

RIDERSHIP TRENDS

August 2018



**Prepared by the Division of Strategic Capital Planning
October 2018**

Table of Contents

Executive Summary	1
Ridership	3
Estimated Passenger Trips by Line	3
Estimated Passenger Trips by Fare Zone Pair	4
Estimated Passenger Trips by Ticket Type	5
Passenger Loads	6
RTA Ride Free Permit Free Trips	6
Accessible Trips	7
Bicycle Trips	7
Ridership Influences	8
Employment	8
Gas Prices	9
Road Construction	9
Service Changes	10
Special Events and Promotions	10
Passenger Revenue and Ticket Sales	11
Passenger Revenue	11
Ticket Sales	14
Link-Up and PlusBus Sales	19
Reduced Fare Sales.....	20

Executive Summary

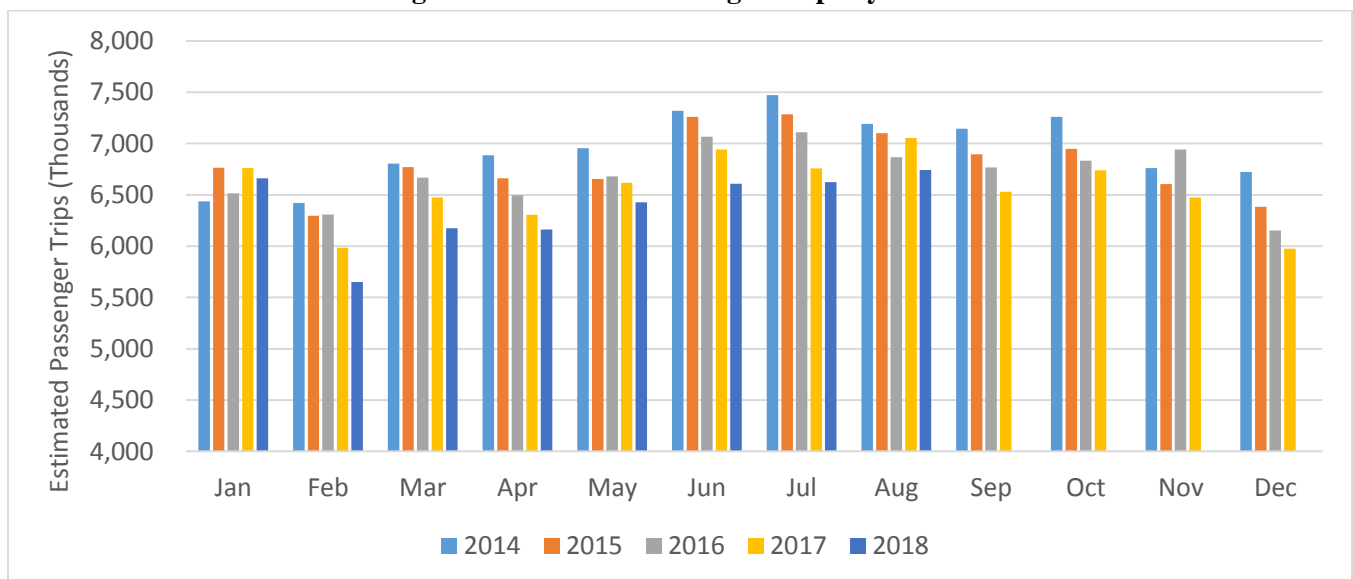
Estimated passenger trips decreased 4.4 percent in August 2018 compared to August 2017. August 2018 had the same number of weekdays, Saturdays, and Sundays compared to August 2018. Lollapalooza occurred in August 2018. Lollapalooza is a high-ridership event, for which Metra offers a special event ticket for travel to the festival.

Estimated passenger trips have decreased 3.5 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month

Month	Estimated Passenger Trips					Change	
	2014	2015	2016	2017	2018	2014-2018	2017-2018
Jan	6,437	6,764	6,513	6,762	6,661	3.5%	-1.5%
Feb	6,419	6,297	6,310	5,985	5,651	-12.0%	-5.6%
Mar	6,805	6,770	6,666	6,474	6,176	-9.2%	-4.6%
Apr	6,885	6,663	6,497	6,305	6,162	-10.5%	-2.3%
May	6,953	6,656	6,681	6,618	6,426	-7.6%	-2.9%
Jun	7,318	7,260	7,066	6,941	6,607	-9.7%	-4.8%
Jul	7,473	7,286	7,110	6,759	6,623	-11.4%	-2.0%
Aug	7,192	7,100	6,866	7,055	6,742	-6.3%	-4.4%
Sep	7,144	6,896	6,766	6,530			
Oct	7,260	6,949	6,832	6,740			
Nov	6,760	6,606	6,943	6,475			
Dec	6,724	6,385	6,153	5,976			
Year-to-date	55,482	54,795	53,708	52,899	51,048	-8.0%	-3.5%
Last 3 Months	21,982	21,646	21,042	20,755	19,972	-9.1%	-3.8%
Last 12 Months	82,895	82,684	80,543	79,593	76,769	-7.4%	-3.5%

Figure 1: Estimated Passenger Trips by Month



For the 2018 budget year, Metra estimated total annual passenger trips to be 77.8 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

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2018)	Actual (2018)	
Jan	6,800	6,661	-2.1%
Feb	5,900	5,651	-4.2%
Mar	6,200	6,176	-0.4%
1st Quarter	18,900	18,488	-2.2%
Apr	6,400	6,162	-3.7%
May	6,500	6,426	-1.1%
Jun	6,600	6,607	0.1%
2nd Quarter	19,500	19,195	-1.6%
Jul	6,900	6,623	-4.0%
Aug	7,000	6,742	-3.7%
Sep	6,200		
3rd Quarter	20,100		
Oct	6,900		
Nov	6,500		
Dec	5,900		
4th Quarter	19,300		
Year-to-date	52,300	51,048	-2.4%
Total	77,800		

