




TO: Board of Directors

DATE: September 14, 2022

FROM: Jim Derwinski, CEO/Executive Director 

SUBJECT: 2022 Ridership Trends & Update on the \$100 Monthly Pass Pilot Program

This report describes and illustrates YTD ridership patterns in 2022, service recovery data by line and service period, and fare product information including an update on the \$100 Monthly Pass pilot program.

Metra ridership continued a modest but steady increase month-to-month from January through August. During the first eight months of 2022, Metra provided an estimated 14.8 million passenger trips, an increase of approximately 7 million passenger trips compared to the same period last year. Metra provided 2.4 million trips in August 2022, a 7% increase compared to July. August had three more weekdays than July. Data in this report is preliminary and will be finalized at the end of the year.

Estimated Passenger Trips by Month

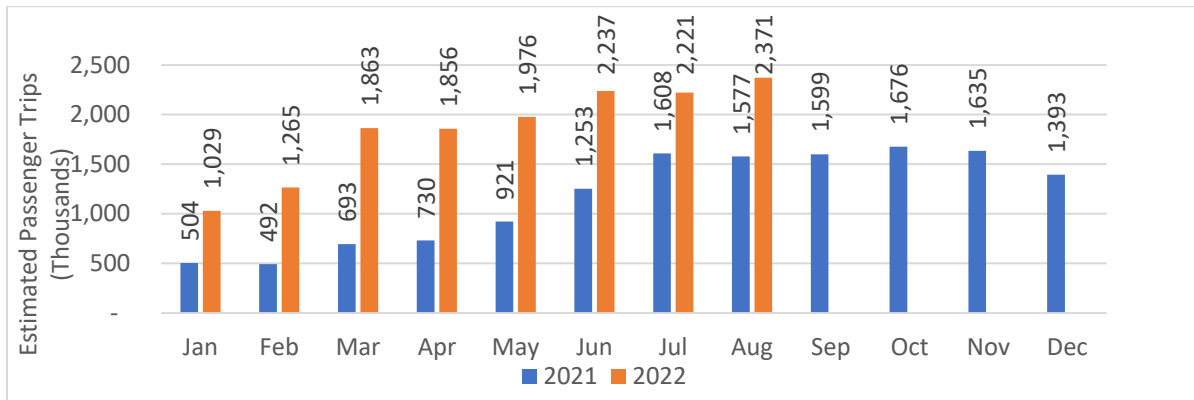


Exhibit 1

Estimated Passenger Trips by Line (August 2021 vs. August 2022)

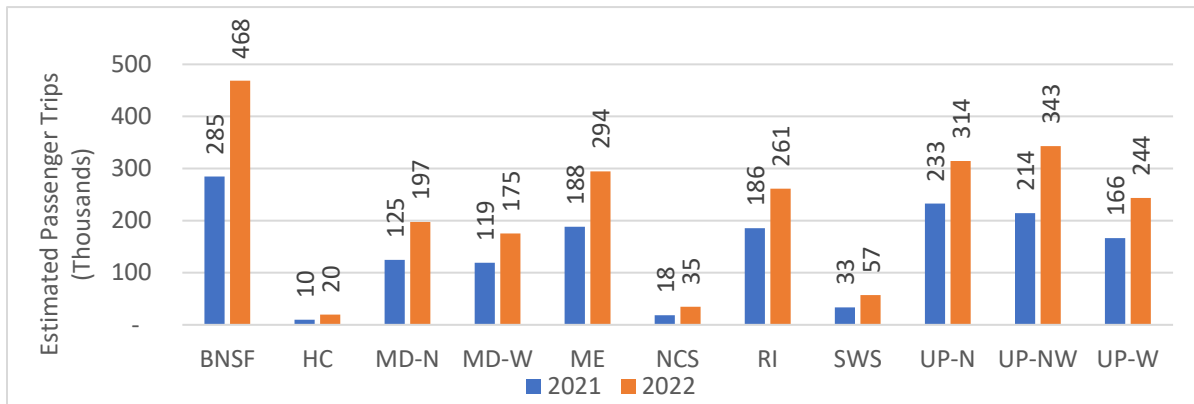


Exhibit 2

Weekday Ridership

Average weekday ridership in August increased 150% from January of this year. Weekday ridership gains were higher in January, February, and March with smaller gains through the summer months. Average weekday ridership in August of 2022 was 40% of pre-COVID ridership for the same period in 2019.

