



TO: Board of Directors

FROM: Jim Derwinski, CEO/Executive Director

SUBJECT: August 2023 Ridership Trends

DATE: September 20, 2023

This memo describes ridership patterns in 2023, including ridership and service recovery by line and service period. The data in this report is preliminary and will be finalized at the end of the year.

In August 2023, Metra provided 3.1 million passenger trips, a 13% increase from the previous month and a 29% increase from the prior year. Compared to July, August had three more weekdays, one less Saturday, and two less Sundays/holidays.

Estimated Passenger Trips by Month

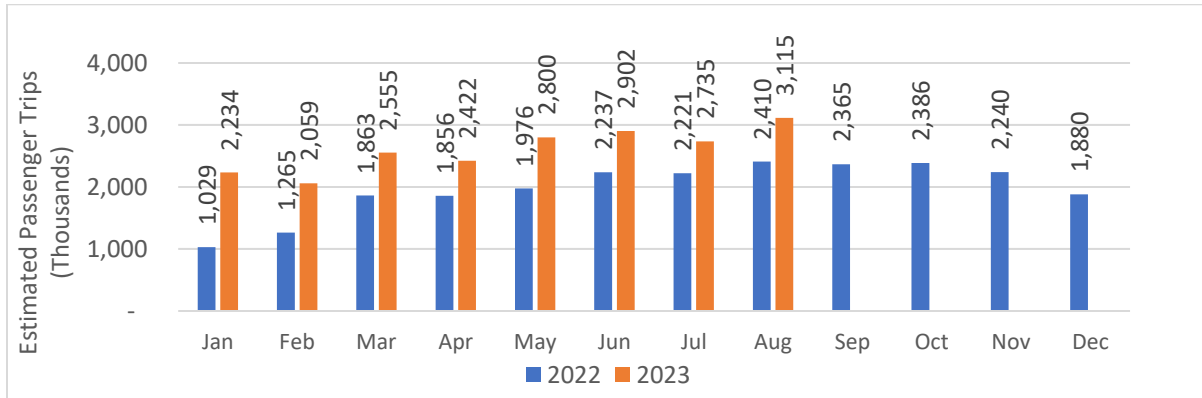


Exhibit 1

Estimated Passenger Trips by Line (August 2022 vs. August 2023)

