

RIDERSHIP TRENDS

July 2019



Prepared by the Division of Strategic Capital Planning
September 2019

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Executive Summary

Estimated passenger trips decreased 1.5 percent in July 2019 compared to July 2018. July 2019 had one additional weekday, the same number of Saturdays, and one less Sunday/holiday compared to July 2018.

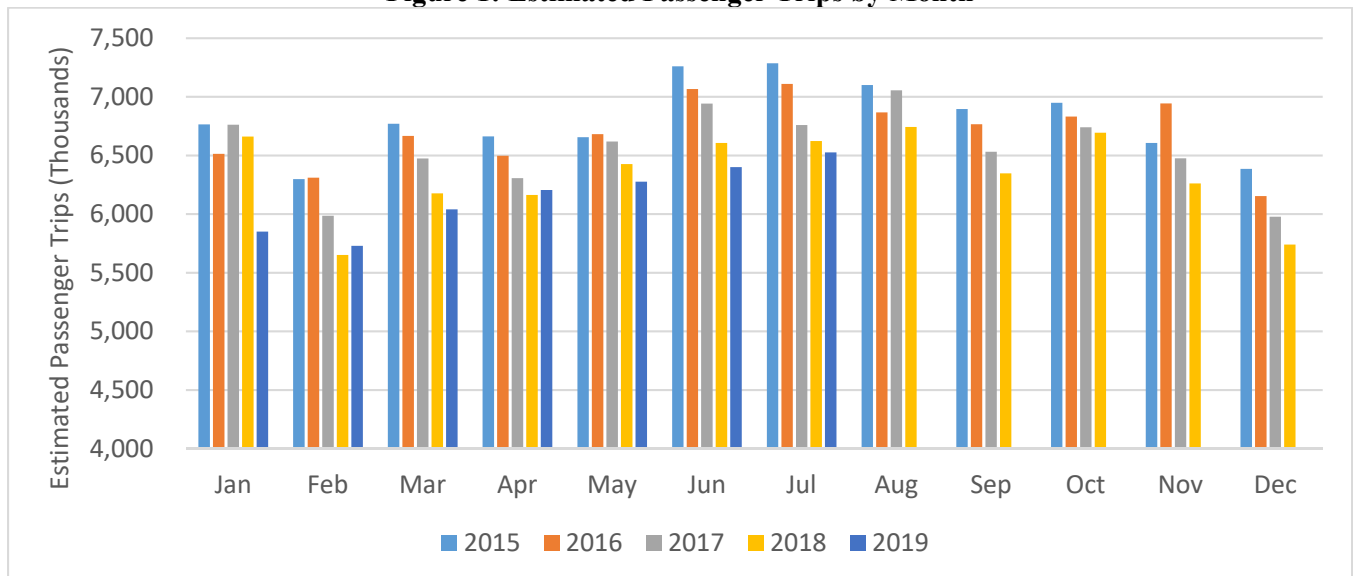
Estimated passenger trips decreased 2.3 percent in the last three months compared to 2018. Estimated passenger trips have decreased 3.0 percent in the last 12 months compared to the previous 12 months.