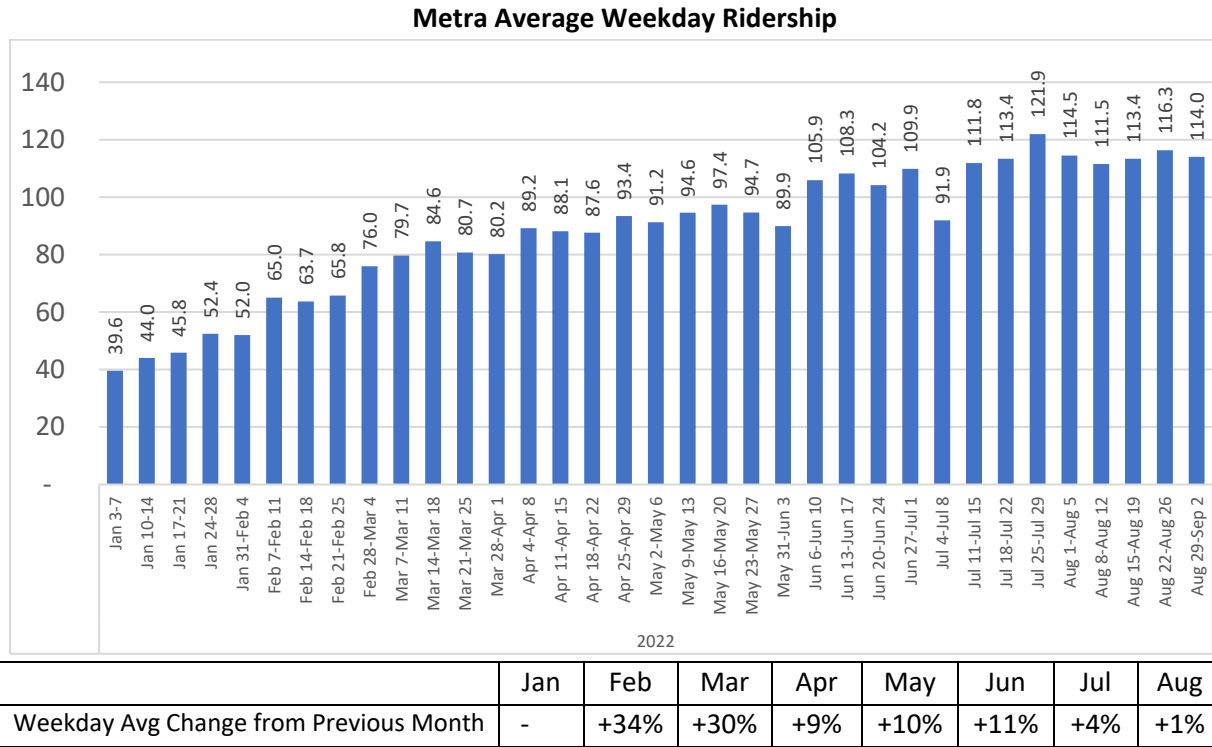


Exhibit 3

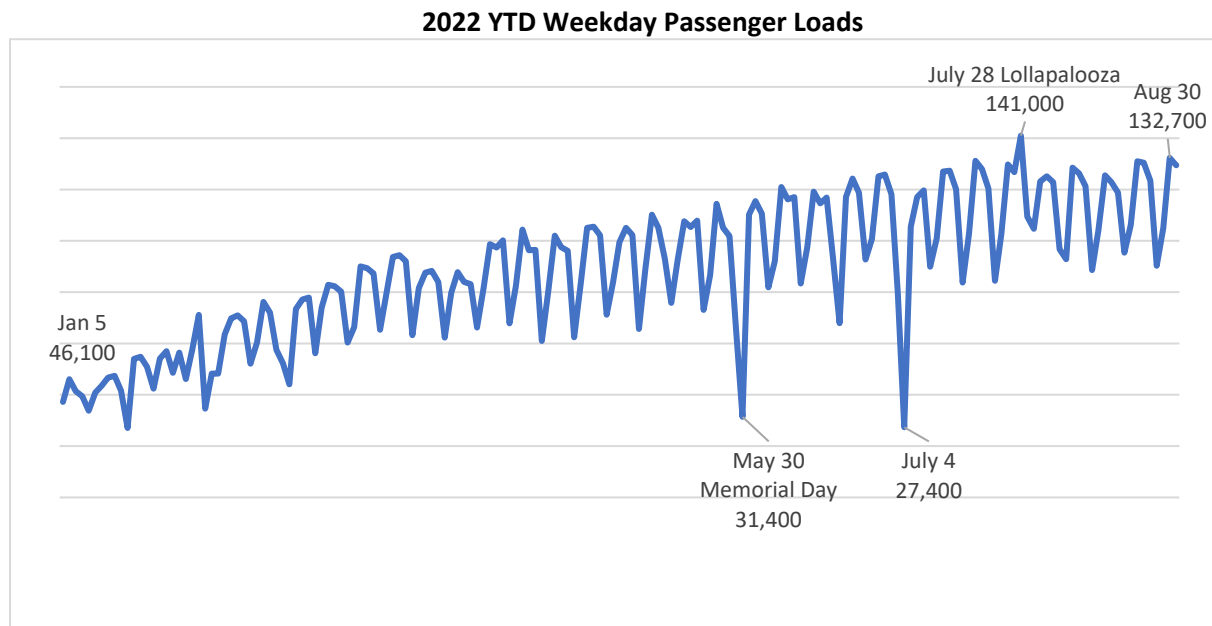


Exhibit 4

On a day-by-day basis, weekday ridership is higher Tuesday through Thursday than on Monday and Friday, which is represented by the valleys in Exhibit 4. The steep declines show July 4th and Memorial Day ridership. August 30th was the post-COVID weekday high of 132,700 (not counting days during Lollapalooza).

August Ridership Highlights

- With area schools resuming classes at the end of the month, Metra broke its previous weekday ridership high in August, reaching 132,700 passengers on August 30, compared to a weekday average of 115,000 passengers for the rest of the month.
- Metra sold nearly 24,000 flat-rate \$100 “Super Saver” Monthly Passes in August, the second month of the promotion. Overall, Monthly Pass rides grew from 25% of all rides in July to 28% of all rides in August.
- The Chicago Air & Water Show returned as a full event on the weekend of August 20-21, with additional service on the BNSF, UP-N, UP-NW, UP-W lines.
- Promotional Saturday service continued on the Heritage Corridor with passenger loads averaging 100 passengers per day in August, similar to July.
- Metra carried approximately 25,600 bikes on trains in August 2022, a 16% increase over August 2019 levels.
- The Family Fares program was active during weekdays in August.

Service Status

After reducing service in response to the COVID-19 pandemic, Metra has restored service in different capacities on its lines. On four lines in particular (BNSF, Metra Electric, Rock Island, Union Pacific North), schedules were redesigned to standardize stopping patterns and to increase midday