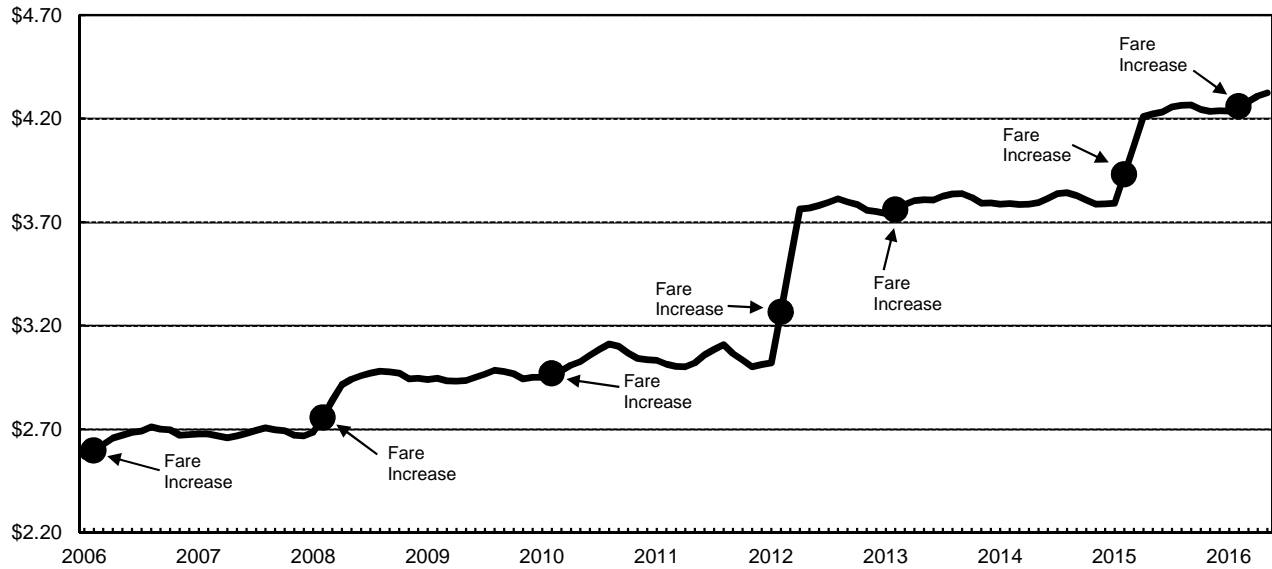
May	2015	2016	2015 vs 2016 %Change
BNSF	\$5,765,421	\$5,962,477	3.4%
Electric Lines	2,848,396	2,873,693	0.9%
Heritage**	261,102	274,715	5.2%
Milw-N	2,486,870	2,537,576	2.0%
Milw-W	2,369,072	2,423,024	2.3%
North Central	707,579	725,382	2.5%
Rock Island	2,722,416	2,784,298	2.3%
SouthWest	834,844	854,643	2.4%
UP-N	2,837,797	2,964,021	4.4%
UP-NW	4,059,834	4,193,607	3.3%
UP-W	2,864,472	3,026,780	5.7%
SYSTEM	\$27,757,802	\$28,620,217	3.1%
March - May			
	2015	2016	2016 vs 2016 %Change
BNSF	\$17,346,962	\$17,624,711	1.6%
Electric Lines	8,551,221	8,512,612	-0.5%
Heritage**	819,468	819,592	0.0%
Milw-N	7,435,866	7,455,633	0.3%
Milw-W	7,170,770	7,252,752	1.1%
North Central	2,158,044	2,175,797	0.8%
Rock Island	8,271,101	8,287,661	0.2%
SouthWest	2,588,021	2,605,269	0.7%
UP-N	8,491,350	8,697,985	2.4%
UP-NW	12,196,543	12,359,646	1.3%
UP-W	8,668,462	8,916,174	2.9%
SYSTEM	\$83,697,806	\$84,707,833	1.2%
Last 12 Months			
	2014-2015	2015-2016	14-15 vs 15-16 %Change
BNSF	\$66,224,597	\$70,679,972	6.7%
Electric Lines	32,810,841	34,338,220	4.7%
Heritage**	3,140,565	3,136,533	-0.1%
Milw-N	29,126,750	30,476,332	4.6%
Milw-W	27,719,420	29,436,521	6.2%
North Central	8,393,139	8,779,865	4.6%
Rock Island	31,747,526	33,463,150	5.4%
SouthWest	9,757,853	10,438,192	7.0%
UP-N	33,342,054	35,379,796	6.1%
UP-NW	47,521,153	50,132,765	5.5%
UP-W	33,077,195	35,829,610	8.3%
SYSTEM	\$322,861,091	\$342,090,956	6.0%

*Excludes South Shore and reduced-fare reimbursement.

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

Figure 5

Metra System Average Passenger Fare*
(rolling three-month average)



*Does not include free trips

Table 11
Passenger Revenues & Average Fare by Rail Line*
January - May

Line	Passenger Revenue (in 000's)				% Change in Trips	Average Fare		
	2015	2016	Change	% Chng		2015	2016	% Chng
BNSF	\$27,919	\$28,838	\$919	3.3%	-0.6%	\$4.22	\$4.38	3.9%
Electric Lines	13,854	13,921	67	0.5%	-3.7%	\$3.83	\$3.99	4.4%
Heritage**	1,426	1,334	-92	-6.4%	-10.2%	\$4.41	\$4.60	4.2%
Milw-N	12,106	12,234	128	1.1%	-2.9%	\$4.26	\$4.43	4.1%
Milw-W	11,497	11,860	364	3.2%	-0.7%	\$4.32	\$4.48	3.9%
North Central	3,498	3,589	91	2.6%	-1.0%	\$4.90	\$5.08	3.7%
Rock Island	13,393	13,605	212	1.6%	-2.1%	\$3.99	\$4.14	3.8%
SouthWest	4,210	4,327	116	2.8%	-1.6%	\$3.91	\$4.09	4.4%
UP-N	13,753	14,258	505	3.7%	0.2%	\$3.78	\$3.91	3.4%
UP-NW	19,657	20,212	555	2.8%	-1.4%	\$4.35	\$4.54	4.2%
UP-W	13,917	14,516	599	4.3%	-0.1%	\$4.17	\$4.35	4.4%
System***	\$135,230	\$138,694	\$3,464	2.6%	-1.4%	\$4.13	\$4.30	4.0%

*Excludes reduced-fare reimbursement.

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

***Does not include free trips