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			
Sep	6,896	6,766	6,530	6,347			
Oct	6,949	6,832	6,740	6,694			
Nov	6,606	6,943	6,475	6,261			
Dec	6,385	6,153	5,976	5,739			
Year-to-date	47,695	46,842	45,844	44,305	43,025	-9.8%	-2.9%
Last 3 Months	21,201	20,857	20,318	19,656	19,201	-9.4%	-2.3%
Last 12 Months	82,775	80,778	79,404	77,082	74,808	-9.6%	-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		
Sep	6,530		
3rd Quarter	19,850		
Oct	6,500		
Nov	5,970		
Dec	5,990		
4th Quarter	18,460		
Year-to-date	44,090	43,025	-2.4%
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 2.3 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	July			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,379,284	1,357,247	-1.6%	4,114,532	4,011,021	-2.5%	16,041,401	15,566,706	-3.0%
HC	62,177	61,256	-1.5%	185,786	183,472	-1.2%	726,016	723,743	-0.3%
MD-N	585,897	586,636	0.1%	1,721,432	1,721,662	0.0%	6,693,629	6,579,391	-1.7%
MD-W	541,466	522,891	-3.4%	1,584,345	1,517,428	-4.2%	6,219,951	5,999,699	-3.5%
ME	655,079	629,758	-3.9%	1,960,558	1,872,721	-4.5%	7,840,965	7,426,294	-5.3%
NCS	139,852	139,972	0.1%	418,445	409,061	-2.2%	1,666,886	1,608,564	-3.5%
RI	648,406	633,961	-2.2%	1,932,643	1,879,686	-2.7%	7,717,230	7,437,976	-3.6%
SWS	202,203	197,593	-2.3%	610,007	588,427	-3.5%	2,445,698	2,383,463	-2.5%
UP-N	758,443	773,283	2.0%	2,262,187	2,251,025	-0.5%	8,823,817	8,588,355	-2.7%
UP-NW	934,104	920,812	-1.4%	2,751,666	2,711,333	-1.5%	10,691,831	10,489,257	-1.9%
UP-W	716,170	702,109	-2.0%	2,114,175	2,055,197	-2.8%	8,214,878	8,004,137	-2.6%
Total	6,623,079	6,525,517	-1.5%	19,655,774	19,201,031	-2.3%	77,082,299	74,807,581	-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	July (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	19	20	4.2%	60	62	3.9%	234	244	4.1%
A-B	453	462	1.9%	1,381	1,385	0.3%	5,558	5,487	-1.3%
A-C	881	900	2.2%	2,673	2,681	0.3%	10,491	10,441	-0.5%
A-D	1,084	1,077	-0.6%	3,252	3,191	-1.9%	12,828	12,478	-2.7%
A-E	1,388	1,389	0.1%	4,134	4,123	-0.3%	16,238	16,127	-0.7%
A-F	848	803	-5.3%	2,522	2,376	-5.8%	9,843	9,474	-3.7%
A-G	504	501	-0.5%	1,516	1,493	-1.6%	5,958	5,854	-1.7%
A-H	427	414	-3.1%	1,245	1,207	-3.1%	4,840	4,685	-3.2%
A-I	144	138	-4.1%	423	405	-4.3%	1,646	1,595	-3.1%
A-J	38	61	60.6%	85	174	104.7%	295	672	128.1%
A-K	19	-	-100%	72	-	-100%	315	-	-100.0%
A-M	4	-	-100%	18	-	-100%	80	-	-100.0%
A-J, K, & M	61	61	-1.0%	175	174	-1.0%	689	672	-2.5%
Intermediate	189	181	-4.5%	583	554	-5.1%	2,366	2,224	-6.0%
No Zone Pair	625	580	-7.2%	1,690	1,551	-8.2%	6,391	5,527	-13.5%
Total	6,623	6,526	-1.5%	19,656	19,201	-2.3%	77,082	74,808	-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	July (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,595	3,512	-2.3%	54.2%	53.8%	11,124	10,767	-3.2%	56.6%	56.1%
10-Ride Ticket	1,597	1,624	1.7%	24.1%	24.9%	4,700	4,682	-0.4%	23.9%	24.4%
One-Way Ticket	1,035	1,006	-2.8%	15.6%	15.4%	2,782	2,751	-1.1%	14.1%	14.3%
Weekend Pass	318	298	-6.2%	4.8%	4.6%	820	756	-7.9%	4.2%	3.9%
Special Passes	9	6	-40.2%	0.1%	0.1%	9	6	-40.2%	0.0%	0.0%
RTA Ride Free Permit	80	77	-3.5%	1.2%	1.2%	234	227	-3.2%	1.2%	1.2%
Total ²	6,634	6,523	-1.7%			19,670	19,187	-2.5%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	44,888	43,681	-2.7%	58.2%	58.4%
10-Ride Ticket	18,758	18,074	-3.6%	24.3%	24.2%
One-Way Ticket	9,291	9,497	2.2%	12.1%	12.7%
Weekend Pass	3,126	2,607	-16.6%	4.1%	3.5%
Special Passes	134	87	-35.6%	0.2%	0.1%
RTA Ride Free Permit	905	865	-4.4%	1.2%	1.2%
Total ²	77,102	74,811	-3.0%		

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 1.2 percent in the current month, and average total weekday passenger loads decreased by 2.4 percent in the same period.

