



TO: Board of Directors

FROM: Jim Derwinski, CEO/Executive Director

SUBJECT: April 2024 Ridership Trends

DATE: May 15, 2024

This memo describes ridership patterns in 2024, including ridership and service recovery by line and service period. Data in this report is preliminary.

In April 2024, Metra provided 2.9 million passenger trips, an 11% increase from March. Compared to March, April had one more weekday, one less Saturday, and one less Sunday. Compared to April 2023, April 2024 ridership increased 21%. April 2024 had two additional weekdays, one less Saturday, and one less Sunday than the prior year.

Estimated Passenger Trips by Month

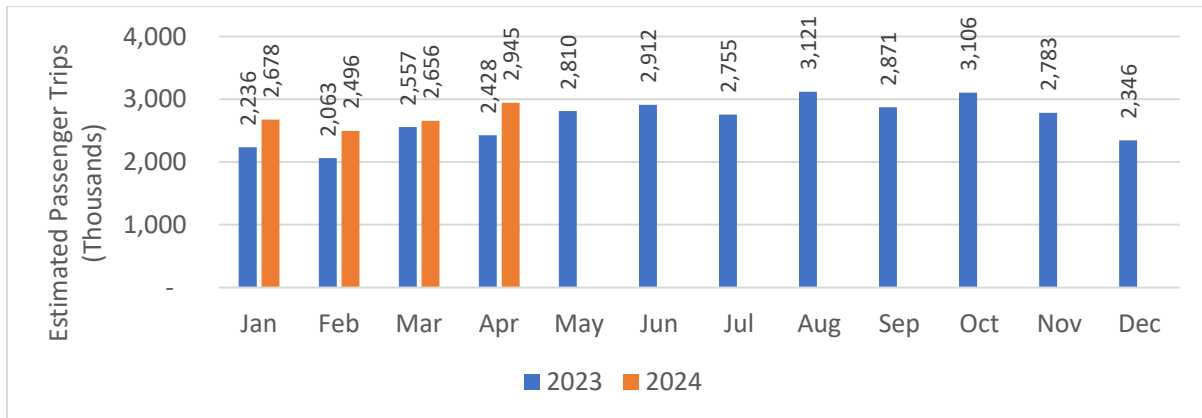


Exhibit 1

Estimated Passenger Trips by Line (April 2023 vs. April 2024)

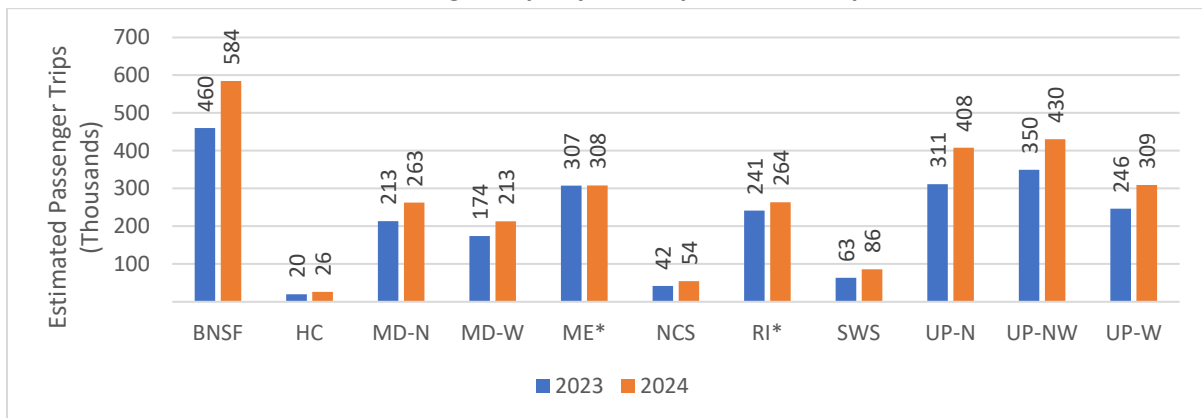


Exhibit 2

*ME and RI ridership is underreported in Exhibit 2 due to the stockpiling of South Cook-priced 10-Ride Tickets that were sold in January. Based on conductor counts, ME and RI avg weekday ridership was an estimated 4% and 5% higher in April 2024 than in April 2023, respectively.

Weekday Riders

April average weekday ridership was 159,100, which was 57% of 2019 levels.

