

RIDERSHIP TRENDS

November 2019



**Prepared by the Division of Strategic Planning & Performance
December 2019**

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Executive Summary

Estimated passenger trips decreased 3.8 percent in November 2019 compared to November 2018. November 2019 had the one less weekday, one additional Saturday, and the same number of Sundays/holidays compared to November 2018.

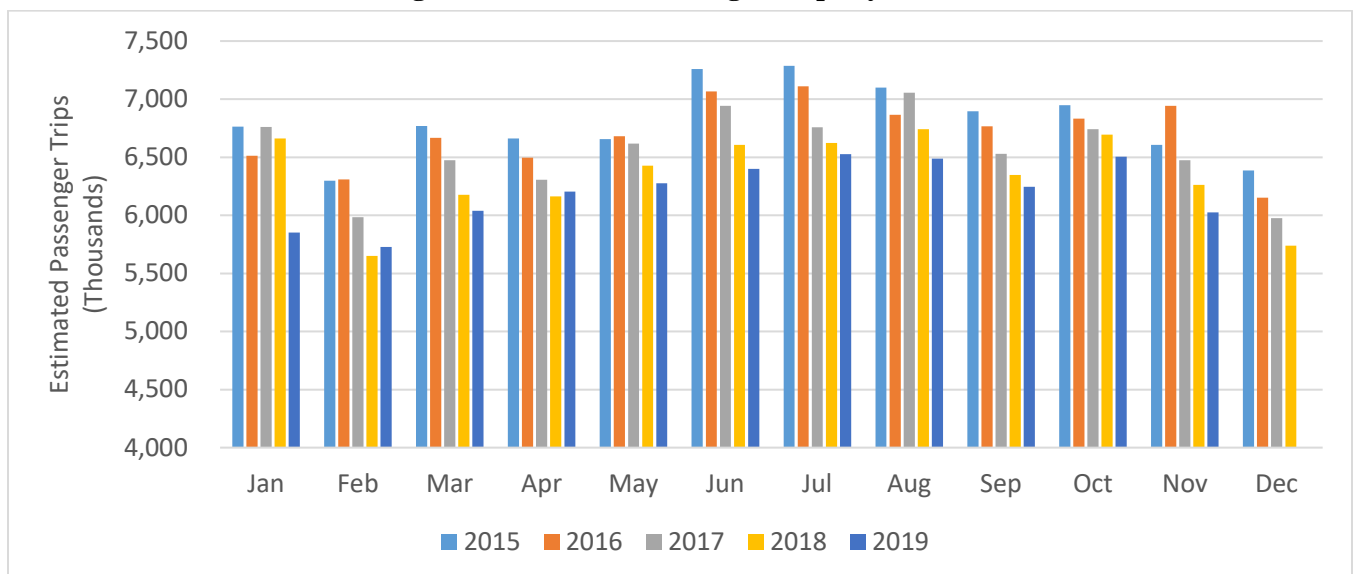
Estimated passenger trips decreased 2.7 percent in the last three months compared to 2018. Estimated passenger trips have decreased 3.0 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month ¹

Month	Estimated Passenger Trips (Thousands)					Change	
	2015	2016	2017	2018	2019	2015-2019	2018-2019
Jan	6,764	6,513	6,762	6,661	5,850	-13.5%	-12.2%
Feb	6,297	6,310	5,985	5,651	5,729	-9.0%	1.4%
Mar	6,770	6,666	6,474	6,176	6,040	-10.8%	-2.2%
Apr	6,663	6,497	6,305	6,162	6,205	-6.9%	0.7%
May	6,656	6,681	6,618	6,426	6,276	-5.7%	-2.3%
Jun	7,260	7,066	6,941	6,607	6,400	-11.8%	-3.1%
Jul	7,286	7,110	6,759	6,623	6,526	-10.4%	-1.5%
Aug	7,100	6,866	7,055	6,742	6,487	-8.6%	-3.8%
Sep	6,896	6,766	6,530	6,347	6,244	-9.5%	-1.6%
Oct	6,949	6,832	6,740	6,694	6,504	-6.4%	-2.8%
Nov	6,606	6,943	6,475	6,261	6,024	-8.8%	-3.8%
Dec	6,385	6,153	5,976	5,739			
Year-to-date	75,246	74,249	72,644	70,349	68,283	-9.3%	-2.9%
Last 3 Months	20,451	20,541	19,745	19,301	18,771	-8.2%	-2.7%
Last 12 Months	81,970	80,634	78,797	76,325	74,023	-9.7%	-3.0%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Figure 1: Estimated Passenger Trips by Month



For the 2019 budget year, Metra estimated total annual passenger trips to be 75.6 million. To track how well ridership is comparing to this budgeted amount, monthly estimates have been calculated by distributing the budgeted trips throughout the year based on the distribution in previous years. Unanticipated differences in holiday and special event travel are common explanations for variations between the monthly budget distribution and actual ridership. These effects are less pronounced at the quarterly and annual level. Table 2 shows the estimated monthly passenger trips compared to this distribution.

Table 2: Estimated vs. Budget Passenger Trips ¹

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2019)	Actual (2019)	
Jan	6,400	5,850	-8.6%
Feb	5,700	5,729	0.5%
Mar	5,950	6,040	1.5%
1st Quarter	18,050	17,619	-2.4%
Apr	6,450	6,205	-3.8%
May	6,400	6,276	-1.9%
Jun	6,360	6,400	0.6%
2nd Quarter	19,210	18,880	-1.7%
Jul	6,830	6,526	-4.5%
Aug	6,490	6,487	0.0%
Sep	6,530	6,244	-4.4%
3rd Quarter	19,850	19,257	-3.0%
Oct	6,500	6,504	0.1%
Nov	5,970	6,024	0.9%
Dec	5,990		
4th Quarter	18,460		
Year-to-date	69,580	68,283	-1.9%
Total	75,570		

¹ Values are rounded to the thousand. Variance is calculated based on the unrounded values.

Ridership

Estimated ridership figures are based on the number of ticket sales multiplied by a standard ridership factor unique to each ticket type, in addition to the number of RTA Ride Free Permit passenger trips reported by conductors.

