



**TO:** Board of Directors  
**FROM:** Jim Derwinski, CEO/Executive Director  
**SUBJECT:** April 2023 Ridership Trends

**DATE:** May 17, 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 April 2023, Metra provided 2.4 million passenger trips, a 30% increase from April 2022. April had three fewer weekdays compared to March, one additional Saturday, and one additional Sunday.

**Estimated Passenger Trips by Month**

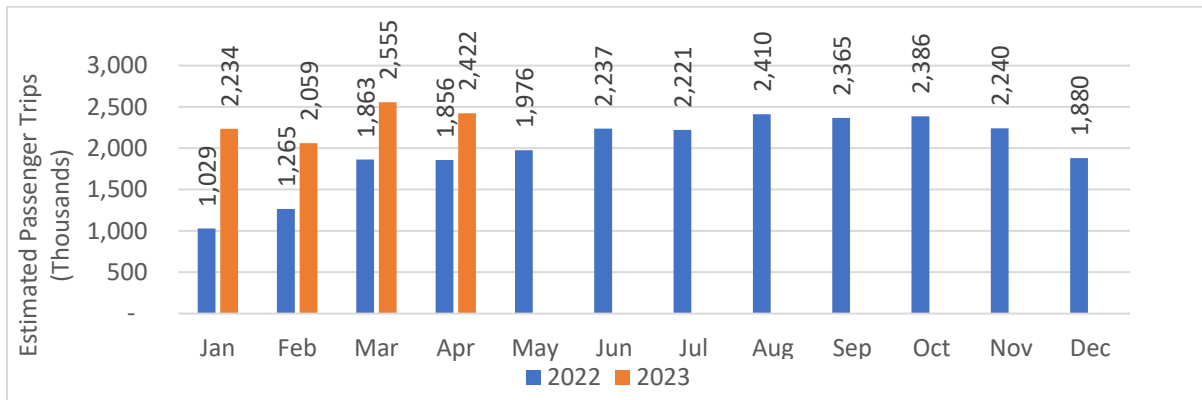