Table 6: Average Daily Passenger Loads ¹

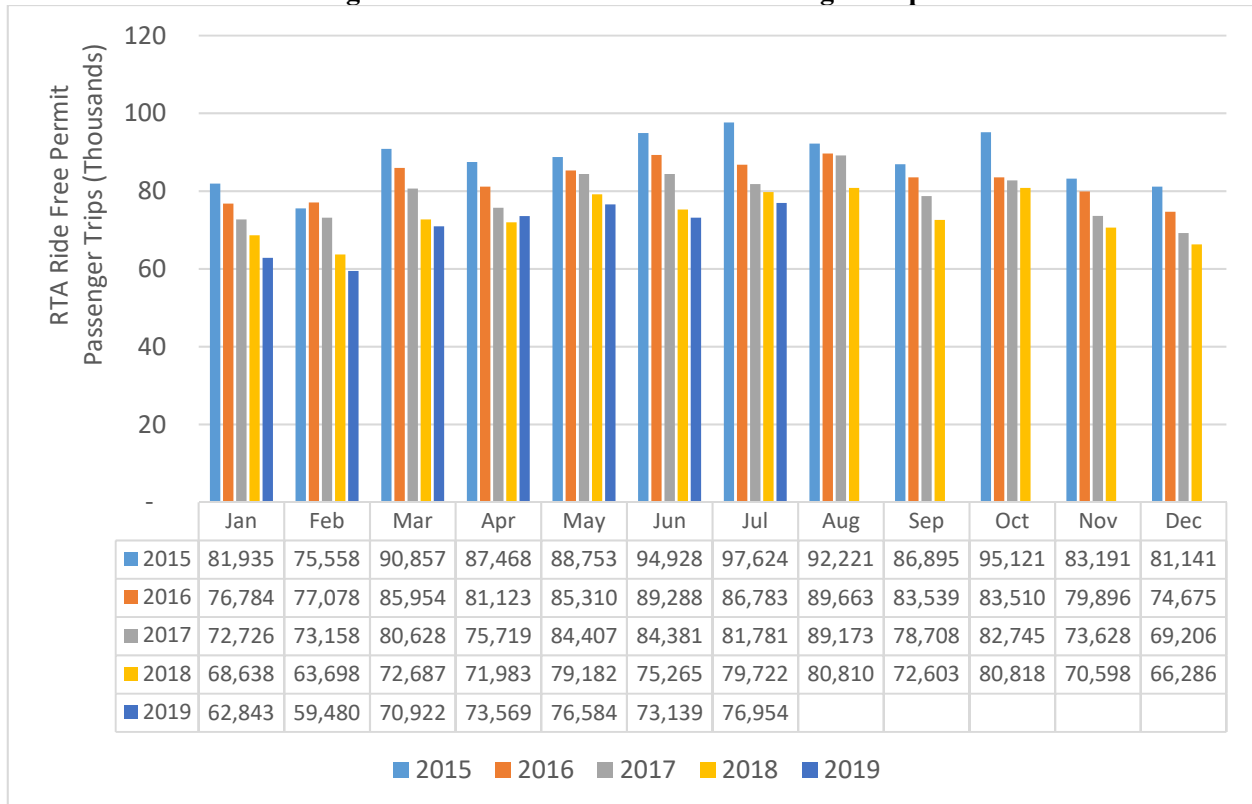
Service Period	July (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	212	209	-1.2%	215	215	0.2%	214	209	-2.4%
Peak - Reverse Direction	21	20	-7.8%	21	20	-4.6%	20	19	-7.5%
Midday	35	33	-3.9%	32	32	-2.4%	32	30	-4.9%
Evening	18	17	-7.8%	17	17	-4.1%	16	15	-4.5%
Weekday	286	279	-2.4%	285	283	-0.7%	282	273	-3.2%
Saturday	72	75	5.1%	66	66	0.6%	61	60	-2.9%
Sunday	48	49	1.6%	46	42	-8.3%	39	37	-4.5%

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.

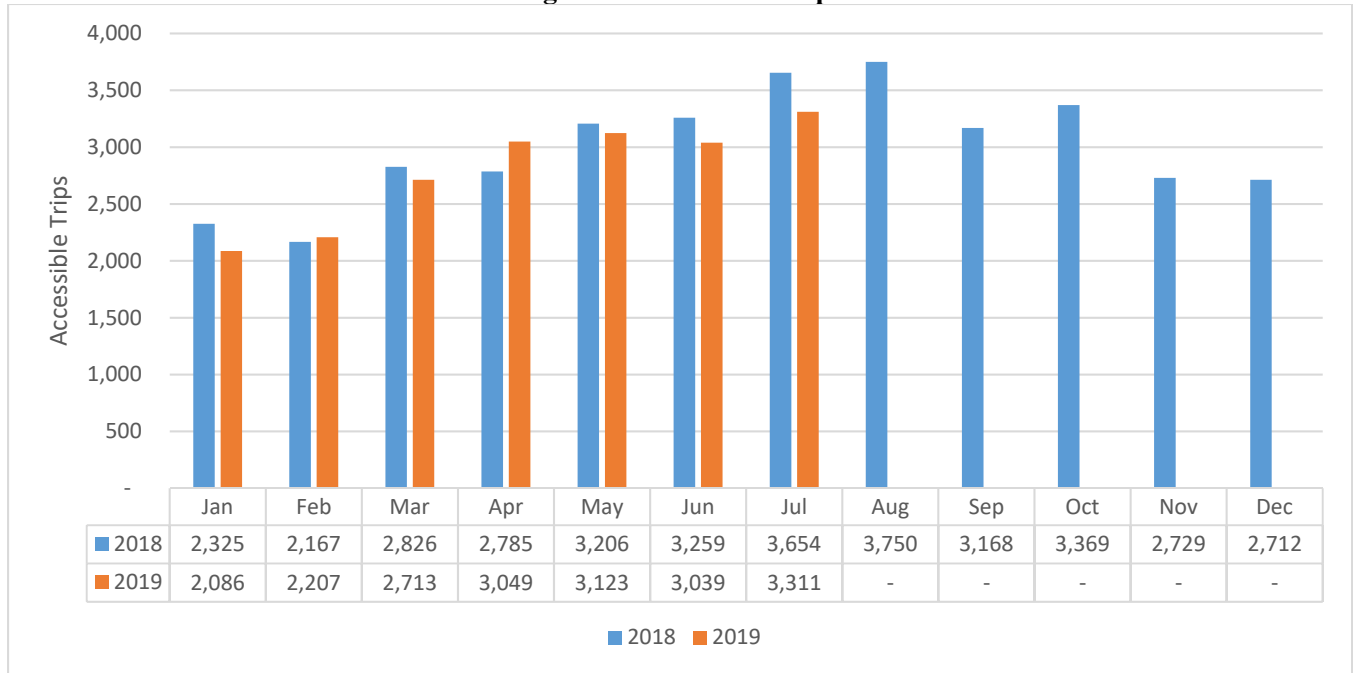
Figure 2: RTA Ride Free Permit Passenger Trips



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.