Estimated Passenger Trips by Line

Table 3 shows estimated passenger trips by line for the current month, the last three months, and the last 12 months. Estimated passenger trips decreased by 2.7 percent in the last three months compared to the previous year and decreased 3.0 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	November			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,291,803	1,256,239	-2.8%	3,992,844	3,922,575	-1.8%	15,871,887	15,452,581	-2.6%
HC	60,623	61,175	0.9%	185,817	191,759	3.2%	729,580	730,647	0.1%
MD-N	552,143	527,530	-4.5%	1,684,681	1,655,159	-1.8%	6,625,079	6,540,088	-1.3%
MD-W	503,648	478,630	-5.0%	1,557,377	1,492,928	-4.1%	6,162,910	5,905,878	-4.2%
ME	634,669	604,566	-4.7%	1,970,879	1,890,685	-4.1%	7,750,506	7,307,865	-5.7%
NCS	134,792	128,581	-4.6%	417,722	403,008	-3.5%	1,650,212	1,589,261	-3.7%
RI	625,230	597,208	-4.5%	1,911,744	1,838,592	-3.8%	7,613,975	7,337,026	-3.6%
SWS	202,115	194,476	-3.8%	615,224	600,764	-2.4%	2,425,472	2,362,133	-2.6%
UP-N	708,772	693,724	-2.1%	2,209,301	2,185,873	-1.1%	8,710,004	8,537,829	-2.0%
UP-NW	878,635	841,994	-4.2%	2,690,426	2,609,436	-3.0%	10,622,758	10,380,736	-2.3%
UP-W	668,461	639,560	-4.3%	2,065,379	1,980,615	-4.1%	8,162,955	7,878,748	-3.5%
Total	6,260,889	6,023,680	-3.8%	19,301,391	18,771,392	-2.7%	76,325,336	74,022,789	-3.0%

Estimated Passenger Trips by Fare Zone Pair

Table 4 shows estimated passenger trips by fare zone pair for the current month, the last three months, and the last 12 months.

- The long-term decline in No Zone Pair passenger trips is expected to continue as data collection improvements and the shift to the Ventra App cause fewer trips to be reported without a zone pair.
- In July 2018, year-long testing of the zone consolidation policy began. All tickets for Zones K through M were capped to the price of Zone J tickets. This caused an increase in passenger trips for Zone A-J, and a decrease for passenger trips for Zones A-K and A-M. There are no stations in Zone L.

Table 4: Estimated Passenger Trips by Fare Zone Pair ¹

Zone Pair	November (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	19	21	11.3%	63	66	5.2%	237	248	4.6%
A-B	462	457	-1.0%	1,436	1,433	-0.2%	5,538	5,475	-1.1%
A-C	875	860	-1.6%	2,681	2,675	-0.2%	10,494	10,426	-0.6%
A-D	1,042	1,014	-2.7%	3,215	3,162	-1.7%	12,712	12,394	-2.5%
A-E	1,346	1,305	-3.1%	4,120	4,074	-1.1%	16,162	16,054	-0.7%
A-F	806	753	-6.7%	2,498	2,353	-5.8%	9,830	9,270	-5.7%
A-G	490	467	-4.5%	1,509	1,465	-3.0%	5,931	5,791	-2.4%
A-H	392	376	-4.1%	1,206	1,170	-2.9%	4,805	4,630	-3.6%
A-I	135	127	-6.0%	414	391	-5.7%	1,643	1,560	-5.1%
A-J	57	53	-5.8%	172	164	-4.5%	428	662	54.6%
A-K	-	-		-	-		203	-	-100.0%
A-M	-	-		-	-		51	-	-100.0%
<i>A-J, K, & M</i>	<i>57</i>	<i>53</i>	<i>-5.8%</i>	<i>172</i>	<i>164</i>	<i>-4.5%</i>	<i>682</i>	<i>662</i>	<i>-2.9%</i>
Intermediate	189	176	-7.1%	596	565	-5.3%	2,321	2,178	-6.2%
No Zone Pair	448	414	-7.7%	1,391	1,254	-9.9%	5,969	5,335	-10.6%
Total	6,261	6,024	-3.8%	19,301	18,771	-2.7%	76,325	74,023	-3.0%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for the current month, the last three months, and the last 12 months. Special event tickets and other data irregularities can affect month-to-month comparisons of passenger trips by ticket type:

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, February 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

Table 5: Estimated Passenger Trips by Ticket Type ¹

Ticket Type	November (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,737	3,605	-3.5%	59.6%	60.0%	11,419	11,083	-2.9%	59.1%	59.1%
10-Ride Ticket	1,480	1,409	-4.8%	23.6%	23.4%	4,640	4,545	-2.0%	24.0%	24.2%
One-Way Ticket	754	717	-4.9%	12.0%	11.9%	2,366	2,300	-2.8%	12.3%	12.3%
Weekend Pass	224	211	-6.1%	3.6%	3.5%	659	601	-8.8%	3.4%	3.2%
Special Passes	-	-		0.0%	0.0%	7	6	-11.3%	0.0%	0.0%
RTA Ride Free Permit	71	68	-3.8%	1.1%	1.1%	224	221	-1.6%	1.2%	1.2%
Total ²	6,266	6,010	-4.1%			19,315	18,755	-2.9%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	44,516	43,224	-2.9%	58.3%	58.4%
10-Ride Ticket	18,522	17,904	-3.3%	24.3%	24.2%
One-Way Ticket	9,487	9,394	-1.0%	12.4%	12.7%
Weekend Pass	2,851	2,535	-11.1%	3.7%	3.4%
Special Passes	90	84	-7.4%	0.1%	0.1%
RTA Ride Free Permit	885	858	-3.1%	1.2%	1.2%
Total ²	76,352	73,998	-3.1%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² Passenger trip totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds.

Passenger Loads

Table 6 shows the average daily passenger loads by service period for the current month, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased 0.4 percent in the current month, and average total weekday passenger loads changed by 0.0 percent in the same period.

