



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

DATE: December 13, 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 November 2023, Metra provided 2.8 million passenger trips, a -10% decrease from the previous month. Compared to October, November had one less weekday and the same number of Saturdays and Sundays.

Estimated Passenger Trips by Month

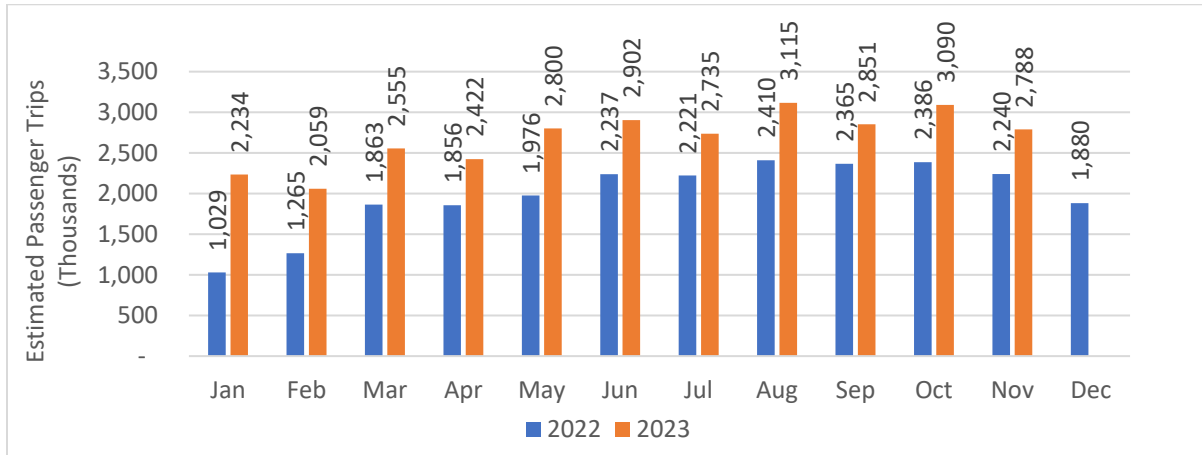


Exhibit 1

Estimated Passenger Trips by Line (November 2022 vs. November 2023)

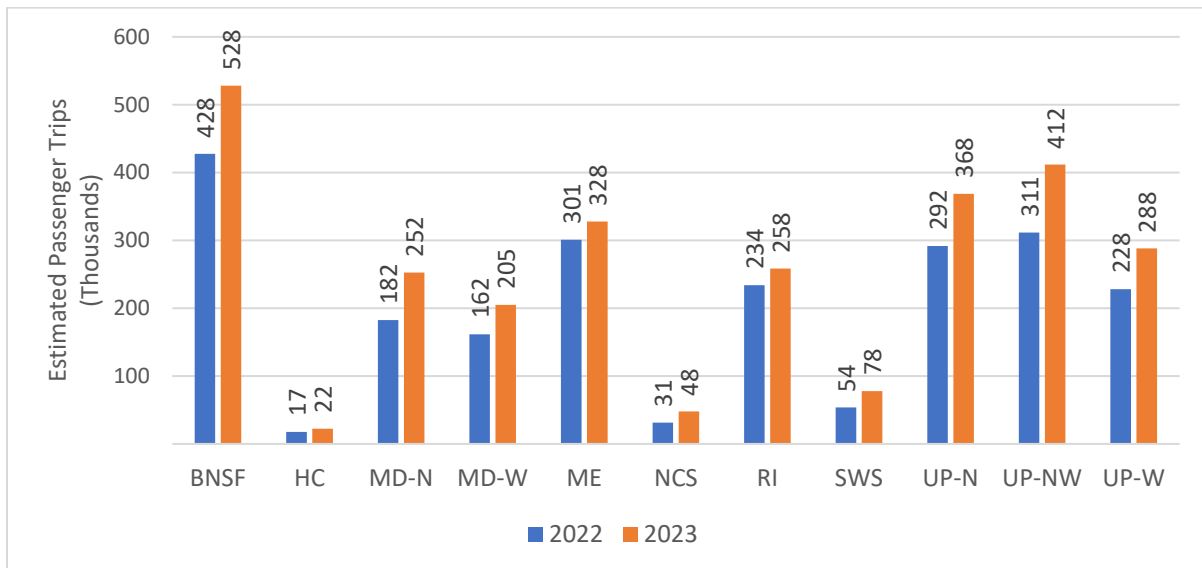


Exhibit 2

Weekday Riders

November average weekday ridership was 152,200, which was -4% lower than October and 57% of 2019 levels.

