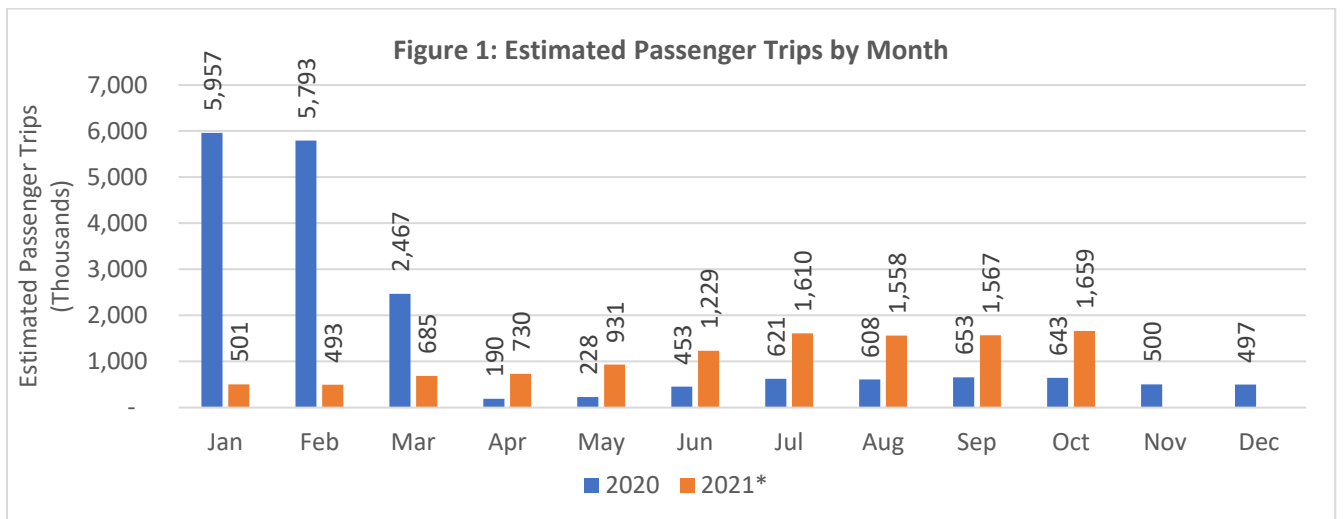




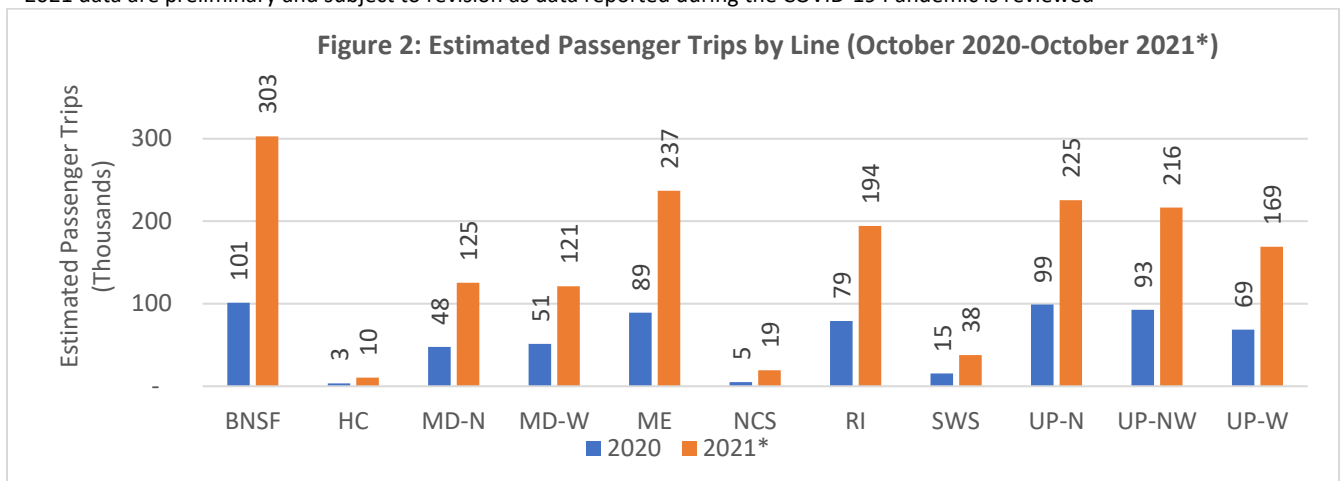
TO: Board of Directors
FROM: Jim Derwinski, CEO/Executive Director
SUBJECT: October 2021 Ridership Trends

DATE: November 12, 2021

Metra provided nearly 1.7 million trips in October 2021, a 6 percent increase over September 2021, representing 26 percent of ridership compared to October 2019. Ridership growth on the ME line outpaced all other lines over the last two months making it the second busiest line in October. Schools and universities have been able to maintain in person instruction through October while office workers continued to mostly work from home.