Table 6: Average Daily Passenger Loads ¹

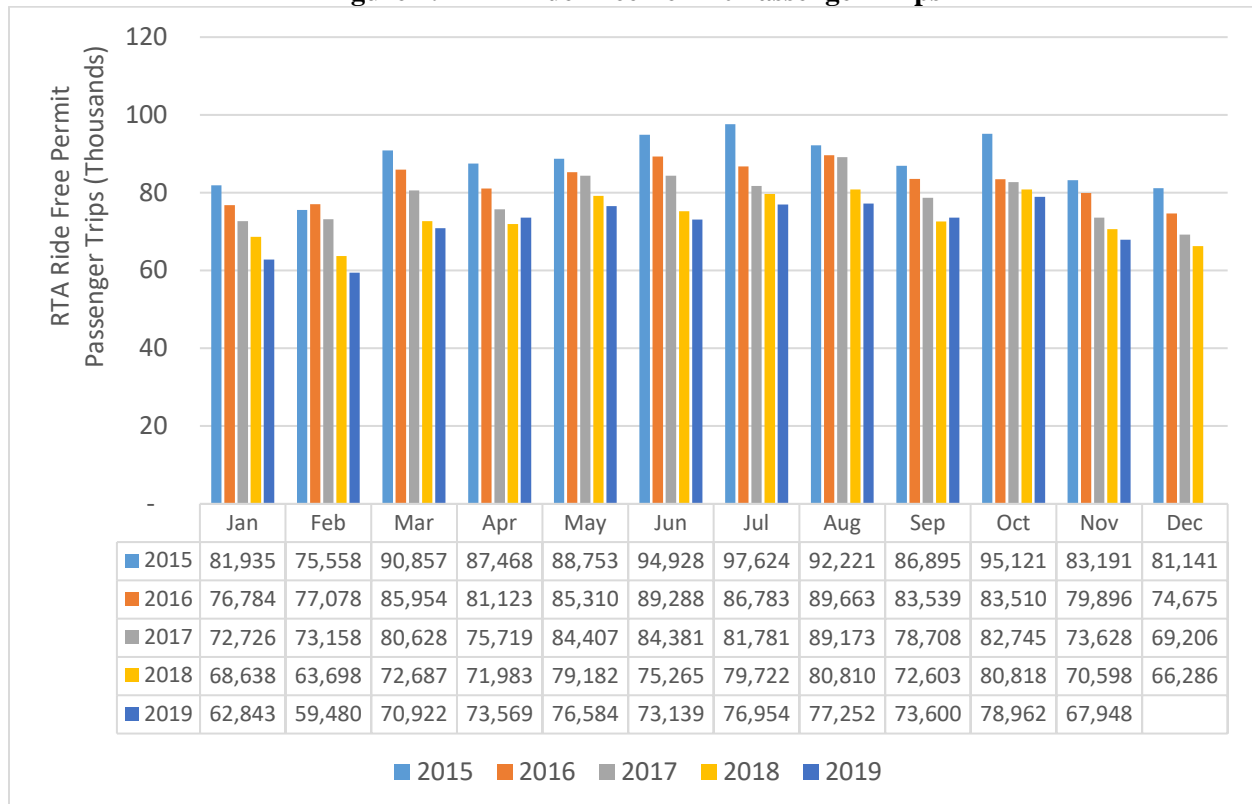
Service Period	November (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	203	202	-0.4%	212	213	0.4%	212	209	-1.2%
Peak - Reverse Direction	19	19	1.8%	19	20	2.7%	20	19	-3.6%
Midday	32	32	0.5%	31	31	-0.4%	31	31	-2.1%
Evening	15	15	2.0%	15	15	-2.9%	16	15	-4.3%
Weekday	268	268	0.0%	278	279	0.3%	278	274	-1.7%
Saturday	58	56	-2.8%	56	57	1.5%	60	62	2.9%
Sunday	34	33	-2.1%	38	37	-0.3%	38	38	-0.4%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

RTA Ride Free Permit Free Trips

Figure 2 shows the number of RTA Ride Free Permit passenger trips for the last five years. Trips are included in ridership estimates because Metra is eligible for reimbursement for the number provided.

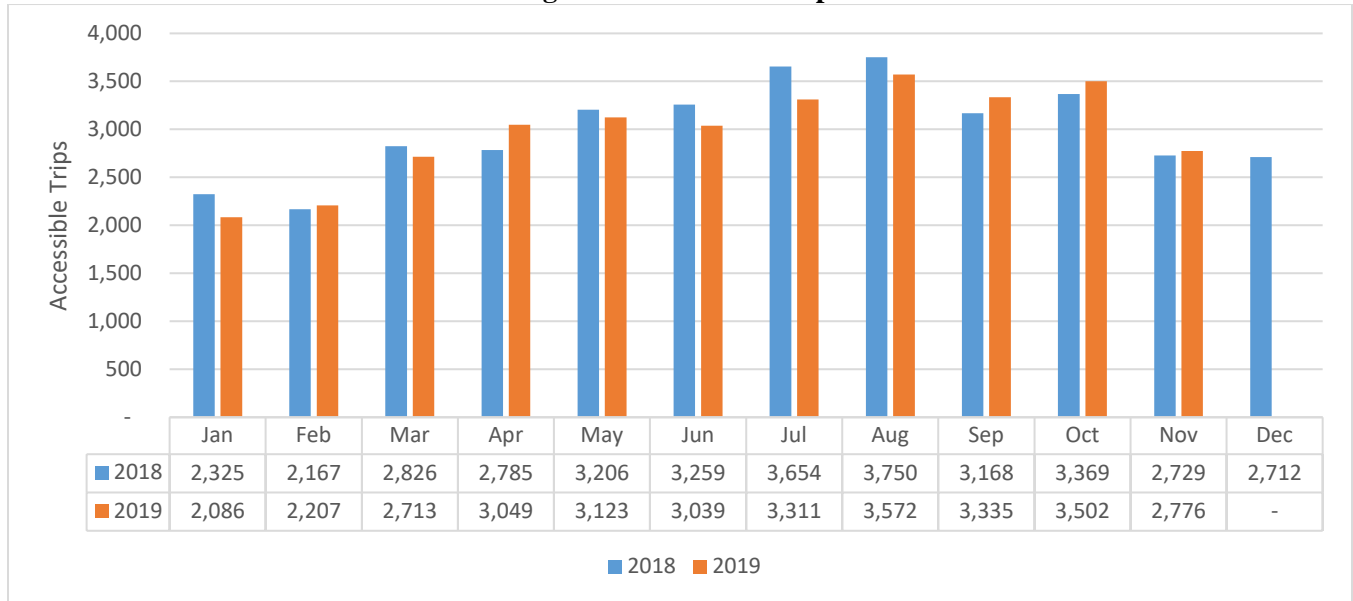
Figure 2: RTA Ride Free Permit Passenger Trips



Accessible Trips

Figure 3 shows the number of trips provided using accessible equipment. Accessible equipment consists of bridge plates on the Metra Electric Line and wheelchair lifts on all other lines.

