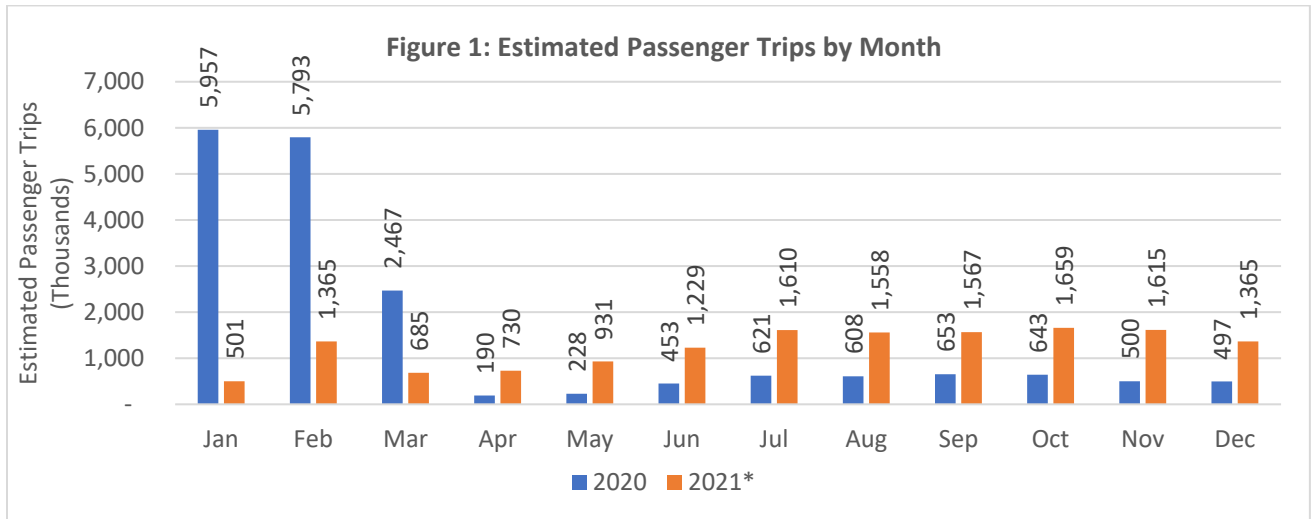




**TO:** Board of Directors  
**FROM:** Jim Derwinski, CEO/Executive Director  
**SUBJECT:** December 2021 Ridership Trends

**DATE:** January 19, 2022

Metra provided 1.4 million trips in December 2021. December ridership remained at similar levels to October and November until the holidays and winter breaks began. December had three of Metra’s top ten highest ridership days since the start of the pandemic. December ridership closed the year 2.7 times higher than it was in January, with a preliminary annual total of 13.9 million trips.