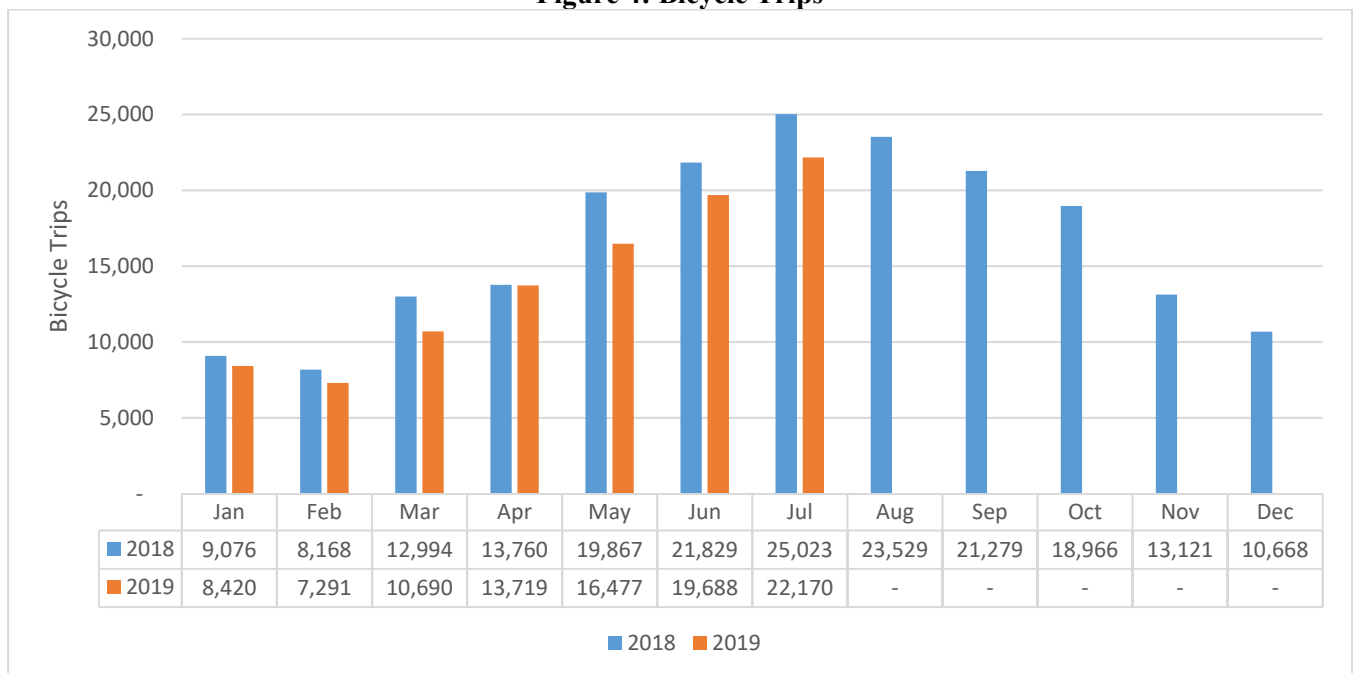
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



