

DATE: July 17, 2024

TO: Board of Directors

FROM: Jim Derwinski, CEO/Executive Director

SUBJECT: June 2024 Ridership Trends

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

In June 2024, Metra provided 3.0 million passenger trips, a -2% decrease from May. Compared to May, June had two fewer weekdays, one additional Saturday, and the same number of Sunday/holidays. Compared to June 2023, June 2024 ridership increased 4%. June 2024 had two fewer weekdays, one additional Saturday, and one additional Sunday/holiday compared to the prior year.

Estimated Passenger Trips by Month

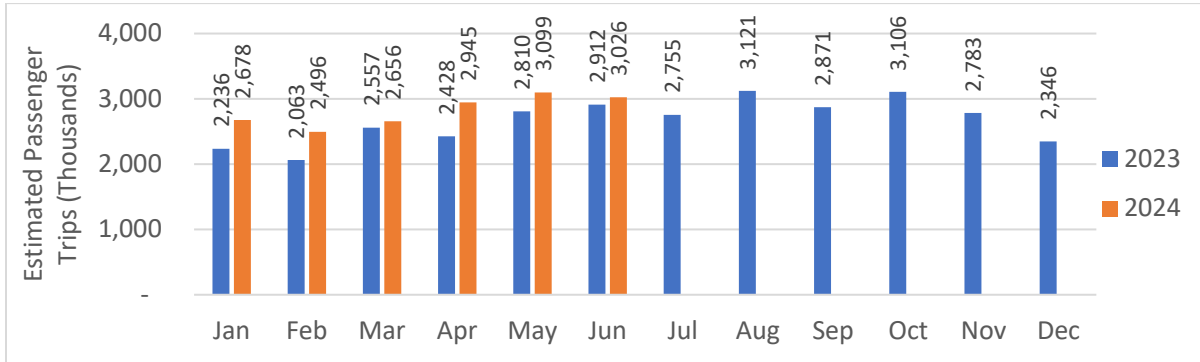


Exhibit 1

Estimated Passenger Trips by Line (June 2023 vs June 2024)

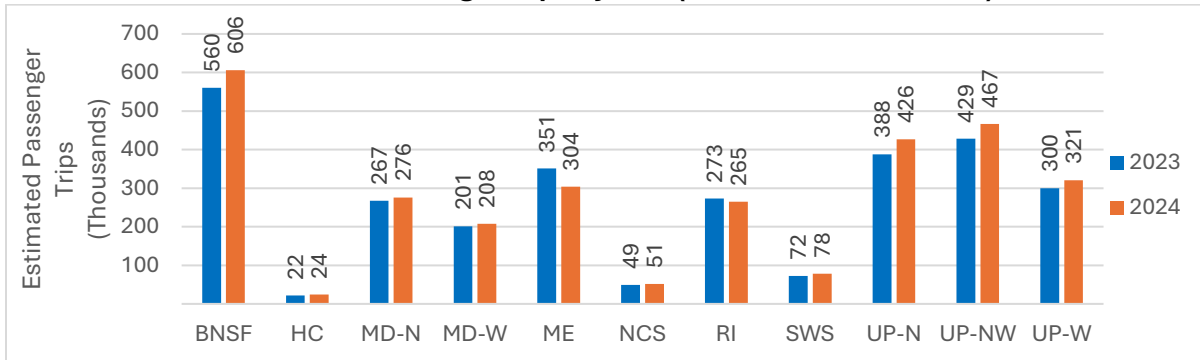


Exhibit 2

Weekday Riders

June average weekday ridership was 167,200, which was 58% of 2019 levels.