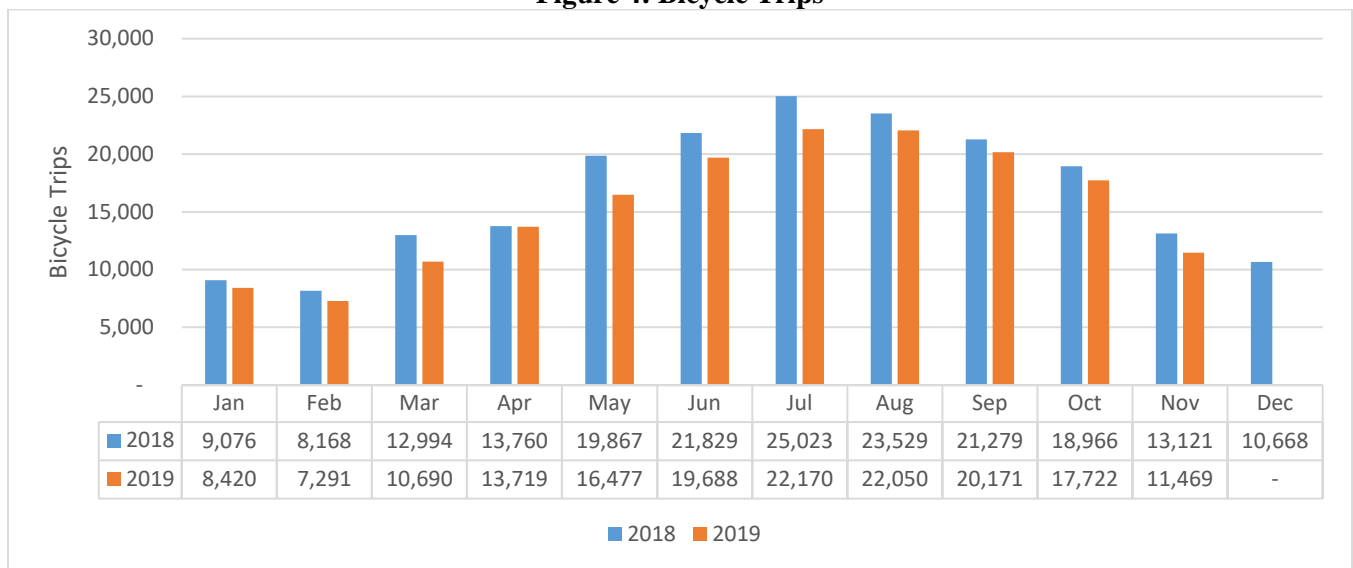
Figure 3: Accessible Trips



Bicycle Trips

Figure 4 shows the number of trips provided where the passenger transported a bicycle.

Figure 4: Bicycle Trips



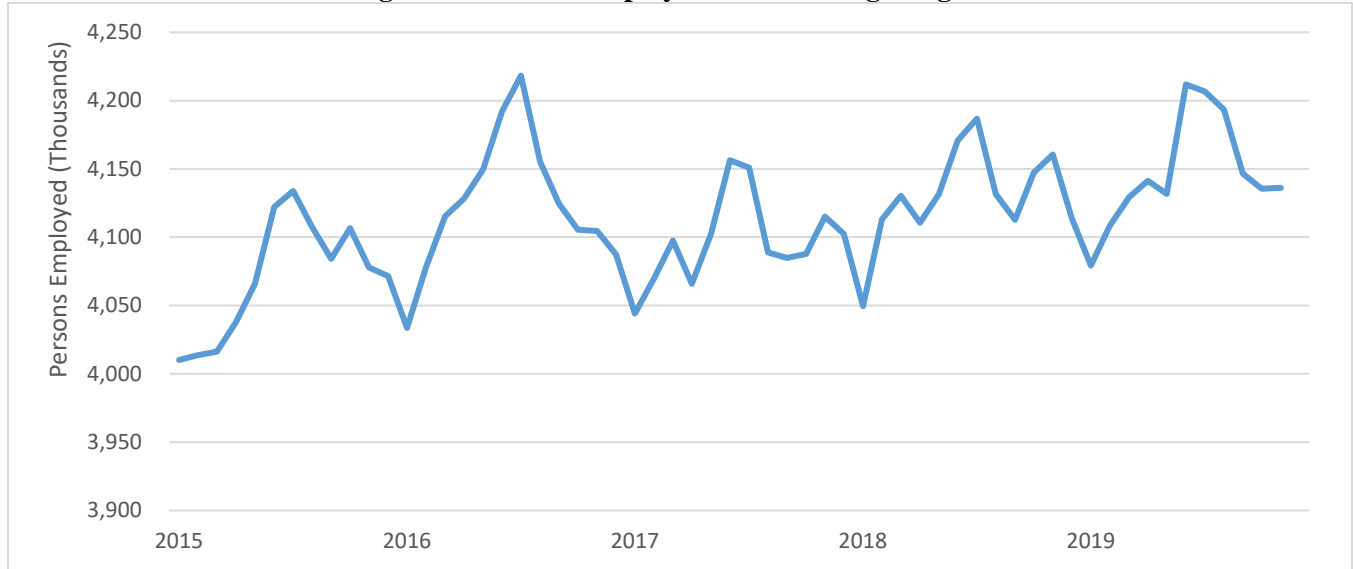
Ridership Influences

Many different factors (such as the employment, gas prices, road construction, service changes, and special events) can influence ridership trends.

Employment

Figure 5 shows the number of persons employed in the six-county Chicago Region. The number of persons employed decreased 0.6 percent in November 2019 compared to November 2018.

Figure 5: Persons Employed in the Chicago Region ¹



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,071
2016	4,033	4,078	4,115	4,128	4,150	4,192	4,218	4,155	4,125	4,106	4,105	4,087	4,128
2017	4,044	4,070	4,098	4,066	4,102	4,156	4,151	4,089	4,085	4,088	4,115	4,102	4,097
2018	4,050	4,113	4,130	4,111	4,131	4,171	4,187	4,131	4,113	4,147	4,161	4,113	4,131
2019	4,079	4,108	4,129	4,141	4,132	4,212	4,207	4,193	4,146	4,136	4,136		4,147
Change 2018-2019	0.7%	-0.1%	0.0%	0.7%	0.0%	1.0%	0.5%	1.5%	0.8%	-0.3%	-0.6%		0.4%