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 3.8 percent in the last three months compared to the previous year, and decreased 3.5 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	August			Last 3 Months			Last 12 Months		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
BNSF	1,466,676	1,400,413	-4.5%	4,300,755	4,163,071	-3.2%	16,341,280	15,975,138	-2.2%
HC	62,626	62,760	0.2%	185,093	187,354	1.2%	734,124	726,150	-1.1%
MD-N	623,974	592,006	-5.1%	1,834,704	1,757,334	-4.2%	6,881,373	6,661,661	-3.2%
MD-W	567,160	549,546	-3.1%	1,674,614	1,618,879	-3.3%	6,467,404	6,202,337	-4.1%
ME	695,695	655,811	-5.7%	2,085,729	1,963,702	-5.9%	8,368,236	7,801,081	-6.8%
NCS	150,304	143,197	-4.7%	441,467	424,791	-3.8%	1,699,061	1,659,779	-2.3%
RI	695,383	660,525	-5.0%	2,061,507	1,956,332	-5.1%	8,032,564	7,682,372	-4.4%
SWS	211,288	204,843	-3.1%	617,240	610,952	-1.0%	2,474,272	2,439,253	-1.4%
UP-N	830,257	787,604	-5.1%	2,420,244	2,314,974	-4.3%	9,128,533	8,781,164	-3.8%
UP-NW	989,951	950,406	-4.0%	2,911,575	2,810,713	-3.5%	11,064,464	10,652,286	-3.7%
UP-W	762,152	734,993	-3.6%	2,222,334	2,163,590	-2.6%	8,401,847	8,187,719	-2.5%
Total	7,055,462	6,742,099	-4.4%	20,755,260	19,971,690	-3.8%	79,593,155	76,768,936	-3.5%

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

Zone Pair	August (Thousands)			Last 3 Months			Last 12 Months		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
A-A	21	19	-6.3%	62	59	-4.1%	250	233	-6.9%
A-B	487	468	-3.9%	1,424	1,379	-3.2%	5,744	5,539	-3.6%
A-C	905	896	-1.1%	2,699	2,675	-0.9%	10,644	10,482	-1.5%
A-D	1,130	1,091	-3.5%	3,348	3,268	-2.4%	13,087	12,789	-2.3%
A-E	1,441	1,406	-2.4%	4,280	4,187	-2.2%	16,542	16,204	-2.0%
A-F	865	859	-0.7%	2,549	2,554	0.2%	9,975	9,837	-1.4%
A-G	531	513	-3.4%	1,573	1,527	-2.9%	6,030	5,940	-1.5%
A-H	433	421	-2.9%	1,291	1,265	-2.0%	4,989	4,827	-3.2%
A-I	146	144	-1.4%	431	430	-0.1%	1,680	1,644	-2.2%
A-J	26	59	128.1%	77	121	57.1%	302	328	8.5%
A-K	29	1	-96.0%	85	47	-44.9%	336	286	-14.7%
A-M	9	0	-97.1%	25	12	-52.8%	93	72	-22.7%
Intermediate	217	206	-5.1%	616	588	-4.6%	2,503	2,354	-5.9%
No Zone Pair	816	660	-19.2%	2,295	1,860	-19.0%	7,417	6,235	-15.9%
Total	7,055	6,742	-4.4%	20,755	19,972	-3.8%	79,593	76,769	-3.5%

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 trips were overstated in January and understated in subsequent months.
- The large decrease in special pass passenger trips in the last 12 months compared to the previous year is due to the November 2016 Cubs Rally.
- Special Pass passenger trips decreased by 18.2 percent. For 2018, the price of the two day Lollapalooza pass increased from \$10 to \$15.

Table 5: Estimated Passenger Trips by Ticket Type

Ticket Type	August (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	3,771	3,662	-2.9%	53.4%	54.2%	11,312	11,023	-2.6%	54.4%	55.1%
10-Ride Ticket	1,722	1,622	-5.8%	24.4%	24.0%	4,967	4,769	-4.0%	23.9%	23.8%
One-Way Ticket	999	1,020	2.1%	14.1%	15.1%	2,942	2,993	1.7%	14.2%	15.0%
Weekend Pass	366	299	-18.2%	5.2%	4.4%	1,175	895	-23.8%	5.7%	4.5%
Special Passes	118	66	-43.8%	1.7%	1.0%	125	83	-33.6%	0.6%	0.4%
RTA Ride Free Permit	89	81	-9.4%	1.3%	1.2%	255	236	-7.7%	1.2%	1.2%
Total ¹	7,065	6,751	-4.4%			20,778	19,999	-3.7%		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	47,083	44,779	-4.9%	59.1%	58.3%
10-Ride Ticket	18,334	18,658	1.8%	23.0%	24.3%
One-Way Ticket	9,353	9,312	-0.4%	11.7%	12.1%
Weekend Pass	3,500	3,059	-12.6%	4.4%	4.0%
Special Passes	370	87	-76.6%	0.5%	0.1%
RTA Ride Free Permit	964	896	-7.0%	1.2%	1.2%
Total ¹	79,603	76,792	-3.5%		

¹ 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 by 1.3 percent compared to the previous year, and average total weekday passenger loads decreased by 1.3 percent in the same period.