Metra Average Weekday Ridership by Week (December 2022-November 2023)

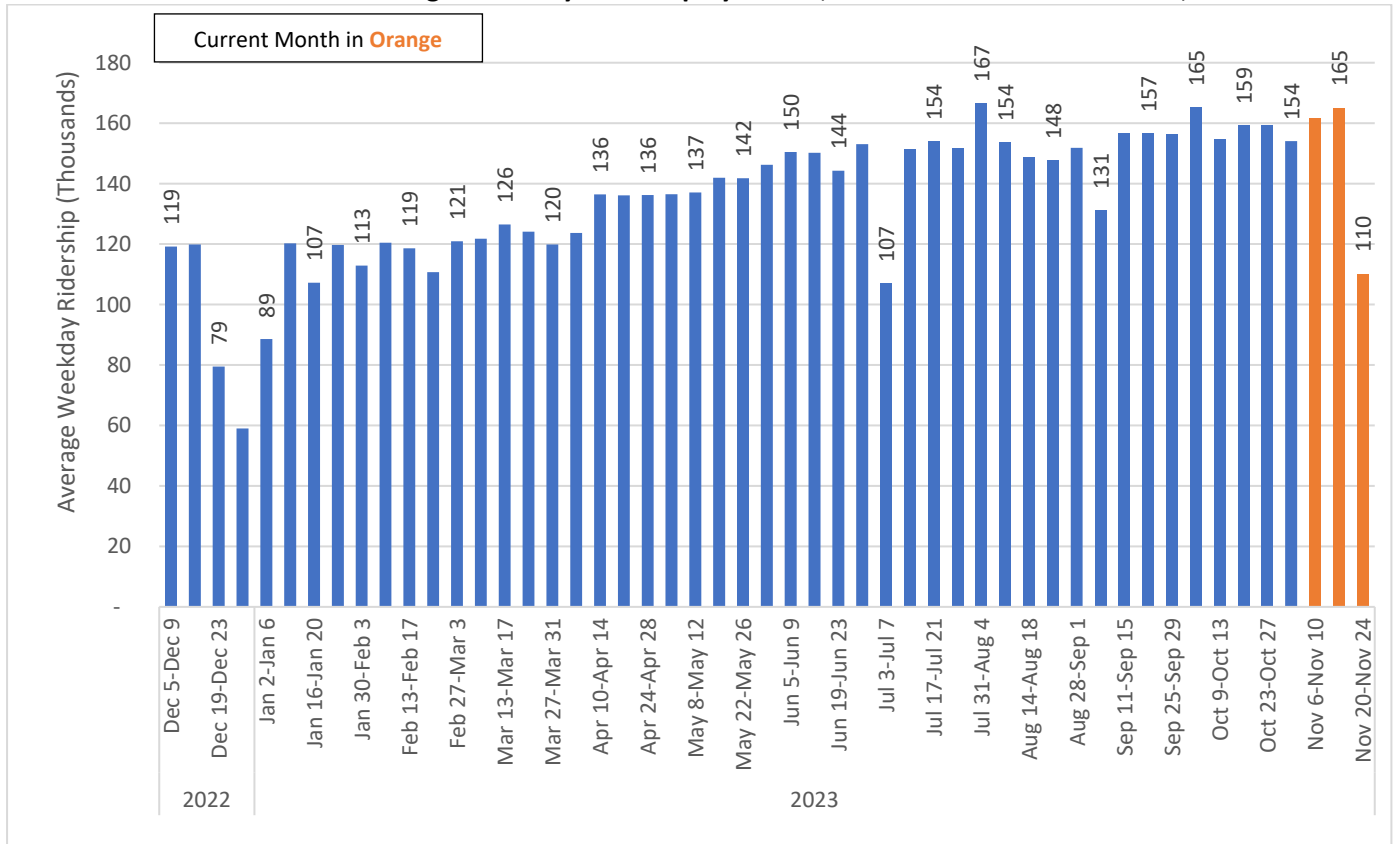


Exhibit 3

	2022	2023										
	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov
Avg Weekday Load Chg. from Prior Month	-12%	10%	3%	5%	9%	6%	5%	-2%	8%	-2%	+3%	-4%