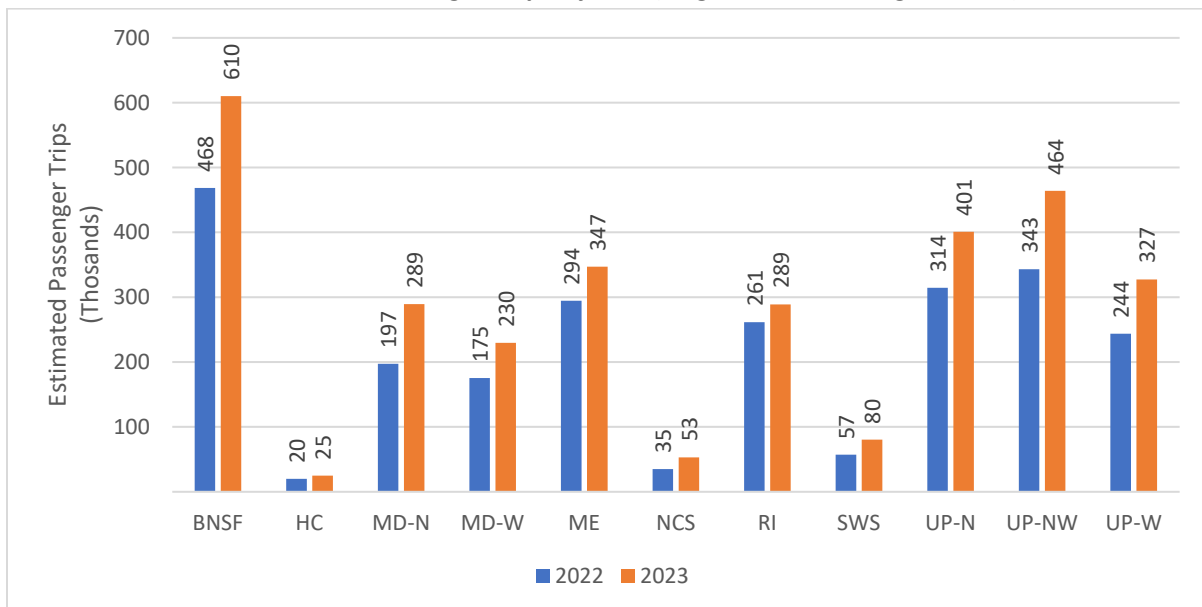
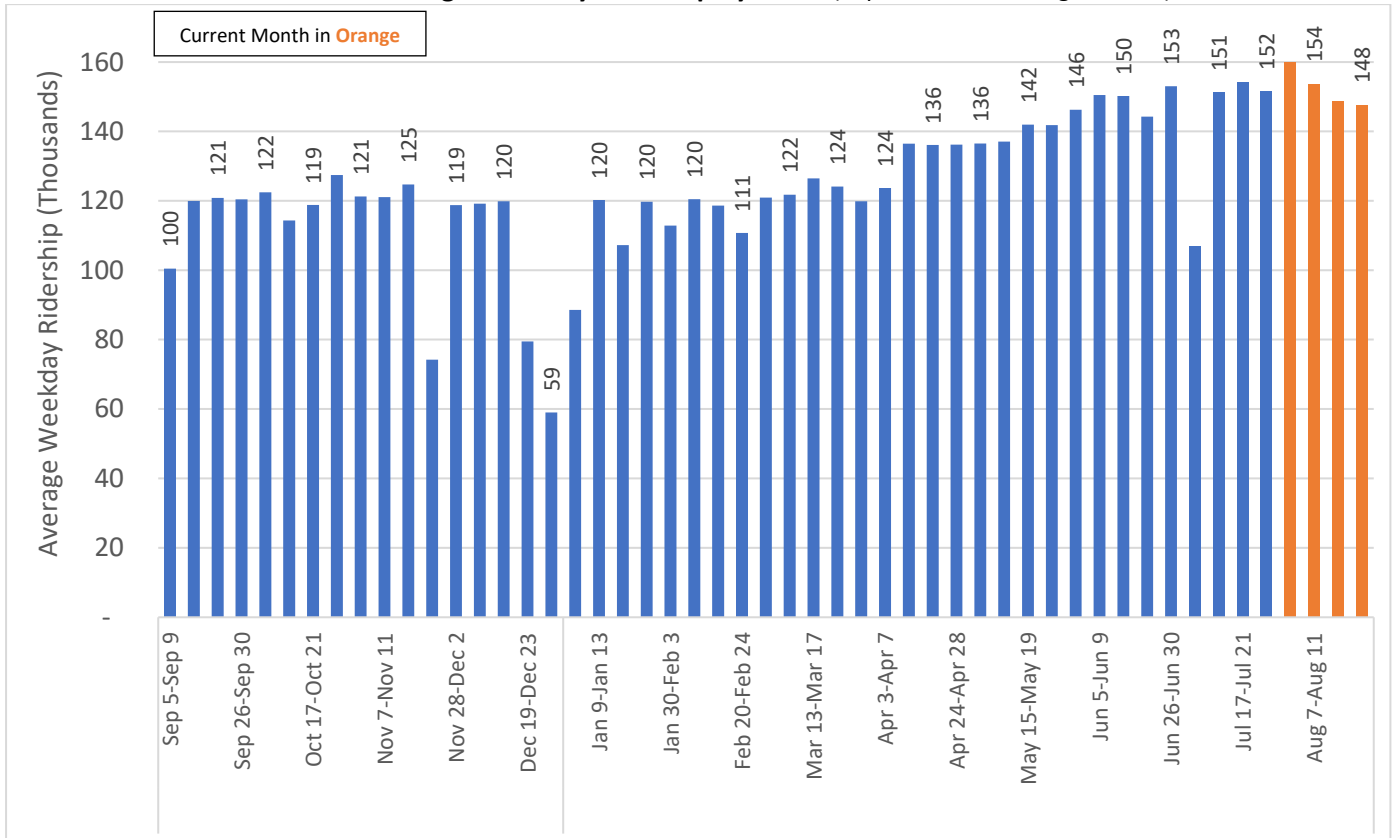


Exhibit 2

Weekday Riders

August average weekday ridership was 156,700, which was 7% higher than July and 55% of 2019 levels. The Thursday of Lollapalooza (August 3) delivered Metra’s latest high ridership day for 2023, with 194,709 passengers.