Metra Average Weekday Conductor Counts by Week (May 2023-April 2024)

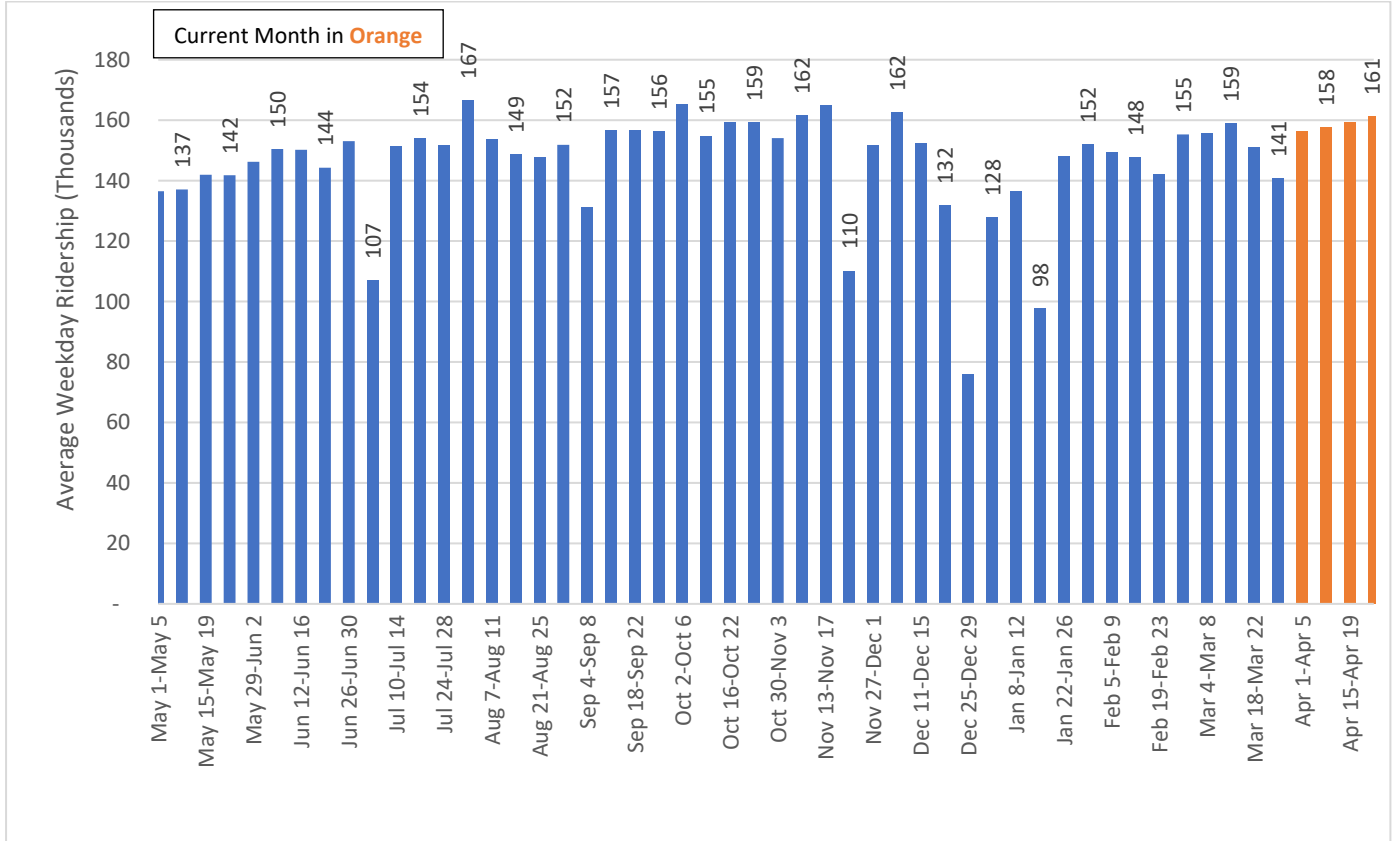


Exhibit 3

	2023								2024			
	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Avg Weekday Ridership Chg. from Prior Month	+6%	+5%	-2%	+8%	-2%	+3%	-4%	-13%	0%	+13%	0%	+6%

Daily Conductor Counts for Month (Fridays shown with grey bars)