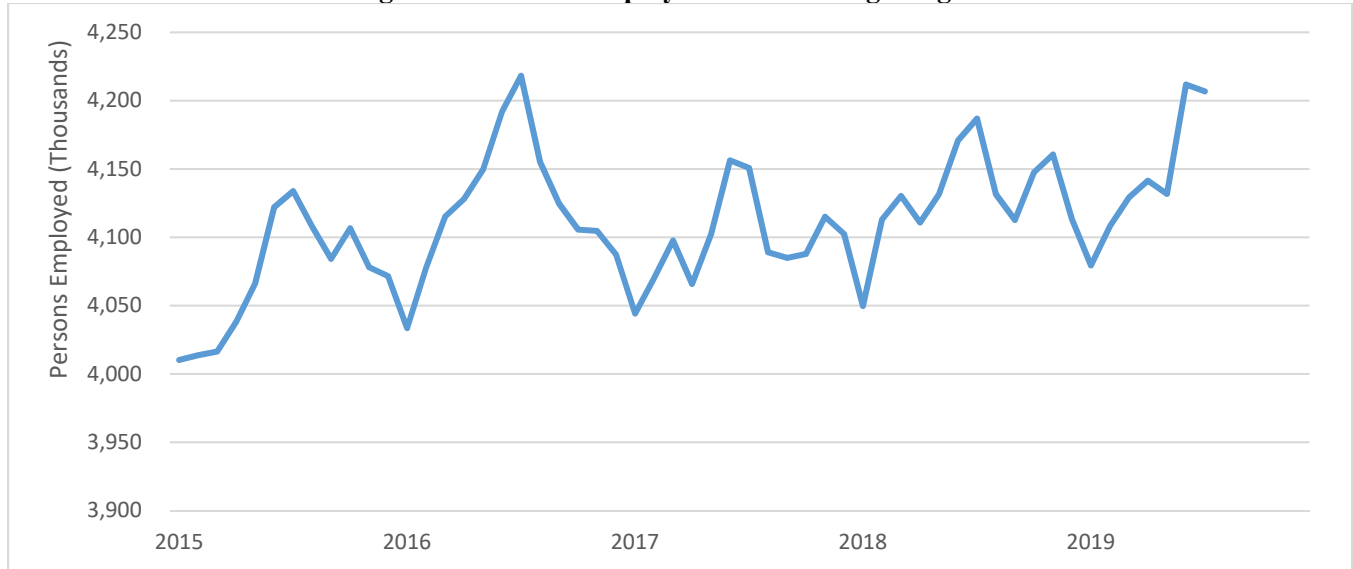
Ridership Influences

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 increased 0.5 percent in July 2019 compared to July 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	4,057
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	4,131
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	4,098
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	4,128
2019	4,079	4,108	4,129	4,141	4,132	4,212	4,207						4,144
Change 2018-2019	0.7%	-0.1%	0.0%	0.7%	0.0%	1.0%	0.5%						0.4%

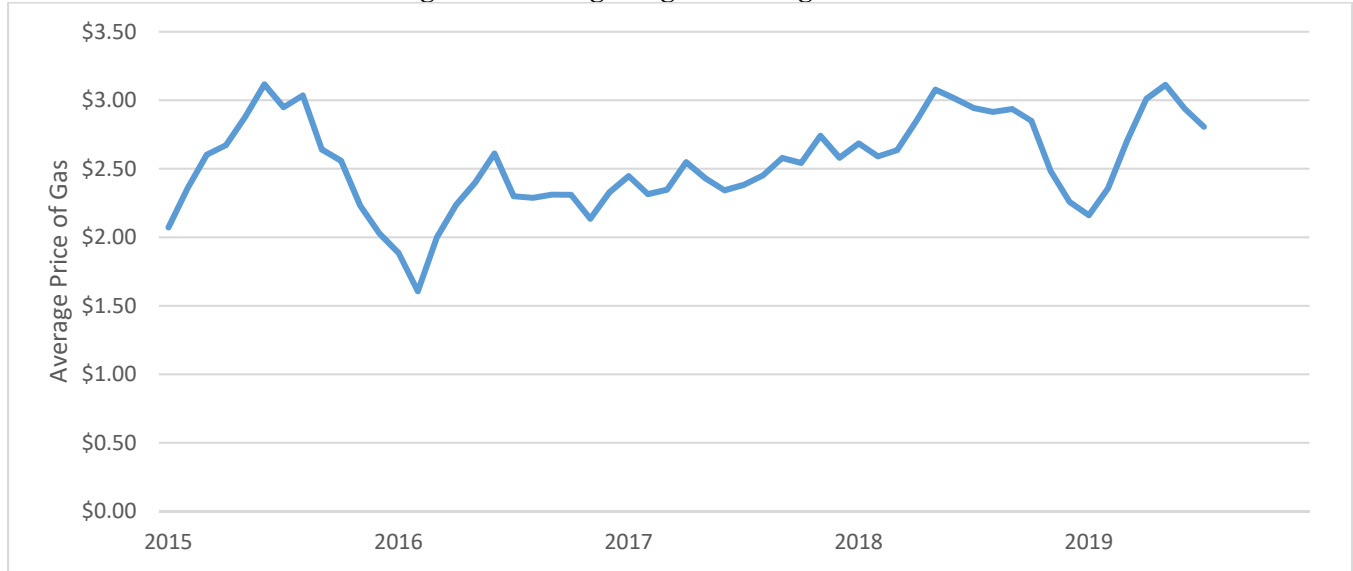
¹ Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 \$2.81 in July 2019, a \$0.14 decrease compared to July 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	\$3.76
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	\$2.15
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	\$2.40
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	\$2.83
2019	\$2.16	\$2.36	\$2.71	\$3.01	\$3.11	\$2.94	\$2.81						\$2.73
Change 2018-2019	-\$0.52	-\$0.23	\$0.07	\$0.16	\$0.03	-\$0.07	-\$0.14						-\$0.10

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in July. 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, RI, and UP-NW lines was increased as part of a pilot project to increase weekend ridership.

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

Family Fares are in effect from Memorial Day to Labor Day.

Metra added additional service on the BNSF and UP-W lines for the Taste of Chicago (July 10-14).

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	July (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	\$7,043	\$6,940	-1.5%	\$20,859	\$20,380	-2.3%	\$78,049	\$78,663	0.8%
HC	\$329	\$326	-0.6%	\$976	\$970	-0.7%	\$3,705	\$3,801	2.6%
MD-N	\$3,035	\$3,039	0.1%	\$8,859	\$8,860	0.0%	\$32,893	\$33,616	2.2%
MD-W	\$2,762	\$2,670	-3.3%	\$8,038	\$7,703	-4.2%	\$30,316	\$30,290	-0.1%
ME	\$2,981	\$2,855	-4.2%	\$8,871	\$8,438	-4.9%	\$34,069	\$33,235	-2.4%
NCS	\$809	\$809	0.1%	\$2,411	\$2,351	-2.5%	\$9,283	\$9,194	-1.0%
RI	\$3,104	\$3,038	-2.1%	\$9,180	\$8,943	-2.6%	\$35,255	\$35,232	-0.1%
SWS	\$962	\$940	-2.2%	\$2,882	\$2,778	-3.6%	\$11,128	\$11,206	0.7%
UP-N	\$3,481	\$3,574	2.7%	\$10,286	\$10,284	0.0%	\$38,260	\$38,842	1.5%
UP-NW	\$4,916	\$4,829	-1.8%	\$14,373	\$14,120	-1.8%	\$53,471	\$54,248	1.5%
UP-W	\$3,651	\$3,576	-2.1%	\$10,700	\$10,404	-2.8%	\$39,654	\$40,192	1.4%
Total	\$33,073	\$32,597	-1.4%	\$97,436	\$95,232	-2.3%	\$366,083	\$368,521	0.7%