service as part of a pilot schedule initiative. As a result, these lines have experienced a stronger recovery in the midday compared to the overall recovery of those lines and compared to the system’s midday as a whole. For example, the Union Pacific North has a recovery of 57% during the midday compared to the line’s weekday recovery of 47% and Metra’s overall midday recovery of 49%.

The Union Pacific North, Rock Island, and Metra Electric have the highest weekday recovery as a percentage of their pre-COVID ridership. The Union Pacific North line had the most added midday service of all the pilot schedules, and the Rock Island and Metra Electric also currently have discounted fares due to the South Cook Fair Transit Pilot.

Ridership: Recovery by Line & Service Period (August 2022 as a percentage of August 2019)

Line	Peak	Rev Peak	Midday	Evening	Weekday	Sat	Sun
BNSF	37%	42%	52%	54%	40%	50%	50%
HC	31%	-	89%	-	34%	-	-
MD-N	36%	28%	42%	27%	36%	51%	38%
MD-W	32%	41%	36%	38%	33%	56%	53%
ME	36%	99%	64%	72%	45%	94%	85%
NCS	31%	17%	15%	-	28%	-	-
RI	39%	77%	58%	54%	42%	59%	48%
SWS	29%	2%	8%	-	25%	-	-
UP-N	41%	52%	57%	58%	47%	74%	73%
UP-NW	38%	57%	46%	46%	41%	61%	69%
UP-W	41%	47%	43%	33%	41%	52%	48%
Total	37%	49%	49%	46%	40%	61%	58%

Exhibit 5

\$100 Monthly Pass Pilot Program

Metra’s promotional flat-rate \$100 “Super Saver” Monthly Pass, which was implemented in July 2022, grew from 25% of all rides in July to 29% of all rides in August. One-Way tickets and Weekend Passes saw the greatest reduction in share compared to July. Lollapalooza occurred entirely in July in 2022. Staff will continue to monitor these trends as the Monthly Pass promotion continues.