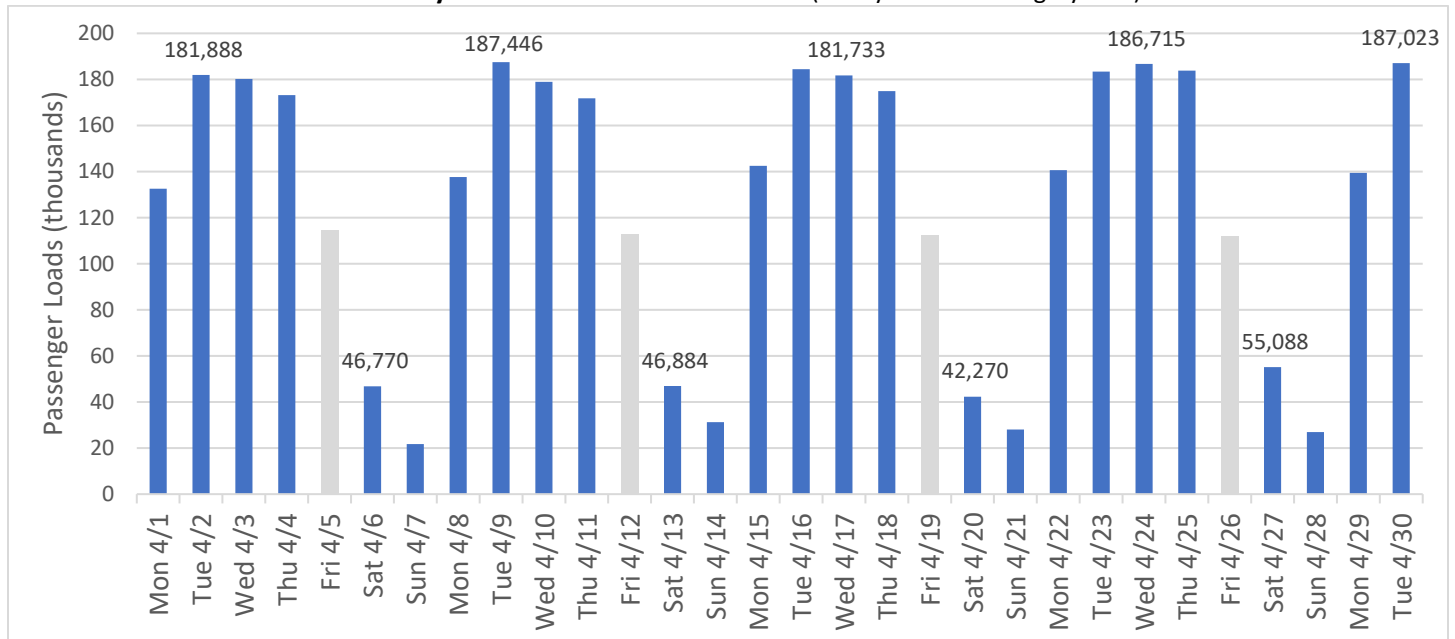


Exhibit 4

April Ridership Highlights

- In April Metra saw its highest average weekday ridership since the start of the COVID-19 pandemic with 159,100 trips.
- With over 50,000 Monthly Passes sold for April, Metra sold the highest amount of Monthly Passes since the start of the COVID-19 pandemic, breaking the record for the second month in a row.
- April had seven of the top 10 ridership days year-to-date, each surpassing 180,000 trips per day.
- 80% of Metra riders used a pass product in April rather than a single ride ticket.

Staff continues to monitor new policies related to fares and changes to ticket purchasing that went into effect in February. The table below provides a summary of the changes along with initial observations.

Long Term Policy Changes	Initial Observations
Conclusion of South Cook Pilot	ME and RI ridership is underreported in April due to the stockpiling of South Cook-priced 10-Ride Tickets that were sold in January. Based on conductor counts, ME and RI avg weekday ridership was an estimated 4% and 5% higher in April 2024 than in April 2023, respectively.
Day Pass 5-Pack replaces 10-ride Ticket	The Day Pass 5-Pack made up about 14% of ridership in April 2024, compared to the 10-Ride Ticket share of 20% in April 2023. As previously purchased 10-Ride Tickets continue to be used and expire, we expect use of the Day Pass 5-Pack to increase.
Intermediate Trips Charged Flat Fare	From April 2023 to April 2024, the share of non-downtown trips using the Ventra app increased from 6.3% to 8.6%.
Ticket Windows Close	April marked the third month since Metra closed ticket windows. Identical to March, the Ventra app was used for 82% of all rides and vending machines were used for 10% of all rides.
Bicycles always allowed on trains after Feb 1, provided space is available	Metra carried 40% more bikes in April 2024 than in April 2023.
Access Card	The Access Card entered its third month as Metra’s newest reduced fare category, making up 6% of reduced fare ticket sales in April and selling 4,093 tickets through the program.