Exhibit 1

**Estimated Passenger Trips by Line (April 2022 vs. April 2023)**

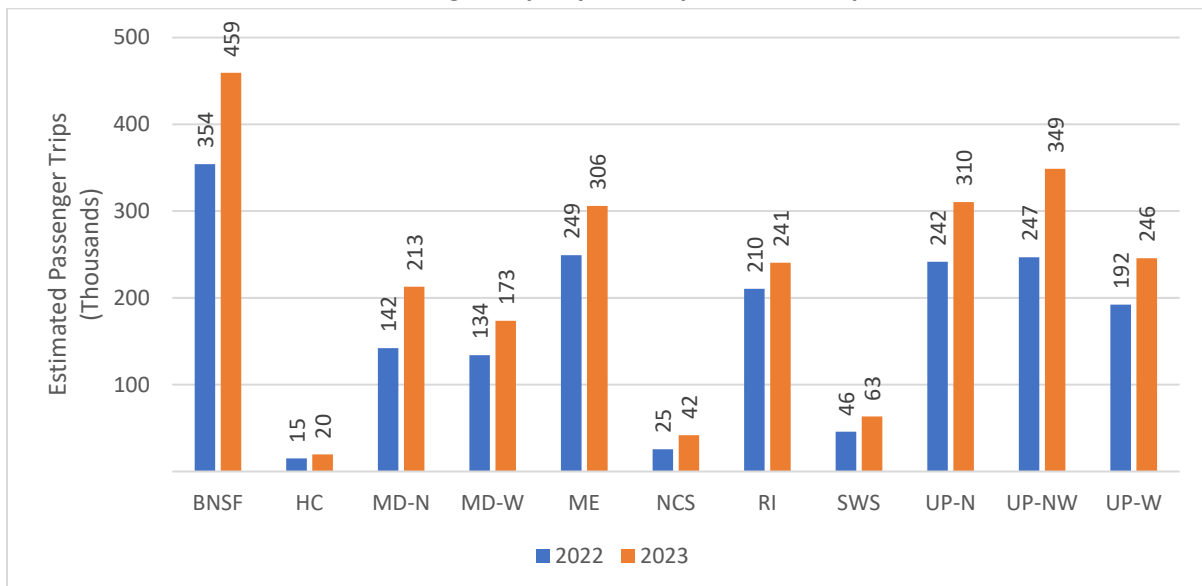
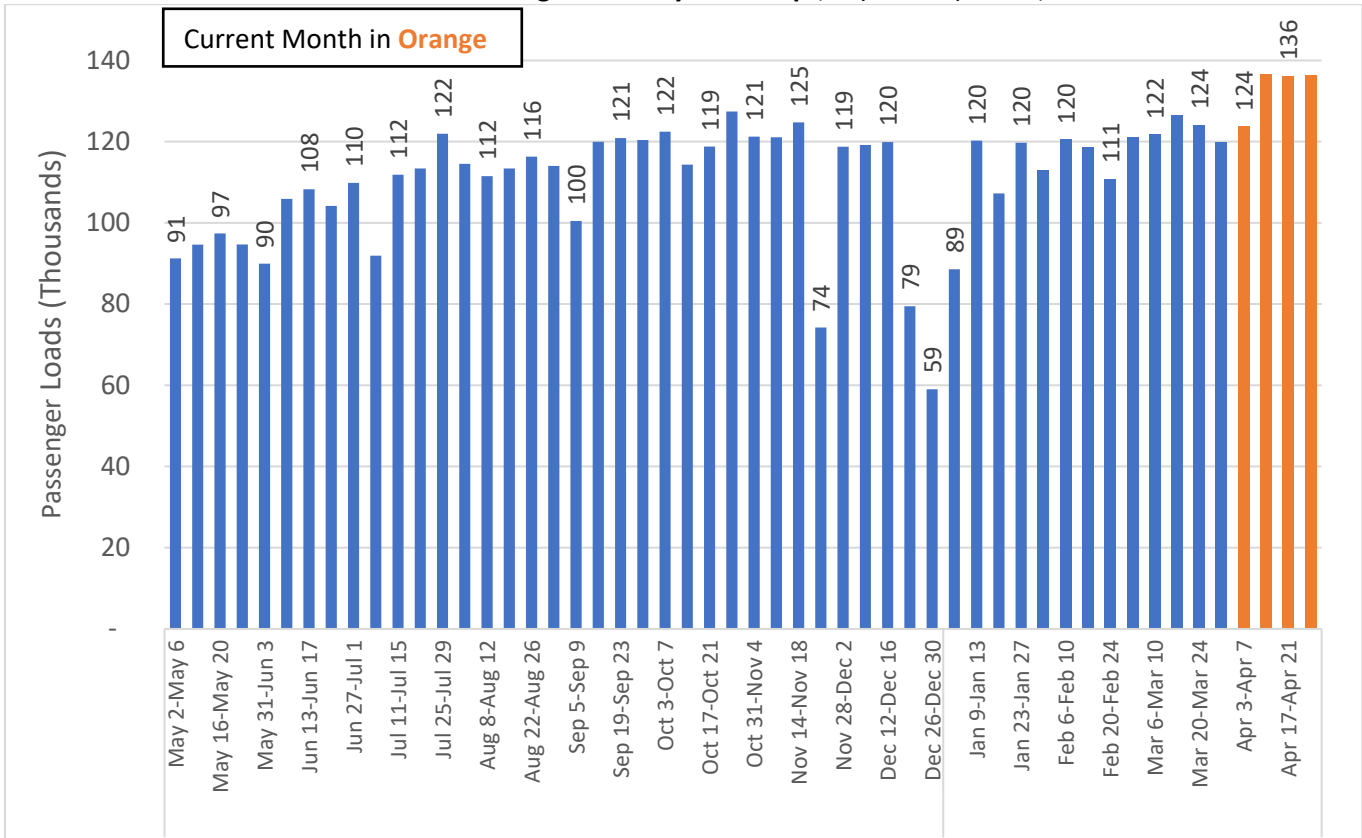


Exhibit 2

## Weekday Ridership

Average weekday ridership in April was 133,300, which was 9% higher than March. April's average weekday ridership was 48% of 2019 levels. April 14 was the first Friday of the year to exceed 100,000 passengers.

