

# **RIDERSHIP TRENDS**

**November 2018**



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**Prepared by the Division of Strategic Capital Planning  
January 2019**

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**Executive Summary**

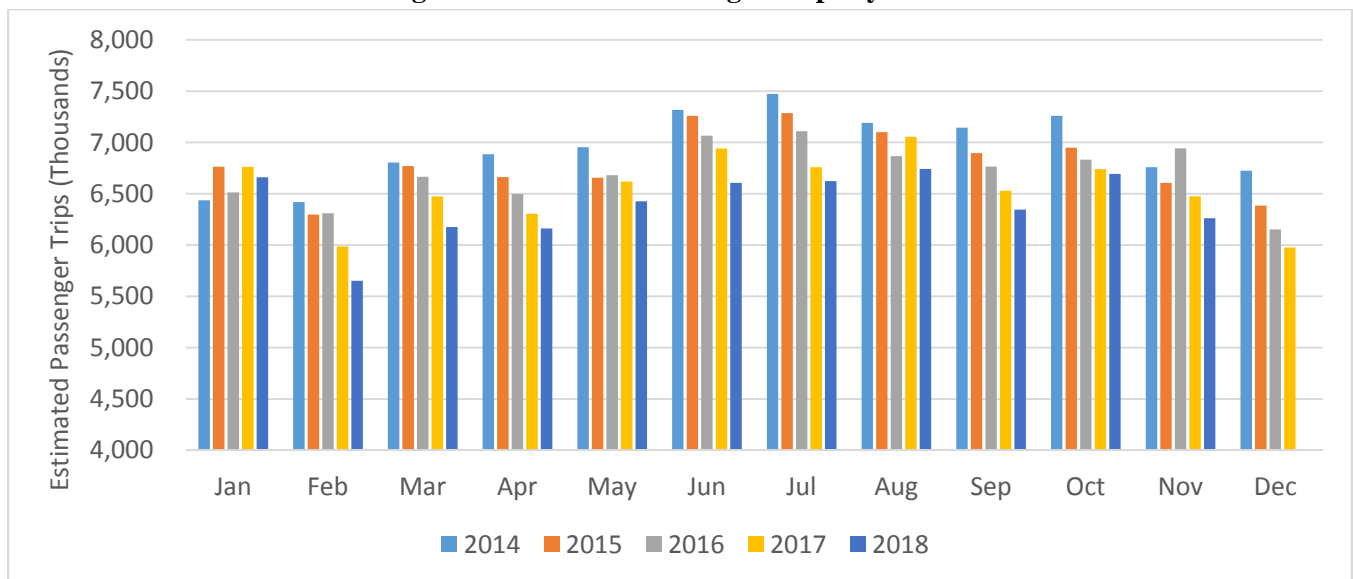
Estimated passenger trips decreased 3.3 percent in November 2018 compared to November 2017. November 2018 the same number of Saturdays, Sundays, and holidays compared to November 2017.

Estimated passenger trips have decreased 3.1 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	6,347	-11.2%	-2.8%
Oct	7,260	6,949	6,832	6,740	6,694	-7.8%	-0.7%
Nov	6,760	6,606	6,943	6,475	6,261	-7.4%	-3.3%
Dec	6,724	6,385	6,153	5,976			
<b>Year-to-date</b>	<b>76,646</b>	<b>75,246</b>	<b>74,249</b>	<b>72,644</b>	<b>70,349</b>	<b>-8.2%</b>	<b>-3.2%</b>
<b>Last 3 Months</b>	<b>21,164</b>	<b>20,451</b>	<b>20,541</b>	<b>19,745</b>	<b>19,301</b>	<b>-8.8%</b>	<b>-2.2%</b>
<b>Last 12 Months</b>	<b>83,135</b>	<b>81,970</b>	<b>80,634</b>	<b>78,797</b>	<b>76,325</b>	<b>-8.2%</b>	<b>-3.1%</b>

**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%
<b>1st Quarter</b>	<b>18,900</b>	<b>18,488</b>	<b>-2.2%</b>
Apr	6,400	6,162	-3.7%
May	6,500	6,426	-1.1%
Jun	6,600	6,607	0.1%
<b>2nd Quarter</b>	<b>19,500</b>	<b>19,195</b>	<b>-1.6%</b>
Jul	6,900	6,623	-4.0%
Aug	7,000	6,742	-3.7%
Sep	6,200	6,347	2.4%
<b>3rd Quarter</b>	<b>20,100</b>	<b>19,712</b>	<b>-1.9%</b>
Oct	6,900	6,694	-3.0%
Nov	6,500	6,261	-3.7%
Dec	5,900		
<b>4th Quarter</b>	<b>19,300</b>		
<b>Year-to-date</b>	<b>71,900</b>	<b>70,349</b>	<b>-2.2%</b>
<b>Total</b>	<b>77,800</b>		

**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 2.2 percent in the last three months compared to the previous year, and decreased 3.1 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		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
BNSF	1,339,906	1,291,803	-3.6%	4,096,094	3,992,844	-2.5%	16,261,716	15,871,887	-2.4%
HC	59,833	60,623	1.3%	182,387	185,817	1.9%	728,985	729,580	0.1%
MD-N	566,577	552,143	-2.5%	1,721,263	1,684,681	-2.1%	6,834,838	6,625,079	-3.1%
MD-W	519,445	503,648	-3.0%	1,596,804	1,557,377	-2.5%	6,368,904	6,162,910	-3.2%
ME	659,889	634,669	-3.8%	2,021,454	1,970,879	-2.5%	8,178,556	7,750,506	-5.2%
NCS	140,562	134,792	-4.1%	427,289	417,722	-2.2%	1,685,632	1,650,212	-2.1%
RI	653,665	625,230	-4.4%	1,980,141	1,911,744	-3.5%	7,943,147	7,613,975	-4.1%
SWS	208,962	202,115	-3.3%	629,005	615,224	-2.2%	2,460,749	2,425,472	-1.4%
UP-N	742,016	708,772	-4.5%	2,280,460	2,209,301	-3.1%	9,061,271	8,710,004	-3.9%
UP-NW	898,616	878,635	-2.2%	2,719,954	2,690,426	-1.1%	10,928,359	10,622,758	-2.8%
UP-W	685,069	668,461	-2.4%	2,090,143	2,065,379	-1.2%	8,344,934	8,162,955	-2.2%
<b>Total</b>	<b>6,474,539</b>	<b>6,260,889</b>	<b>-3.3%</b>	<b>19,744,991</b>	<b>19,301,391</b>	<b>-2.2%</b>	<b>78,797,087</b>	<b>76,325,336</b>	<b>-3.1%</b>