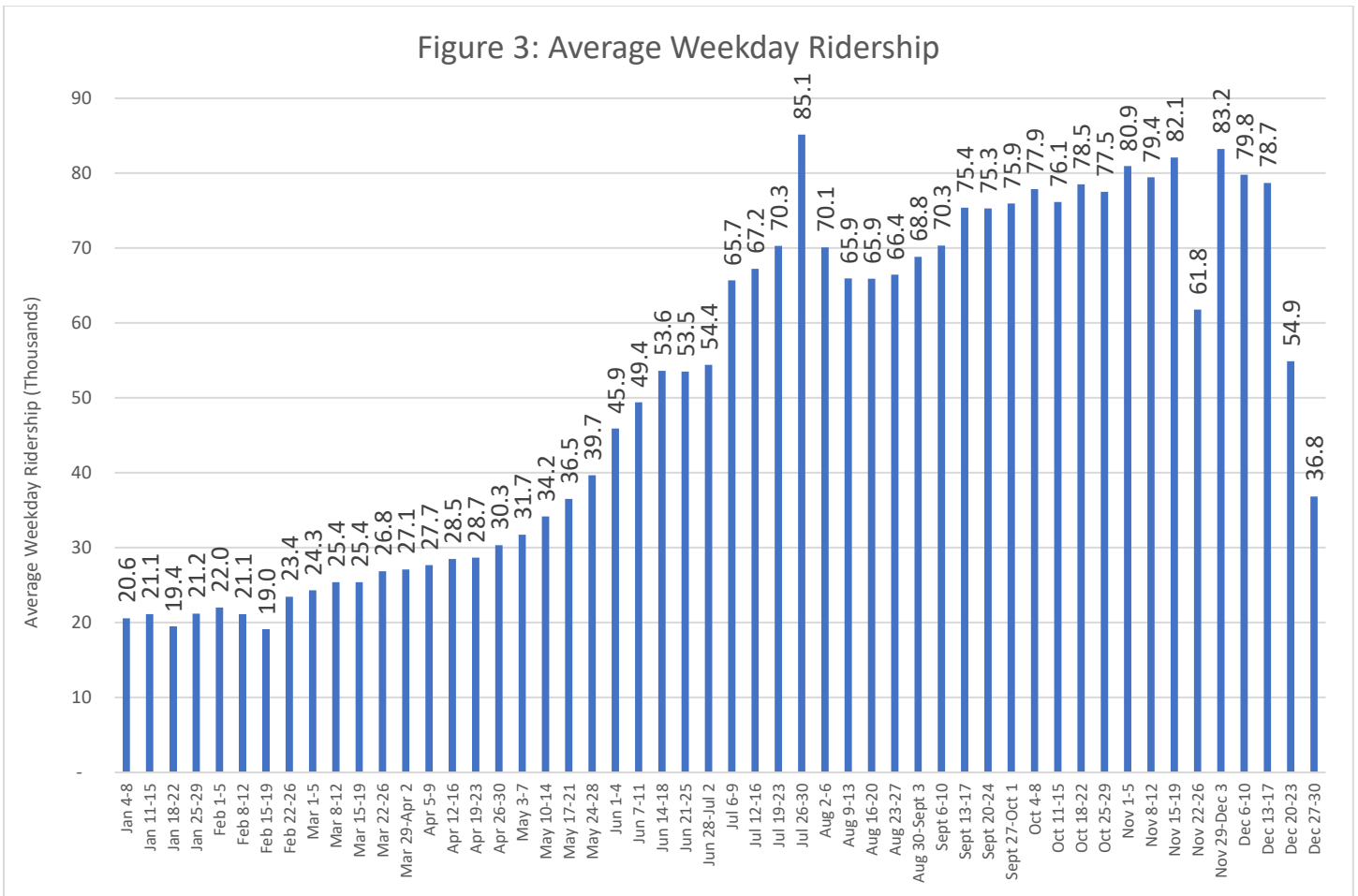


\*2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed.

Average weekday passenger loads started the month at 90,100, nearly tying November’s highest ridership day. Ridership held steady the first two weeks of December, and decreased as area schools began winter break. Wednesdays were the strongest performing weekdays in December with an average of 70,700 passengers per day.

Metra carried an average of 40,900 passengers (64.0 percent of 2019) on Saturdays, excluding December 25 (Christmas Day), and an average of 23,600 (65.5 percent of 2019) on Sundays. December 24 (Christmas Eve) and December 31 (New Year’s Eve) fell on Fridays, and Metra operated a Saturday schedule on these two days, averaging 21,100 passengers. Average Saturday passenger loads, excluding December 25 (Christmas Day), were 28.3 percent higher in December compared to November, while Sunday passenger loads were 19.4 percent higher. Average passenger loads include children riding for free as part of Metra’s Family Fares program.

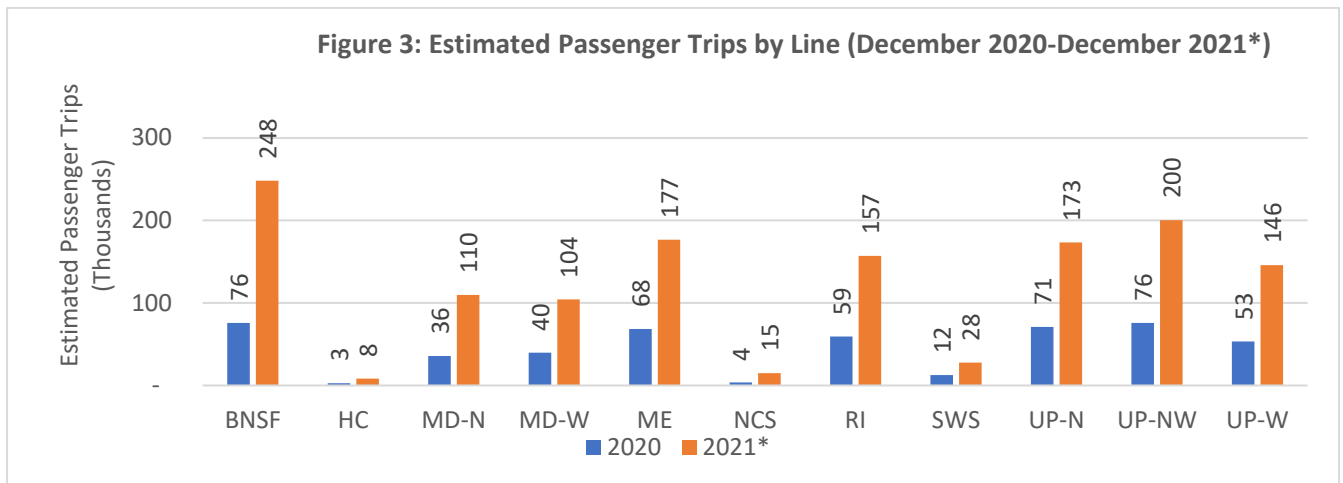
Figure 3: Average Weekday Ridership



\*July 26-30 average includes extra service on July 29-30 for the Thursday and Friday of Lollapalooza.