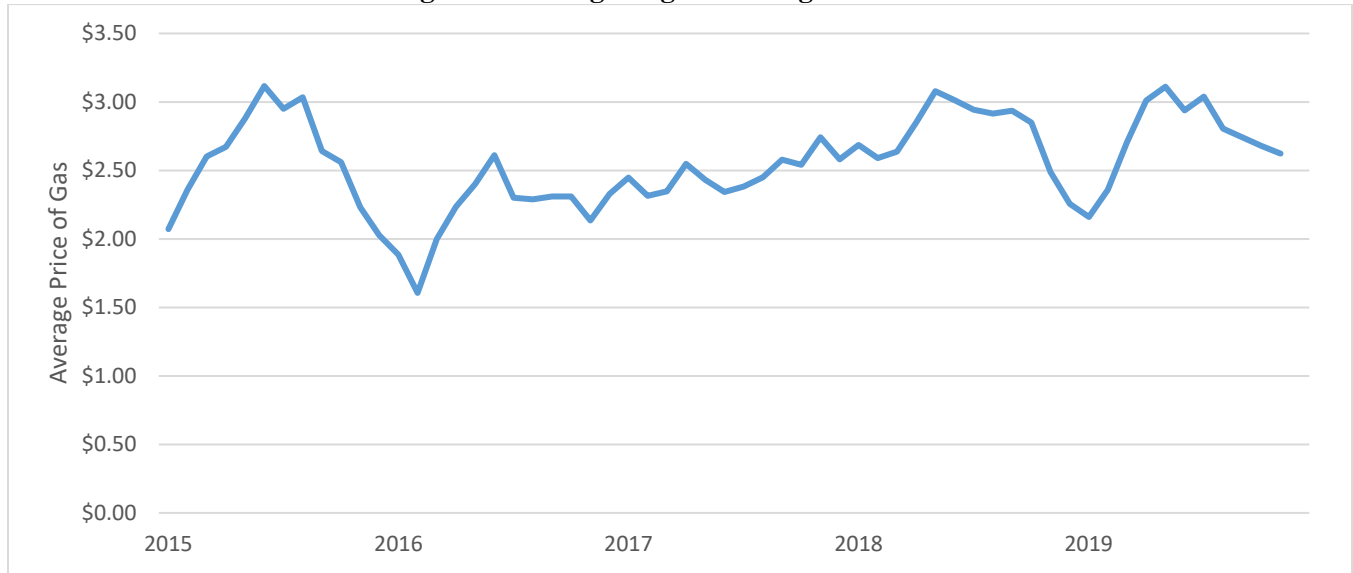
¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Source: Illinois Department of Employment Security

Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Naperville-Elgin area. The average price of a gallon of regular unleaded gas was \$2.62 in November 2019, a \$0.14 decrease compared to November 2018.

Figure 6: Chicago Region Average Gas Prices



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2015	\$3.45	\$3.52	\$3.83	\$3.95	\$3.86	\$3.99	\$3.71	\$3.57	\$3.61	\$3.30	\$3.00	\$2.57	\$3.62
2016	\$1.89	\$1.61	\$2.00	\$2.24	\$2.40	\$2.61	\$2.30	\$2.29	\$2.31	\$2.31	\$2.14	\$2.33	\$2.19
2017	\$2.45	\$2.32	\$2.35	\$2.55	\$2.43	\$2.34	\$2.38	\$2.45	\$2.58	\$2.54	\$2.74	\$2.58	\$2.47
2018	\$2.69	\$2.59	\$2.64	\$2.85	\$3.08	\$3.01	\$2.94	\$2.92	\$2.94	\$2.85	\$2.49	\$2.26	\$2.82
2019	\$2.16	\$2.36	\$2.71	\$3.01	\$3.11	\$2.94	\$3.04	\$2.81	\$2.74	\$2.68	\$2.62		\$2.74
Change 2018-2019	-\$0.52	-\$0.23	\$0.07	\$0.16	\$0.03	-\$0.07	\$0.10	-\$0.11	-\$0.19	-\$0.17	-\$0.14		-\$0.07

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in November. The following projects are either under construction or were recently completed:

- Jane Byrne Interchange Reconfiguration – In 2015, work began on a major reconfiguration of the Jane Byrne Interchange. Work is expected to continue through 2022.

Service Changes

On June 1, weekend service on the BNSF, Rock Island, and UP-NW lines was increased as part of a pilot project to increase weekend ridership. The pilot project was continued for the BNSF and UP-NW after September 3 with minor adjustments to run times and scheduled stops. The pilot project was discontinued for the Rock Island Line as of September 3, although one additional Saturday morning train was retained on the schedule.

A two-year reverse-commute pilot project began March 4 on the Milwaukee District-North. The Milwaukee District-North schedule was adjusted to add two outbound morning express trains between Union Station and Lake Forest, and one inbound evening train.

Special Events and Promotions

Extra service was offered for the BMO Harris Bank Magnificent Mile Lights Festival (Nov 23) on the BNSF, and UP-W lines.

Extra service was added on the BNSF line for Black Friday (Nov 29).

Passenger Revenue and Ticket Sales

Changes in fares, ticket policies, and ticket sales channels can affect passenger revenue and ticket sales trends:

- In June 2018, Metra stopped selling Monthly Passes and 10-Ride Tickets from vending machines at 15 non-downtown stations on the Metra Electric Line.
- In June 2018, Metra ended its Ticket-by-Internet program.
- In July 2018, yearlong testing of the zone consolidation policy began. All tickets from Zone A to Zones K through M were capped at the price of Zone J tickets.
- In July 2018, select stations with perceived inconsistencies in distance from downtown were reassigned to closer zones. Ashland, Racine, West Pullman, Stewart Ridge and State Street stations moved from Zone D to C. On the Metra Electric mainline, the 83rd Street and 87th Street stations were moved from Zone C to B. On the Rock Island Beverly Branch, the 123rd Street Station was moved from Zone D to C.
- In December 2018, an update to the Ventra app ended the option for purchasing mobile tickets without creating a Ventra account.
- Customers on the Metra Electric Line received a 15 percent discount on their April 2019 Monthly Pass. The discount was offered as compensation for two weeks of service disruptions in January and February, including all or part of six days without any service, caused by unusually severe weather conditions and damage from the derailment of a CN train.
- On the weekend of February 16-17, 2019 Metra offered free rides on all trains. Ridership from the weekend of February 16-17 is not included in the quantity of Weekend Passes sold in February 2019 as passengers were not required to purchase a ticket.
- On June 1, 2019 Metra began allowing monthly pass holders to use their ticket to travel anywhere in the system on weekends, where previously travel was restricted to the zones on the ticket.

Special event tickets and other data irregularities can affect month-to-month comparisons of passenger revenue and ticket sales figures:

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, May 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

Passenger Revenue

Table 7 shows passenger revenue by line for the current month, the last three months, and the last 12 months.