Service Status

Metra continues to restore service in different capacities on its lines, as ridership recovers from the COVID-19 pandemic. Schedules for five lines (BNSF, Metra Electric, Rock Island, Union Pacific North, and Union Pacific Northwest) were redesigned to standardize stopping patterns and to increase midday service that exceeds pre-pandemic levels. These lines have demonstrated a stronger midday recovery than lines that did not receive such schedule redesigns. For example, the Union Pacific Northwest and Metra Electric each have midday recoveries of 83% and 86% compared to midday recoveries for the MD-N and UP-W of 66% and 70%, respectively, which schedule do not provide as robust midday service.

Metra staff continually monitors ridership, operations data, and customer feedback on all lines to explore any opportunities for improvement.

Ridership Recovery by Line & Service Period (Apr 2024 as a percentage of Apr 2019)

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	53%	56%	82%	55%	56%	78%	63%
HC	53%	-	-	-	50%	-	-
MD-N	55%	43%	66%	41%	54%	72%	65%
MD-W	45%	51%	66%	54%	48%	66%	56%
ME	41%	134%	86%	76%	53%	118%	106%
NCS	41%	37%	93%	-	43%	-	-
RI	45%	95%	76%	59%	49%	105%	74%
SWS	43%	51%	46%	21%	43%	-	-
UP-N	63%	77%	115%	100%	73%	102%	78%
UP-NW	56%	65%	83%	54%	60%	98%	72%
UP-W	62%	71%	70%	55%	63%	96%	67%
Total	53%	69%	82%	59%	57%	92%	71%

Exhibit 5

Monthly Pass Sales

Monthly Pass sales continued to increase in April, surpassing March by approximately 3,100 tickets sold.