At a line level, the top five ridership lines for December were the BNSF, UP-NW, ME, UP-N and RI. The ME had one extra train for the Chicago Bears game on Sunday, December 5. Metra operated a Saturday schedule for December 24 (Christmas Eve) and December 31 (New Year’s Eve), and operated a Sunday schedule for December 25 (Christmas Day). There were no other schedule changes in December.

Figure 3: Estimated Passenger Trips by Line (December 2020-December 2021\*)



\*2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed.

Metra offered a \$7 Weekend Day Pass on Friday, December 24 (Christmas Eve) and free rides after 6 pm on Friday, December 31 (New Year’s Eve). No special passes were offered on December 25 (Christmas Day) which

fell on a Saturday. Family Fares were in effect on weekends until December 19, and all days from December 20 to December 31.

Compared to December 2019, a significant share of ridership has shifted from the Monthly Pass to the 10-Ride Ticket, One-Way Ticket, \$10 All Day Pass, and Round Trip Plus Pass. The share of riders using the Ventra App reached 63.6 percent in December 2021 compared to 45.6 percent in December 2019. Ridership from conductor sales increased from 6.2 percent of all rides in November to 9.0 percent in December. Conductor sales tend to increase in months with more discretionary travel.

**Table 1: Ticket Sales and Ridership by Ticket Type (thousands)**

Ticket Type	Ticket Sales				Ridership			
	Dec 2019	Dec 2021	Dec 2019 Share	Dec 2021 Share	Dec 2019	Dec 2021	Dec 2019 Share	Dec 2021 Share
Monthly Pass	73	8	6.3%	1.4%	3,130	199	54.7%	14.6%
10-Ride Ticket	143	43	12.4%	7.9%	1,434	426	25.1%	31.3%
One-Way Ticket	834	250	72.1%	46.0%	828	250	14.5%	18.4%
Weekend Pass	107	-	9.2%	0.0%	266	-	4.7%	0.0%
One Day Weekend Pass	-	47	0.0%	8.6%	-	79	0.0%	5.8%
Two Day Weekend Pass	-	9	0.0%	1.7%	-	18	0.0%	1.4%
\$10 All Day Pass	-	149	0.0%	27.6%	-	289	0.0%	21.3%
Round Trip Plus	-	37	0.0%	6.8%	-	68	0.0%	5.0%
RTA Ride Free Permit	-	-	-	0.0%	66	31	1.2%	2.2%
<b>Total</b>	<b>1,157</b>	<b>542</b>	<b>100%</b>	<b>100%</b>	<b>5,724</b>	<b>1,359</b>	<b>100%</b>	<b>100%</b>

Note: Values 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; 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed. Sales of incremental tickets are not included. The Christmas Eve pass was included as a One Day Weekend Pass.

**Table 2: Ridership by Sales Channel (thousands)**

Sales Channel	Ticket Sales				Ridership			
	Dec 2019	Dec 2021	Dec 2019 Share	Dec 2021 Share	Dec 2019	Dec 2021	Dec 2019 Share	Dec 2021 Share
Conductor	201	88	17.5%	16.3%	281	122	4.9%	9.0%
Commuter Benefit	33	4	2.9%	0.7%	1,106	50	19.3%	3.7%
Ventra App	615	360	53.4%	66.5%	2,608	864	45.6%	63.6%
Ticket Agent	270	80	23.4%	14.8%	1,492	275	26.1%	20.2%
Ticket Vending Machine	32	9	2.8%	1.7%	172	17	3.0%	1.3%
RTA Ride Free Permit	-	-	0.0%	0.0%	66	31	1.2%	2.2%
<b>Total</b>	<b>1,151</b>	<b>542</b>	<b>100.0%</b>	<b>100.0%</b>	<b>5,725</b>	<b>1,359</b>	<b>100.0%</b>	<b>100.0%</b>

Note: Values 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; 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed. Sales of incremental tickets are not included.

Prepared by Lynnette Ciavarella, Senior Division Director, Strategic Planning & Performance  
 Jason Osborn, Department Head, System Performance & Data  
 Cody Wolcott, Service Analyst, System Performance & Data