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

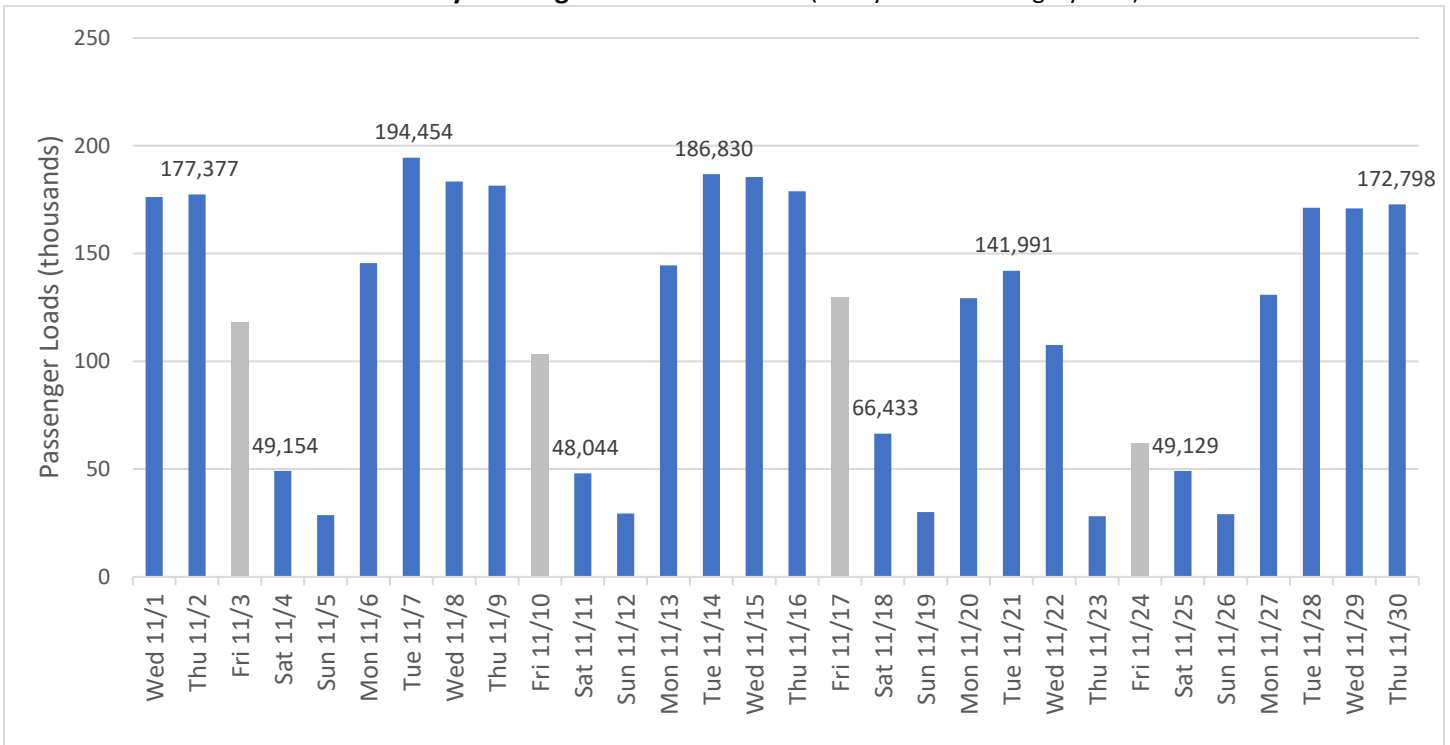


Exhibit 4

November Ridership Highlights

- Metra had its second highest ridership day of the year on Tuesday, November 7 with 194,500 passengers.
- Evening ridership on the UP-NW reached 106% of pre-COVID levels, exceeding 100% for a second consecutive month. Sundays have exceeded 100% on the UP-NW for four consecutive months.
- A new Rock Island schedule came into effect November 27. The schedule features a greater span of service, with the latest outbound train now leaving LaSalle St station at 12:25 am. With increased ridership, 35th St. – Lou Jones was changed from a flag stop to a permanent stop on the schedule. On weekends, stop times were adjusted to provide customers with an easier-to-remember “clock-faced” schedule.

