

**TO: Board of Directors**

**DATE: February 19, 2025**

**FROM: Jim Derwinski, CEO/Executive Director**

**SUBJECT: January 2025 Ridership Trends & 2024 Annual Ridership Statistics**

This memo describes ridership patterns in 2025. The 2025 data in this report is preliminary. This report also includes annual trends for 2024 starting on page 7. **In 2024 Metra provided 35.1 million trips.**

In January 2025, Metra provided 2.7 million passenger trips. Compared to January 2024, January had the same number of weekdays, Saturdays, and Sunday/holidays. Note that January 2024 ridership was over reported by an estimated 100,000 trips due to the stockpiling of South Cook priced 10-Ride Tickets as sales of those tickets ended at the end of the month.

**Estimated Passenger Trips by Month**

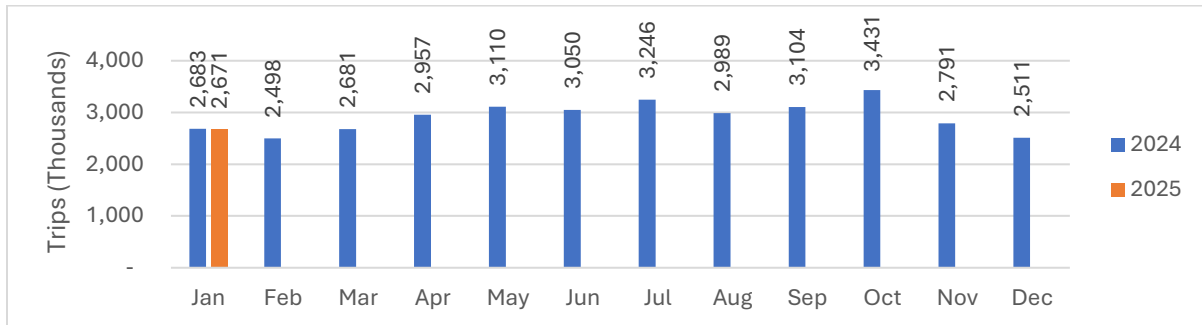


Exhibit 1

**Estimated Passenger Trips by Line (January 2024 vs. January 2025)**

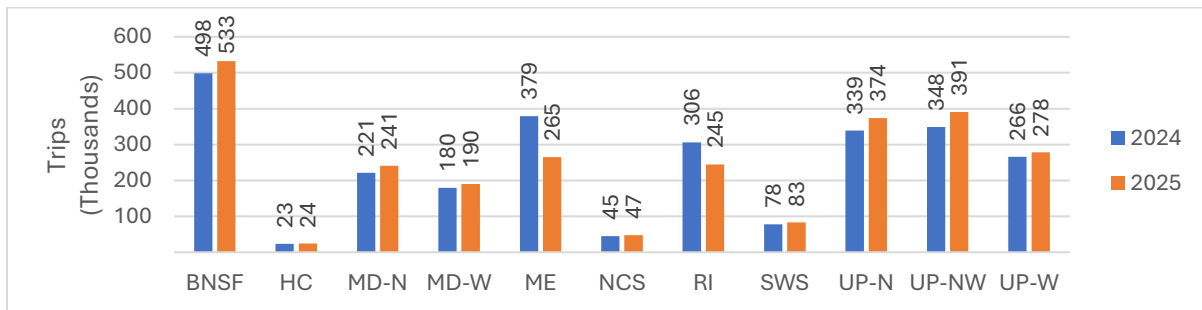


Exhibit 2

Note: ME and RI January 2024 ridership is over reported in Exhibit 2 due to the stockpiling of South Cook-priced 10-Ride Tickets, sales of which ceased at the end of the month. Based on passenger load data, ME and RI ridership was an estimated -12% and -2% lower in January 2025 compared to January 2024, respectively.

## Weekday Riders

January average weekday ridership was 146,700, which was 60% of 2019 levels.