Metra Average Weekday Ridership (May 2022-Apr 2023)



	2022								2023			
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Weekday Avg Chg. from Prior Month	10%	11%	4.0%	1.0%	3.0%	1.0%	-2.0%	-12%	10%	3%	5%	9.0%

Exhibit 3

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

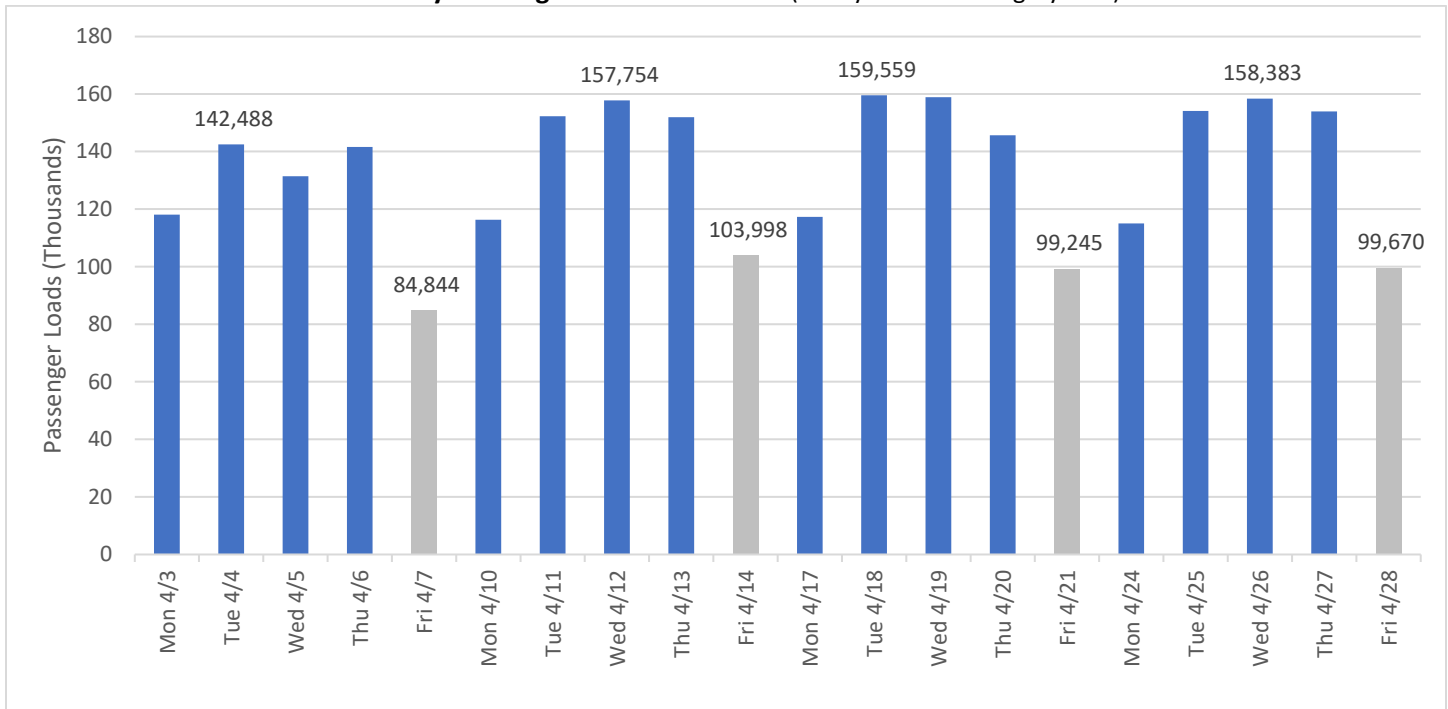


Exhibit 4

**April Ridership Highlights**

- Metra surpassed 150,000 riders 8 times in April, recording 8 of the 10 highest ridership days this year.
- The UP-NW schedule increased by 12 trains on Monday, April 3<sup>rd</sup> which coincided with the start of a major 3-year construction project on the Kennedy Expressway. UP-NW weekday ridership increased 17% compared to March. The other lines near the Kennedy (MD-N, NCS, and UP-N) increased 12% from last month, while lines not impacted by the construction increased 5%. Overall, the lines closest to the construction saw an additional 6,600 additional passengers per weekday compared to March.
- On Friday, April 14<sup>th</sup>, Metra reached 104,000 passengers, the first Friday of the year to exceed 100,000 passengers. Metra reached 99,000 passengers on Friday, April 21 and 28.
- Expanded shuttle service between Dekalb and Elburn station continued in April. Preliminary Metra ridership activity at the Elburn station averaged 229 boardings per weekday in April, an increase of approximately 68 boardings, or 7%, compared to March.