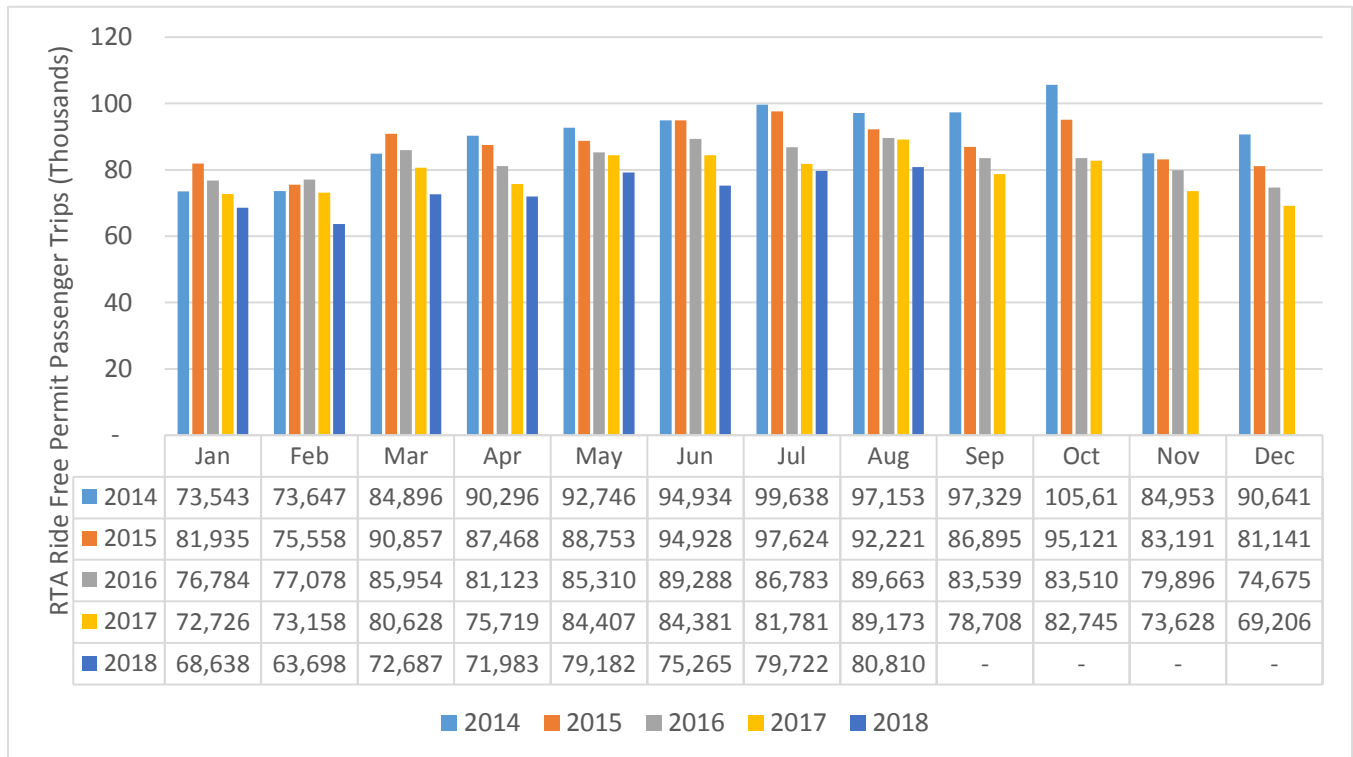
Table 6: Average Daily Passenger Loads

Service Period	August (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
Peak - Peak Direction	221	212	-3.9%	219	213	-2.5%	216	213	-1.3%
Peak - Reverse Direction	22	20	-6.7%	21	21	-1.4%	20	20	1.3%
Midday	35	35	-1.4%	35	34	-3.0%	32	32	-1.6%
Evening	21	19	-5.9%	20	19	-5.6%	16	16	-3.3%
Weekday	298	287	-3.9%	294	286	-2.7%	284	281	-1.3%
Saturday	86	78	-9.4%	82	71	-12.6%	68	61	-10.0%
Sunday	57	54	-5.8%	55	50	-9.5%	42	38	-7.7%

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.

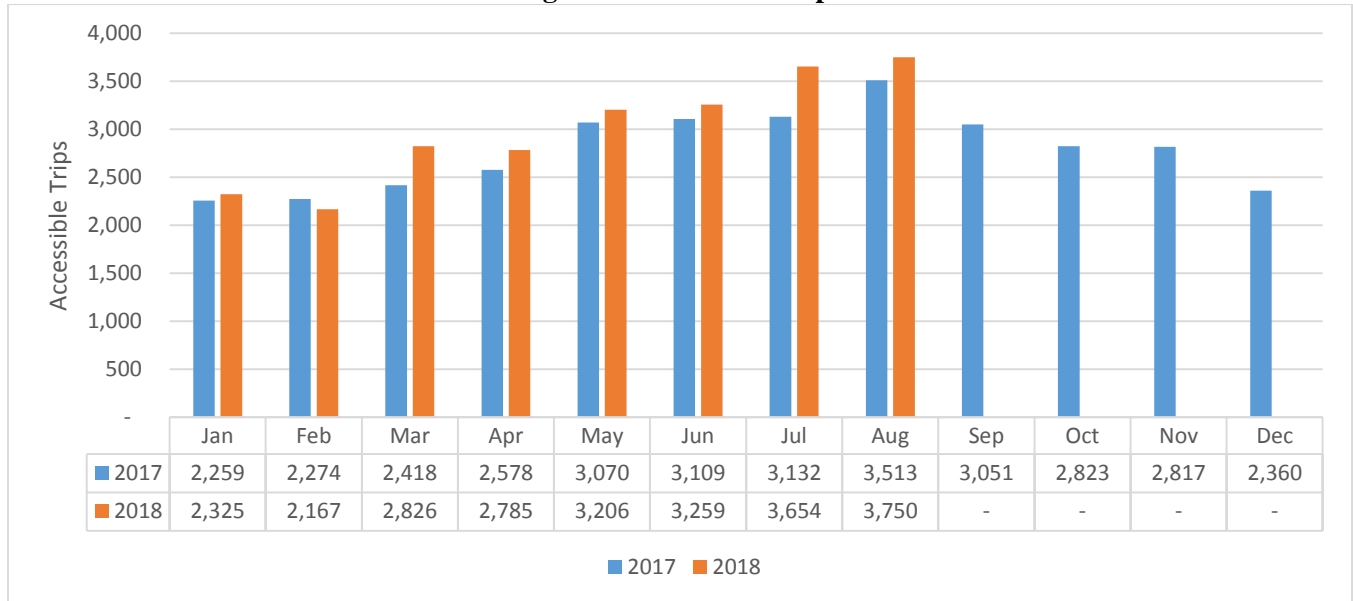
Figure 2: RTA Ride Free Permit Passenger Trips