**Average Weekday Ridership by Week** (February 2024-January 2025)

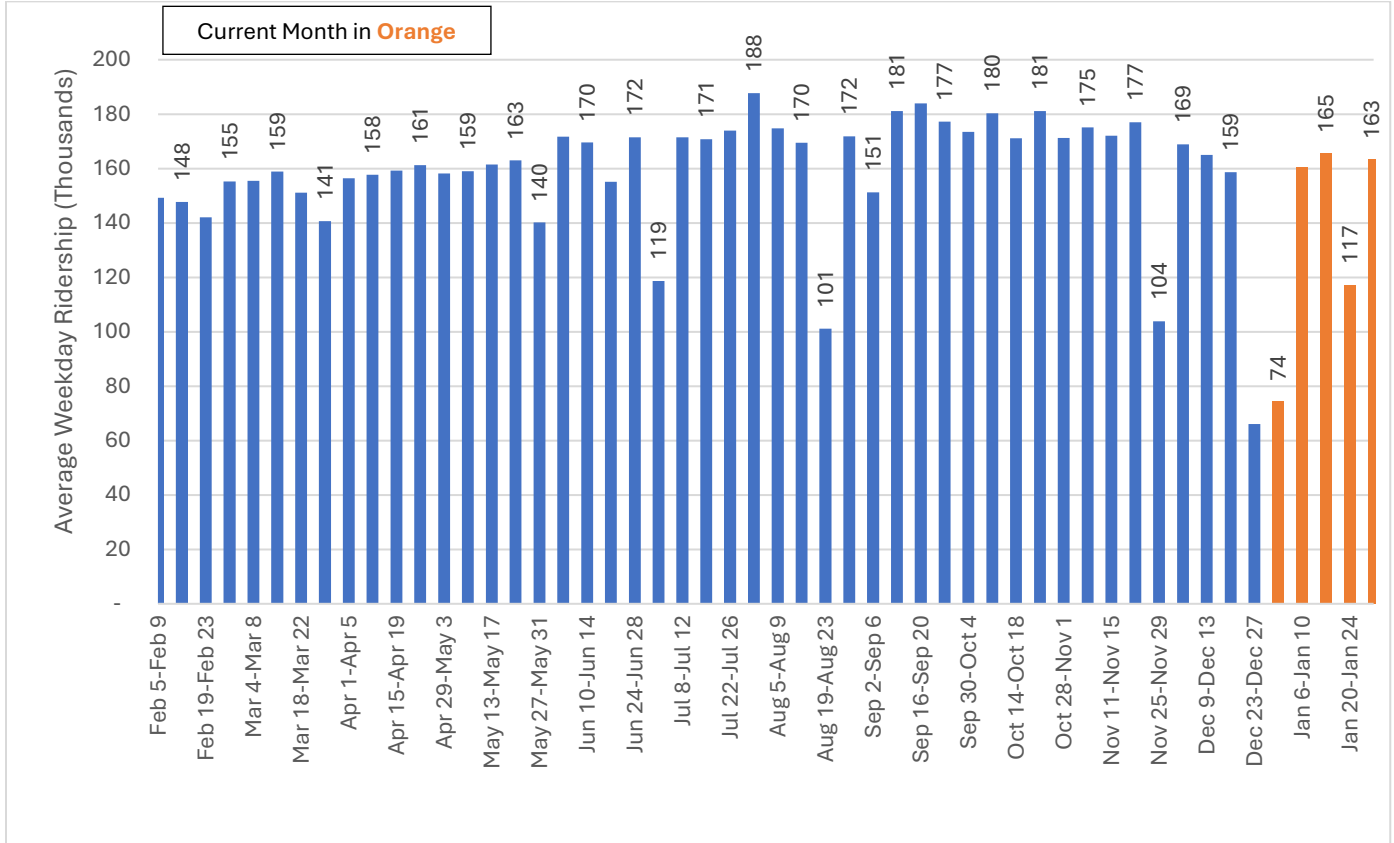


Exhibit 3

	2024											2025
	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan
Avg Weekday Load Chg. from Prior Month	+13%	0%	+6%	+1%	+4%	0%	-6%	+13%	0%	-10%	-14%	+5%