Metra Average Weekday Conductor Counts by Week (July 2023-June 2024)

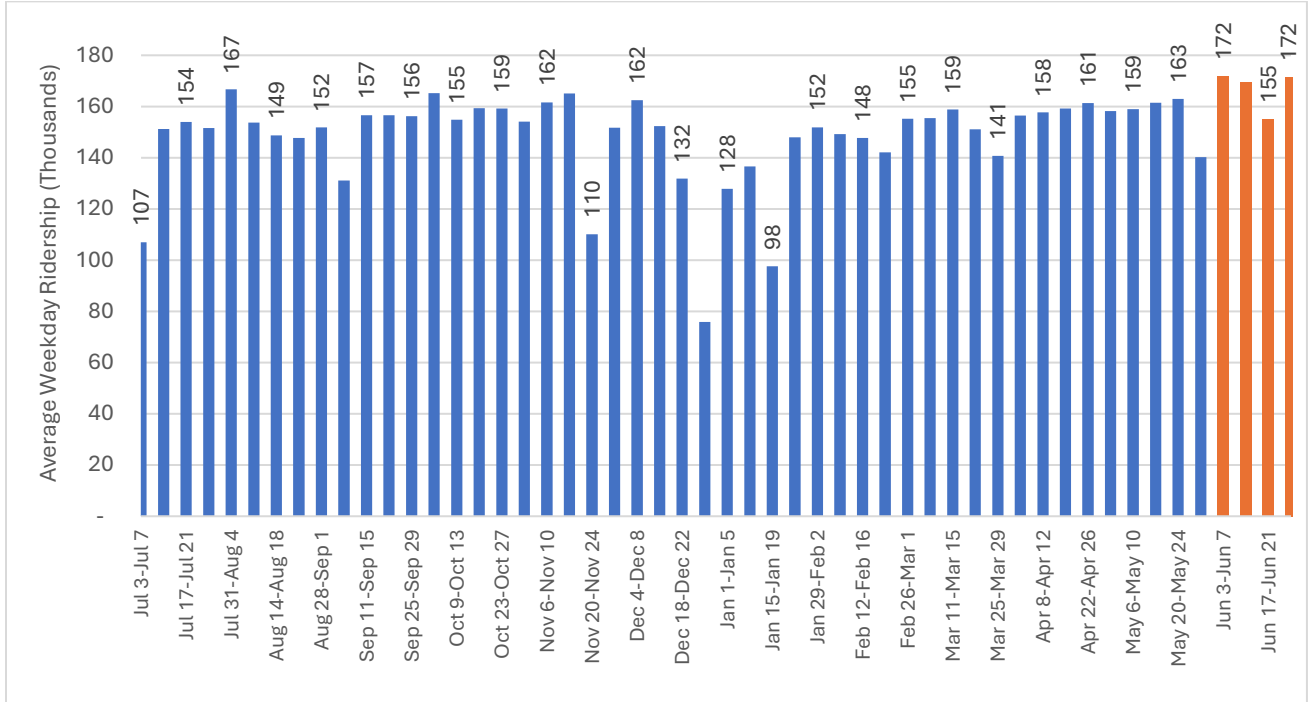


Exhibit 3

	2023						2024					
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Avg Weekday Ridership Chg. from Prior Month	-2%	+8%	-2%	+3%	-4%	-13%	0%	+13%	0%	+6%	+1%	+4%