**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 has a recovery of 93% and 87%, respectively, during the midday compared to the system’s recovery of 72%.

In January 2023, Metra increased the number of weekday trains on the SouthWest service from 12 to 30, restoring the line to its weekday pre-COVID total. This followed the December 2022 addition of service to the Milwaukee District

North, Milwaukee District West, North Central Service and Union Pacific West lines. Metra staff monitors ridership and operations on these schedule enhancements to determine if future adjustments are necessary.

**Ridership Recovery by Line & Service Period (Apr 2023 as a percentage of Apr 2019)**

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	40%	44%	69%	39%	43%	72%	65%
HC	39%	-	-	-	37%	-	-
MD-N	47%	36%	60%	39%	47%	65%	73%
MD-W	35%	40%	58%	49%	38%	58%	62%
ME	37%	133%	87%	85%	51%	129%	148%
NCS	39%	30%	74%	0%	40%	-	-
RI	42%	102%	78%	64%	47%	82%	78%
SWS	34%	33%	31%	16%	33%	0%	-
UP-N	51%	64%	93%	79%	59%	90%	88%
UP-NW	50%	54%	74%	50%	53%	92%	89%
UP-W	51%	54%	54%	48%	51%	70%	66%
<b>Total</b>	<b>43%</b>	<b>58%</b>	<b>72%</b>	<b>52%</b>	<b>48%</b>	<b>83%</b>	<b>81%</b>

Exhibit 5

**Monthly Pass Sales**

Monthly Pass sales increased for the fifth consecutive month, with Metra selling the most Monthly Passes in April since the start of the pandemic. Growth in Monthly Pass sales is a trend Metra continues to see since offering the flat-rate price of \$100 beginning in July 2022.