**Daily Passenger Loads for Month (Fridays shown with grey bars)**

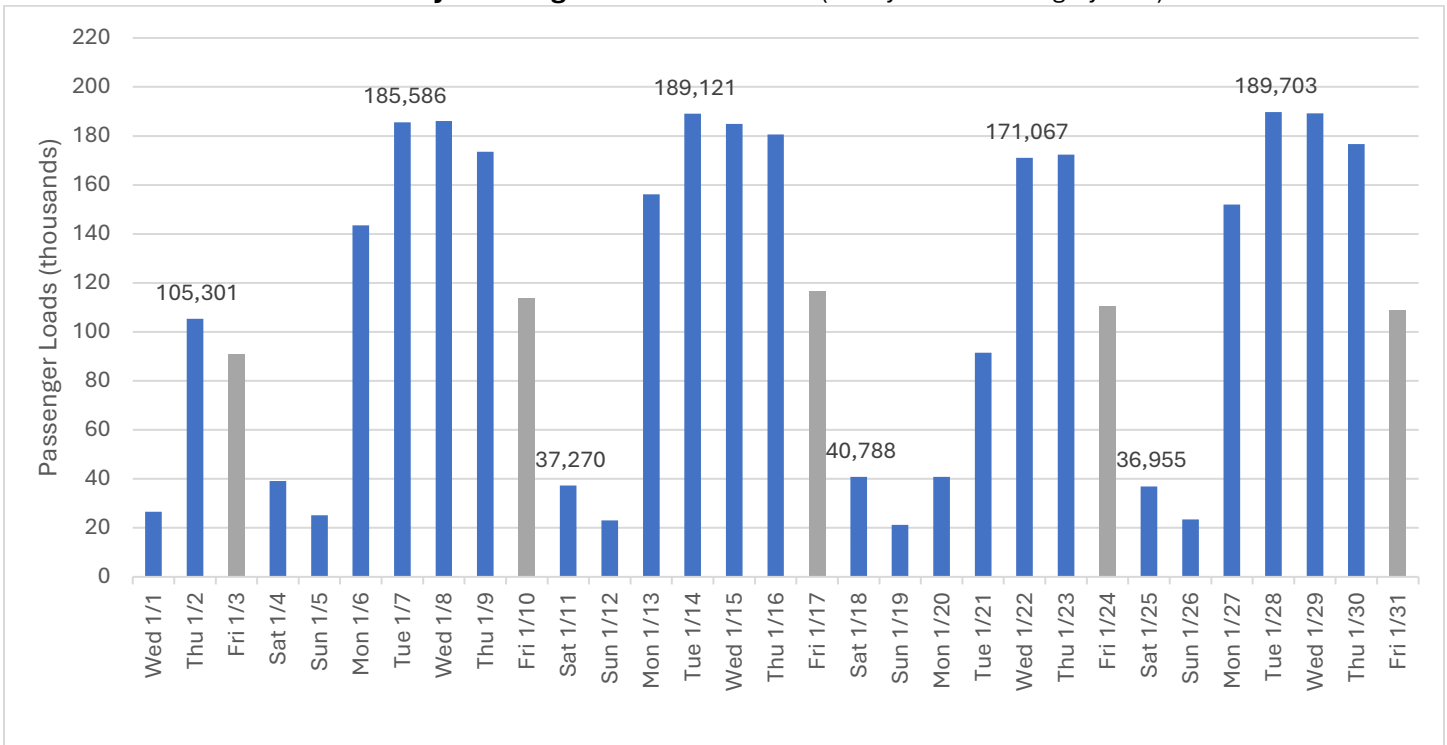


Exhibit 4

**January Ridership Highlights**

- UIC began its spring semester in January 2025. Enrollment in the program was 4,165 students, consistent with the fall semester.
- Metra operated with a Sunday/holiday schedule on New Year’s Day, offering a reduced \$7 pass.

**Service Status**

Metra continuously evaluates its service to improve operations and ridership outcomes as well as to move toward a regional rail service model as described in Metra’s 2023-2027 Strategic Plan, [My Metra, Our Future](#). Over the past two years, Metra has looked for opportunities to enhance schedules to standardize stopping patterns and to increase midday service levels, as has been done for five lines (BNSF, Metra Electric, Rock Island, Union Pacific North, and Union Pacific Northwest). These lines have demonstrated a stronger midday recovery than other lines. In May 2024, Metra implemented a new weekend schedule for the BNSF Line to achieve near hourly service in both directions on both Saturday and Sunday. Having the same level of service for both Saturday and Sunday is a first for Metra and something that will be considered for other lines going forward when feasible.

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 (Jan 2025 as a percentage of Jan 2019)**

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	60%	68%	89%	69%	<b>63%</b>	92%	84%
HC	55%	-	-	-	<b>52%</b>	-	-
MD-N	57%	47%	65%	45%	<b>56%</b>	69%	72%
MD-W	43%	55%	70%	64%	<b>47%</b>	72%	60%
ME	39%	132%	78%	73%	<b>50%</b>	91%	83%
NCS	38%	36%	91%	-	<b>42%</b>	-	-
RI	42%	101%	83%	61%	<b>47%</b>	71%	62%
SWS	51%	44%	56%	22%	<b>50%</b>	-	-
UP-N	70%	92%	119%	97%	<b>81%</b>	108%	97%
UP-NW	56%	62%	91%	80%	<b>61%</b>	91%	91%
UP-W	65%	75%	72%	64%	<b>66%</b>	76%	82%
<b>Total</b>	<b>55%</b>	<b>76%</b>	<b>86%</b>	<b>69%</b>	<b>60%</b>	<b>87%</b>	<b>83%</b>

Exhibit 5

**Monthly Pass Sales**

Metra sold over 47,700 Monthly Passes and distributed 4,200 U-Pass tickets in January 2025.