* 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed

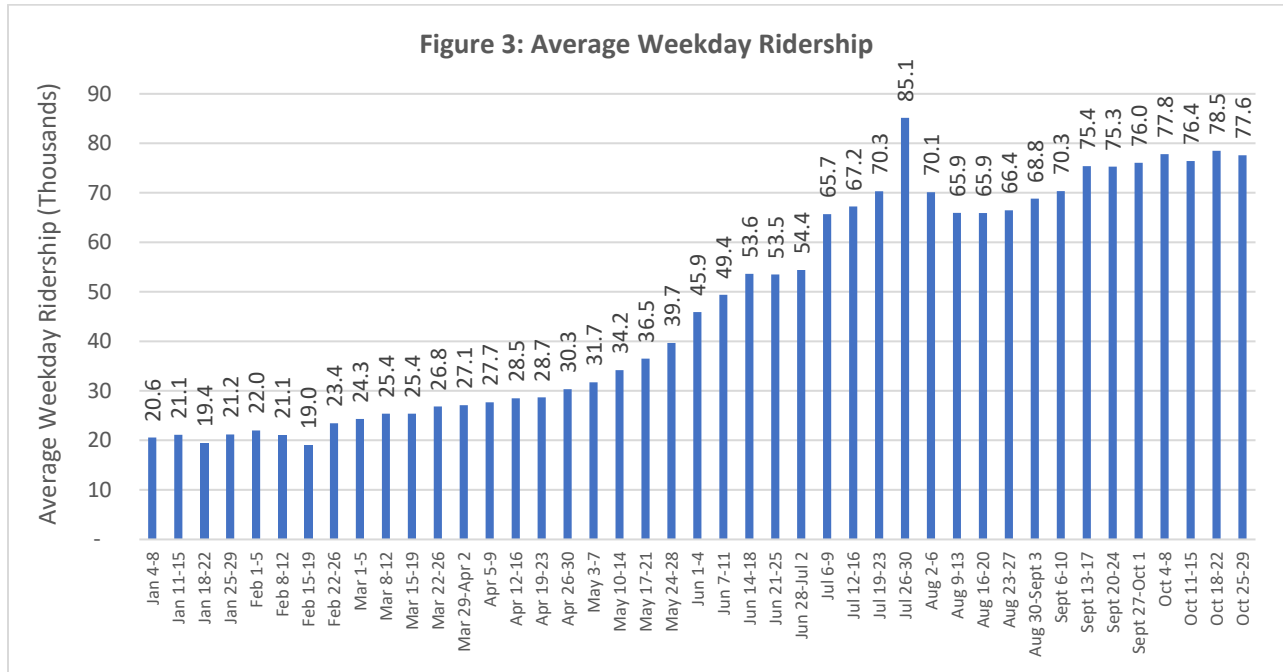


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Weekday passenger loads averaged 77,100 passengers per day, reaching a peak of 87,300 the last Wednesday of October. Tuesdays and Wednesdays were the strongest performing weekdays with an average 84,700 passengers per day. Saturdays carried an average of 32,900 passengers, while Sundays and holidays carried an average of 24,800.

There were no schedule changes in October.

Metra operated additional service for several special events in October. The BNSF, ME, MD-N, UP-N and UP-W lines had extra service for the Bank of America Chicago Marathon on Sunday, October 10. The Rock Island also had an extra train on October 10 for Game Three of the American League playoffs between the Chicago White Sox and Houston Astros. Extra service on the ME for Bears home games on Sundays continued on October 3, 17, and 31.



*July 26-30 average includes extra service on July 29-30 for the Thursday and Friday of Lollapalooza.

Sales of the \$10 All Day Pass continued in October. The Fair Transit South Cook Pilot program continued in October, offering reduced fares on the Metra Electric and Rock Island lines. The Family Fare policy was active in October on weekends.

Compared to October 2019, a significant share of ridership has shifted from the Monthly Pass to the 10-Ride Ticket, One-Way Ticket, \$10 All Day Pass, and Round Trip Plus Pass. The share of riders using the Ventra App grew compared to before the pandemic: 65 percent of riders used the Ventra App in October 2021 compared to 47 percent in October 2019.

Table 1: Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales				Ridership			
	Oct 2019	Oct 2021	Oct 2019 Share	Oct 2021 Share	Oct 2019	Oct 2021	Oct 2019 Share	Oct 2021 Share
Monthly Pass	89	11	7.4%	1.8%	3,810	332	58.7%	20.0%
10-Ride Ticket	162	54	13.6%	9.1%	1,620	542	25.0%	32.7%
One-Way Ticket	809	273	67.7%	46.0%	809	273	12.5%	16.5%
Weekend Pass	68	-	5.7%	0.0%	170	-	2.6%	0.0%
One Day Weekend Pass	-	50	0.0%	8.5%	-	84	0.0%	5.1%
Two Day Weekend Pass	-	12	0.0%	2.1%	-	25	0.0%	1.5%
\$10 All Day Pass	-	155	0.0%	26.1%	-	301	0.0%	18.1%
Round Trip Plus	-	37	0.0%	6.3%	-	69	0.0%	4.2%
Ravinia	-	-	0.0%	0.0%	-	-	0.0%	0.0%
RTA Ride Free Permit	-	-	-	-	79	32	1.2%	1.9%
Total	1,127	593	94.3%	100.0%	6,487	1,658	100.0%	100.0%

Note: Values do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2019 data may not match previously-reported totals due to late-reporting sales and refunds; 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed. Sales of incremental tickets are not included.

Table 2: Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Oct 2019	Oct 2021	Oct 2019 Share	Oct 2021 Share	Oct 2019	Oct 2021	Oct 2019 Share	Oct 2021 Share
Conductor	175	85	15.5%	14.3%	223	114	3.4%	6.9%
Commuter Benefit	35	4	3.1%	0.7%	1,169	80	18.0%	4.8%
Ventra App	617	407	54.6%	68.6%	3,064	1,080	47.2%	65.1%
Ticket Agent	269	85	23.8%	14.3%	1,754	328	27.0%	19.8%
Ticket Vending Machine	34	12	3.0%	2.0%	203	24	3.1%	1.5%
RTA Ride Free Permit	-	-	0.0%	0.0%	79	32	1.2%	1.9%
Total	1,129	593	100.0%	100.0%	6,493	1,658	100.0%	100.0%

Note: Values do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2019 data may not match previously-reported totals due to late-reporting sales and refunds; 2021 data are preliminary and subject to revision as data reported during the COVID-19 Pandemic is reviewed. Sales of incremental tickets are not included.

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