Accessible Trips

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

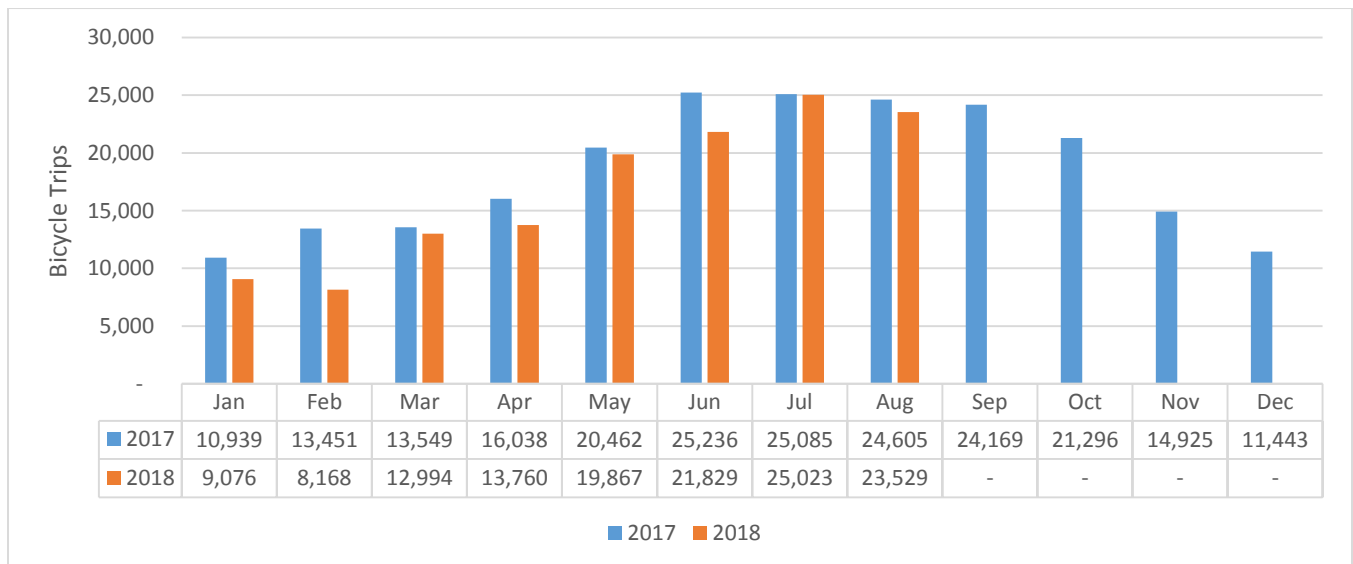
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



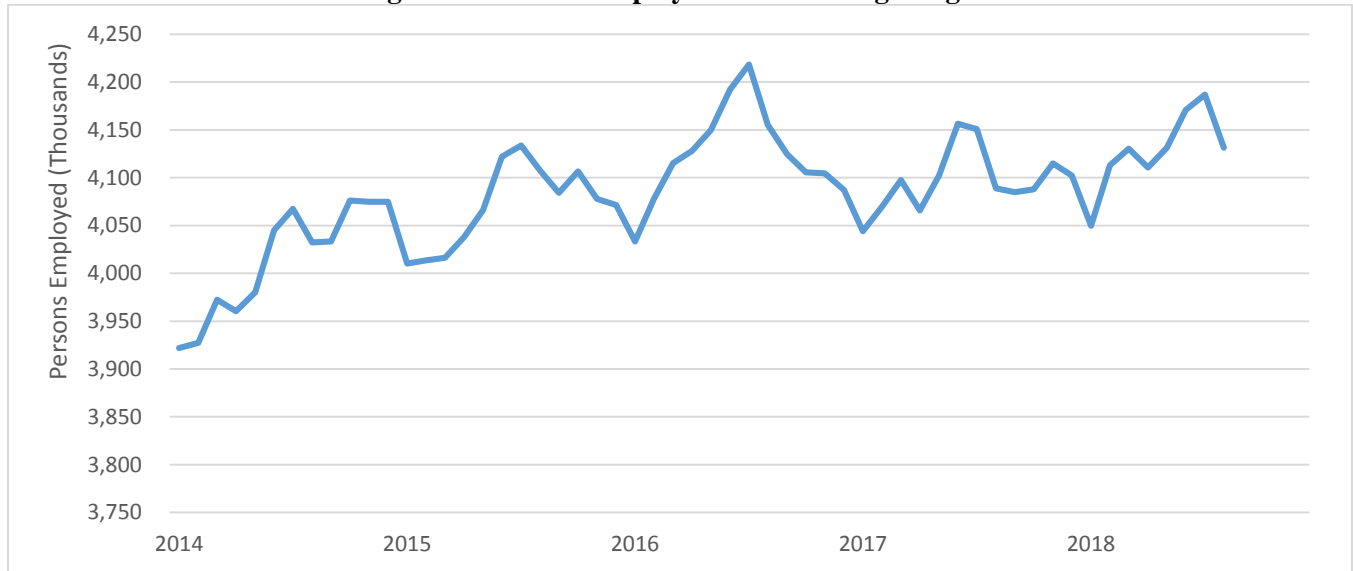
Ridership Influences

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 increased 1.0 percent in August 2018 compared to August 2017.