**Monthly Pass and U-Pass Sales**

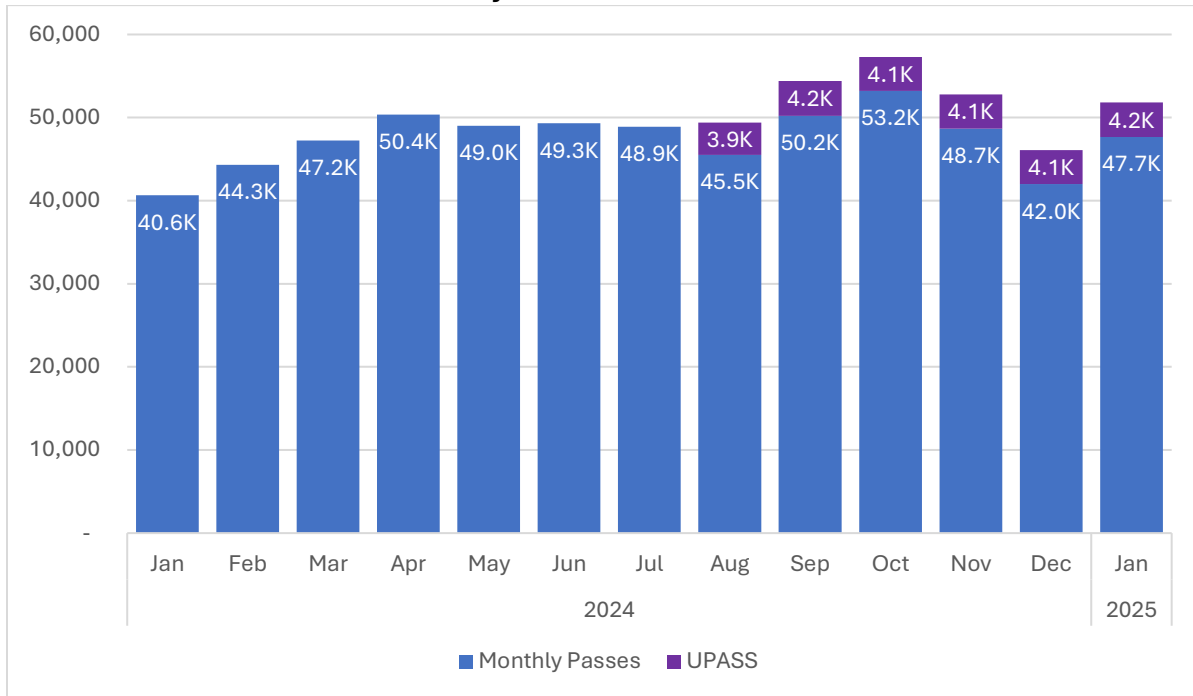


Exhibit 6

### Ridership by Ticket Type

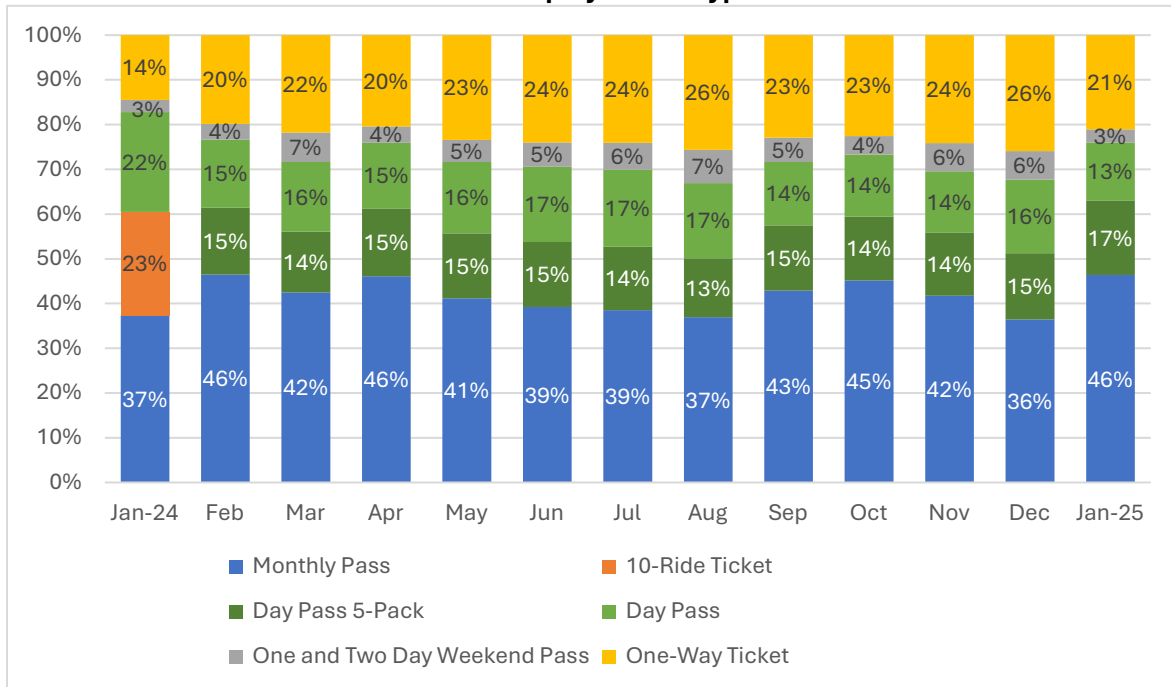


Exhibit 7

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			
	Jan 2024	Jan 2025	Jan 2024 Share	Jan 2025 Share	Jan 2024	Jan 2025	Jan 2024 Share	Jan 2025 Share
Monthly Pass	41	52	5%	6%	989	1,223	37%	46%
10-Ride Ticket	61	-	7%	0%	610	-	23%	0%
Day Pass 5-Pack	-	46	-	5%	-	439	0%	16%
Day Pass	310	179	37%	20%	591	342	22%	13%
One Way	383	555	46%	63%	383	555	14%	21%
One Day Weekend Pass	35	36	4%	4%	55	64	2%	2%
Two Day Weekend Pass	8	7	1%	1%	16	14	1%	1%
RTA Ride Free Permit	-	-	0%	0%	39	34	1%	1%
<b>Total</b>	<b>838</b>	<b>875</b>	<b>100%</b>	<b>100%</b>	<b>2,683</b>	<b>2,671</b>	<b>100%</b>	<b>100%</b>