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	July (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$15,732	\$15,320	-2.6%	47.5%	47.0%	\$48,660	\$46,966	-3.5%	49.9%	49.3%
10-Ride Ticket	\$9,566	\$9,722	1.6%	28.9%	29.8%	\$28,048	\$27,930	-0.4%	28.7%	29.3%
One-Way Ticket	\$6,516	\$6,331	-2.8%	19.7%	19.4%	\$17,506	\$17,255	-1.4%	17.9%	18.1%
Weekend Pass	\$1,272	\$1,193	-6.2%	3.8%	3.7%	\$3,282	\$3,024	-7.9%	3.4%	3.2%
Special Passes	\$31	\$30	-4.6%	0.1%	0.1%	\$105	\$52	-50.6%	0.1%	0.1%
Total ²	\$33,116	\$32,596	-1.6%			\$97,601	\$95,227	-2.4%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	\$191,170	\$190,613	-0.3%	52.2%	51.7%
10-Ride Ticket	\$106,125	\$107,601	1.4%	29.0%	29.2%
One-Way Ticket	\$57,357	\$59,617	3.9%	15.7%	16.2%
Weekend Pass	\$11,169	\$10,421	-6.7%	3.0%	2.8%
Special Passes	\$546	\$453	-17.2%	0.1%	0.1%
Total ²	\$366,368	\$368,705	0.6%		

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	\$5,034	\$4,736	-5.9%	32.0%	30.9%	\$640	\$623	-2.7%	6.7%	6.4%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	\$368	-	-100%	2.3%	0.0%	\$3	-	-100%	0.0%	0.0%
Ticket Agent	\$4,837	\$4,467	-7.7%	30.7%	29.2%	\$2,797	\$2,477	-11.5%	29.2%	25.5%
Vending Machine	\$498	\$504	1.4%	3.2%	3.3%	\$432	\$381	-11.8%	4.5%	3.9%
Ventra App	\$4,996	\$5,613	12.4%	31.8%	36.6%	\$5,693	\$6,237	9.5%	59.5%	64.2%
Total	\$15,732	\$15,320	-2.6%			\$9,566	\$9,718	1.6%		
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	\$1,354	\$1,178	-13.0%	20.8%	18.6%	\$688	\$607	-11.8%	52.8%	51.0%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$2,092	\$1,770	-15.4%	32.1%	28.0%	\$182	\$161	-11.6%	14.0%	13.5%
Vending Machine	\$259	\$192	-25.9%	4.0%	3.0%	\$37	\$20	-46.1%	2.8%	1.7%
Ventra App	\$2,811	\$3,190	13.5%	43.1%	50.4%	\$396	\$404	2.0%	30.4%	33.9%
Total	\$6,516	\$6,329	-2.9%			\$1,303	\$1,191	-8.6%		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	\$5,675	\$5,359	-5.6%	17.1%	16.5%
Conductor	\$2,042	\$1,785	-12.6%	6.2%	5.5%
Internet	\$370	-	-100.0%	1.1%	0.0%
Ticket Agent	\$9,908	\$8,874	-10.4%	29.9%	27.3%
Vending Machine	\$1,225	\$1,097	-10.5%	3.7%	3.4%
Ventra App	\$13,896	\$15,443	11.1%	42.0%	47.4%
Total ²	\$33,116	\$32,558	-1.7%		

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 2.3 percent in the current month compared to the previous year, and 10-Ride Ticket sales increased by 1.7 percent in the same period.

Table 10: Ticket Sales by Ticket Type ¹

Ticket Type	July (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	84	82	-2.3%	5.9%	5.9%	259	250	-3.2%	6.7%	6.6%
10-Ride Ticket	160	162	1.7%	11.3%	11.8%	470	468	-0.4%	12.2%	12.4%
One-Way Ticket	1,035	1,006	-2.8%	73.4%	73.3%	2,782	2,751	-1.1%	72.3%	72.8%
Weekend Pass	127	119	-6.2%	9.0%	8.7%	328	302	-7.9%	8.5%	8.0%
Special Passes	4	4	-4.6%	0.3%	0.3%	8	6	-23.9%	0.2%	0.2%
Total	1,409	1,373	-2.5%			3,847	3,778	-1.8%		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	1,044	1,016	-2.7%	7.7%	7.6%
10-Ride Ticket	1,876	1,807	-3.6%	13.9%	13.5%
One-Way Ticket	9,291	9,497	2.2%	68.7%	70.9%
Weekend Pass	1,250	1,043	-16.6%	9.2%	7.8%
Special Passes	58	38	-35.2%	0.4%	0.3%
Total	13,519	13,401	-0.9%		