Table 7: Passenger Revenue by Line ¹

Line	November (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$6,508	\$6,312	-3.0%	\$20,119	\$19,796	-1.6%	\$79,212	\$78,114	-1.4%
HC	\$319	\$322	0.8%	\$977	\$1,011	3.5%	\$3,797	\$3,841	1.2%
MD-N	\$2,805	\$2,677	-4.6%	\$8,593	\$8,434	-1.8%	\$33,476	\$33,399	-0.2%
MD-W	\$2,529	\$2,407	-4.8%	\$7,845	\$7,539	-3.9%	\$30,801	\$29,838	-3.1%
ME	\$2,848	\$2,691	-5.5%	\$8,837	\$8,439	-4.5%	\$34,518	\$32,652	-5.4%
NCS	\$768	\$733	-4.6%	\$2,383	\$2,310	-3.1%	\$9,368	\$9,095	-2.9%
RI	\$2,952	\$2,805	-5.0%	\$9,041	\$8,680	-4.0%	\$35,629	\$34,733	-2.5%
SWS	\$946	\$908	-3.9%	\$2,886	\$2,816	-2.4%	\$11,283	\$11,100	-1.6%
UP-N	\$3,183	\$3,102	-2.5%	\$9,937	\$9,843	-0.9%	\$38,812	\$38,618	-0.5%
UP-NW	\$4,517	\$4,323	-4.3%	\$13,863	\$13,432	-3.1%	\$54,432	\$53,669	-1.4%
UP-W	\$3,339	\$3,186	-4.6%	\$10,333	\$9,895	-4.2%	\$40,472	\$39,536	-2.3%
Total	\$30,713	\$29,467	-4.1%	\$94,814	\$92,195	-2.8%	\$371,802	\$364,595	-1.9%

¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

Table 8 shows passenger revenue by ticket type for the current month, the last three months, and the last 12 months.

Table 8: Passenger Revenue by Ticket Type ¹

Ticket Type	November (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$16,315	\$15,689	-3.8%	53.1%	53.3%	\$49,894	\$48,283	-3.2%	52.6%	52.4%
10-Ride Ticket	\$8,796	\$8,372	-4.8%	28.6%	28.5%	\$27,500	\$26,963	-2.0%	29.0%	29.3%
One-Way Ticket	\$4,740	\$4,514	-4.8%	15.4%	15.3%	\$14,835	\$14,460	-2.5%	15.6%	15.7%
Weekend Pass	\$896	\$842	-6.0%	2.9%	2.9%	\$2,633	\$2,403	-8.7%	2.8%	2.6%
Special Passes	-	-		0.0%	0.0%	\$28	\$25	-12.4%	0.0%	0.0%
Total ²	\$30,747	\$29,417	-4.3%			\$94,892	\$92,133	-2.9%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$193,059	\$188,437	-2.4%	51.9%	51.7%
10-Ride Ticket	\$108,257	\$106,608	-1.5%	29.1%	29.2%
One-Way Ticket	\$59,325	\$59,016	-0.5%	15.9%	16.2%
Weekend Pass	\$10,987	\$10,134	-7.8%	3.0%	2.8%
Special Passes	\$506	\$401	-20.6%	0.1%	0.1%
Total ²	\$372,134	\$364,596	-2.0%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² Passenger revenue totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds.

Table 9 shows passenger revenue by ticket type and sales channel for the current month 2018 and 2019.

Table 9: Passenger Revenue by Ticket Type and Sales Channel (Current Month) ¹

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,058	\$4,704	-7.0%	31.0%	30.0%	\$727	\$683	-6.1%	8.3%	8.2%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$5,060	\$4,506	-11.0%	31.0%	28.7%	\$2,469	\$2,072	-16.1%	28.1%	24.7%
Vending Machine	\$538	\$466	-13.4%	3.3%	3.0%	\$408	\$307	-24.7%	4.6%	3.7%
Ventra App	\$5,659	\$6,013	6.3%	34.7%	38.3%	\$5,191	\$5,310	2.3%	59.0%	63.4%
Total	\$16,315	\$15,689	-3.8%			\$8,796	\$8,372	-4.8%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$917	\$719	-21.6%	19.3%	15.9%	\$457	\$318	-30.4%	51.0%	35.0%
Ticket Agent	\$1,266	\$1,060	-16.2%	26.7%	23.5%	\$110	\$108	-1.9%	12.2%	11.8%
Vending Machine	\$164	\$125	-23.6%	3.5%	2.8%	\$24	\$22	-6.7%	2.7%	2.5%
Ventra App	\$2,393	\$2,610	9.1%	50.5%	57.8%	\$305	\$462	51.3%	34.1%	50.8%
Total	\$4,740	\$4,514	-4.8%			\$896	\$910	1.5%		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,786	\$5,387	-6.9%	18.8%	18.3%
Conductor	\$1,374	\$1,037	-24.6%	4.5%	3.5%
Ticket Agent	\$8,904	\$7,746	-13.0%	29.0%	26.3%
Vending Machine	\$1,135	\$921	-18.8%	3.7%	3.1%
Ventra App	\$13,548	\$14,394	6.2%	44.1%	48.8%
Total ²	\$30,747	\$29,485	-4.1%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² Passenger revenue totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds

Ticket Sales

Table 10 shows ticket sales by ticket type for the current month, the last three months, and the last 12 months. Monthly Pass sales decreased by 3.5 percent in the current month compared to the previous year, and 10-Ride Ticket sales decreased by 4.8 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

Ticket Type	November (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share	Share	2018	2019	Change	Share	Share
				2018	2019				2018	2019
Monthly Pass	87	84	-3.5%	8.1%	8.2%	266	258	-2.9%	7.9%	7.9%
10-Ride Ticket	148	141	-4.8%	13.7%	13.7%	464	454	-2.0%	13.8%	14.0%
One-Way Ticket	754	717	-4.9%	69.9%	69.9%	2,366	2,300	-2.8%	70.4%	70.7%
Weekend Pass	90	84	-6.1%	8.3%	8.2%	263	240	-8.8%	7.8%	7.4%
Special Passes	-	-		0.0%	0.0%	4	3	-12.0%	0.1%	0.1%
Total	1,079	1,026	-4.9%			3,363	3,256	-3.2%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	1,035	1,005	-2.9%	7.6%	7.6%
10-Ride Ticket	1,852	1,790	-3.3%	13.7%	13.5%
One-Way Ticket	9,487	9,394	-1.0%	70.0%	71.0%
Weekend Pass	1,140	1,014	-11.1%	8.4%	7.7%
Special Passes	40	36	-8.7%	0.3%	0.3%
Total	13,555	13,240	-2.3%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Tables 11 details ticket sales by line and ticket type.