Figure 5: Persons Employed in the Chicago Region



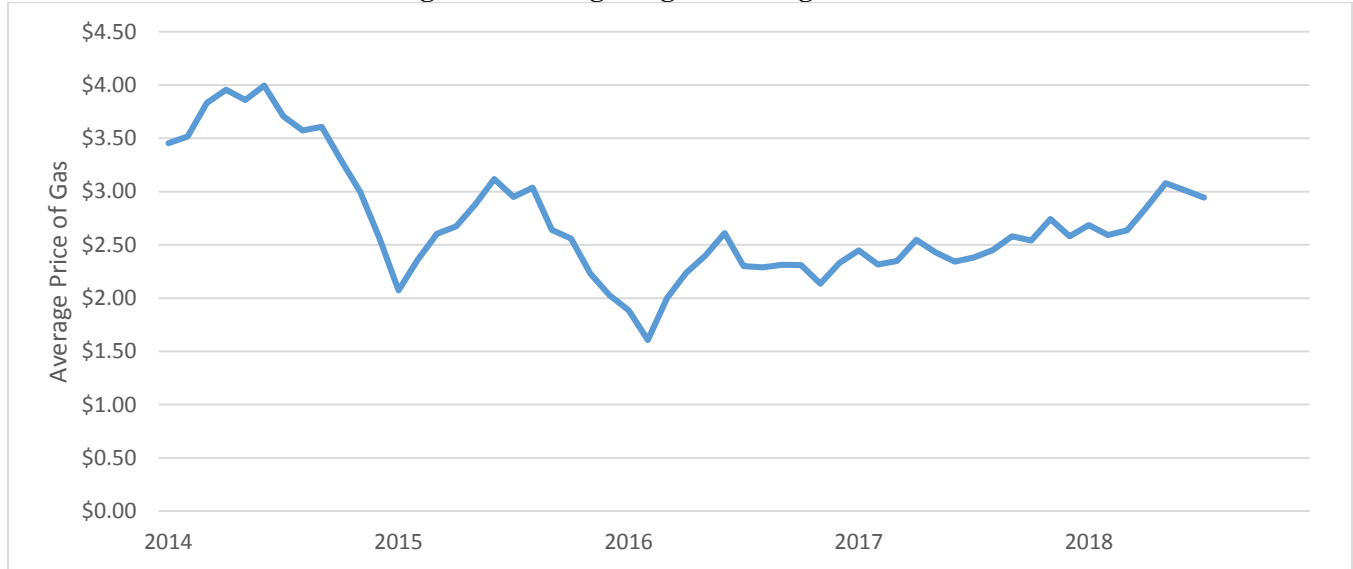
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	3,988
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,064
2016	4,033	4,078	4,115	4,128	4,150	4,192	4,218	4,155	4,125	4,106	4,105	4,087	4,134
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					4,128
Change 2017-2018	0.1%	1.1%	0.8%	1.1%	0.7%	0.4%	0.9%	1.0%					0.8%

Source: Illinois Department of Employment Security

Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Gary-Kenosha area. The average price of a gallon of regular unleaded gas was \$2.92 in August 2018, a \$0.46 increase compared to August 2017.

Figure 6: Chicago Region Average Gas Prices



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2014	\$3.45	\$3.52	\$3.83	\$3.95	\$3.86	\$3.99	\$3.71	\$3.57	\$3.61	\$3.30	\$3.00	\$2.57	\$3.74
2015	\$2.07	\$2.36	\$2.60	\$2.67	\$2.88	\$3.12	\$2.95	\$3.04	\$2.64	\$2.56	\$2.23	\$2.03	\$2.71
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	\$2.17
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	\$2.41
2018	\$2.69	\$2.59	\$2.64	\$2.85	\$3.08	\$3.01	\$2.94	\$2.92					\$2.84
Change 2017-2018	\$0.24	\$0.28	\$0.29	\$0.30	\$0.65	\$0.67	\$0.56	\$0.46					\$0.43

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in August. 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 2021.

Service Changes

No service changes occurred in August.

Special Events and Promotions

Additional service was added in August for the following events:

- Lollapalooza (August 2 to 5)
- Arlington Million (August 11)
- Chicago Air and Water Show (August 18 and 19)

Metra offered a special event pass for travel to Lollapalooza on Thursday and Friday of the festival (Aug 2 and 3). There were 21,494 two-day tickets sold for the festival, accounting for \$322,410 in passenger revenue, and approximately 53,735 estimated rides.

Family Fares were in effect for the entire month of August.

Passenger Revenue and Ticket Sales

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

- The Ventra App was introduced in November 2015, causing a long-term shift from ticket agent and conductor sales to sales through the app.
- 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.
- Cash vending machines (previously present only on the Metra Electric Line) were eliminated in May 2017, causing a shift toward conductor sales on the Metra Electric Line.
- The Ticket by Mail program was eliminated in July 2017.
- In February 2018, Adult One-Way Ticket fares increased by \$0.25, 10-Ride Ticket fares increased from 9.0 to 9.5 One-Way Tickets, Adult Monthly Pass fares increased from 28.5 to 29.0 One-Way Tickets, and the Weekend Pass fare increased from \$8.00 to \$10.00.
- In July 2018, yearlong testing of the zone consolidation policy began. All tickets from Zone A to Zones K through M were capped to 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.

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 and understated in subsequent months.
- Special pass passenger revenue and ticket sales are lower in the last 12 months compared to the previous year due to the November 2016 Cubs Rally, but are higher for July 2018 and the last three months. While the price of One-Way tickets increased in 2018, the price of the Ravinia Pass remained at \$8.
- The price of the Thursday to Friday Lollapalooza pass increased from \$10 to \$15. Riders were able to purchase a \$10 weekend pass for the remainder of the festival.

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

Line	August (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
BNSF	\$6,930	\$7,152	3.2%	\$20,282	\$21,199	4.5%	\$74,503	\$78,271	5.1%
HC	\$314	\$332	5.7%	\$926	\$988	6.7%	\$3,541	\$3,723	5.2%
MD-N	\$2,987	\$3,075	3.0%	\$8,732	\$9,093	4.1%	\$31,629	\$32,982	4.3%
MD-W	\$2,687	\$2,809	4.6%	\$7,916	\$8,255	4.3%	\$29,620	\$30,439	2.8%
ME	\$2,942	\$2,991	1.7%	\$8,818	\$8,926	1.2%	\$34,077	\$34,118	0.1%
NCS	\$820	\$829	1.1%	\$2,407	\$2,454	2.0%	\$8,949	\$9,292	3.8%
RI	\$3,103	\$3,170	2.2%	\$9,177	\$9,345	1.8%	\$34,497	\$35,322	2.4%
SWS	\$942	\$976	3.6%	\$2,750	\$2,902	5.5%	\$10,603	\$11,161	5.3%
UP-N	\$3,554	\$3,628	2.1%	\$10,279	\$10,609	3.2%	\$36,963	\$38,334	3.7%
UP-NW	\$4,820	\$4,977	3.3%	\$14,152	\$14,727	4.1%	\$51,897	\$53,627	3.3%
UP-W	\$3,587	\$3,741	4.3%	\$10,445	\$10,997	5.3%	\$38,005	\$39,808	4.7%
Total	\$32,685	\$33,680	3.0%	\$95,882	\$99,493	3.8%	\$354,281	\$367,078	3.6%

