

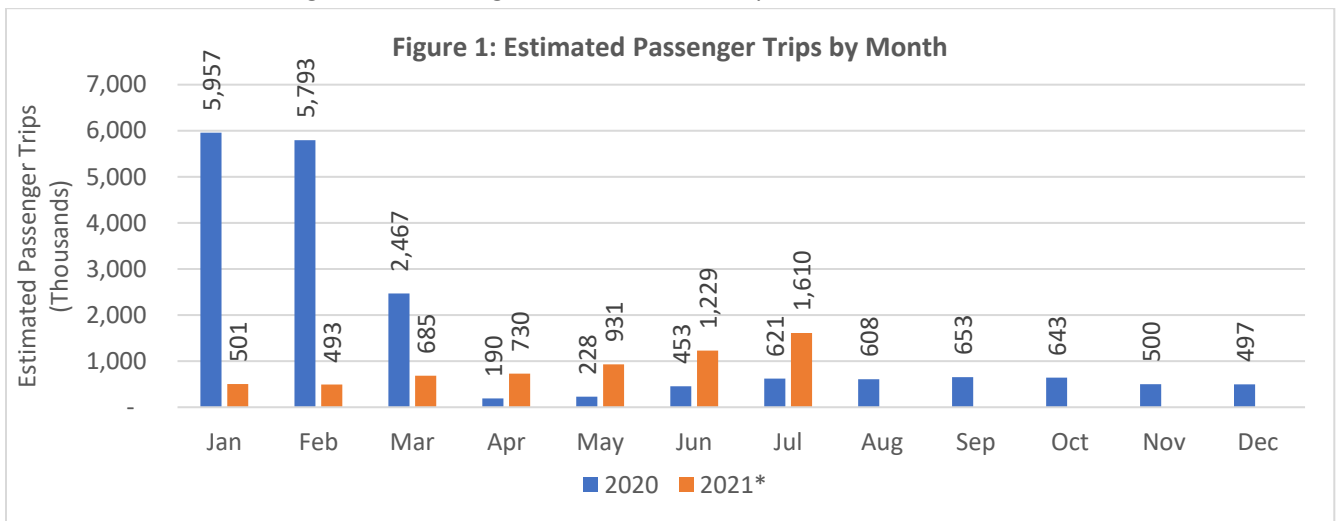


TO: Board of Directors
FROM: Jim Derwinski, CEO/Executive Director
SUBJECT: July 2021 Ridership Trends

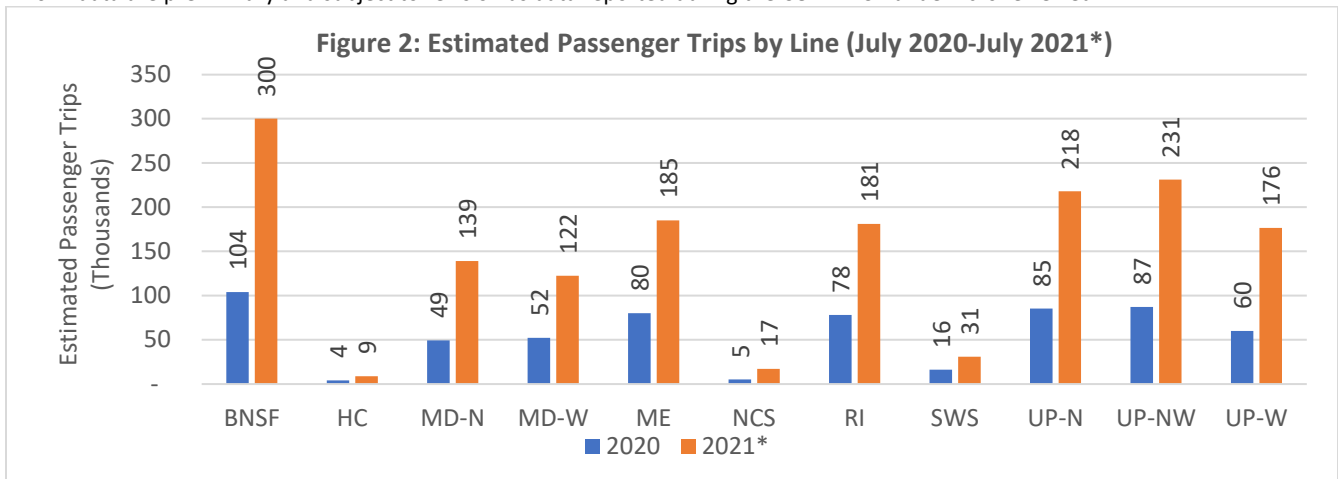
DATE: August 18, 2021

Metra provided over 1.6 million trips in July 2021, a 30.6 percent increase over June 2021, representing 24.7 percent of ridership compared to July 2019. Lollapalooza took place July 29-August 1. The Thursday of Lollapalooza was Metra’s highest ridership day to date this year, with over 107,000 riders. Lollapalooza last occurred August 1-4, 2019.

The COVID-19 pandemic continues to greatly dampen ridership despite the fact that the State of Illinois moved to Phase 5 of reopening on June 11. Phase 5 allowed full capacity for all business types, large-scale events, conventions, amusement parks, and seated spectator events. The test positivity rate in all Illinois regions has at least doubled since the start of July. Businesses planning to move more people into the office by the end of the summer are reconsidering and/or slowing their return to work plans.