## 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	November (Thousands)			Last 3 Months			Last 12 Months		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
A-A	19	19	-1.1%	59	63	7.2%	241	237	-1.5%
A-B	470	462	-1.7%	1,437	1,436	-0.1%	5,683	5,538	-2.6%
A-C	886	875	-1.2%	2,668	2,681	0.5%	10,600	10,494	-1.0%
A-D	1,083	1,042	-3.8%	3,292	3,215	-2.3%	13,032	12,712	-2.5%
A-E	1,367	1,346	-1.5%	4,162	4,120	-1.0%	16,483	16,162	-1.9%
A-F	825	806	-2.2%	2,505	2,498	-0.3%	9,906	9,830	-0.8%
A-G	500	490	-2.1%	1,518	1,509	-0.6%	6,020	5,931	-1.5%
A-H	403	392	-2.6%	1,228	1,206	-1.8%	4,938	4,805	-2.7%
A-I	137	135	-1.4%	414	414	-0.1%	1,662	1,643	-1.1%
A-J	24	57	137.7%	73	172	136.2%	296	428	44.7%
A-K	27	-	-100.0%	82	-	-100%	333	203	-39.0%
A-M	7	-	-100.0%	21	-	-100%	89	51	-43.2%
A-J, K, & M	58	57	-1.9%	176	172	-2.2%	718	682	-5.0%
Intermediate	202	189	-6.1%	629	596	-5.3%	2,461	2,321	-5.7%
No Zone Pair	527	448	-14.9%	1,656	1,391	-16.0%	7,053	5,969	-15.4%
<b>Total</b>	<b>6,475</b>	<b>6,261</b>	<b>-3.3%</b>	<b>19,745</b>	<b>19,301</b>	<b>-2.2%</b>	<b>78,797</b>	<b>76,325</b>	<b>-3.1%</b>

## 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.

**Table 5: Estimated Passenger Trips by Ticket Type**

Ticket Type	November (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	3,824	3,737	-2.3%	59.1%	59.6%	11,682	11,419	-2.3%	59.1%	59.1%
10-Ride Ticket	1,597	1,480	-7.3%	24.7%	23.6%	4,776	4,640	-2.9%	24.2%	24.0%
One-Way Ticket	697	754	8.2%	10.8%	12.0%	2,191	2,366	8.0%	11.1%	12.3%
Weekend Pass	284	224	-21.0%	4.4%	3.6%	867	659	-24.0%	4.4%	3.4%
Special Passes	-	-		0.0%	0.0%	3	7	113.3%	0.0%	0.0%
RTA Ride Free Permit	74	71	-4.1%	1.1%	1.1%	235	224	-4.7%	1.2%	1.2%
<b>Total <sup>1</sup></b>	<b>6,476</b>	<b>6,266</b>	<b>-3.2%</b>			<b>19,755</b>	<b>19,315</b>	<b>-2.2%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	46,389	44,516	-4.0%	58.9%	58.3%
10-Ride Ticket	18,573	18,522	-0.3%	23.6%	24.3%
One-Way Ticket	9,268	9,487	2.4%	11.8%	12.4%
Weekend Pass	3,495	2,851	-18.4%	4.4%	3.7%
Special Passes	129	90	-29.9%	0.2%	0.1%
RTA Ride Free Permit	952	885	-7.0%	1.2%	1.2%
<b>Total <sup>1</sup></b>	<b>78,805</b>	<b>76,352</b>	<b>-3.1%</b>		

<sup>1</sup> 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 4.5 in the current month, and average total weekday passenger loads decreased by 5.2 percent in the same period.