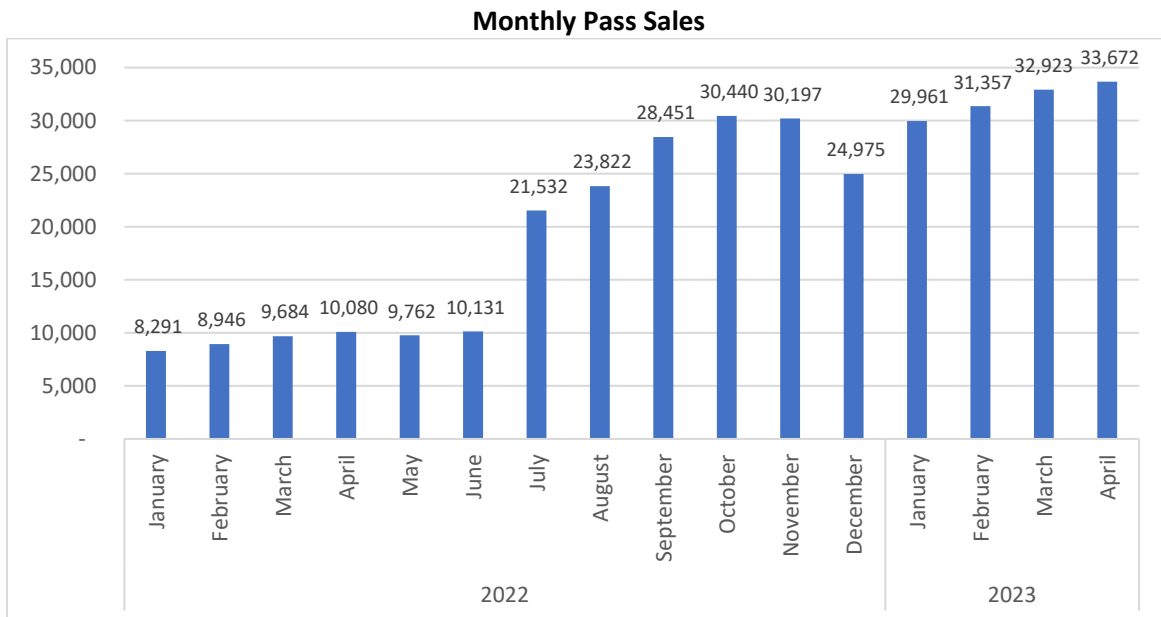


Exhibit 6

### Ridership by Ticket Type

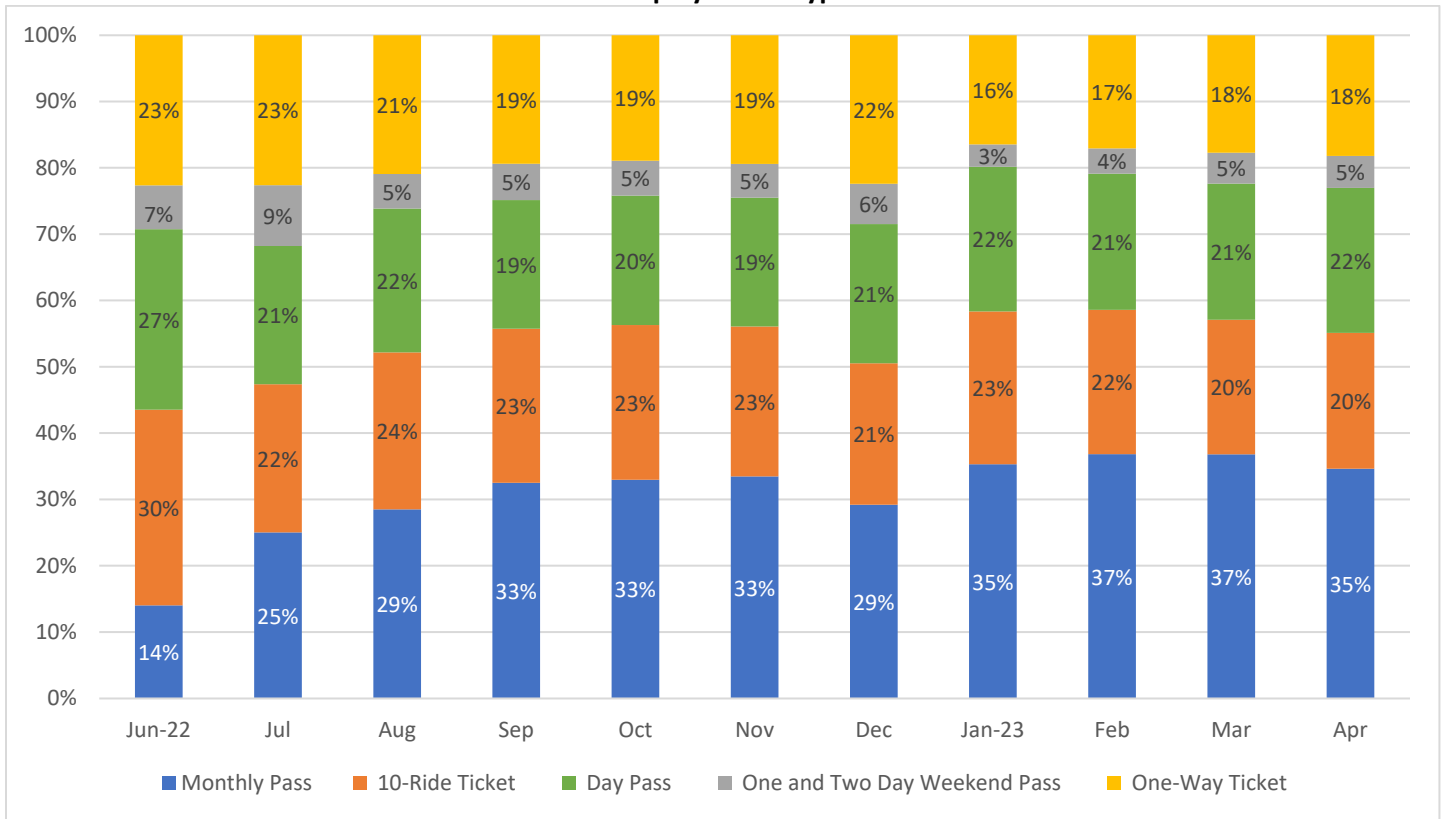


Exhibit 7

Note: Exhibit 7 excludes free trips

### Ticket Sales

See ticket sales and ridership by ticket type and sales channel in the following tables.

#### Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales					Ridership					
	Apr 2019	Jun 2022	Apr 2023	Apr 2019 Share	Apr 2023 Share	Apr 2019	Jun 2022	Apr 2023	Apr 2019 Share	Jun 2022 Share	Apr 2023 Share
Monthly Pass	88	10	34	8.8%	3.9%	3,768	308	825	61%	14%	34%
10-Ride Ticket	149	65	49	15.0%	5.7%	1,490	649	488	24%	29%	20%
One-Way Ticket	693	498	434	70.0%	50.7%	693	498	434	11%	22%	18%
Weekend Pass	61	-	-	6.1%	0.0%	152	-	-	2%	0%	0%
One Day Weekend Pass	-	67	53	0.0%	6.2%	-	113	88	0%	5%	4%
Two Day Weekend Pass	-	15	13	0.0%	1.6%	-	32	27	0%	1%	1%
Day Pass	-	312	274	0.0%	31.9%	-	599	521	0%	27%	22%
\$6 Day Pass	-	55	88	0.0%	10.3%	-	134	167	0%	6%	4%