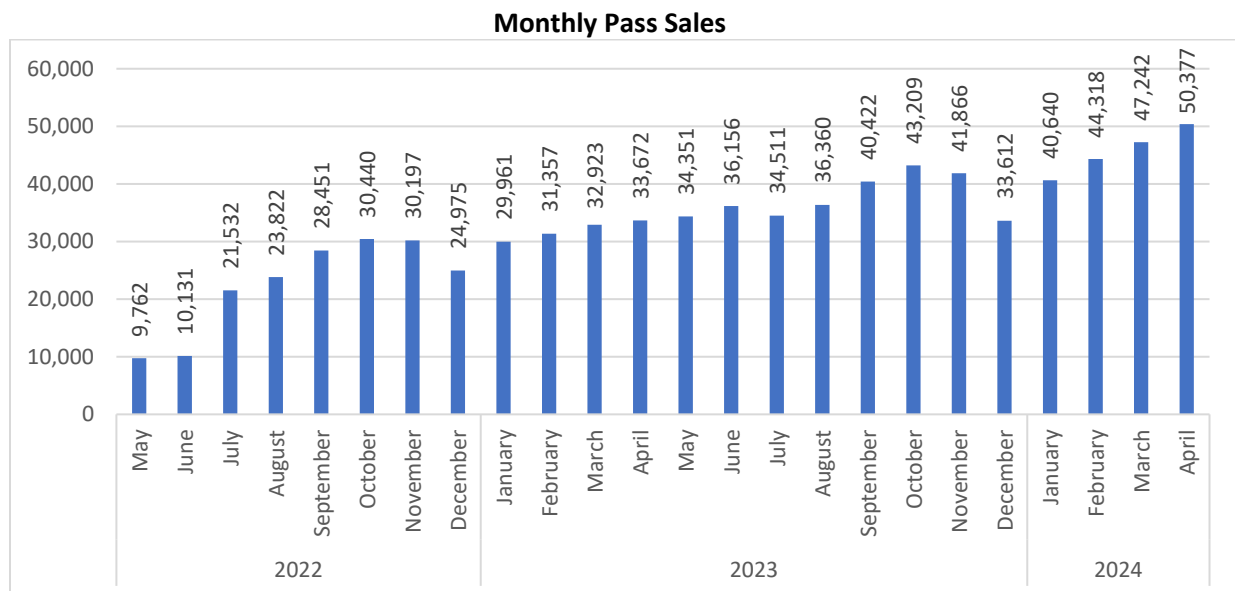


Exhibit 6

Ridership by Ticket Type

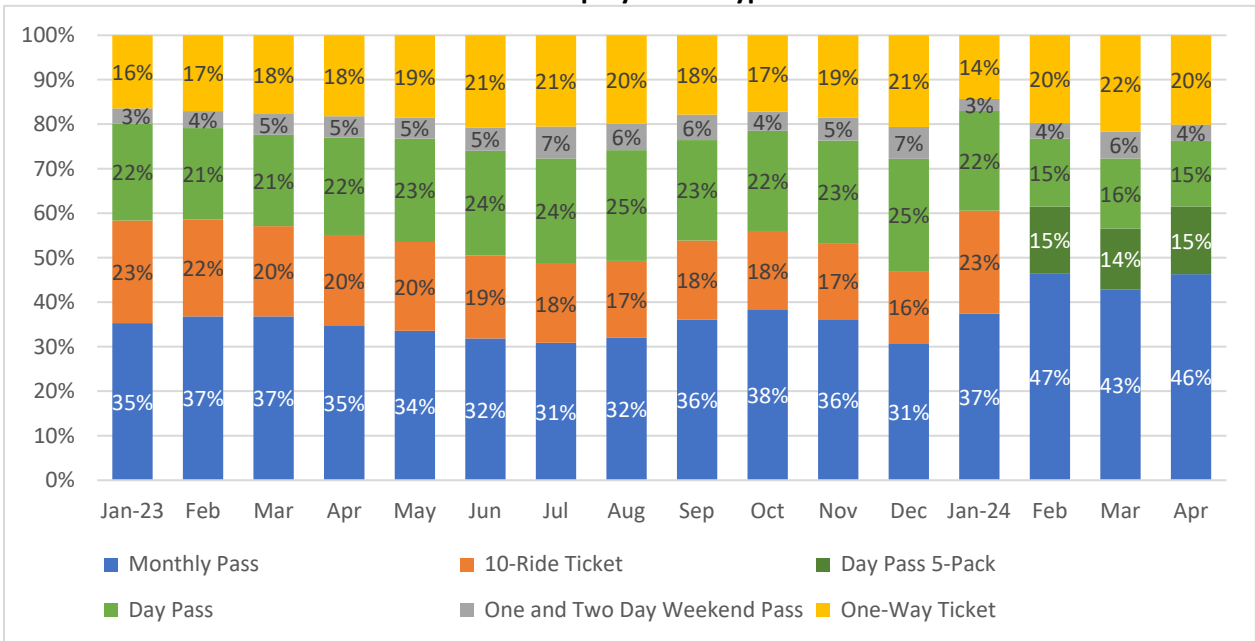


Exhibit 7

Note: Exhibit 7 excludes free trips

Ticket Sales

The following tables show ticket sales and ridership by ticket type and sales channel.

Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales				Ridership			
	Apr 2023	Apr 2024	Apr 2023 Share	Apr 2024 Share	Apr 2023	Apr 2024	Apr 2023 Share	Apr 2024 Share
Monthly Pass	33	50	4%	5%	926	1,342	36%	46%
10-Ride Ticket	51	-	6%	0%	510	-	20%	0%
Day Pass 5-Pack	-	46	0%	5%	-	441	0%	15%
Day Pass	270	222	31%	23%	516	428	20%	15%
One Way	448	583	52%	61%	448	583	18%	20%
One Day Weekend Pass	55	49	6%	5%	92	86	4%	3%
Two Day Weekend Pass	13	9	1%	1%	25	19	1%	1%
RTA Ride Free Permit	-	-	0%	0%	40	45	2%	2%
Total	870	960	100%	100%	2,557	2,945	100%	100%

Exhibit 8

Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Apr 2023	Apr 2024	Apr 2023 Share	Apr 2024 Share	Apr 2023	Apr 2024	Apr 2023 Share	Apr 2024 Share
Conductor	81	75	9%	8%	90	81	4%	3%
Commuter Benefit	5	5	1%	1%	104	123	4%	4%
Ventra App	672	793	77%	83%	1,916	2,422	75%	82%
Ticket Agent	97	-	11%	0%	382	-	15%	0%
Ticket Vending Machine	14	85	2%	9%	24	271	1%	9%
RTA Ride Free Permit	-	-	0%	0%	40	45	2%	2%
Total	868	958	100%	100%	2,556	2,942	100%	100%

Exhibit 9

Note: Values in Exhibits 8 and 9 do not add to total ridership due to Group Sales, Marketing Sales, Refund Adjustments, and adjustments for losses in ridership due to mobile app outages; 2019 data may not match previously reported totals due to late-reporting sales and refunds; 2024 data are preliminary and subject to revision as data is continuously reviewed throughout the year. Sales of incremental tickets are not included.

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