Metra Average Weekday Ridership by Week (September 2022-August 2023)



	2022				2023							
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug
Weekday Avg Chg. from Prior Month	3%	1%	-2%	-12%	10%	3%	5%	9%	6%	5%	-2%	7%

Exhibit 3

Weekday Passenger Loads for Month (Fridays shown with grey bars)

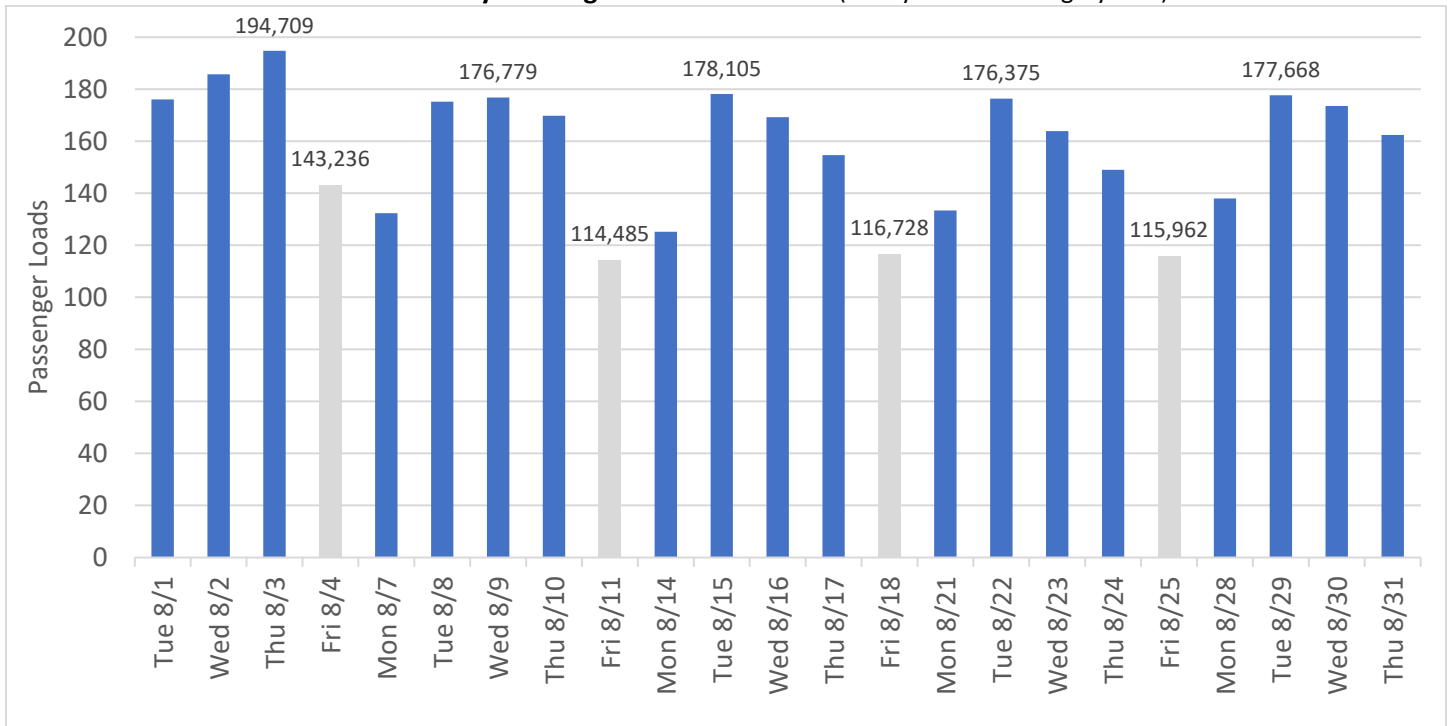


Exhibit 4

August Ridership Highlights

- August was Metra’s highest ridership month since the start of the Covid-19 pandemic.
- With additional service provided for Lollapalooza, Metra recorded 194,709 daily passengers on Thursday, August 3
- The additional Lollapalooza service included 12 trains on Thursday/Friday, 17 trains on Saturday, and 19 trains on Sunday. The four-day period averaged 94,770 additional riders compared to other Thursday-Sundays in August.
- Metra also provided additional service for the Chicago Air & Water Show with 8 additional trains on Saturday, August 19 and 10 additional trains on Sunday, August 20.
- Metra joined Pace to offer free rides to K-12 students on Monday, August 21.

Service Status

Metra continues to restore service in different capacities on its lines, as ridership recovers from the COVID-19 pandemic. Schedules for four lines (BNSF, Metra Electric, Rock Island, and Union Pacific North) were redesigned to standardize stopping patterns and to increase midday service as part of a 2021 pilot schedule initiative. The UP-NW 2022 pilot schedule was further enhanced in April 2023 which included implementing hourly midday service, a level not reached even in the pre-COVID schedule. These lines have demonstrated a stronger midday recovery compared to the overall recovery of those lines and compared to the system’s midday as a whole. For example, the Union Pacific North and Metra Electric each have recoveries of 77% and 79% during the midday compared to the system’s recovery of 69%.