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 Northwest and Metra Electric each have recoveries of 87% and 94% during the midday compared to the system’s recovery of 76%.

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 (Nov 2023 as a percentage of Nov 2019)

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	49%	51%	62%	43%	50%	59%	73%
HC	52%	-	-	-	49%	-	-
MD-N	54%	49%	71%	46%	55%	64%	75%
MD-W	43%	55%	66%	62%	47%	62%	73%
ME	44%	155%	94%	96%	59%	114%	113%
NCS	41%	35%	89%	-	44%	-	-
RI	45%	92%	76%	54%	49%	57%	72%
SWS	45%	40%	50%	22%	44%	-	-
UP-N	68%	73%	95%	94%	74%	81%	83%
UP-NW	55%	66%	87%	106%	63%	84%	109%
UP-W	60%	81%	61%	73%	62%	82%	87%
Total	52%	69%	76%	66%	57%	76%	87%

Exhibit 5

Monthly Pass Sales

Metra sold over 41,000 monthly passes in November; a decrease of -3% compared to October, which follows seasonal trends as November has less days and the Thanksgiving holiday.

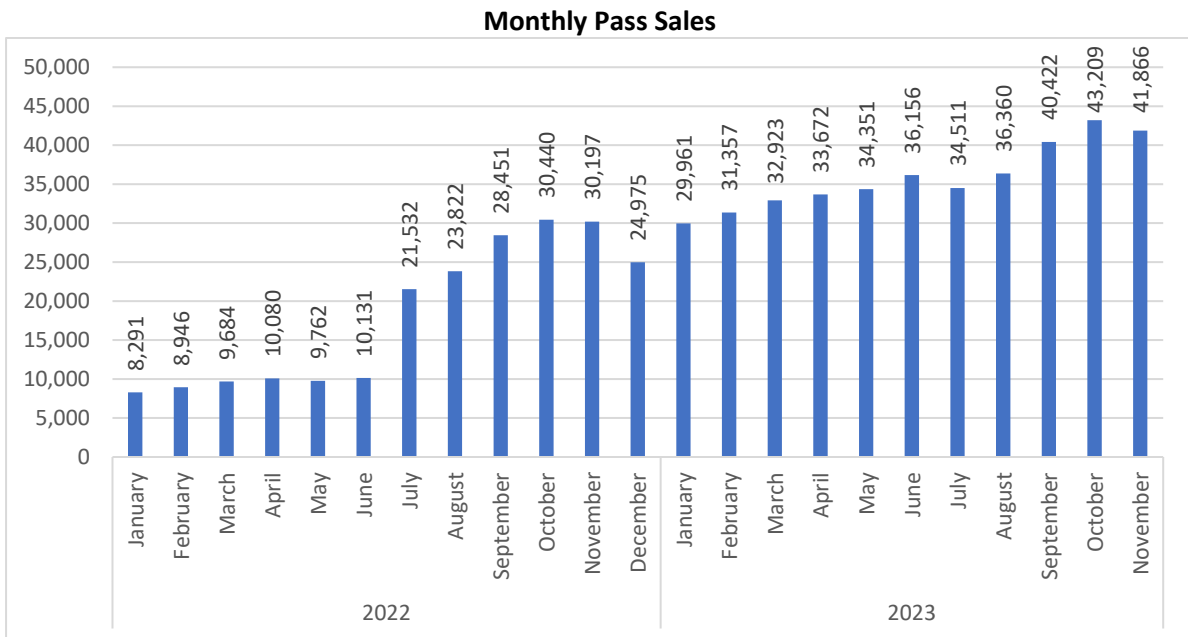


Exhibit 6

Ridership by Ticket Type

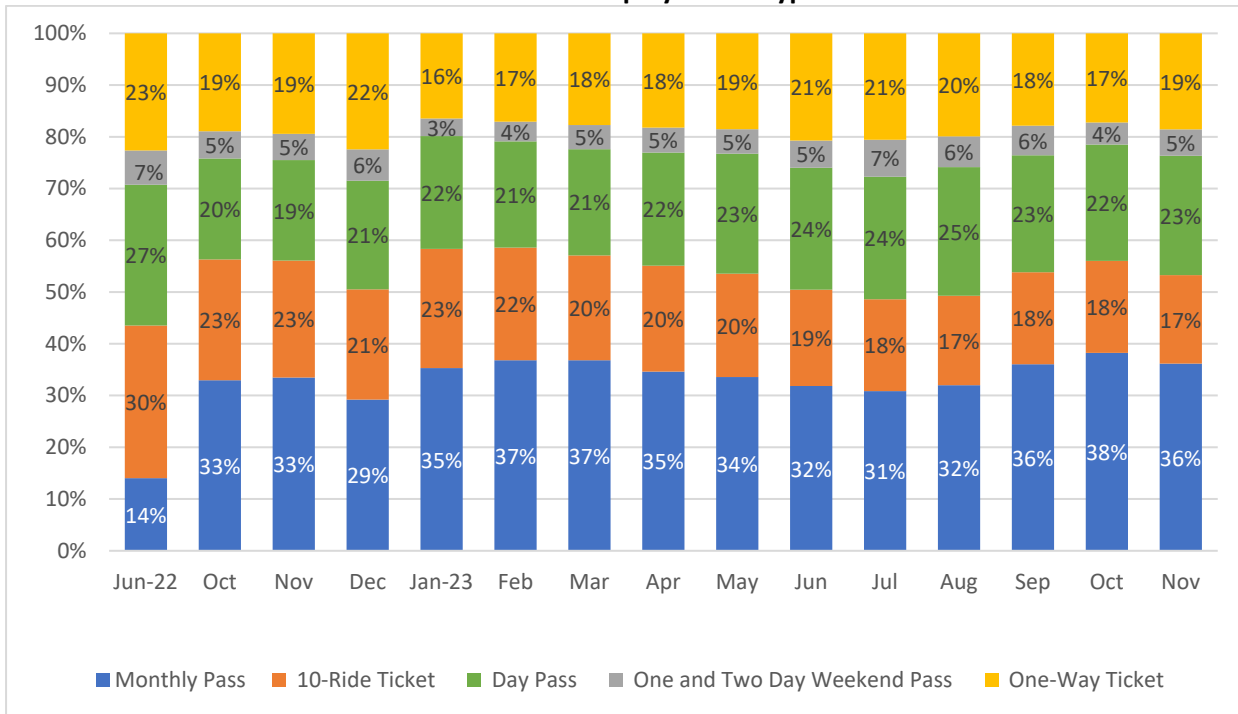


Exhibit 7

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			