Table 11: Ticket Sales by Ticket Type and Line (Current Month)

Monthly Pass				10-Ride Ticket			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	19,130	18,462	-3.5%	BNSF	31,062	30,213	-2.7%
HC	1,025	1,048	2.2%	HC	1,287	1,269	-1.4%
MD-N	6,892	6,712	-2.6%	MD-N	15,123	14,399	-4.8%
MD-W	7,148	6,735	-5.8%	MD-W	9,678	9,450	-2.4%
ME	8,520	8,129	-4.6%	ME	12,921	11,222	-13.1%
NCS	2,009	1,917	-4.6%	NCS	3,193	3,098	-3.0%
RI	9,956	9,630	-3.3%	RI	11,337	10,309	-9.1%
SWS	3,320	3,217	-3.1%	SWS	4,037	3,766	-6.7%
UP-N	8,102	8,132	0.4%	UP-N	22,101	21,015	-4.9%
UP-NW	11,760	11,246	-4.4%	UP-NW	20,875	20,181	-3.3%
UP-W	9,050	8,611	-4.9%	UP-W	16,408	15,988	-2.6%
Total	86,912	83,839	-3.5%	Total	148,022	140,910	-4.8%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	100,709	101,043	0.3%	BNSF	14,469	12,131	-16.2%
HC	3,135	3,134	0.0%	HC	515	182	-64.7%
MD-N	55,797	56,146	0.6%	MD-N	16,731	11,808	-29.4%
MD-W	50,608	51,199	1.2%	MD-W	16,956	12,420	-26.8%
ME	85,258	83,088	-2.5%	ME	22,491	18,000	-20.0%
NCS	10,367	10,499	1.3%	NCS	5,289	3,638	-31.2%
RI	51,303	49,422	-3.7%	RI	11,600	9,920	-14.5%
SWS	13,045	13,732	5.3%	SWS	3,372	2,352	-30.2%
UP-N	73,669	76,553	3.9%	UP-N	27,764	22,820	-17.8%
UP-NW	86,306	86,801	0.6%	UP-NW	23,924	17,598	-26.4%
UP-W	64,769	63,842	-1.4%	UP-W	16,136	11,109	-31.2%
Total	594,966	595,459	0.1%	Total	159,247	121,978	-23.4%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	8,939	10,815	21.0%	BNSF	4,950	3,590	-27.5%
HC	-	-		HC	-	-	
MD-N	5,194	5,577	7.4%	MD-N	5,818	3,449	-40.7%
MD-W	4,112	5,242	27.5%	MD-W	5,673	3,933	-30.7%
ME	4,496	4,734	5.3%	ME	2,109	1,631	-22.7%
NCS	-	-		NCS	-	-	
RI	2,710	3,163	16.7%	RI	3,354	2,461	-26.6%
SWS	152	189	24.3%	SWS	270	103	-61.9%
UP-N	4,474	5,152	15.2%	UP-N	6,215	4,342	-30.1%
UP-NW	7,947	10,379	30.6%	UP-NW	10,705	7,470	-30.2%
UP-W	5,844	7,185	22.9%	UP-W	6,708	4,824	-28.1%
Total	43,868	52,436	19.5%	Total	45,802	31,803	-30.6%

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2018 and 2019. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2018 and 2019.

Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Current Month)^{1, 2}

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	26	25	-6.8%	30.3%	29.3%	11	11	-6.2%	7.7%	7.6%
Conductor	-	-				-	-			
Ticket Agent	27	25	-10.6%	31.6%	29.2%	43	37	-15.5%	29.4%	26.1%
<i>Cash & Other</i>	4	3	-27.3%			7	5	-25.4%		
<i>Credit Card</i>	23	21	-7.5%			37	32	-13.7%		
Vending Machine	3	2	-13.5%	3.3%	3.0%	7	5	-25.4%	4.5%	3.6%
Ventra App	30	32	6.7%	34.8%	38.5%	86	89	2.4%	58.4%	62.8%
<i>Credit Card</i>	28	30	9.3%			82	84	2.8%		
<i>Mixed & Other</i>	1	1	-61.6%			1	0	-42.6%		
<i>Ventra</i>	1	1	25.0%			4	4	4.0%		
Total	87	84	-3.5%			148	141	-4.8%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	159	122	-23.4%	21.1%	17.0%	46	32	-30.6%	51.1%	37.8%
Ticket Agent	196	166	-15.5%	26.0%	23.1%	11	11	-1.8%	12.2%	12.8%
<i>Cash & Other</i>	108	88	-18.5%			5	5	1.0%		
<i>Credit Card</i>	88	77	-11.8%			6	6	-4.3%		
Vending Machine	26	20	-23.5%	3.4%	2.7%	2	2	-6.7%	2.7%	2.6%
Ventra App	373	410	9.9%	49.5%	57.2%	31	39	29.3%	34.0%	46.8%
<i>Credit Card</i>	338	374	10.7%			29	37	29.8%		
<i>Mixed & Other</i>	2	1	-29.5%			0	0	-8.8%		
<i>Ventra</i>	33	35	3.9%			2	2	23.5%		
Total	754	717	-4.9%			90	84	-6.1%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

Table 13: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date) ¹

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	296	278	-6.0%	30.9%	29.8%	115	109	-5.4%	6.7%	6.6%
Conductor	-	-				-	-			
Internet	17	-	-100%	1.7%		7	-	-100%	0.4%	
Ticket Agent	302	284	-5.9%	31.5%	30.5%	520	446	-14.1%	30.5%	27.0%
<i>Cash & Other</i>	50	38	-24.2%			83	64	-22.5%		
<i>Credit Card</i>	252	246	-2.2%			437	382	-12.5%		
Vending Machine	35	29	-15.9%	3.6%	3.2%	80	62	-22.1%	4.7%	3.8%
Ventra App	309	339	10.0%	32.2%	36.5%	985	1,036	5.2%	57.7%	62.7%
<i>Credit Card</i>	281	317	12.8%			933	984	5.5%		
<i>Mixed & Other</i>	18	9	-49.8%			12	7	-44.2%		
<i>Ventra</i>	9	13	39.3%			39	44	13.0%		
Total	958	931	-2.8%			1,706	1,653	-3.1%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	1,987	1,668	-16.1%	22.7%	19.3%	531	424	-20.2%	50.5%	44.8%
Internet	-	-				-	-			
Ticket Agent	2,496	2,181	-12.6%	28.5%	25.3%	146	119	-18.4%	13.8%	12.5%
<i>Cash & Other</i>	1,395	1,181	-15.3%			74	58	-20.7%		
<i>Credit Card</i>	1,101	999	-9.2%			72	60	-16.1%		
Vending Machine	313	253	-19.2%	3.6%	2.9%	30	22	-26.5%	2.9%	2.4%
Ventra App	3,946	4,524	14.6%	45.1%	52.4%	345	382	10.8%	32.8%	40.3%
<i>Credit Card</i>	3,544	4,125	16.4%			321	360	12.2%		
<i>Mixed & Other</i>	28	18	-34.0%			2	2	-32.7%		
<i>Ventra</i>	374	380	1.6%			21	20	-6.4%		
Total	8,743	8,625	-1.3%			1,052	947	-10.0%		