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 (Aug 2023 as a percentage of Aug 2019)

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	46%	53%	61%	58%	49%	66%	74%
HC	47%	-	-	-	45%	-	-
MD-N	52%	43%	64%	51%	52%	72%	70%
MD-W	41%	48%	58%	64%	45%	78%	83%
ME	42%	122%	79%	92%	53%	127%	122%
NCS	41%	29%	68%	-	42%	-	-
RI	43%	93%	68%	62%	48%	75%	80%
SWS	40%	25%	41%	19%	39%	-	-
UP-N	64%	62%	77%	108%	69%	87%	95%
UP-NW	58%	67%	84%	81%	64%	80%	123%
UP-W	60%	76%	58%	64%	61%	83%	90%
Total	50%	62%	69%	71%	55%	81%	92%

Exhibit 5

Monthly Pass Sales

With additional weekdays in August, the number of \$100 Super Saver monthly pass holders returned above 36,000.

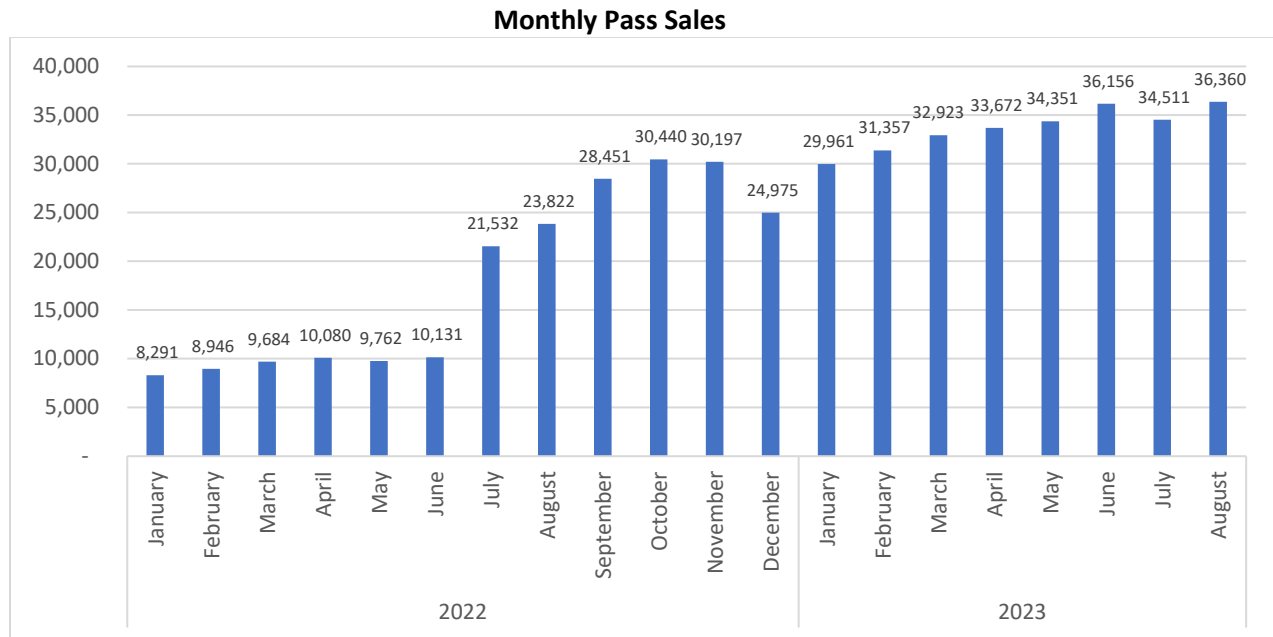


Exhibit 6

Ridership by Ticket Type

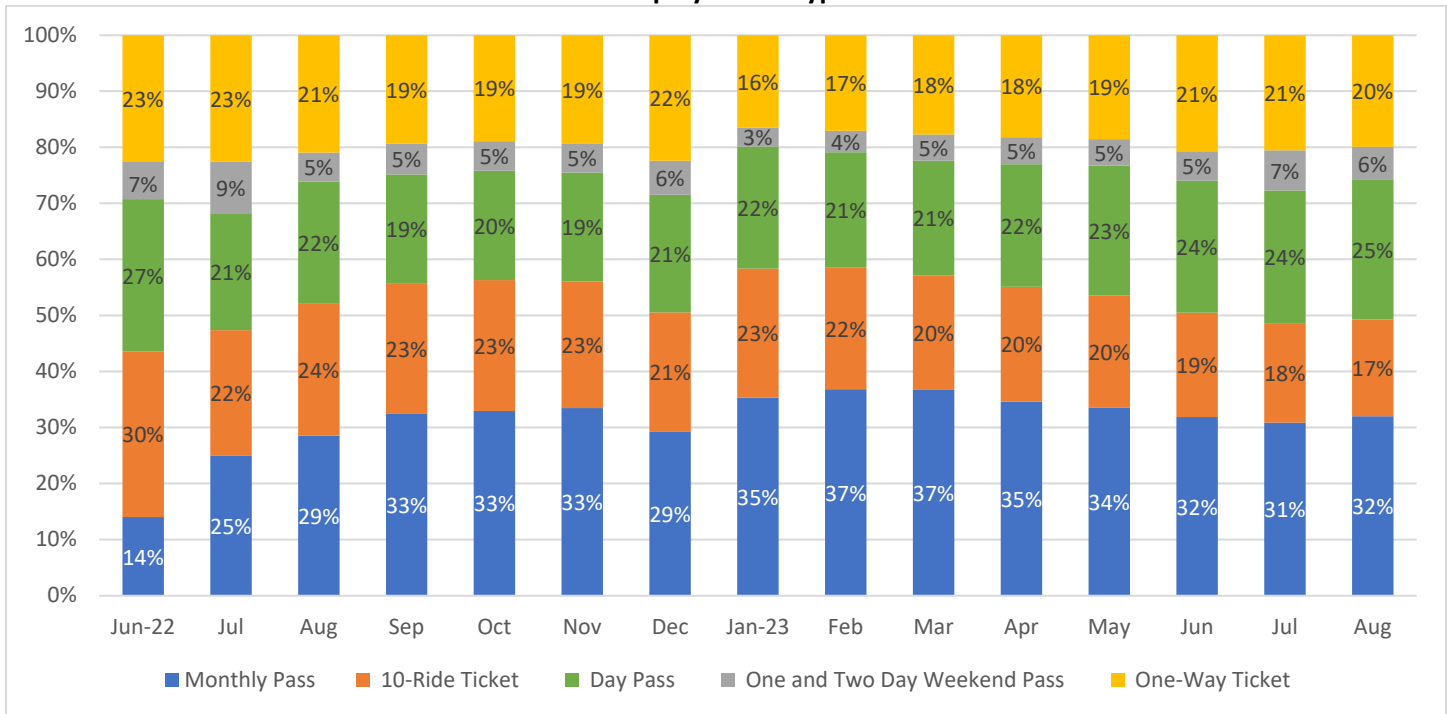


Exhibit 7

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			
	Aug 2019	Aug 2023	Aug 2019 Share	Aug 2023 Share	Aug 2019	Aug 2023	Aug 2019 Share	Aug 2023 Share
Monthly Pass	82	36	6.1%	3.0%	3,542	982	55%	32%
10-Ride Ticket	154	53	11.4%	4.4%	1,539	531	24%	17%