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

Ticket Type	August (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	\$15,650	\$16,034	2.5%	47.9%	47.6%	\$46,909	\$48,247	2.9%	48.9%	48.5%
10-Ride Ticket	\$9,335	\$9,685	3.7%	28.6%	28.8%	\$26,955	\$28,502	5.7%	28.1%	28.6%
One-Way Ticket	\$6,032	\$6,391	6.0%	18.5%	19.0%	\$17,795	\$18,812	5.7%	18.5%	18.9%
Weekend Pass	\$1,237	\$1,525	23.2%	3.8%	4.5%	\$3,817	\$3,907	2.4%	4.0%	3.9%
Special Passes	\$429	\$45	-89.4%	1.3%	0.1%	\$458	\$113	-75.3%	0.5%	0.1%
Total ¹	\$32,682	\$33,680	3.1%			\$95,933	\$99,581	3.8%		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	\$189,663	\$191,554	1.0%	53.5%	52.2%
10-Ride Ticket	\$96,968	\$106,475	9.8%	27.4%	29.0%
One-Way Ticket	\$55,493	\$57,716	4.0%	15.7%	15.7%
Weekend Pass	\$11,152	\$11,367	1.9%	3.1%	3.1%
Special Passes	\$1,026	\$126	-87.7%	0.3%	0.0%
Total ¹	\$354,302	\$367,239	3.7%		

¹ 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 2017 and 2018.

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	\$5,107	\$5,073	-0.7%	32.6%	31.6%	\$619	\$661	6.8%	6.6%	6.8%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	\$508	\$0	-100.0%	3.2%	0.0%	\$69	\$0	-100.0%	0.7%	0.0%
Ticket Agent	\$5,100	\$5,127	0.5%	32.6%	32.0%	\$2,872	\$2,774	-3.4%	30.8%	28.6%
Vending Machine	\$599	\$573	-4.3%	3.8%	3.6%	\$644	\$464	-27.9%	6.9%	4.8%
Ventra App	\$4,335	\$5,261	21.4%	27.7%	32.8%	\$5,131	\$5,785	12.8%	55.0%	59.7%
Total	\$15,650	\$16,034	2.5%			\$9,335	\$9,685	3.7%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$1,433	\$1,297	-9.5%	23.8%	20.3%	\$764	\$692	-9.4%	45.1%	44.1%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$1,976	\$1,918	-3.0%	32.8%	30.0%	\$423	\$335	-20.8%	24.9%	21.3%
Vending Machine	\$243	\$229	-5.8%	4.0%	3.6%	\$32	\$30	-5.4%	1.9%	1.9%
Ventra App	\$2,379	\$2,947	23.9%	39.4%	46.1%	\$477	\$513	7.7%	28.1%	32.7%
Total	\$6,032	\$6,391	6.0%			\$1,695	\$1,570	-7.4%		

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	\$5,726	\$5,735	0.1%	17.5%	17.0%
Conductor	\$2,197	\$1,988	-9.5%	6.7%	5.9%
Internet	\$577	\$0	-100.0%	1.8%	0.0%
Ticket Agent	\$10,371	\$10,154	-2.1%	31.7%	30.1%
Vending Machine	\$1,519	\$1,297	-14.6%	4.6%	3.9%
Ventra App	\$12,321	\$14,506	17.7%	37.7%	43.1%
Total ¹	\$32,711	\$33,680	3.0%		

¹ 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 2.9 percent in the current month compared to the previous year, and 10-Ride Ticket sales decreased by 5.8 percent in the same period.

Table 10: Ticket Sales by Ticket Type

Ticket Type	August (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	88	85	-2.9%	6.0%	6.0%	263	256	-2.6%	6.2%	6.2%
10-Ride Ticket	172	162	-5.8%	11.8%	11.5%	497	477	-4.0%	11.8%	11.6%
One-Way Ticket	999	1,020	2.1%	68.7%	72.1%	2,942	2,993	1.7%	69.7%	72.6%
Weekend Pass	146	120	-18.2%	10.1%	8.5%	470	358	-23.8%	11.1%	8.7%
Special Passes	48	28	-42.4%	3.3%	2.0%	52	36	-30.1%	1.2%	0.9%
Total ¹	1,453	1,415	-2.7%			4,224	4,121	-2.4%		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	1,095	1,041	-4.9%	7.9%	7.7%
10-Ride Ticket	1,833	1,866	1.8%	13.2%	13.8%
One-Way Ticket	9,353	9,312	-0.4%	67.5%	69.1%
Weekend Pass	1,400	1,224	-12.6%	10.1%	9.1%
Special Passes	174	38	-78.3%	1.3%	0.3%
Total ¹	13,855	13,481	-2.7%		