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	18,675	18,083	-3.2%	BNSF	34,585	35,450	2.5%
HC	1,023	971	-5.1%	HC	1,401	1,533	9.4%
MD-N	6,632	6,672	0.6%	MD-N	16,290	16,874	3.6%
MD-W	6,781	6,471	-4.6%	MD-W	10,629	10,570	-0.6%
ME	8,084	7,861	-2.8%	ME	12,908	12,336	-4.4%
NCS	1,937	1,917	-1.0%	NCS	3,566	3,670	2.9%
RI	9,440	9,209	-2.4%	RI	12,259	12,060	-1.6%
SWS	3,151	3,038	-3.6%	SWS	4,318	4,285	-0.8%
UP-N	7,894	8,008	1.4%	UP-N	22,919	24,205	5.6%
UP-NW	11,305	11,022	-2.5%	UP-NW	22,536	22,821	1.3%
UP-W	8,687	8,421	-3.1%	UP-W	18,308	18,637	1.8%
Total	83,609	81,673	-2.3%	Total	159,719	162,441	1.7%
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	144,970	142,134	-2.0%	BNSF	23,097	20,233	-12.4%
HC	3,493	3,659	4.8%	HC	528	212	-59.8%
MD-N	75,408	76,761	1.8%	MD-N	23,252	19,141	-17.7%
MD-W	71,652	71,337	-0.4%	MD-W	25,127	21,851	-13.0%
ME	107,525	103,348	-3.9%	ME	30,925	27,434	-11.3%
NCS	13,321	14,371	7.9%	NCS	6,778	5,350	-21.1%
RI	67,779	67,425	-0.5%	RI	19,532	18,096	-7.4%
SWS	15,859	16,896	6.5%	SWS	4,990	4,360	-12.6%
UP-N	94,769	102,099	7.7%	UP-N	37,880	33,027	-12.8%
UP-NW	122,022	122,420	0.3%	UP-NW	33,054	28,543	-13.6%
UP-W	88,694	88,835	0.2%	UP-W	23,874	18,420	-22.8%
Total	805,492	809,285	0.5%	Total	229,037	196,667	-14.1%
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2018	2019	Change	Line	2018	2019	Change
BNSF	13,226	13,140	-0.7%	BNSF	8,203	7,480	-8.8%
HC	-	-		HC	-	-	
MD-N	5,762	5,565	-3.4%	MD-N	7,891	6,275	-20.5%
MD-W	5,736	5,989	4.4%	MD-W	9,410	8,681	-7.7%
ME	5,910	4,902	-17.1%	ME	3,770	3,777	0.2%
NCS	-	-		NCS	-	-	
RI	4,087	4,211	3.0%	RI	6,422	5,962	-7.2%
SWS	124	119	-4.0%	SWS	434	165	-62.0%
UP-N	8,125	8,277	1.9%	UP-N	10,336	8,299	-19.7%
UP-NW	11,231	11,813	5.2%	UP-NW	13,175	11,837	-10.2%
UP-W	7,565	7,764	2.6%	UP-W	9,654	8,798	-8.9%
Total	61,766	61,780	0.0%	Total	69,295	61,274	-11.6%

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

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	-5.8%	31.4%	30.2%	10	10	-2.7%	6.3%	6.0%
Conductor	-	-				-	-			
Internet	2	-	-100%	2.3%		0	-	-100%	0.0%	
Ticket Agent	26	24	-6.8%	31.3%	29.8%	49	43	-11.3%	30.6%	26.7%
<i>Cash & Other</i>	4	3	-24.0%			8	6	-20.4%		
<i>Credit Card</i>	22	21	-3.7%			41	37	-9.6%		
Vending Machine	3	3	2.4%	3.2%	3.3%	7	6	-11.9%	4.5%	3.9%
Ventra App	27	30	12.9%	31.8%	36.6%	94	103	10.0%	58.6%	63.4%
<i>Credit Card</i>	24	29	16.8%			89	98	10.2%		
<i>Mixed & Other</i>	1	0	-75.8%			1	0	-63.1%		
<i>Ventra</i>	1	1	44.4%			4	5	26.4%		
Total	84	82	-2.1%			160	162	1.7%		
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	229	197	-14.1%	22.1%	19.6%	69	61	-11.9%	52.5%	48.4%
Internet	-	-				-	-			
Ticket Agent	325	277	-15.0%	31.5%	27.5%	19	16	-13.7%	14.3%	12.9%
<i>Cash & Other</i>	177	145	-17.7%			9	8	-15.9%		
<i>Credit Card</i>	149	131	-11.8%			9	8	-11.6%		
Vending Machine	40	30	-25.6%	3.9%	3.0%	4	2	-46.0%	2.8%	1.6%
Ventra App	440	502	14.2%	42.5%	49.9%	40	47	17.0%	30.4%	37.2%
<i>Credit Card</i>	398	460	15.5%			38	45	18.0%		
<i>Mixed & Other</i>	3	2	-42.4%			0	0	-39.3%		
<i>Ventra</i>	39	41	4.9%			2	2	5.2%		
Total	1,035	1,006	-2.8%			132	126	-4.3%		