One-Way Ticket	974	611	72.3%	50.7%	974	611	15%	20%
Weekend Pass	136	-	10.1%	0.0%	327	-	5%	0%
One Day Weekend Pass	-	82	0.0%	6.8%	-	137	0%	4%
Two Day Weekend Pass	-	21	0.0%	1.7%	-	45	0%	1%
Day Pass	-	403	0.0%	33.4%	-	763	0%	25%
\$6 Day Pass	-	112	0.0%	9.3%	-	210	0%	4%
\$10 Day Pass	-	291	0.0%	24.1%	-	553	0%	18%
RTA Ride Free Permit	-	-	0.0%	0.0%	77	46	1%	1%
Total	1,346	1206	100%	100%	6,458	3,115	100%	100%

Exhibit 8

Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Aug 2019	Aug 2023	Aug 2019 Share	Aug 2023 Share	Aug 2019	Aug 2023	Aug 2019 Share	Aug 2023 Share
Conductor	239	107	18%	9%	310	121	5%	4%
Commuter Benefit	34	6	3%	0%	1,162	114	18%	4%
Ventra App	692	949	51%	79%	2,936	2,404	45%	77%
Ticket Agent	347	125	26%	10%	1,774	399	27%	13%
Ticket Vending Machine	36	18	3%	2%	204	29	3%	1%
RTA Ride Free Permit	-	-	0%	0%	77	46	1%	1%
Total	1,350	1,205	100%	100%	6,463	3,114	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; 2023 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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