2022 YTD Monthly Pass Sales

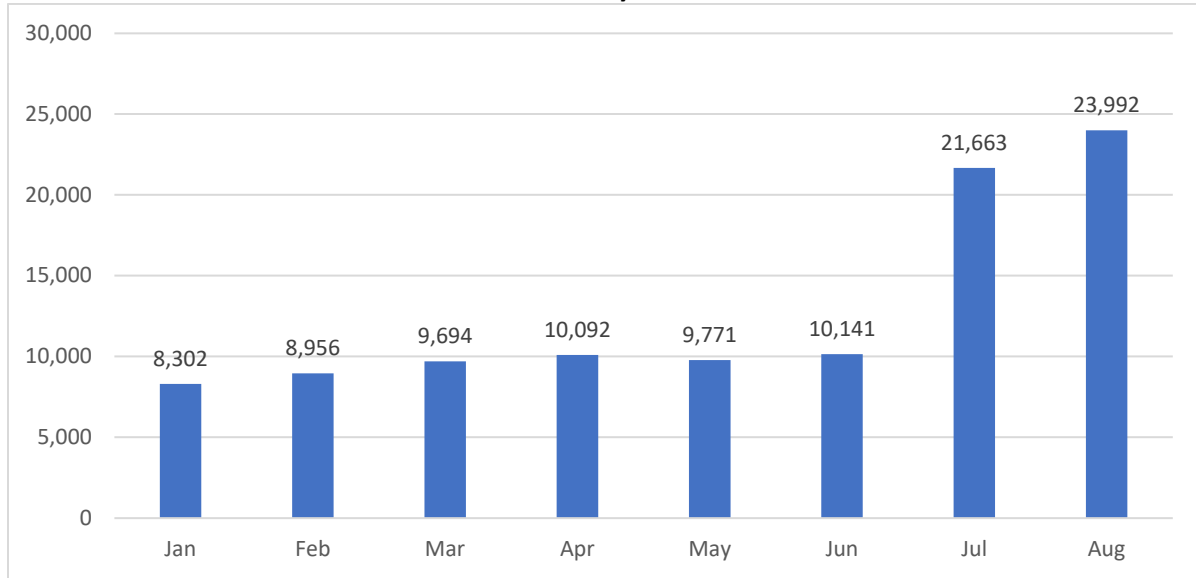


Exhibit 6

Ridership by Ticket Type, Last 3 Months

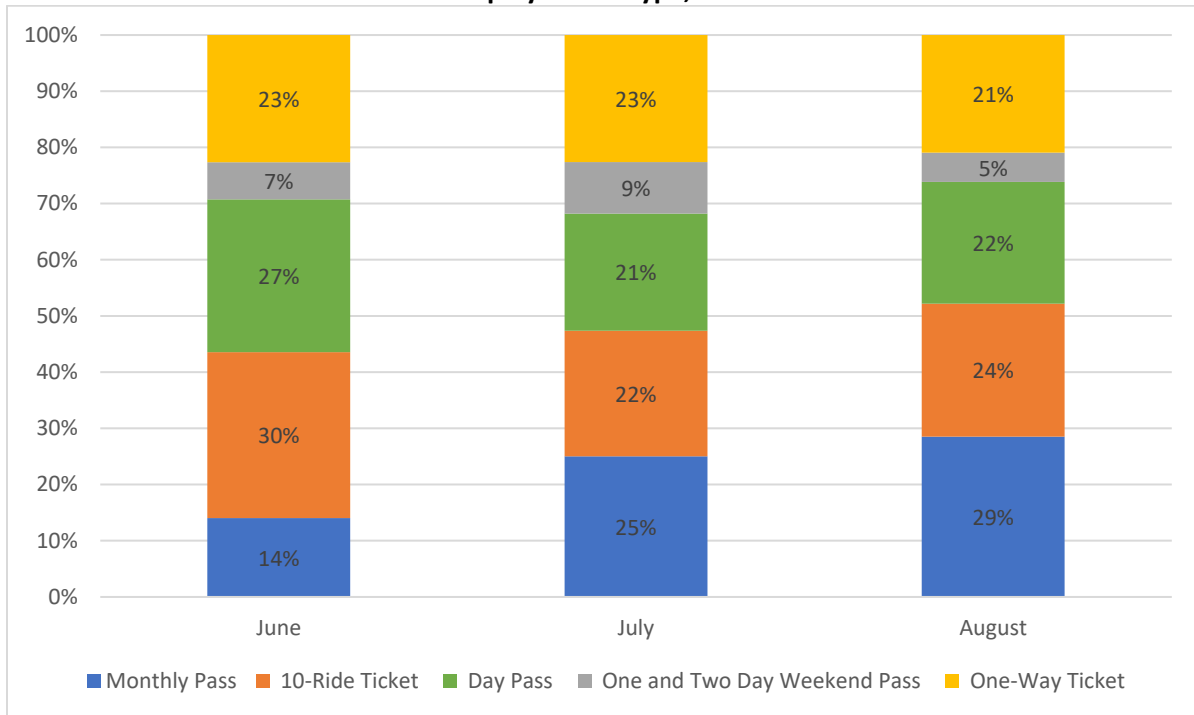


Exhibit 7

Ticket Sales

Metra sold an additional 13,900 Monthly Passes in August compared to June.

Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales					Ridership					
	Aug 2019	Jun 2022	Aug 2022	Jun 2022 Share	Aug 2022 Share	Aug 2019	Jun 2022	Aug 2022	Aug 2019 Share	Jun 2022 Share	Aug 2022 Share
Monthly Pass	82	10	24	1.0%	2.6%	3,542	308	676	55.1%	13.8%	28.0%
10-Ride Ticket	154	65	56	6.7%	6.1%	1,539	649	561	23.9%	29.0%	23.3%
One-Way Ticket	974	498	497	51.5%	54.2%	974	498	497	15.2%	22.3%	20.6%
Weekend Pass	118	-	-	0.0%	0.0%	295	-	-	4.6%	0.0%	0.0%
One Day Weekend Pass	-	67	58	6.9%	6.3%	-	113	97	0.0%	5.0%	4.0%
Two Day Weekend Pass	-	15	13	1.6%	1.4%	-	32	26	0.0%	1.4%	1.1%
Day Pass	-	312	269	32.2%	29.4%	-	599	514	0.0%	26.8%	21.3%
\$6 Day Pass	-	55	74	5.7%	8.1%	-	134	141	0.0%	6.0%	5.9%
\$10 Day Pass	-	257	195	26.6%	21.2%	-	465	373	0.0%	20.8%	15.5%
RTA Ride Free Permit	-	-	-	0.0%	0.0%	77	37	39	1.2%	1.6%	1.6%