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

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

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	189	179	-5.6%	31.2%	30.3%	72	69	-5.0%	6.7%	6.6%
Conductor	-	-				-	-			
Internet	17	-	-100%	2.7%		7	-	-100%	0.6%	
Ticket Agent	190	184	-3.2%	31.4%	31.2%	336	287	-14.7%	31.1%	27.4%
<i>Cash & Other</i>	33	25	-23.2%			54	41	-23.3%		
<i>Credit Card</i>	158	159	0.9%			282	245	-13.0%		
Vending Machine	23	19	-17.1%	3.7%	3.2%	52	41	-22.4%	4.8%	3.9%
Ventra App	188	209	11.2%	31.0%	35.4%	613	648	5.8%	56.7%	62.1%
<i>Credit Card</i>	170	194	13.8%			580	615	6.1%		
<i>Mixed & Other</i>	12	7	-40.4%			9	5	-38.6%		
<i>Ventra</i>	5	8	47.9%			24	28	14.4%		
Total	607	591	-2.7%			1,080	1,044	-3.4%		
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	1,250	1,069	-14.5%	23.3%	20.0%	330	261	-20.8%	51.8%	46.6%
Internet	-	-				-	-			
Ticket Agent	1,573	1,380	-12.3%	29.4%	25.8%	84	66	-21.8%	13.2%	11.7%
<i>Cash & Other</i>	883	751	-14.9%			43	33	-23.9%		
<i>Credit Card</i>	691	629	-9.0%			41	33	-19.6%		
Vending Machine	194	163	-16.0%	3.6%	3.1%	19	14	-28.2%	3.0%	2.4%
Ventra App	2,339	2,730	16.7%	43.7%	51.1%	204	220	7.7%	32.0%	39.2%
<i>Credit Card</i>	2,088	2,488	19.1%			189	207	9.7%		
<i>Mixed & Other</i>	19	12	-35.2%			2	1	-36.9%		
<i>Ventra</i>	232	230	-0.6%			14	12	-15.3%		
Total	5,357	5,342	-0.3%			637	561	-12.0%		

Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month) ¹

Sales Channel	All Ticket Types (Thousands)			Share	Share
	2018	2019	Change	2018	2019
Commuter Benefit	36	34	-4.9%	2.6%	2.5%
Conductor	298	258	-13.6%	21.2%	18.7%
Internet	2	-	-100%	0.1%	
Ticket Agent	419	361	-14.0%	29.7%	26.2%
<i>Cash & Other</i>	198	162	-17.8%		
<i>Credit Card</i>	222	198	-10.6%		
Vending Machine	54	41	-23.8%	3.8%	3.0%
Ventra App	600	682	13.7%	42.6%	49.6%
<i>Credit Card</i>	549	631	14.9%		
<i>Mixed & Other</i>	5	2	-54.8%		
<i>Ventra</i>	45	49	7.3%		
Total	1,410	1,376	-2.4%		

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

Table 15: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date) ¹

Sales Channel	All Ticket Types (Thousands)			Share	Share
	2018	2019	Change	2018	2019
Commuter Benefit	262	247	-5.5%	3.4%	3.3%
Conductor	1,580	1,330	-15.8%	20.6%	17.6%
Internet	23	-	-100%	0.3%	
Ticket Agent	2,184	1,916	-12.3%	28.4%	25.4%
<i>Cash & Other</i>	1,013	851	-16.0%		
<i>Credit Card</i>	1,171	1,066	-9.0%		
Vending Machine	288	236	-18.1%	3.8%	3.1%
Ventra App	3,344	3,807	13.9%	43.5%	50.5%
<i>Credit Card</i>	3,027	3,503	15.7%		
<i>Mixed & Other</i>	42	26	-37.5%		
<i>Ventra</i>	275	278	0.9%		
Total	7,681	7,537	-1.9%		

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

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes decreased by 6.3 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 7.0 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						
Sep	2,798	1,063						
Oct	2,899	1,111						
Nov	2,925	1,070						
Dec	2,699	922						
Year-to-date	21,054	7,881	19,472	7,215	-7.5%	-8.5%	28.3%	24.2%
Last 3 Months	8,684	3,213	8,053	2,997	-7.3%	-6.7%	28.3%	24.6%
Last 12 Months	35,864	13,776	33,613	12,441	-6.3%	-9.7%	27.8%	23.6%

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				
Sep	3,154	12,430	49,190	24,220				
Oct	3,318	14,436	52,359	25,649				
Nov	3,122	12,216	53,685	22,797				
Dec	2,675	11,029	57,839	24,766				
Year-to-date	20,436	89,063	402,908	182,883	20,082	82,850	415,537	168,609
Last 3 Months	8,755	38,142	217,977	97,137	8,561	37,405	227,628	95,969
Last 12 Months	35,517	157,061	688,501	320,726	35,054	145,880	711,110	298,146

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				
Sep				
Oct				
Nov				
Dec				
Year-to-date	-1.7%	-7.0%	3.1%	-7.8%
Last 3 Months	-2.2%	-1.9%	4.4%	-1.2%
Last 12 Months	-1.3%	-7.1%	3.3%	-7.0%