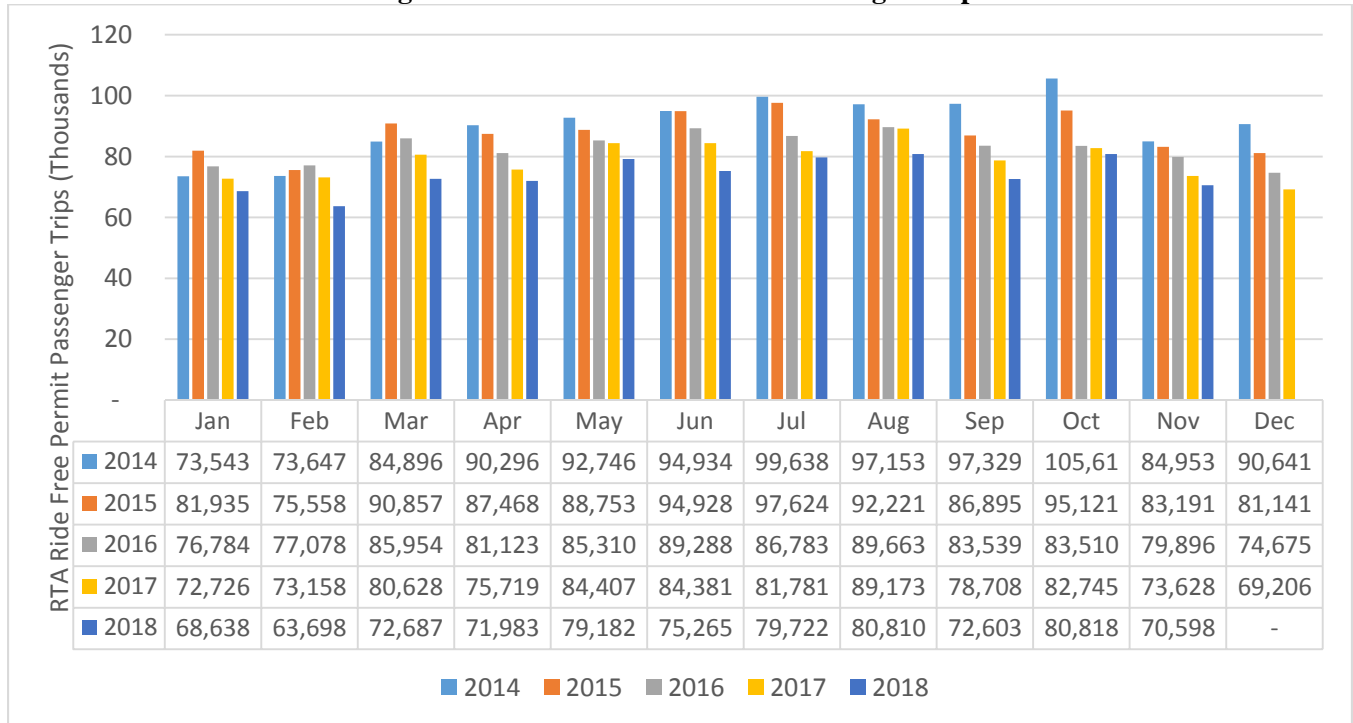
**Table 6: Average Daily Passenger Loads**

Service Period	November (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
Peak - Peak Direction	213	203	-4.5%	219	212	-2.8%	216	212	-1.9%
Peak - Reverse Direction	21	19	-9.4%	21	19	-8.2%	20	20	-1.9%
Midday	34	32	-6.9%	33	31	-6.7%	32	31	-3.5%
Evening	15	15	-4.3%	15	15	-0.7%	16	16	-2.3%
<b>Weekday</b>	<b>283</b>	<b>268</b>	<b>-5.2%</b>	<b>289</b>	<b>278</b>	<b>-3.6%</b>	<b>284</b>	<b>278</b>	<b>-2.1%</b>
Saturday	58	58	0.1%	60	56	-6.0%	66	60	-8.9%
Sunday	34	34	-0.8%	39	38	-4.8%	41	38	-7.4%

## 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**

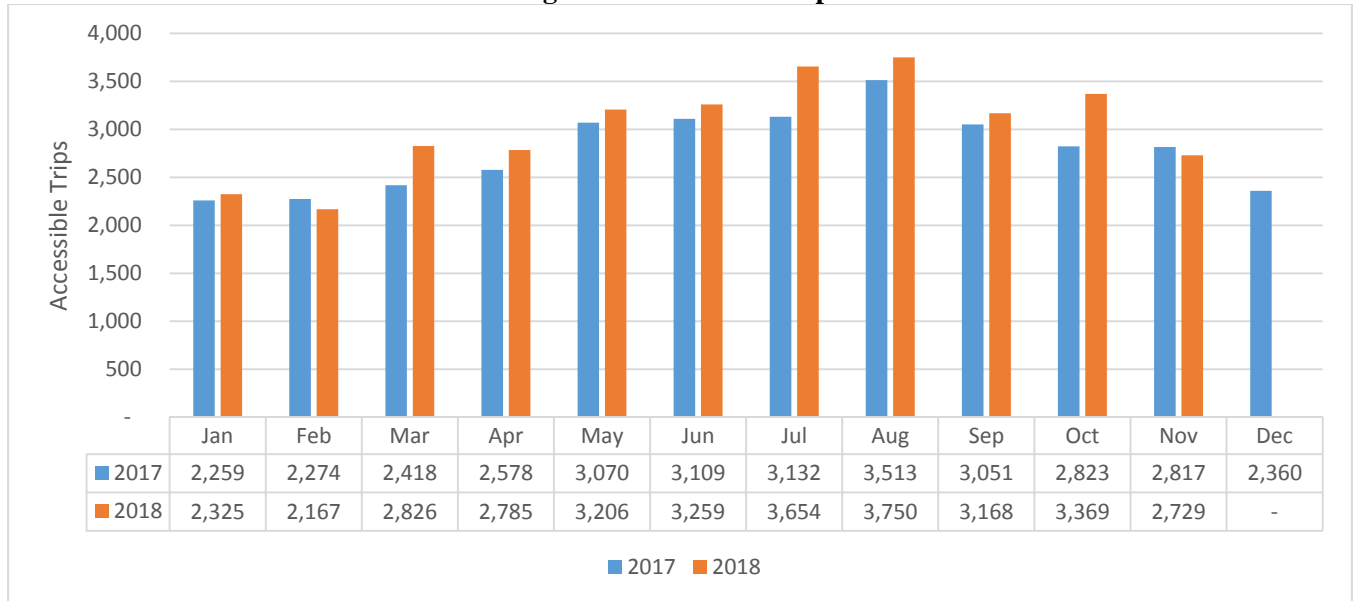




### Accessible Trips

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.