Total	1,328	967	917	100%	100%	6,427	2,237	2,410	100%	100%	100%

Exhibit 8

Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Aug 2019	Aug 2022	Aug 2019 Share	Aug 2022 Share	Aug 2019	Aug 2022	Aug 2019 Share	Aug 2022 Share
Conductor	239	108	17.7%	11.8%	310	121	4.8%	5.0%
Commuter Benefit	34	5	2.6%	0.5%	1,162	89	18.0%	3.7%
Ventra App	692	669	51.3%	73.0%	2,936	1,744	45.4%	72.4%
Ticket Agent	347	116	25.7%	12.7%	1,774	386	27.4%	16.0%
Ticket Vending Machine	36	17	2.7%	1.9%	204	30	3.2%	1.2%
RTA Ride Free Permit	-	-	0.0%	0.0%	77	39	1.2%	1.6%
Total	1,350	916	100%	100%	6,463	2,409	100%	100%

Exhibit 9

Note: Values in Exhibits 8 and 9 do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2019 data may not match previously reported totals due to late-reporting sales and refunds; 2022 data are preliminary and subject to revision as data is continuously reviewed throughout the year. Sales of incremental tickets are not included.

Prepared by: Daniel Miodonski, Senior Manager, Operations Planning & Analysis
 Steven Mannella, Manager, Transportation Planning, Operations Planning & Analysis
 Cody Wolcott, Service Analyst, Operations Planning & Analysis