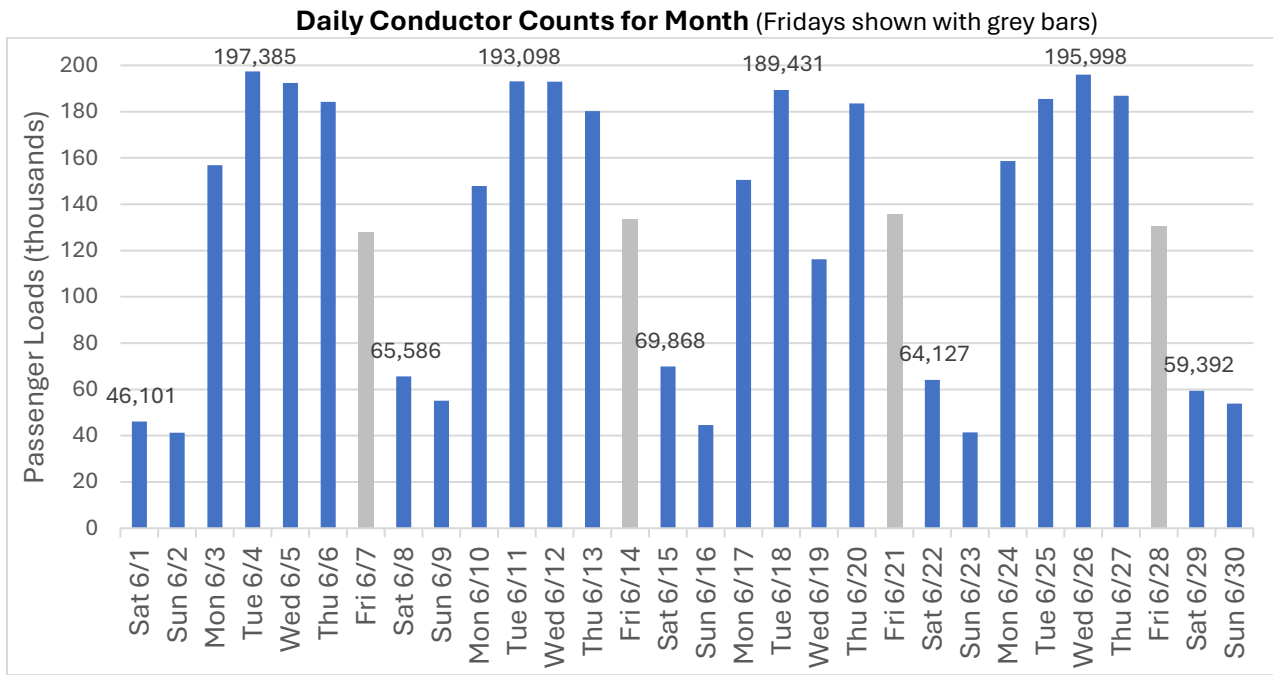


Exhibit 4

June Ridership Highlights

- In celebration of Metra’s 40th anniversary, Metra offered free rides on the weekend of June 8-9, attracting 120,600 passengers. These passengers are included in overall ridership totals for this report but excluded from tables showing tickets purchased.
- In June, Metra saw five new top ten ridership days since COVID (Jun 4, 5, 11, 12, and 26). June 4 reached 197,400, nearly surpassing May 21 as the highest ridership day since COVID.
- Metra added service for Chicago’s 53rd annual Pride Parade. The UP-N and UP-W lines ran a total of four extra trains for the event. Systemwide, the event attracted an estimated 15,900 additional passengers compared to other Sundays that month (excluding the free Sunday on Jun 9).

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
Day Pass 5-Pack replaces 10-ride Ticket	The Day Pass 5-Pack made up about 14% of ridership in June 2024, compared to the 10-Ride Ticket share of 18% in June 2023.
Intermediate Trips Charged Flat Fare	From June 2023 to June 2024, the share of non-downtown Ventra app activity increased from 7.9% to 8.6%.
Ticket Windows Close	June marked the fifth month since Metra closed ticket windows. The Ventra app was used for 82% of all rides and vending machines were used for 9% of all rides.
Bicycles always allowed on trains after Feb 1, provided space is available	Metra carried 40% more bikes since the date of the policy change compared to the same period last year (Feb-Jun).
Access Card	The Access Card entered its fifth month as Metra’s newest reduced fare category, making up 6% of reduced fare ticket sales in June, selling 4,398 tickets through the program.

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.