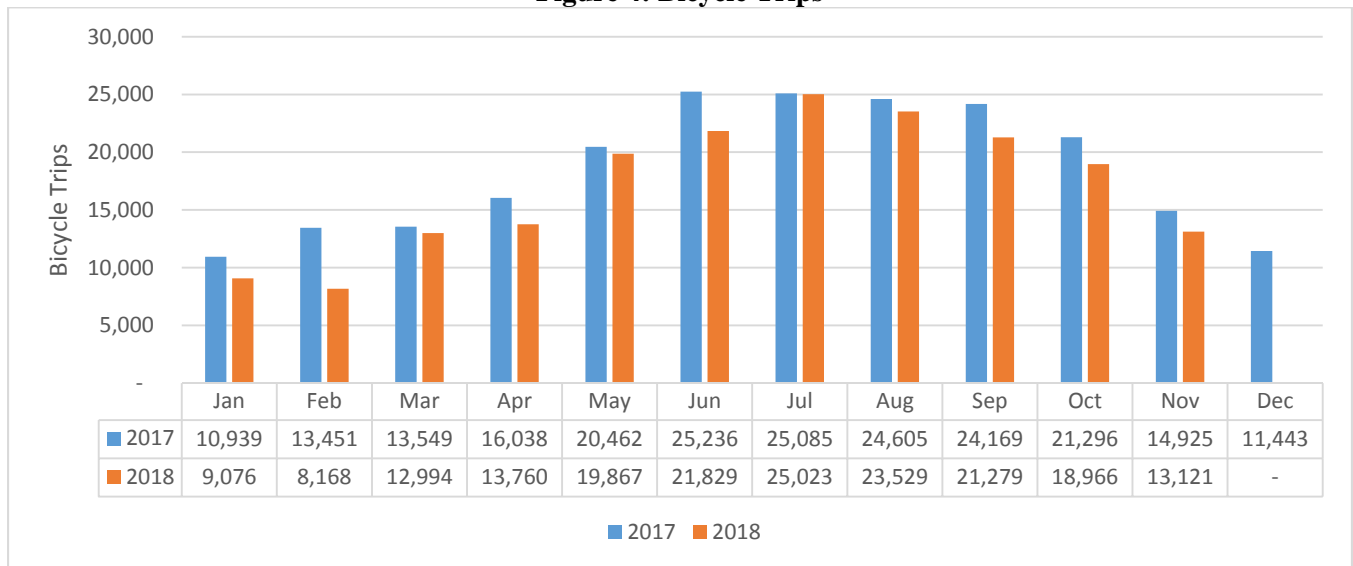
**Figure 3: Accessible Trips**



### Bicycle Trips

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

**Figure 4: Bicycle Trips**



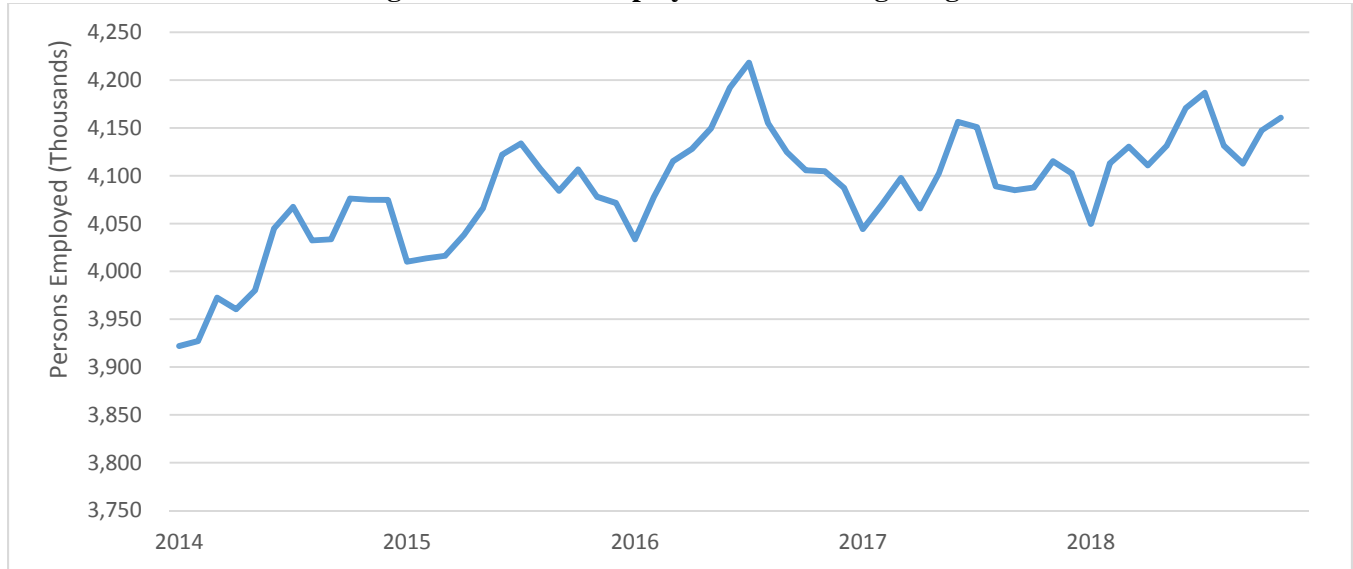
**Ridership Influences**

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 1.1 percent in November 2018 compared to November 2017.

