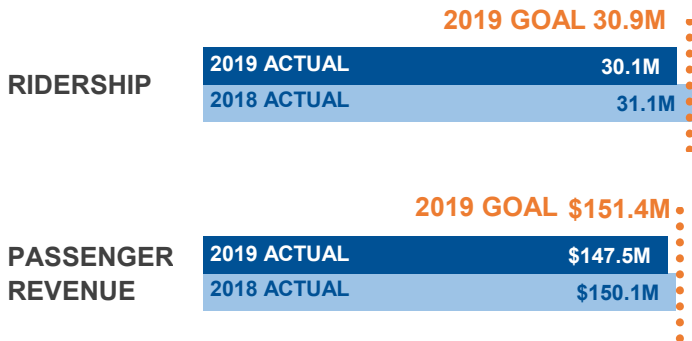# May 2019 System Performance Dashboard
PREPARED BY THE DIVISION OF STRATEGIC CAPITAL PLANNING
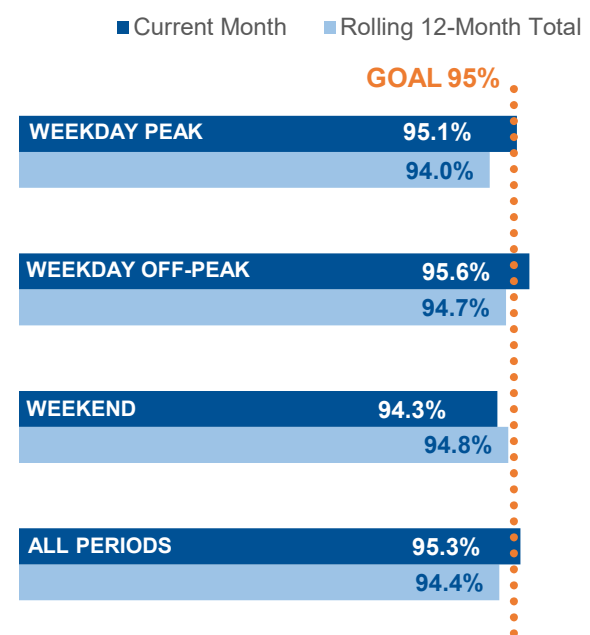
## Ridership and Revenue Compared to Budget
### YTD 2019 AND 2018

2019 GOAL 30.9M

RIDERSHIP
- 2019 ACTUAL — 30.1M
- 2018 ACTUAL — 31.1M

2019 GOAL $151.4M

PASSENGER REVENUE
- 2019 ACTUAL — $147.5M
- 2018 ACTUAL — $150.1M

## On-Time Performance by Service Period
### CURRENT MONTH AND ROLLING 12-MONTH TOTAL

- ■ Current Month
- ■ Rolling 12-Month Total

GOAL 95%

| Service Period | Current Month | Rolling 12-Month Total |
|---|---|---|
| WEEKDAY PEAK | 95.1% | 94.0% |
| WEEKDAY OFF-PEAK | 95.6% | 94.7% |
| WEEKEND | 94.3% | 94.8% |
| ALL PERIODS | 95.3% | 94.4% |

## Average Daily Passenger Loads
### YTD 2019 COMPARED TO 2018

| WEEKDAY PEAK | WEEKDAY OFF-PEAK | WEEKEND |
|---|---|---|
| ↓ -3% | ↓ -7% | → 0% |

| Line | Rolling 12-Month Total | | Ridership | On-Time Performance | Ventra App Adoption | |
|---|---|---|---|---|---|---|
| | RIDERSHIP | PASS. REVENUE | MAY 2018-MAY 2019 | COMPARED TO 95% GOAL | | |
| **Metra System** | ↓ -3% | ↑ 2% | 6.4M → 6.3M | 95.3% | 38% MAY 2018 | 43% MAY 2019 |
| **ME** METRA ELECTRIC LINE | ↓ -6% | ↓ -1% | 653K → 622K | 98.6% | 32% MAY 2018 | 36% MAY 2019 |
| **RI** ROCK ISLAND LINE | ↓ -4% | ↑ 1% | 637K → 618K | 88.9% | 28% MAY 2018 | 31% MAY 2019 |
| **SWS** SOUTHWEST SERVICE LINE | ↓ -2% | ↑ 2% | 204K → 197K | 95.3% | 38% MAY 2018 | 43% MAY 2019 |
| **HC** HERITAGE CORRIDOR LINE | → 0% | ↑ 4% | 61K → 61K | 85.1% | 41% MAY 2018 | 47% MAY 2019 |

PRELIMINARY DATA, SUBJECT TO CHANGE IN FINAL REPORTING

| Line | Rolling 12-Month Total | | Ridership MAY 2018-MAY 2019 | On-Time Performance COMPARED TO 95% GOAL | Ventra App Adoption | |
|---|---|---|---|---|---|---|
| | RIDERSHIP | PASS. REVENUE | | | | |
| **BNSF** BNSF LINE | ↓ -3% | ↑ 2% | 1.4M ... 1.3M (M J J A S O N D J F M A M) | 100% / 85% — 95.1% (M J J A S O N D J F M A M) | **38%** MAY 2018 | **43%** MAY 2019 |
| **UP-W** UNION PACIFIC WEST LINE | ↓ -2% | ↑ 3% | 686K ... 669K (M J J A S O N D J F M A M) | 100% / 70% — 92.9% (M J J A S O N D J F M A M) | **39%** MAY 2018 | **43%** MAY 2019 |
| **MD-W** MILWAUKEE DISTRICT WEST LINE | ↓ -3% | ↑ 1% | 515K ... 491K (M J J A S O N D J F M A M) | 100% / 85% — 95.6% (M J J A S O N D J F M A M) | **38%** MAY 2018 | **43%** MAY 2019 |
| **UP-NW** UNION PACIFIC NORTHWEST LINE | ↓ -2% | ↑ 3% | 891K ... 884K (M J J A S O N D J F M A M) | 100% / 85% — 95.7% (M J J A S O N D J F M A M) | **37%** MAY 2018 | **42%** MAY 2019 |
| **MD-N** MILWAUKEE DISTRICT NORTH LINE | ↓ -2% | ↑ 3% | 556K ... 559K (M J J A S O N D J F M A M) | 100% / 70% — 94.2% (M J J A S O N D J F M A M) | **46%** MAY 2018 | **52%** MAY 2019 |
| **NCS** NORTH CENTRAL SERVICE LINE | ↓ -4% | → 0% | 137K ... 133K (M J J A S O N D J F M A M) | 100% / 85% — 95.0% (M J J A S O N D J F M A M) | **46%** MAY 2018 | **51%** MAY 2019 |
| **UP-N** UNION PACIFIC NORTH LINE | ↓ -3% | ↑ 2% | 735K ... 727K (M J J A S O N D J F M A M) | 100% / 85% — 97.6% (M J J A S O N D J F M A M) | **47%** MAY 2018 | **53%** MAY 2019 |

## Definitions

**Average Daily Passenger Loads**
Daily average of the number of passengers counted by on-board personnel at each train's maximum load point

**Passenger Revenue**
Income from ticket sales

**Ridership**
Number of passengers based on ticket sold multiplied by a ridership factor unique to each ticket type

**Rolling 12-Month Total**
Sum of the last twelve months (Jun 2018-May 2019)

**On-Time Performance**
Percent of trains that arrived at their final destination within 5:59 of the scheduled time

**Ventra App Adoption**
Percent of estimated passenger trips taken using the Ventra App, based on ticket sales

PRELIMINARY DATA, SUBJECT TO CHANGE IN FINAL REPORTING