Exhibit 8

**Ridership by Sales Channel (thousands)**

Sales Channel	Ticket Sales				Ridership			
	Jan 2024	Jan 2025	Jan 2024 Share	Jan 2025 Share	Jan 2024	Jan 2025	Jan 2024 Share	Jan 2025 Share
Conductor	62	63	7%	7%	67	66	2%	2%
Commuter Benefit	4	5	0%	1%	96	121	4%	5%
Ventra App	697	742	83%	85%	2,135	2,239	80%	84%
Ticket Agent	55	-	7%	0%	295	-	11%	0%
Ticket Vending Machine	20	66	2%	8%	52	211	2%	8%
RTA Ride Free Permit	-	-	0%	0%	39	34	1%	1%
<b>Total</b>	<b>838</b>	<b>875</b>	<b>100%</b>	<b>100%</b>	<b>2,683</b>	<b>2,671</b>	<b>100%</b>	<b>100%</b>

Exhibit 9

Note: Values in Exhibits 8 and 9 do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2025 data are preliminary and subject to revision as data is continuously reviewed throughout the year. Sales of incremental tickets are not included.

## 2024 Annual Ridership Statistics

The following section shows Metra’s annual ridership statistics for 2024. Metra provided **35.1 million trips in 2024**.

### Estimated Passenger Trips by Month

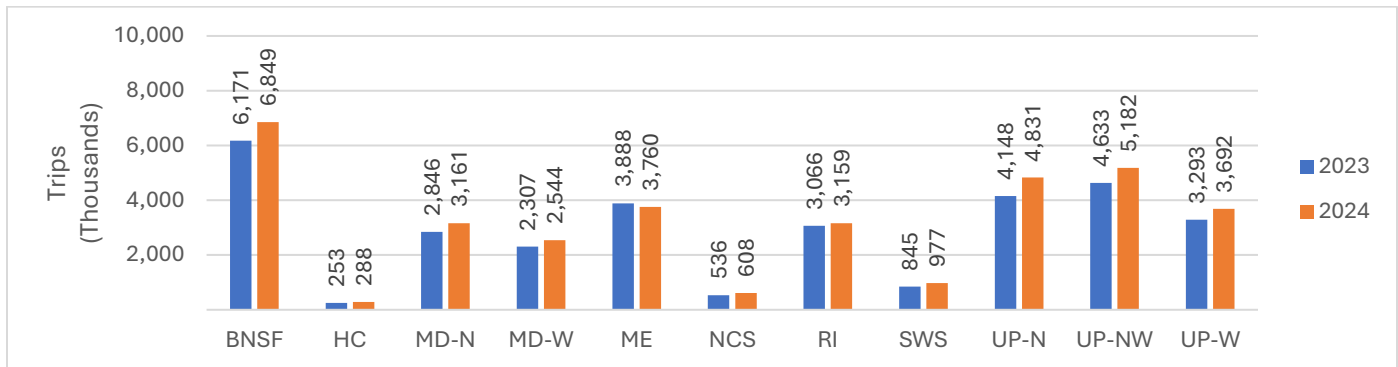


Exhibit 1

### Ridership by Line

Line	2023	2024	Pct Change 2023-2024
BNSF	6,171,000	6,849,000	11.0%
HC	253,000	288,000	13.9%
MD-N	2,846,000	3,161,000	11.1%
MD-W	2,307,000	2,544,000	10.3%
ME	3,888,000	3,760,000	-3.3%
NCS	536,000	608,000	13.4%
RI	3,066,000	3,159,000	3.0%
SWS	845,000	977,000	15.6%
UP-N	4,148,000	4,831,000	16.5%
UP-NW	4,633,000	5,182,000	11.8%
UP-W	3,293,000	3,692,000	12.1%
<b>System</b>	<b>31,988,000</b>	<b>35,052,000</b>	<b>9.6%</b>