	Nov 2019	Nov 2023	Nov 2019 Share	Nov 2023 Share	Nov 2019	Nov 2023	Nov 2019 Share	Nov 2023 Share
Monthly Pass	84	42	8%	4%	3,604	993	60%	36%
10-Ride Ticket	140	47	14%	5%	1,402	470	23%	17%
One-Way Ticket	712	509	69%	50%	712	509	12%	18%
Weekend Pass	95	-	9%	0%	237	-	4%	0%
One Day Weekend Pass	-	70	0%	7%	-	115	0%	4%
Two Day Weekend Pass	-	13	0%	1%	-	26	0%	1%
Day Pass	-	333	0%	33%	-	633	0%	23%
\$6 Day Pass	-	114	0%	11%	-	216	0%	8%
\$10 Day Pass	-	219	0%	22%	-	417	0%	15%
RTA Ride Free Permit	-	-	0%	0%	68	42	1%	2%
Total	1,031	1,014	100%	100%	6,023	2,788	100%	100%

Exhibit 8

Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Nov 2019	Nov 2023	Nov 2019 Share	Nov 2023 Share	Nov 2019	Nov 2023	Nov 2019 Share	Nov 2023 Share
Conductor	153	82	15%	8%	200	92	3%	3%
Commuter Benefit	35	6	3%	1%	1,163	113	19%	4%
Ventra App	565	801	56%	81%	2,771	2,164	46%	78%
Ticket Agent	235	82	23%	8%	1,607	311	27%	11%
Ticket Vending Machine	29	24	3%	2%	183	45	3%	2%
RTA Ride Free Permit	-	-	0%	0%	68	42	1%	2%
Total	1,017	994	100%	100%	5,992	2,768	100%	100%

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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