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

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	50%	64%	72%	78%	55%	83%	103%
HC	54%	-	-	-	52%	-	-
MD-N	53%	45%	67%	51%	53%	80%	81%
MD-W	44%	52%	59%	63%	47%	70%	74%
ME	41%	111%	84%	81%	53%	105%	129%
NCS	38%	40%	89%	0%	42%	-	-
RI	45%	125%	75%	71%	51%	69%	76%
SWS	44%	41%	46%	27%	44%	-	-
UP-N	64%	82%	120%	122%	77%	90%	112%
UP-NW	58%	74%	102%	69%	65%	93%	109%
UP-W	60%	77%	72%	72%	63%	94%	97%
Total	52%	73%	83%	76%	58%	87%	101%

Exhibit 5

Monthly Pass Sales

In June, Monthly Pass sales were relatively flat compared to May and 36% higher compared to last year.

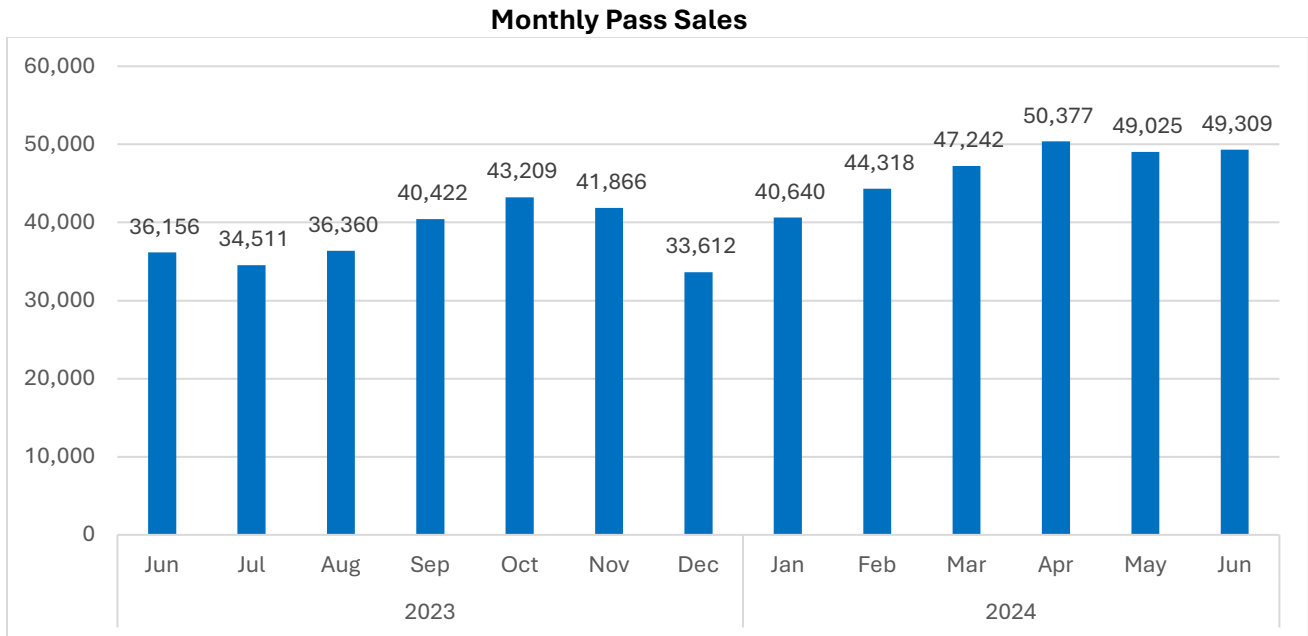


Exhibit 6

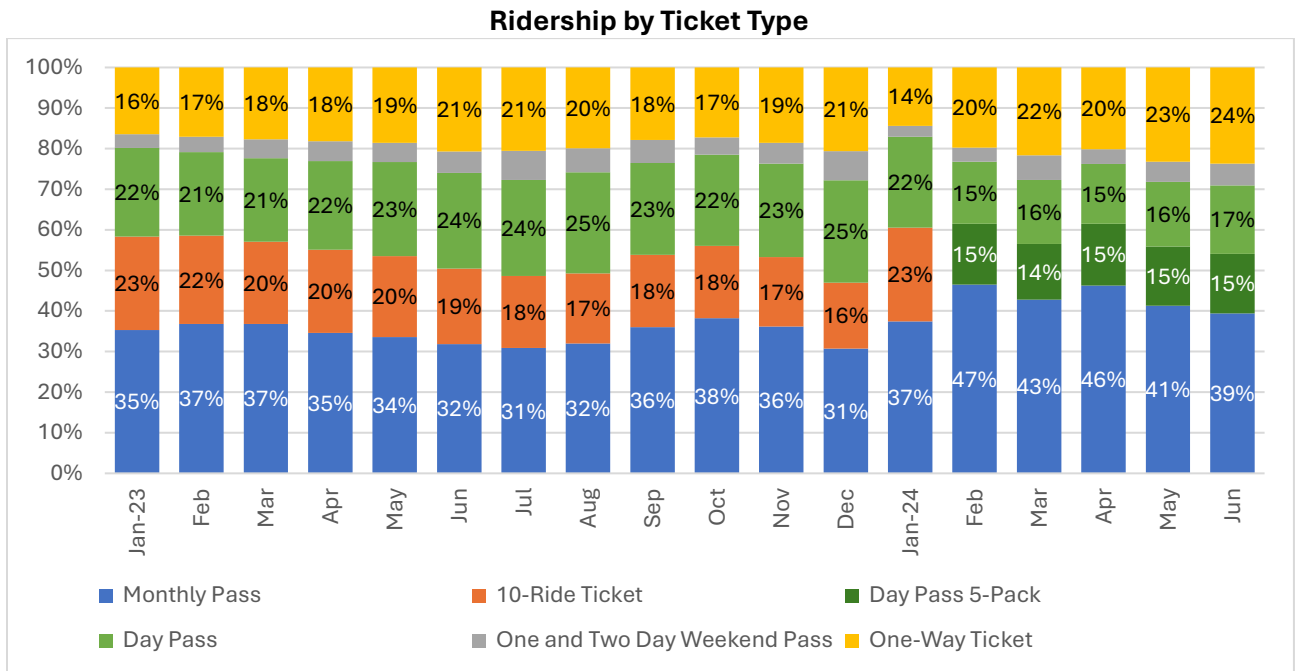


Exhibit 7

Note: Exhibit 7 excludes RTA ride free trips, and trips from Metra's free day from June 8-9.

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			
	Jun 2023	Jun 2024	Jun 2023 Share	Jun 2024 Share	Jun 2023	Jun 2024	Jun 2023 Share	Jun 2024 Share
Monthly Pass	36	49	3%	4%	911	1,128	31%	39%