Exhibit 2

### Estimated Passenger Trips by Line

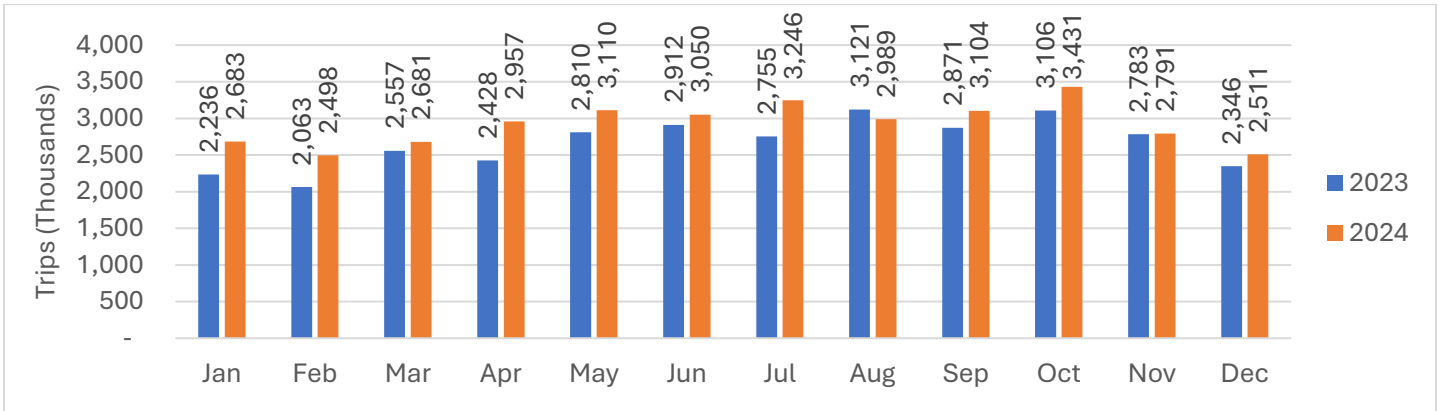


Exhibit 3

### Ridership by Month

Month	2023	2024	2024-2025
Jan	2,236,000	2,683,000	20.0%
Feb	2,063,000	2,498,000	21.1%
Mar	2,557,000	2,681,000	4.8%
Apr	2,428,000	2,957,000	21.8%
May	2,810,000	3,110,000	10.7%
Jun	2,912,000	3,050,000	4.7%
Jul	2,755,000	3,246,000	17.8%
Aug	3,121,000	2,989,000	-4.2%
Sep	2,871,000	3,104,000	8.1%
Oct	3,106,000	3,431,000	10.5%
Nov	2,783,000	2,791,000	0.3%
Dec	2,346,000	2,511,000	7.0%
<b>Total</b>	<b>31,988,000</b>	<b>35,052,000</b>	<b>9.6%</b>

Exhibit 4



## Weekday Riders

Annual average weekday ridership was 158,600 which was 13% higher than the annual average weekday ridership in 2023 and 58% of 2019 levels. Average weekday ridership began the year at 132,500 in January and reached 178,900 in October.