¹ As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month) ^{1,2}

Sales Channel	All Ticket Types (Thousands)			Share	Share
	2018	2019	Change	2018	2019
Commuter Benefit	38	35	-6.6%	3.5%	3.4%
Conductor	205	154	-25.0%	19.0%	15.0%
Ticket Agent	278	238	-14.5%	25.8%	23.2%
<i>Cash & Other</i>	124	101	-18.4%		
<i>Credit Card</i>	154	136	-11.3%		
Vending Machine	38	29	-22.0%	3.5%	2.9%
Ventra App	521	570	9.6%	48.2%	55.6%
<i>Credit Card</i>	477	526	10.4%		
<i>Mixed & Other</i>	4	2	-41.3%		
<i>Ventra</i>	40	42	5.3%		
Total	1,079	1,027	-4.8%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

Table 15: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date) ^{1,2}

Sales Channel	All Ticket Types (Thousands)			Share	Share
	2018	2019	Change	2018	2019
Commuter Benefit	410	386	-5.8%	3.3%	3.2%
Conductor	2,518	2,092	-16.9%	20.2%	17.2%
Internet	23	-	-100%	0.2%	
Ticket Agent	3,463	3,030	-12.5%	27.8%	24.9%
<i>Cash & Other</i>	1,602	1,342	-16.2%		
<i>Credit Card</i>	1,861	1,688	-9.3%		
Vending Machine	458	367	-20.0%	3.7%	3.0%
Ventra App	5,584	6,281	12.5%	44.8%	51.7%
<i>Credit Card</i>	5,080	5,787	13.9%		
<i>Mixed & Other</i>	61	36	-40.7%		
<i>Ventra</i>	444	458	3.1%		
Total	12,458	12,155	-2.4%		

¹ Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

² As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes decreased by 7.5 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 5.5 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2018 and 2019.

Table 16: Link-Up and PlusBus Sales

Month	2018		2019		Change		Mobile Share (2019)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	3,090	1,177	2,836	1,057	-8.2%	-10.2%	27.5%	23.4%
Feb	3,120	1,155	2,867	1,046	-8.1%	-9.4%	29.0%	23.6%
Mar	3,109	1,188	2,873	1,062	-7.6%	-10.6%	29.1%	24.1%
Apr	3,051	1,148	2,843	1,053	-6.8%	-8.3%	27.6%	24.7%
May	2,964	1,107	2,759	1,012	-6.9%	-8.6%	28.1%	24.7%
Jun	2,908	1,068	2,658	1,020	-8.6%	-4.5%	27.5%	24.6%
Jul	2,812	1,038	2,636	965	-6.3%	-7.0%	29.5%	24.5%
Aug	2,820	1,060	2,668	998	-5.4%	-5.8%	29.5%	25.9%
Sep	2,798	1,063	2,615	998	-6.5%	-6.1%	29.7%	25.4%
Oct	2,899	1,111	2,641	1,020	-8.9%	-8.2%	30.3%	26.9%
Nov	2,925	1,070	2,707	1,011	-7.5%	-5.5%	31.3%	27.0%
Dec	2,699	922						
Year-to-date	32,496	12,185	30,103	11,242	-7.4%	-7.7%	29.0%	25.0%
Last 3 Months	8,622	3,244	7,963	3,029	-7.6%	-6.6%	30.4%	26.4%
Last 12 Months	35,310	13,248	32,802	12,164	-7.1%	-8.2%	28.9%	24.9%

Reduced Fare Sales

Seniors, some Medicare recipients, some persons with disabilities, primary and secondary school students, children, and military personnel are eligible for reduced fares on Metra. Table 17 shows the number of reduced fare tickets sold by month for 2018 and 2019.

Table 17: Reduced Fare Ticket Sales

Month	2018				2019			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	2,771	18,132	40,528	20,183	2,752	11,168	42,613	19,183
Feb	2,897	9,165	36,638	18,463	2,838	10,771	33,924	14,399
Mar	3,007	11,429	64,010	24,568	2,940	11,587	63,580	21,353
Apr	3,006	12,195	43,755	22,532	2,991	11,919	47,792	17,705
May	3,039	13,026	55,248	27,998	2,972	12,896	59,546	26,328
Jun	2,875	12,742	73,733	34,342	2,809	12,175	76,946	33,644
Jul	2,841	12,374	88,996	34,797	2,780	12,334	91,136	35,997
Aug	2,703	12,919	82,500	32,105	2,627	12,208	87,632	29,854
Sep	3,154	12,430	49,190	24,220	3,154	12,687	52,159	22,283
Oct	3,318	14,436	52,359	25,649	3,265	13,586	56,308	22,069
Nov	3,122	12,216	53,685	22,797	3,044	11,695	58,922	20,528
Dec	2,675	11,029	57,839	24,766				
Year-to-date	32,733	141,064	640,642	287,654	32,172	133,026	670,558	263,343
Last 3 Months	9,594	39,082	155,234	72,666	9,463	37,968	167,389	64,880
Last 12 Months	35,378	153,355	695,580	312,499	34,847	144,055	728,397	288,109

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	-0.7%	-38.4%	5.1%	-5.0%
Feb	-2.0%	17.5%	-7.4%	-22.0%
Mar	-2.2%	1.4%	-0.7%	-13.1%
Apr	-0.5%	-2.3%	9.2%	-21.4%
May	-2.2%	-1.0%	7.8%	-6.0%
Jun	-2.3%	-4.4%	4.4%	-2.0%
Jul	-2.1%	-0.3%	2.4%	3.4%
Aug	-2.8%	-5.5%	6.2%	-7.0%
Sep	0.0%	2.1%	6.0%	-8.0%
Oct	-1.6%	-5.9%	7.5%	-14.0%
Nov	-2.5%	-4.3%	9.8%	-10.0%
Dec				
Year-to-date	-1.7%	-5.7%	4.7%	-8.5%
Last 3 Months	-1.4%	-2.9%	7.8%	-10.7%
Last 12 Months	-1.5%	-6.1%	4.7%	-7.8%