**Figure 5: Persons Employed in the Chicago Region**



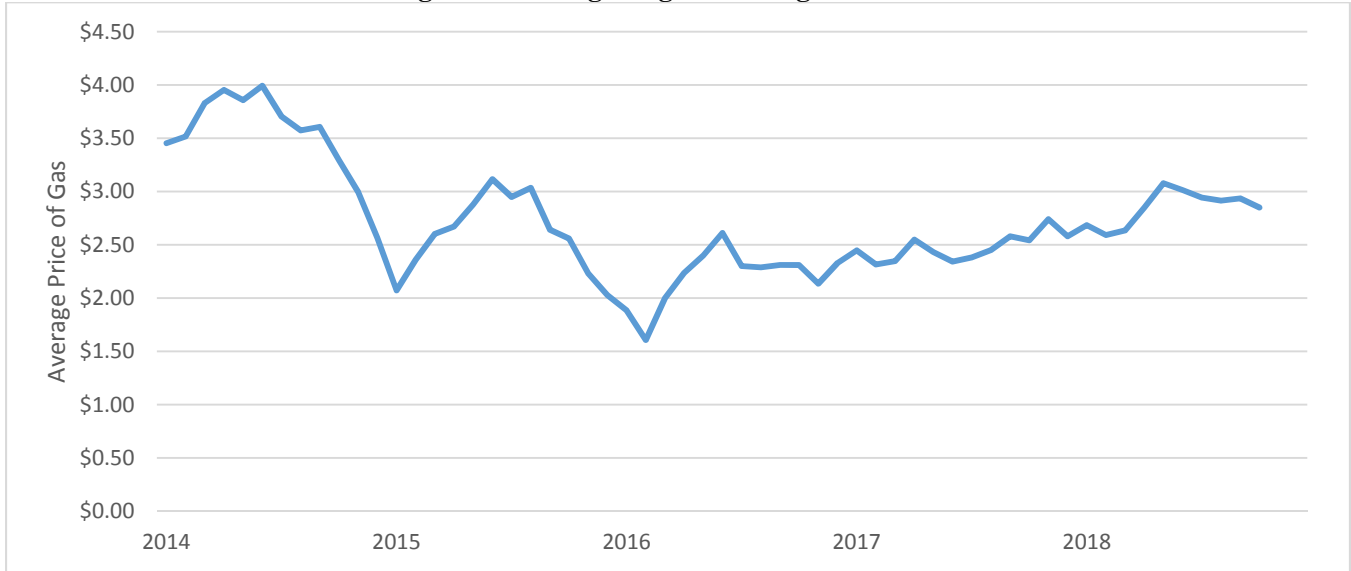
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	4,008
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,071
2016	4,033	4,078	4,115	4,128	4,150	4,192	4,218	4,155	4,125	4,106	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		4,131
<b>Change 2017-2018</b>	<b>0.1%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>0.4%</b>	<b>0.9%</b>	<b>1.0%</b>	<b>0.7%</b>	<b>1.5%</b>	<b>1.1%</b>		<b>0.8%</b>

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 \$2.49 in November 2018, a \$0.25 decrease compared to November 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	\$3.62
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	\$2.65
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		\$2.82
<b>Change 2017-2018</b>	<b>\$0.24</b>	<b>\$0.28</b>	<b>\$0.29</b>	<b>\$0.30</b>	<b>\$0.65</b>	<b>\$0.67</b>	<b>\$0.56</b>	<b>\$0.46</b>	<b>\$0.36</b>	<b>\$0.31</b>	<b>-\$0.25</b>		<b>\$0.35</b>

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**

No service changes occurred in November

## **Special Events and Promotions**

Metra added additional service for the Magnificent Mile Lights Festival (November 17) and Black Friday (November 23).

Metra offered a \$10 unlimited ride holiday pass for use on both Thanksgiving Day and Black Friday.

## 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 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.

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.

## **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	November (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
BNSF	\$6,279	\$6,508	3.6%	\$19,166	\$20,119	5.0%	\$75,419	\$79,212	5.0%
HC	\$296	\$319	7.8%	\$902	\$977	8.3%	\$3,577	\$3,797	6.2%
MD-N	\$2,657	\$2,805	5.6%	\$8,094	\$8,593	6.2%	\$31,939	\$33,476	4.8%
MD-W	\$2,435	\$2,529	3.8%	\$7,479	\$7,845	4.9%	\$29,622	\$30,801	4.0%
ME	\$2,757	\$2,848	3.3%	\$8,431	\$8,837	4.8%	\$33,902	\$34,518	1.8%
NCS	\$759	\$768	1.3%	\$2,307	\$2,383	3.3%	\$9,023	\$9,368	3.8%
RI	\$2,880	\$2,952	2.5%	\$8,730	\$9,041	3.6%	\$34,690	\$35,629	2.7%
SWS	\$917	\$946	3.1%	\$2,764	\$2,886	4.4%	\$10,727	\$11,283	5.2%
UP-N	\$3,074	\$3,183	3.5%	\$9,456	\$9,937	5.1%	\$37,335	\$38,812	4.0%
UP-NW	\$4,317	\$4,517	4.6%	\$13,052	\$13,863	6.2%	\$52,094	\$54,432	4.5%
UP-W	\$3,165	\$3,339	5.5%	\$9,666	\$10,333	6.9%	\$38,375	\$40,472	5.5%
<b>Total</b>	<b>\$29,536</b>	<b>\$30,713</b>	<b>4.0%</b>	<b>\$90,047</b>	<b>\$94,814</b>	<b>5.3%</b>	<b>\$356,704</b>	<b>\$371,802</b>	<b>4.2%</b>

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	November (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	\$15,830	\$16,315	3.1%	53.6%	53.1%	\$48,390	\$49,894	3.1%	53.7%	52.6%
10-Ride Ticket	\$8,608	\$8,796	2.2%	29.1%	28.6%	\$25,719	\$27,500	6.9%	28.5%	29.0%
One-Way Ticket	\$4,205	\$4,740	12.7%	14.2%	15.4%	\$13,227	\$14,835	12.2%	14.7%	15.6%
Weekend Pass	\$908	\$896	-1.4%	3.1%	2.9%	\$2,774	\$2,633	-5.1%	3.1%	2.8%
Special Passes	-	-		0.0%	0.0%	\$13	\$28	122.1%	0.0%	0.0%
<b>Total <sup>1</sup></b>	<b>\$29,551</b>	<b>\$30,747</b>	<b>4.0%</b>			<b>\$90,122</b>	<b>\$94,892</b>	<b>5.3%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	\$190,099	\$193,059	1.6%	53.3%	51.9%
10-Ride Ticket	\$99,476	\$108,257	8.8%	27.9%	29.1%
One-Way Ticket	\$55,600	\$59,325	6.7%	15.6%	15.9%
Weekend Pass	\$11,217	\$10,987	-2.0%	3.1%	3.0%
Special Passes	\$472	\$469	-0.6%	0.1%	0.1%
<b>Total <sup>1</sup></b>	<b>\$356,864</b>	<b>\$372,097</b>	<b>4.3%</b>		