**Average Weekday Ridership by Week (January 2024-December 2024)**

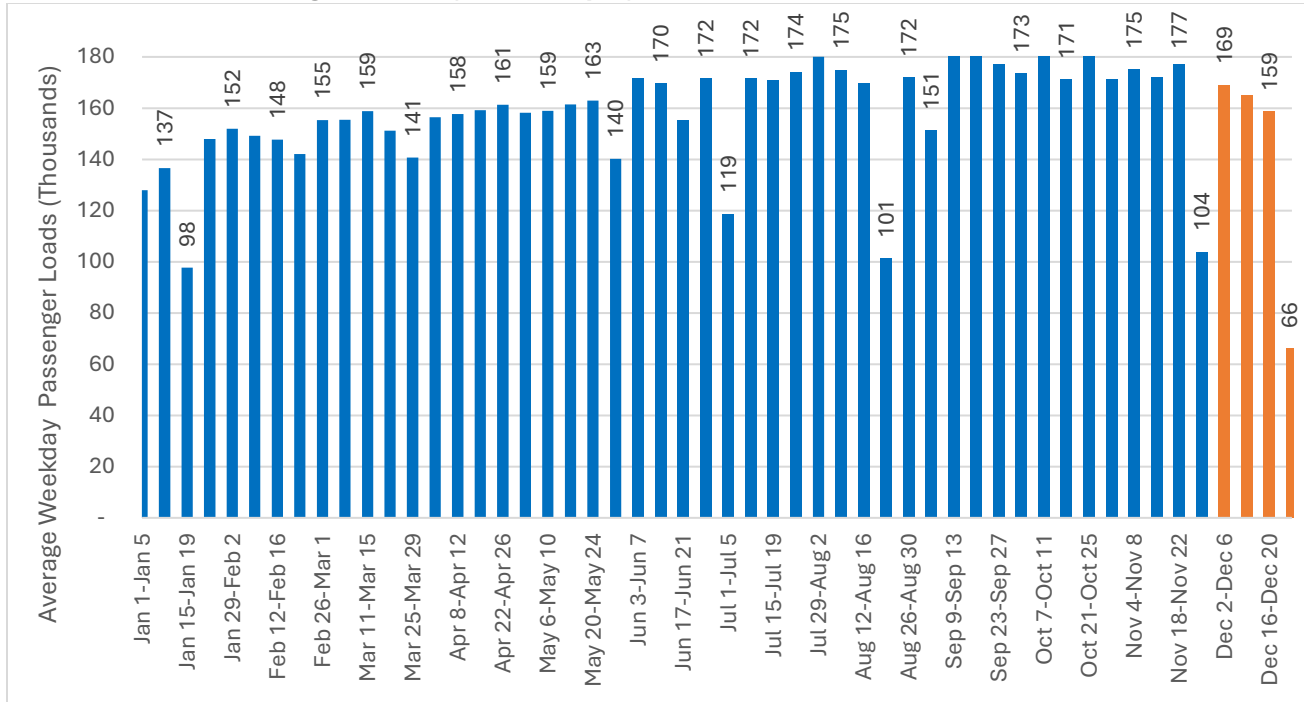


Exhibit 5

	2024											
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Avg Weekday Load Chg. from Prior Month	0%	+13%	0%	+6%	+1%	+4%	0%	-6%	+13%	0%	-10%	-14%

### Ridership Recovery by Time of Day

In 2024, weekday ridership recovered to 58% of 2019 levels. Weekend ridership recovery was over 90%, demonstrating that Metra continues to be a popular travel option for large, downtown events. For example, the Thursday of Lollapalooza this summer saw Metra’s highest post pandemic ridership day with 227,700 trips.

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

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	52%	65%	79%	69%	57%	84%	98%
HC	50%	-	-	-	48%	-	-
MD-N	53%	46%	67%	48%	54%	79%	80%
MD-W	43%	55%	66%	63%	47%	78%	77%
ME	41%	132%	86%	85%	53%	104%	107%
NCS	39%	36%	86%	-	42%	-	-
RI	44%	101%	78%	57%	49%	81%	77%
SWS	45%	46%	49%	23%	44%	-	-
UP-N	65%	82%	112%	109%	77%	101%	109%
UP-NW	56%	77%	89%	74%	62%	95%	98%
UP-W	62%	81%	72%	68%	65%	95%	90%
<b>Total</b>	<b>52%</b>	<b>75%</b>	<b>83%</b>	<b>71%</b>	<b>58%</b>	<b>91%</b>	<b>95%</b>

Exhibit 6

### Monthly Pass Sales

Metra sold 569,000 total Monthly Passes in 2024, an increase of 33% compared to the 428,000 Monthly Passes sold in 2023. The U-Pass program began in August 2024. Metra distributed about 4,100-4,200 U-Pass tickets each month through December 2024.