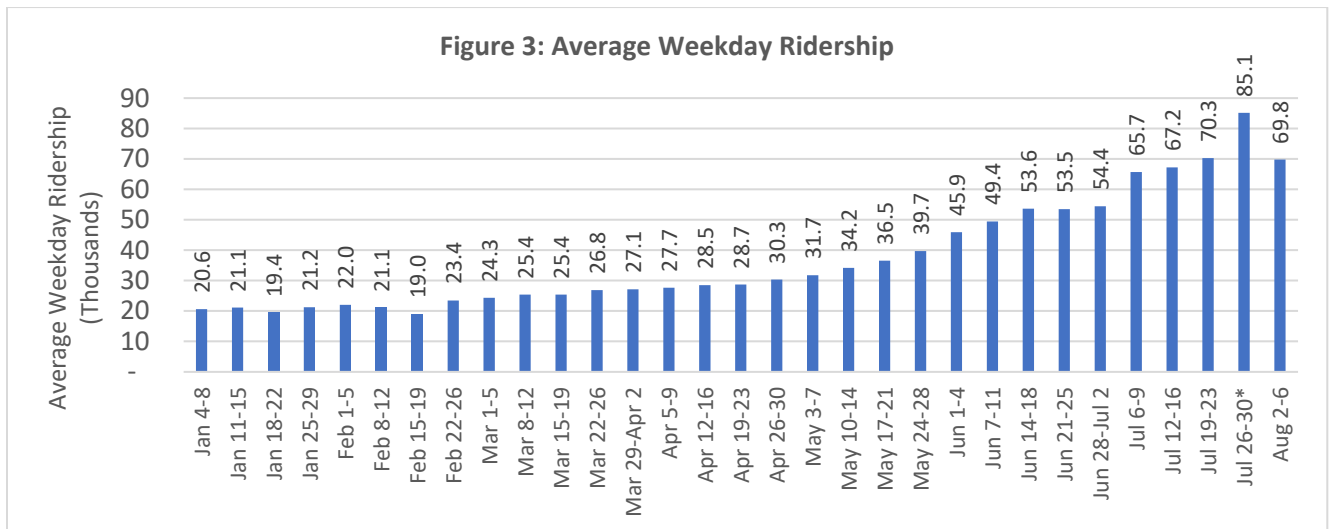
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Excluding the days of Lollapalooza, weekday loads averaged 67,100 passengers per day, starting the month at 58,300 and climbing to 75,600 the Wednesday before Lollapalooza. Wednesdays remained the strongest performing weekday with an average 71,900 passengers per day.

On the weekend of July 17-18, the ME operated an additional 20 trains per day, in addition to its new schedule. These trains operated as shuttles for Rock Island riders between Blue Island and McCormick Place for the Chicago Auto Show. Ravinia trains returned to the UP-N on 8 different days in July. From July 29 to August 1, Metra added service for Lollapalooza, including an additional 21 trains for Thursday and Friday, 22 trains on Saturday, and 25 trains on Sunday.



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

Sales of the special \$10 all-day pass continued in July. There was no special pass for Lollapalooza. For the first time, Ravinia ticket holders could use their concert ticket as proof of payment while riding Metra. An estimated 2,910 passengers were observed alighting at Ravinia Park station before concerts throughout the month. Assuming a round trip, this program generated 5,820 rides total. These rides are included in the totals for this report. The Fair Transit South Cook Pilot program continued in July, offering reduced fares on the Metra Electric and Rock Island lines. The Family Fare policy was active in July.

Compared to July 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 grew compared to before the pandemic: 61 percent of riders used the Ventra App in July 2021 compared to 45% in July 2019.

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

Ticket Type	Ticket Sales				Ridership			
	July 2019	July 2021	July 2019 Share	July 2021 Share	July 2019	July 2021	July 2019 Share	July 2021 Share
Monthly Pass	82	8	5.9%	1.2%	3,512	250	54.5%	15.5%
10-Ride Ticket	162	49	11.8%	7.5%	1,624	488	25.2%	30.3%
One-Way Ticket	1,006	308	73.3%	47.6%	1,006	308	15.6%	19.1%
Weekend Pass	119	-	8.7%	0.0%	298	-	4.6%	0.0%
One Day Weekend Pass	-	68	0.0%	10.5%	-	115	0.0%	7.1%
Two Day Weekend Pass	-	17	0.0%	2.6%	-	37	0.0%	2.3%
\$10 All Day Pass	-	151	0.0%	23.4%	-	290	0.0%	18.0%
Round Trip Plus	-	46	0.0%	7.1%	-	84	0.0%	5.2%
Ravinia	4	-	0.3%	0.0%	7	6	0.1%	0.4%
RTA Ride Free Permit	-	-	0.0%	0.0%	-	32	0.0%	2.0%
Total	1,373	647	100.0%	100.0%	6,447	1,610	100.0%	100.0%

Note: Values do not add to equal total due to the 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.

Table 2: Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	July 2019	July 2021	July 2019 Share	July 2021 Share	July 2019	July 2021	July 2019 Share	July 2021 Share
Conductor	256	118	18.7%	18.3%	345	163	5.3%	10.1%
Commuter Benefit	34	4	2.5%	0.5%	1,161	68	17.8%	4.3%
Ventra App	679	404	49.6%	62.4%	2,930	974	44.9%	60.8%
Ticket Agent	359	109	26.2%	16.8%	1,796	344	27.5%	21.5%
Ticket Vending Machine	41	12	3.0%	1.9%	215	22	3.3%	1.4%
RTA Ride Free Permit	-	-	0.0%	0.0%	77	32	1.2%	2.0%
Total	1,369	647	100.0%	100.0%	6,523	1,604	100.0%	100.0%

Note: Values do not add to equal total due to Group Sales, Marketing Sales, Ravinia Passes, 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.

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