<sup>1</sup> 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	\$5,064	\$5,058	-0.1%	32.0%	31.0%	\$711	\$727	2.3%	8.3%	8.3%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	\$499	-	-100.0%	3.2%	0.0%	\$66	-	-100.0%	0.8%	0.0%
Ticket Agent	\$4,972	\$5,060	1.8%	31.4%	31.0%	\$2,687	\$2,469	-8.1%	31.2%	28.1%
Vending Machine	\$682	\$538	-21.1%	4.3%	3.3%	\$533	\$408	-23.3%	6.2%	4.6%
Ventra App	\$4,613	\$5,659	22.7%	29.1%	34.7%	\$4,611	\$5,191	12.6%	53.6%	59.0%
<b>Total</b>	<b>\$15,830</b>	<b>\$16,315</b>	<b>3.1%</b>			<b>\$8,608</b>	<b>\$8,796</b>	<b>2.2%</b>		
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	\$945	\$917	-2.9%	22.5%	19.3%	\$468	\$457	-2.2%	51.5%	51.0%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$1,313	\$1,266	-3.6%	31.2%	26.7%	\$148	\$110	-25.8%	16.3%	12.2%
Vending Machine	\$159	\$164	2.9%	3.8%	3.5%	\$28	\$24	-16.1%	3.1%	2.7%
Ventra App	\$1,788	\$2,393	33.9%	42.5%	50.5%	\$265	\$305	15.3%	29.1%	34.1%
<b>Total</b>	<b>\$4,205</b>	<b>\$4,740</b>	<b>12.7%</b>			<b>\$908</b>	<b>\$896</b>	<b>-1.4%</b>		

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	\$5,775	\$5,786	0.2%	19.5%	18.8%
Conductor	\$1,412	\$1,374	-2.7%	4.8%	4.5%
Internet	\$565	-	-100.0%	1.9%	0.0%
Ticket Agent	\$9,119	\$8,904	-2.4%	30.9%	29.0%
Vending Machine	\$1,402	\$1,135	-19.1%	4.7%	3.7%
Ventra App	\$11,277	\$13,548	20.1%	38.2%	44.1%
<b>Total <sup>1</sup></b>	<b>\$29,551</b>	<b>\$30,747</b>	<b>4.0%</b>		

<sup>1</sup> 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 2.3 percent in the current month compared to the previous year, and 10-Ride Ticket sales decreased by 7.3 percent in the same period.

**Table 10: Ticket Sales by Ticket Type**

Ticket Type	November (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share	Share	2017	2018	Change	Share	Share
				2017	2018				2017	2018
Monthly Pass	89	87	-2.3%	8.4%	8.1%	272	266	-2.3%	8.3%	7.9%
10-Ride Ticket	160	148	-7.3%	15.1%	13.7%	478	464	-2.9%	14.5%	13.8%
One-Way Ticket	697	754	8.2%	65.8%	69.9%	2,191	2,366	8.0%	66.6%	70.4%
Weekend Pass	114	90	-21.0%	10.7%	8.3%	347	263	-24.0%	10.5%	7.8%
Special Passes	-	-		0.0%	0.0%	2	4	119.9%	0.0%	0.1%
<b>Total <sup>1</sup></b>	<b>1,059</b>	<b>1,079</b>	<b>1.8%</b>			<b>3,289</b>	<b>3,363</b>	<b>2.2%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	1,079	1,035	-4.0%	7.9%	7.6%
10-Ride Ticket	1,857	1,852	-0.3%	13.6%	13.7%
One-Way Ticket	9,268	9,487	2.4%	67.9%	70.0%
Weekend Pass	1,398	1,140	-18.4%	10.2%	8.4%
Special Passes	53	40	-25.7%	0.4%	0.3%
<b>Total <sup>1</sup></b>	<b>13,655</b>	<b>13,555</b>	<b>-0.7%</b>		