\$10 Day Pass	-	257	185	0.0%	21.7%	-	465	354	0%	21%	15%
RTA Ride Free Permit	-	-	-	0.0%	0.0%	74	37	38	1%	2%	2%
<b>Total</b>	<b>991</b>	<b>967</b>	<b>856</b>	<b>100%</b>	<b>100%</b>	<b>6,177</b>	<b>2,237</b>	<b>2,422</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Exhibit 8

**Ridership by Sales Channel (thousands)**

Sales Channel	Ticket Sales				Ridership			
	Apr 2019	Apr 2023	Apr 2019 Share	Apr 2023 Share	Apr 2019	Apr 2023	Apr 2019 Share	Apr 2023 Share
Conductor	167	77	17%	9%	210	85	3%	4%
Commuter Benefit	35	5	4%	1%	1,204	97	19%	4%
Ventra App	503	669	51%	78%	2,669	1,837	43%	76%
Ticket Agent	250	89	25%	10%	1,819	336	29%	14%
Ticket Vending Machine	34	15	3%	2%	205	26	3%	1%
RTA Ride Free Permit	-	-	0%	0%	74	38	1%	2%
<b>Total</b>	<b>989</b>	<b>855</b>	<b>100%</b>	<b>100%</b>	<b>6,181</b>	<b>2,420</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; 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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