10-Ride Ticket	53	-	5%	0%	533	-	18%	0%
Day Pass 5-Pack	-	44	0%	4%	-	418	0%	14%
Day Pass	356	255	31%	23%	674	483	23%	17%
One Way	599	678	53%	61%	598	678	21%	23%
One Day Weekend Pass	73	73	6%	7%	117	127	4%	4%
Two Day Weekend Pass	18	13	2%	1%	34	26	1%	1%
RTA Ride Free Permit	-	-	0%	0%	45	44	2%	2%
Total	1,135	1,112	100%	100%	2,912	2,905	100%	100%

Exhibit 8

Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Jun 2023	Jun 2024	Jun 2023 Share	Jun 2024 Share	Jun 2023	Jun 2024	Jun 2023 Share	Jun 2024 Share
Conductor	115	96	10%	9%	127	101	4%	3%
Commuter Benefit	6	5	0%	0%	105	109	4%	4%
Ventra App	874	909	77%	82%	2,214	2,375	76%	82%
Ticket Agent	120	-	11%	0%	388	-	13%	0%
Vending Machine	20	103	2%	9%	32	275	1%	9%
RTA Ride Free Permit	-	-	0%	0%	45	44	2%	2%
Total	1,134	1,112	100%	100%	2,911	2,905	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, adjustments for losses in ridership due to mobile app outages, and Metra's Free Ride day; 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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