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	19,800	19,130	-3.4%	BNSF	32,702	31,062	-5.0%
HC	1,030	1,025	-0.5%	HC	1,251	1,287	2.9%
MD-N	6,927	6,892	-0.5%	MD-N	16,151	15,123	-6.4%
MD-W	7,290	7,148	-1.9%	MD-W	10,532	9,678	-8.1%
ME	8,646	8,520	-1.5%	ME	14,897	12,921	-13.3%
NCS	2,078	2,009	-3.3%	NCS	3,614	3,193	-11.6%
RI	10,226	9,956	-2.6%	RI	12,638	11,337	-10.3%
SWS	3,486	3,320	-4.8%	SWS	4,159	4,037	-2.9%
UP-N	8,388	8,102	-3.4%	UP-N	23,824	22,101	-7.2%
UP-NW	11,841	11,760	-0.7%	UP-NW	22,661	20,875	-7.9%
UP-W	9,223	9,050	-1.9%	UP-W	17,275	16,408	-5.0%
<b>Total</b>	<b>88,935</b>	<b>86,912</b>	<b>-2.3%</b>	<b>Total</b>	<b>159,704</b>	<b>148,022</b>	<b>-7.3%</b>
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	90,003	100,709	11.9%	BNSF	18,448	14,469	-21.6%
HC	2,597	3,135	20.7%	HC	366	515	40.7%
MD-N	47,452	55,797	17.6%	MD-N	16,429	16,731	1.8%
MD-W	46,915	50,608	7.9%	MD-W	17,029	16,956	-0.4%
ME	74,940	85,258	13.8%	ME	25,959	22,491	-13.4%
NCS	9,115	10,367	13.7%	NCS	5,077	5,289	4.2%
RI	48,117	51,303	6.6%	RI	13,434	11,600	-13.7%
SWS	11,668	13,045	11.8%	SWS	3,343	3,372	0.9%
UP-N	63,769	73,669	15.5%	UP-N	32,222	27,764	-13.8%
UP-NW	73,904	86,306	16.8%	UP-NW	23,060	23,924	3.7%
UP-W	57,835	64,769	12.0%	UP-W	15,418	16,136	4.7%
<b>Total</b>	<b>526,315</b>	<b>594,966</b>	<b>13.0%</b>	<b>Total</b>	<b>170,785</b>	<b>159,247</b>	<b>-6.8%</b>
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	10,899	8,939	-18.0%	BNSF	6,832	4,950	-27.5%
HC	-	-		HC	-	-	
MD-N	6,909	5,194	-24.8%	MD-N	8,257	5,818	-29.5%
MD-W	4,856	4,112	-15.3%	MD-W	6,398	5,673	-11.3%
ME	5,659	4,496	-20.6%	ME	2,811	2,109	-25.0%
NCS	-	-		NCS	-	-	
RI	3,076	2,710	-11.9%	RI	4,710	3,354	-28.8%
SWS	163	152	-6.7%	SWS	290	270	-6.9%
UP-N	5,945	4,474	-24.7%	UP-N	7,812	6,215	-20.4%
UP-NW	10,266	7,947	-22.6%	UP-NW	13,468	10,705	-20.5%
UP-W	7,323	5,844	-20.2%	UP-W	7,862	6,708	-14.7%
<b>Total</b>	<b>55,096</b>	<b>43,868</b>	<b>-20.4%</b>	<b>Total</b>	<b>58,440</b>	<b>45,802</b>	<b>-21.6%</b>

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	-5.4%	31.3%	30.3%	12	11	-6.7%	7.6%	7.7%
Conductor	-	-				-	-			
Internet	3	-	-100%	3.1%		1	-	-100%	0.7%	
Ticket Agent	28	27	-3.5%	32.0%	31.6%	52	43	-16.2%	32.5%	29.4%
<i>Cash &amp; Other</i>	5	4	-8.3%			9	7	-25.5%		
<i>Credit Card</i>	24	23	-2.6%			43	37	-14.2%		
Vending Machine	4	3	-25.1%	4.3%	3.3%	10	7	-31.0%	6.1%	4.5%
Ventra App	26	30	16.3%	29.2%	34.8%	85	86	2.1%	53.0%	58.4%
<i>Credit Card</i>	24	28	16.2%			80	82	2.5%		
<i>Mixed &amp; Other</i>	1	1	3.3%			1	1	-27.3%		
<i>Ventra</i>	1	1	43.5%			4	4	2.2%		
<b>Total</b>	<b>89</b>	<b>87</b>	<b>-2.3%</b>			<b>160</b>	<b>148</b>	<b>-7.3%</b>		
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	171	159	-6.8%	24.5%	21.1%	59	46	-21.7%	51.5%	51.1%
Internet	-	-				-	-			
Ticket Agent	212	196	-7.3%	30.3%	26.0%	18	11	-40.6%	16.2%	12.2%
<i>Cash &amp; Other</i>	122	108	-11.3%			10	5	-48.0%		
<i>Credit Card</i>	89	88	-1.8%			9	6	-32.7%		
Vending Machine	26	26	-0.5%	3.7%	3.4%	4	2	-32.8%	3.1%	2.7%
Ventra App	289	373	29.1%	41.5%	49.5%	33	31	-7.7%	29.1%	34.0%
<i>Credit Card</i>	254	338	32.9%			30	29	-3.6%		
<i>Mixed &amp; Other</i>	3	2	-34.7%			0	0	-56.2%		
<i>Ventra</i>	32	33	4.3%			3	2	-43.2%		
<b>Total</b>	<b>697</b>	<b>754</b>	<b>8.2%</b>			<b>114</b>	<b>90</b>	<b>-21.1%</b>		

**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	314	296	-5.9%	31.5%	30.9%	118	115	-3.0%	6.9%	6.7%
Conductor	-	-				-	-			
Internet	29	17	-43.4%	2.9%	1.7%	13	7	-47.4%	0.8%	0.4%
Mail	17	-	-100%	1.8%		0	-	-100%	0.0%	
Ticket Agent	326	302	-7.4%	32.8%	31.5%	589	520	-11.7%	34.2%	30.5%
<i>Cash &amp; Other</i>	56	50	-10.9%			104	83	-20.0%		
<i>Credit Card</i>	270	252	-6.7%			485	437	-10.0%		
Vending Machine	42	35	-17.5%	4.3%	3.6%	123	80	-34.7%	7.1%	4.7%
<i>Cash</i>	-	-				1	-	-100%		
<i>Credit Card</i>	42	35	-17.5%			122	80	-34.2%		
Ventra App	266	309	15.9%	26.7%	32.2%	877	985	12.2%	51.0%	57.7%
<i>Credit Card</i>	243	281	15.5%			831	933	12.2%		
<i>Mixed &amp; Other</i>	17	18	8.9%			13	12	-3.2%		
<i>Ventra</i>	6	9	50.5%			33	39	18.6%		
<b>Total</b>	<b>995</b>	<b>958</b>	<b>-3.8%</b>			<b>1,720</b>	<b>1,706</b>	<b>-0.8%</b>		
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	2,209	1,987	-10.1%	26.1%	22.7%	713	531	-25.5%	53.1%	50.5%
Internet	-	-				-	-			
Mail	-	-				-	-			
Ticket Agent	2,795	2,496	-10.7%	33.0%	28.5%	225	146	-35.2%	16.7%	13.8%
<i>Cash &amp; Other</i>	1,633	1,395	-14.6%			124	74	-40.5%		
<i>Credit Card</i>	1,162	1,101	-5.3%			101	72	-28.8%		
Vending Machine	375	313	-16.5%	4.4%	3.6%	44	30	-31.9%	3.3%	2.9%
<i>Cash</i>	52	-	-100%			3	-	-100%		
<i>Credit Card</i>	323	313	-3.1%			41	30	-26.5%		
Ventra App	3,085	3,946	27.9%	36.4%	45.1%	360	345	-4.2%	26.8%	32.8%
<i>Credit Card</i>	2,707	3,544	30.9%			324	321	-0.9%		
<i>Mixed &amp; Other</i>	33	28	-16.2%			4	2	-38.5%		
<i>Ventra</i>	345	374	8.5%			32	21	-33.1%		
<b>Total</b>	<b>8,465</b>	<b>8,743</b>	<b>3.3%</b>			<b>1,342</b>	<b>1,052</b>	<b>-21.6%</b>		