**Monthly Pass and U-Pass Sales**

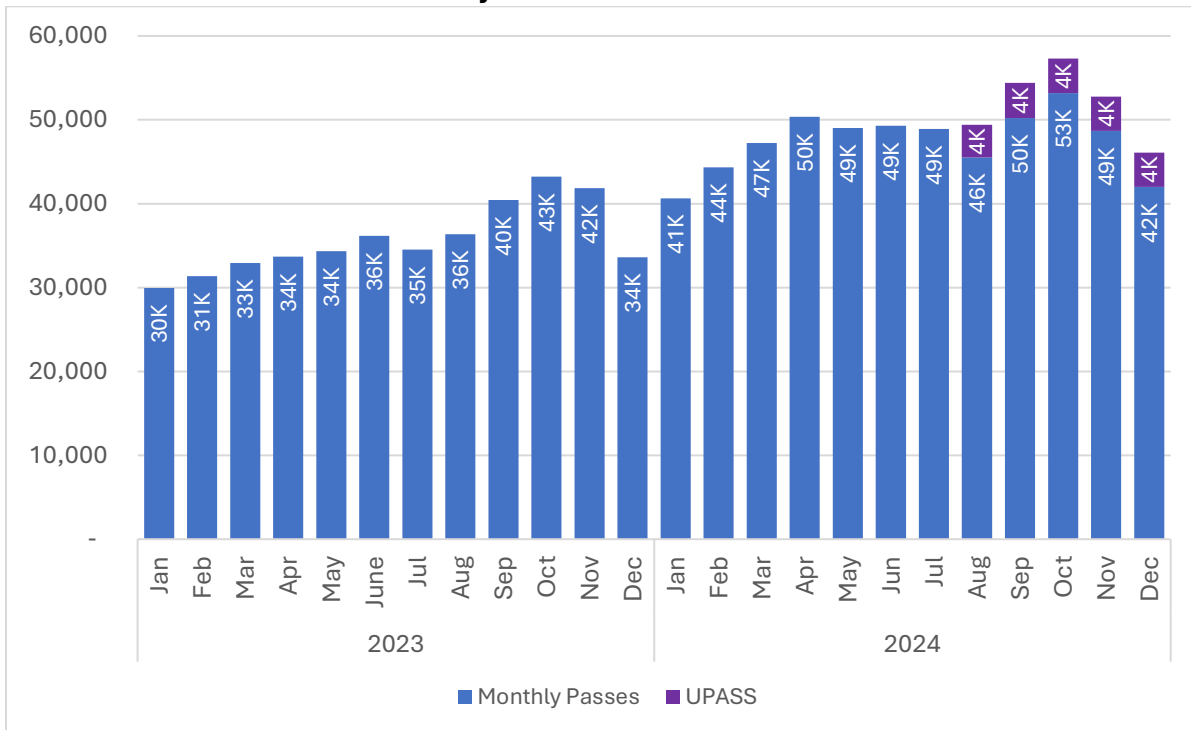


Exhibit 7

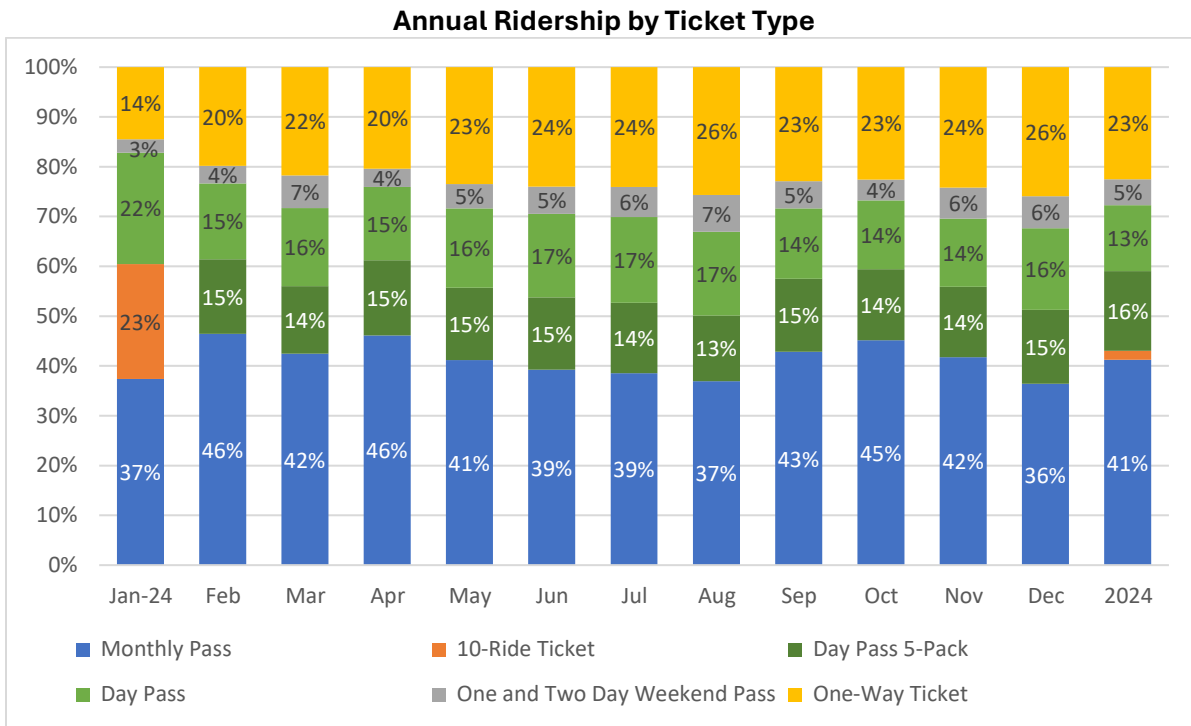


Exhibit 8

Note: Exhibit 8 excludes free trips

## Ticket Sales

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

### Annual Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	2023	2024	2023 Share	2024 Share	2023	2024	2023 Share	2024 Share
Conductor	1,106	1,150	9%	9%	1,234	1,237	4%	4%
Commuter Benefit	68	57	1%	0.5%	1,260	1,352	4%	4%
Ventra App	9,152	10,229	78%	80%	24,490	28,187	77%	81%
Ticket Agent	1,142	55	10%	0%	4,130	295	13%	1%
Ticket Vending Machine	209	1,219	2%	10%	367	3,191	1%	9%
RTA Ride Free Permit	-	-	0%	0%	489	530	2%	2%
<b>Total</b>	<b>11,677</b>	<b>12,710</b>	<b>100%</b>	<b>100%</b>	<b>31,970</b>	<b>34,792</b>	<b>100%</b>	<b>100%</b>

Exhibit 9

Note: Values do not add to total ridership due to Group Sales, Marketing Sales, Ravinia trips, the Ride Free and Refund Adjustments; 2019 data may not match previously reported totals due to late-reporting sales and refunds.

Prepared by: Aaron Maertins, Director, Operations Planning & Project Management  
 Steven Mannella, Manager, Transportation Planning, Operations Planning & Project Management  
 Cody Wolcott, Principal Transportation Planner, Operations Planning & Project Management