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	2017	2018	Change	Line	2017	2018	Change
BNSF	19,672	19,143	-2.7%	BNSF	36,008	34,278	-4.8%
HC	1,042	1,028	-1.3%	HC	1,381	1,395	1.0%
MD-N	6,828	6,681	-2.2%	MD-N	17,626	16,939	-3.9%
MD-W	7,089	6,945	-2.0%	MD-W	11,331	10,961	-3.3%
ME	8,721	8,204	-5.9%	ME	14,754	12,956	-12.2%
NCS	2,053	1,956	-4.7%	NCS	3,822	3,669	-4.0%
RI	9,883	9,603	-2.8%	RI	13,522	12,390	-8.4%
SWS	3,215	3,176	-1.2%	SWS	4,535	4,303	-5.1%
UP-N	8,183	7,843	-4.2%	UP-N	26,122	24,214	-7.3%
UP-NW	11,908	11,661	-2.1%	UP-NW	23,743	22,552	-5.0%
UP-W	9,098	8,931	-1.8%	UP-W	19,369	18,572	-4.1%
Total	87,692	85,171	-2.9%	Total	172,213	162,229	-5.8%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	135,144	138,245	2.3%	BNSF	27,929	23,258	-16.7%
HC	3,238	3,518	8.6%	HC	628	574	-8.6%
MD-N	69,640	73,139	5.0%	MD-N	26,171	22,414	-14.4%
MD-W	64,193	68,482	6.7%	MD-W	25,541	23,351	-8.6%
ME	92,631	103,497	11.7%	ME	31,837	29,772	-6.5%
NCS	12,622	13,707	8.6%	NCS	8,025	6,858	-14.5%
RI	65,230	68,406	4.9%	RI	21,471	18,989	-11.6%
SWS	16,003	17,070	6.7%	SWS	5,919	4,774	-19.3%
UP-N	96,610	104,196	7.9%	UP-N	43,900	39,231	-10.6%
UP-NW	107,310	118,255	10.2%	UP-NW	36,867	31,438	-14.7%
UP-W	83,482	89,206	6.9%	UP-W	24,695	21,536	-12.8%
Total	746,103	797,721	6.9%	Total	252,983	222,195	-12.2%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	20,932	16,917	-19.2%	BNSF	13,304	8,803	-33.8%
HC	53	63	18.9%	HC	4	12	200.0%
MD-N	10,757	8,110	-24.6%	MD-N	10,507	5,780	-45.0%
MD-W	8,585	7,781	-9.4%	MD-W	11,221	8,586	-23.5%
ME	6,939	5,991	-13.7%	ME	4,566	3,486	-23.7%
NCS	457	240	-47.5%	NCS	472	201	-57.4%
RI	7,849	5,953	-24.2%	RI	8,708	5,982	-31.3%
SWS	463	312	-32.6%	SWS	1,304	499	-61.7%
UP-N	14,395	11,327	-21.3%	UP-N	12,379	10,566	-14.6%
UP-NW	18,084	13,798	-23.7%	UP-NW	17,742	13,017	-26.6%
UP-W	14,088	10,466	-25.7%	UP-W	11,631	9,499	-18.3%
Total	102,602	80,958	-21.1%	Total	91,838	66,431	-27.7%

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2017 and 2018. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2017 and 2018.

Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Current Month)

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	28	26	-5.9%	32.0%	31.0%	11	10	-2.3%	6.2%	6.4%
Conductor	-	-				-	-			
Internet	3	0	-100%	2.7%		1	0	-100%	0.7%	
Ticket Agent	29	28	-4.6%	33.1%	32.6%	55	48	-12.2%	32.0%	29.9%
<i>Cash & Other</i>	5	4	-9.7%			10	8	-19.8%		
<i>Credit Card</i>	24	23	-3.6%			46	41	-10.6%		
Vending Machine	3	3	-8.9%	3.8%	3.6%	12	8	-35.1%	6.8%	4.7%
<i>Credit Card</i>	3	3	-8.9%			12	8	-35.1%		
Ventra App	24	28	14.8%	27.7%	32.8%	93	96	2.5%	54.3%	59.0%
<i>Credit Card</i>	22	26	14.3%			88	91	3.5%		
<i>Mixed & Other</i>	1	1	8.8%			2	1	-50.4%		
<i>Ventra</i>	1	1	46.8%			4	4	7.5%		
Total	88	85	-2.9%			172	162	-5.8%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-				-	-			
Conductor	253	222	-12.2%	25.3%	21.8%	92	66	-27.7%	47.3%	45.1%
Internet	-	-				-	-			
Ticket Agent	321	299	-6.9%	32.1%	29.3%	49	31	-37.8%	25.4%	20.8%
<i>Cash & Other</i>	187	164	-12.1%			28	16	-43.5%		
<i>Credit Card</i>	134	135	0.5%			22	15	-30.6%		
Vending Machine	31	26	-16.8%	3.1%	2.5%	4	3	-24.3%	2.1%	2.1%
<i>Credit Card</i>	31	26	-16.8%			4	3	-24.3%		
Ventra App	387	463	19.8%	38.7%	45.4%	49	47	-3.5%	25.2%	32.0%
<i>Credit Card</i>	339	422	24.5%			45	45	0.3%		
<i>Mixed & Other</i>	6	2	-60.1%			0	0	-43.2%		
<i>Ventra</i>	42	39	-7.2%			4	2	-42.8%		
Total	999	1020	2.1%			194	147	-24.1%		

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

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	230	216	-6.0%	36.1%	35.6%	85	83	-2.6%	6.8%	6.7%
Conductor	-	-				-	-			
Internet	20	17	-16.4%	3.1%	2.7%	10	7	-28.0%	0.8%	0.6%
Mail	17	-	-100%	2.7%		0	-	100.0%	0.0%	
Ticket Agent	238	218	-8.6%	37.5%	35.9%	435	384	-11.6%	35.0%	30.9%
<i>Cash & Other</i>	42	37	-11.6%			76	62	-19.2%		
<i>Credit Card</i>	196	181	-7.9%			358	323	-10.0%		
Vending Machine	28	23	-17.7%	4.3%	3.7%	92	60	-34.8%	7.4%	4.8%
<i>Cash</i>	-	-				1	-	-100%		
<i>Credit Card</i>	28	23	-17.7%			91	60	-34.1%		
Ventra App	187	216	15.2%	29.5%	35.6%	621	708	14.0%	50.0%	57.0%
<i>Credit Card</i>	171	196	14.7%			589	671	13.8%		
<i>Mixed & Other</i>	13	14	9.8%			9	10	2.6%		
<i>Ventra</i>	4	6	54.1%			23	28	22.6%		
Total	636	607	-4.6%			1,071	1,080	0.9%		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-				-	-			
Conductor	1,648	1,472	-10.7%	26.3%	23.1%	532	396	-25.5%	53.5%	50.5%
Internet	-	-				-	-			
Mail	-	-				-	-			
Ticket Agent	2,121	1,872	-11.7%	33.8%	29.4%	173	115	-33.5%	17.4%	14.6%
<i>Cash & Other</i>	1,240	1,047	-15.6%			96	59	-38.7%		
<i>Credit Card</i>	881	826	-6.3%			77	56	-27.0%		
Vending Machine	293	230	-21.5%	4.7%	3.6%	33	22	-32.6%	3.3%	2.8%
<i>Cash</i>	52	-	-100%			3	-	-100%		
<i>Credit Card</i>	242	230	-4.7%			30	22	-25.2%		
Ventra App	2,211	2,802	26.7%	35.2%	43.9%	257	251	-2.0%	25.8%	32.0%
<i>Credit Card</i>	1,940	2,510	29.3%			231	233	0.9%		
<i>Mixed & Other</i>	24	22	-10.9%			3	2	-30.1%		
<i>Ventra</i>	246	270	9.7%			22	16	-28.7%		
Total	6,274	6,377	1.6%			994	785	-21.0%		

Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month)

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	39	37	-4.9%	2.7%	2.6%
Conductor	345	289	-16.3%	23.7%	20.4%
Internet	4	0	-100%	0.3%	
Ticket Agent	455	406	-10.7%	31.3%	28.7%
<i>Cash & Other</i>	229	192	-16.2%		
<i>Credit Card</i>	226	214	-5.2%		
Vending Machine	50	39	-21.2%	3.4%	2.8%
<i>Credit Card</i>	50	39	-21.2%		
Ventra App	553	634	14.6%	38.1%	44.8%
<i>Credit Card</i>	493	583	18.1%		
<i>Mixed & Other</i>	10	5	-48.3%		
<i>Ventra</i>	50	46	-8.2%		
Total	1,453	1,415	-2.6%		

Table 15: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date)

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	315	299	-5.1%	3.4%	3.3%
Conductor	2,180	1,869	-14.3%	23.8%	20.7%
Internet	29	23	-20.2%	0.3%	0.3%
Mail	17	-	-100%	0.2%	
Ticket Agent	2,967	2,590	-12.7%	32.4%	28.7%
<i>Cash & Other</i>	1,454	1,205	-17.2%		
<i>Credit Card</i>	1,513	1,385	-8.4%		
Vending Machine	446	335	-24.8%	4.9%	3.7%
<i>Cash</i>	56	-	-100%		
<i>Credit Card</i>	390	335	-14.0%		
Ventra App	3,277	3,977	21.4%	35.8%	44.1%
<i>Credit Card</i>	2,932	3,610	23.1%		
<i>Mixed & Other</i>	49	47	-4.1%		
<i>Ventra</i>	296	321	8.4%		
Total	9,146	9,011	-1.5%		

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes decreased by 5.1 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 9.8 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2017 and 2018.

Table 16: Link-Up and PlusBus Sales

Month	2017		2018		Change		Mobile Share (2018)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	3,414	1,276	3,090	1,177	-9.5%	-7.8%	22.8%	17.9%
Feb	3,346	1,284	3,120	1,155	-6.8%	-10.0%	23.0%	17.5%
Mar	3,278	1,287	3,109	1,188	-5.2%	-7.7%	23.2%	17.7%
Apr	3,179	1,226	3,051	1,148	-4.0%	-6.4%	24.2%	18.4%
May	3,132	1,201	2,964	1,107	-5.4%	-7.8%	23.8%	20.3%
Jun	3,058	1,152	2,908	1,068	-4.9%	-7.3%	24.3%	21.2%
Jul	2,817	1,132	2,812	1,038	-0.2%	-8.3%	23.9%	20.0%
Aug	2,971	1,175	2,820	1,060	-5.1%	-9.8%	24.6%	21.6%
Sep	2,911	1,186						
Oct	3,030	1,239						
Nov	3,084	1,232						
Dec	2,814	1,063						
Year-to-date	25,195	9,733	23,874	8,941	-5.2%	-8.1%	23.7%	19.3%
Last 3 Months	8,846	3,459	8,540	3,166	-3.5%	-8.5%	24.3%	20.9%
Last 12 Months	38,334	14,737	35,713	13,661	-6.8%	-7.3%	22.9%	18.5%

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 2017 and 2018.

Table 17: Reduced Fare Ticket Sales

Month	2017				2018			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	Conductor	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	Conductor
Jan	3,057	16,713	40,985	24,673	2,771	18,132	40,528	20,183
Feb	3,125	9,763	39,437	23,774	2,897	9,165	36,638	18,463
Mar	3,215	12,430	55,605	26,124	3,007	11,429	64,010	24,568
Apr	3,121	11,599	47,172	26,185	3,006	12,195	43,755	22,532
May	3,161	13,217	53,480	27,866	3,039	13,026	55,248	27,998
Jun	2,927	13,494	83,163	39,002	2,875	12,742	73,733	34,342
Jul	2,730	12,535	86,162	36,050	2,841	12,374	88,996	34,797
Aug	2,691	13,792	83,668	36,566	2,703	12,919	82,500	32,105
Sep	3,200	13,249	46,153	25,357				
Oct	3,406	14,498	50,164	26,729				
Nov	3,139	14,168	50,670	24,346				
Dec	2,645	12,291	54,938	24,845				
Year-to-date	24,027	103,543	489,672	240,240	23,139	101,982	485,408	214,988
Last 3 Months	8,348	39,821	252,993	111,618	8,419	38,035	245,229	101,244
Last 12 Months	37,014	155,603	689,741	360,891	35,529	156,188	687,333	316,265

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	Conductor
Jan	-9.4%	8.5%	-1.1%	-18.2%
Feb	-7.3%	-6.1%	-7.1%	-22.3%
Mar	-6.5%	-8.1%	15.1%	-6.0%
Apr	-3.7%	5.1%	-7.2%	-14.0%
May	-3.9%	-1.4%	3.3%	0.5%
Jun	-1.8%	-5.6%	-11.3%	-11.9%
Jul	4.1%	-1.3%	3.3%	-3.5%
Aug	0.4%	-6.3%	-1.4%	-12.2%
Sep				
Oct				
Nov				
Dec				
Year-to-date	-3.7%	-1.5%	-0.9%	-10.5%
Last 3 Months	0.9%	-4.5%	-3.1%	-9.3%
Last 12 Months	-4.0%	0.4%	-0.3%	-12.4%