**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	40	38	-5.8%	3.8%	3.5%
Conductor	229	205	-10.6%	21.6%	19.0%
Internet	4	-	-100%	0.4%	
Ticket Agent	310	278	-10.4%	29.3%	25.8%
<i>Cash &amp; Other</i>	145	124	-14.5%		
<i>Credit Card</i>	165	154	-6.8%		
Vending Machine	43	38	-12.3%	4.0%	3.5%
Ventra App	433	521	20.2%	40.9%	48.2%
<i>Credit Card</i>	388	477	22.8%		
<i>Mixed &amp; Other</i>	6	4	-26.1%		
<i>Ventra</i>	39	40	1.3%		
<b>Total</b>	<b>1,059</b>	<b>1,079</b>	<b>1.8%</b>		

**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	432	410	-5.1%	3.5%	3.3%
Conductor	2,923	2,518	-13.8%	23.3%	20.2%
Internet	42	23	-44.7%	0.3%	0.2%
Mail	17	-	-100%	0.1%	
Ticket Agent	3,935	3,463	-12.0%	31.4%	27.8%
<i>Cash &amp; Other</i>	1,917	1,602	-16.4%		
<i>Credit Card</i>	2,018	1,861	-7.8%		
Vending Machine	585	458	-21.6%	4.7%	3.7%
<i>Cash</i>	56	-	-100%		
<i>Credit Card</i>	529	458	-13.3%		
Ventra App	4,589	5,584	21.7%	36.6%	44.8%
<i>Credit Card</i>	4,106	5,080	23.7%		
<i>Mixed &amp; Other</i>	66	61	-8.8%		
<i>Ventra</i>	416	444	6.7%		
<b>Total</b>	<b>12,523</b>	<b>12,458</b>	<b>-0.5%</b>		

*Link-Up and PlusBus Sales*

Sales of CTA Link-Up passes decreased by 5.2 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 13.1 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	2,798	1,063	-3.9%	-10.4%	26.0%	23.0%
Oct	3,030	1,239	2,899	1,111	-4.3%	-10.3%	27.6%	22.5%
Nov	3,084	1,232	2,925	1,070	-5.2%	-13.1%	28.5%	23.4%
Dec	2,814	1,063						
<b>Year-to-date</b>	<b>34,220</b>	<b>13,390</b>	<b>32,496</b>	<b>12,185</b>	<b>-5.0%</b>	<b>-9.0%</b>	<b>24.7%</b>	<b>20.2%</b>
<b>Last 3 Months</b>	<b>9,025</b>	<b>3,657</b>	<b>8,622</b>	<b>3,244</b>	<b>-4.5%</b>	<b>-11.3%</b>	<b>27.4%</b>	<b>22.9%</b>
<b>Last 12 Months</b>	<b>37,410</b>	<b>14,564</b>	<b>35,310</b>	<b>13,248</b>	<b>-5.6%</b>	<b>-9.0%</b>	<b>24.4%</b>	<b>20.0%</b>

*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	One-Way Ticket Conductor	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket 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	3,154	12,430	49,190	24,220
Oct	3,406	14,498	50,164	26,729	3,318	14,436	52,359	25,649
Nov	3,139	14,168	50,670	24,346	3,122	12,216	53,685	22,797
Dec	2,645	12,291	54,938	24,845				
<b>Year-to-date</b>	<b>33,772</b>	<b>145,458</b>	<b>636,659</b>	<b>316,672</b>	<b>32,733</b>	<b>141,064</b>	<b>640,642</b>	<b>287,654</b>
<b>Last 3 Months</b>	<b>9,745</b>	<b>41,915</b>	<b>146,987</b>	<b>76,432</b>	<b>9,594</b>	<b>39,082</b>	<b>155,234</b>	<b>72,666</b>
<b>Last 12 Months</b>	<b>36,623</b>	<b>157,151</b>	<b>695,871</b>	<b>347,706</b>	<b>35,378</b>	<b>153,355</b>	<b>695,580</b>	<b>312,499</b>

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket 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	-1.4%	-6.2%	6.6%	-4.5%
Oct	-2.6%	-0.4%	4.4%	-4.0%
Nov	-0.5%	-13.8%	6.0%	-6.4%
Dec				
<b>Year-to-date</b>	<b>-3.1%</b>	<b>-3.0%</b>	<b>0.6%</b>	<b>-9.2%</b>
<b>Last 3 Months</b>	<b>-1.5%</b>	<b>-6.8%</b>	<b>5.6%</b>	<b>-4.9%</b>
<b>Last 12 Months</b>	<b>-3.4%</b>	<b>-2.4%</b>	<b>0.0%</b>	<b>-10.1%</b>