

RIDERSHIP TRENDS

October 2017



**Prepared by the Division of Strategic Capital Planning
December 2017**

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Executive Summary

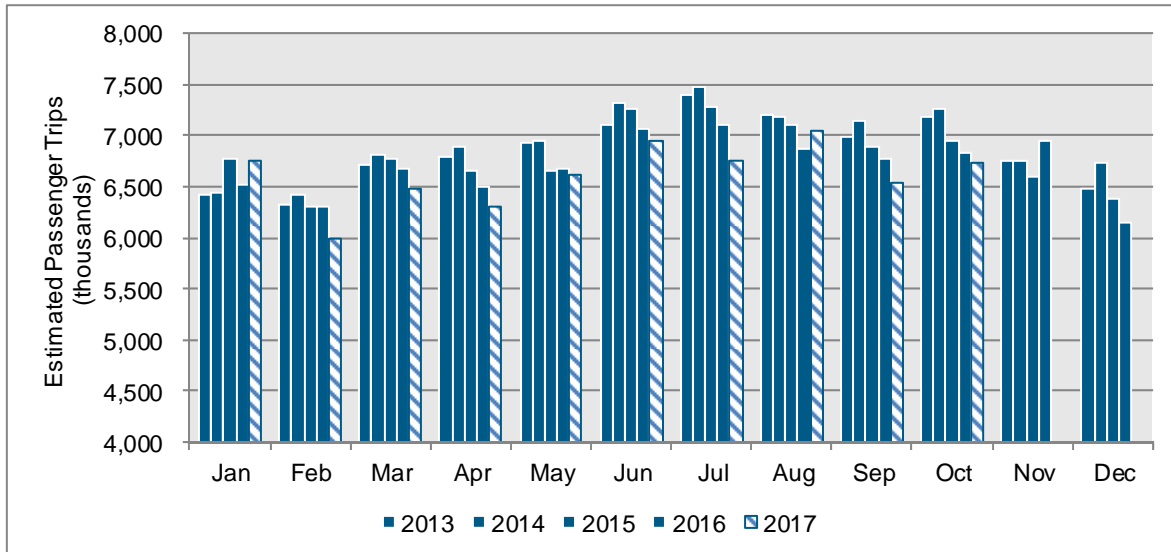
Estimated passenger trips decreased 1.3 percent in October 2017 compared to October 2016. October 2017 had one additional weekday, one less Saturday, and the same number of Sundays compared to October 2016.

Estimated passenger trips have decreased 1.3 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month

	Estimated Passenger Trips (thousands)					Change	
	2013	2014	2015	2016	2017	2013-2017	2016-2017
Jan	6,412	6,437	6,764	6,513	6,762	5.5%	3.8%
Feb	6,329	6,419	6,297	6,310	5,985	-5.4%	-5.1%
Mar	6,707	6,805	6,770	6,666	6,474	-3.5%	-2.9%
Apr	6,783	6,885	6,663	6,497	6,305	-7.0%	-3.0%
May	6,928	6,953	6,656	6,681	6,608	-4.6%	-1.1%
Jun	7,103	7,318	7,260	7,066	6,941	-2.3%	-1.8%
Jul	7,399	7,473	7,286	7,110	6,759	-8.7%	-4.9%
Aug	7,194	7,192	7,100	6,866	7,055	-1.9%	2.8%
Sep	6,987	7,144	6,896	6,766	6,530	-6.5%	-3.5%
Oct	7,187	7,260	6,949	6,832	6,740	-6.2%	-1.3%
Nov	6,750	6,760	6,606	6,943	-	-	-
Dec	6,489	6,724	6,385	6,153	-	-	-
Last 3 Months	21,368	21,596	20,945	20,464	20,326	-4.9%	-0.7%
Last 12 Months	81,915	83,125	82,124	80,296	79,255	-3.2%	-1.3%
Year-to-date	69,029	69,886	68,640	67,306	66,159	-4.2%	-1.7%

Figure 1: Estimated Passenger Trips by Month



For the 2017 budget year, Metra estimated total annual passenger trips to be 80.0 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. The budgeted amount for January through August 2017 is based on actual data from 2016. Ridership estimates for September through December of 2017 are based on actual data from 2015 and therefore may not reflect the most recent trends. 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

	2017 Budget (thousands)	2017 Actual (thousands)	Variance
Jan	6,553	6,762	3.2%
Feb	6,251	5,985	-4.3%
Mar	6,604	6,474	-2.0%
1st Quarter	19,409	19,220	-1.0%
Apr	6,437	6,305	-2.0%
May	6,619	6,608	-0.2%
Jun	7,001	6,941	-0.9%
2nd Quarter	20,057	19,854	-1.0%
Jul	7,044	6,759	-4.1%
Aug	6,714	7,055	5.1%
Sep	6,874	6,530	-5.0%
3rd Quarter	20,632	20,344	-1.4%
Oct	6,927	6,740	-2.7%
Nov	6,585	-	-
Dec	6,365	-	-
4th Quarter	19,877	-	-
Year-to-date	67,025	66,159	-1.3%
Total	79,974	-	-

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 Benefit Access free passenger trips reported by conductors.

Estimated Passenger Trips by Line

Table 3 shows estimated passenger trips by line for October, the last three months, and the last 12 months. Estimated passenger trips decreased by 0.7 percent in the last three months compared to the previous year, and decreased 1.3 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

	October			Last 3 Months			Last 12 Months		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	1,396,062	1,400,931	0.3%	4,155,022	4,222,864	1.6%	16,259,033	16,328,827	0.4%
ME	740,011	692,168	-6.5%	2,186,047	2,057,260	-5.9%	8,697,688	8,257,764	-5.1%
HC	62,781	62,311	-0.7%	184,868	185,179	0.2%	706,615	732,458	3.7%
MD-N	587,473	585,183	-0.4%	1,765,197	1,778,660	0.8%	6,913,916	6,871,462	-0.6%
MD-W	557,566	547,291	-1.8%	1,680,499	1,644,519	-2.1%	6,624,480	6,427,631	-3.0%
NCS	144,489	148,238	2.6%	438,360	437,030	-0.3%	1,729,925	1,695,021	-2.0%
RI	686,183	672,431	-2.0%	2,045,200	2,021,858	-1.1%	8,105,545	7,992,327	-1.4%
SWS	213,917	215,951	1.0%	636,951	631,331	-0.9%	2,550,239	2,468,311	-3.2%
UP-N	780,706	783,716	0.4%	2,367,366	2,368,701	0.1%	9,213,041	9,103,139	-1.2%
UP-NW	948,021	920,447	-2.9%	2,868,668	2,811,289	-2.0%	11,161,069	10,991,117	-1.5%
UP-W	714,612	711,366	-0.5%	2,135,703	2,167,226	1.5%	8,334,784	8,387,394	0.6%
Total	6,831,818	6,740,029	-1.3%	20,463,877	20,325,914	-0.7%	80,296,332	79,255,449	-1.3%

Estimated Passenger Trips by Fare Zone Pair

Table 4 shows estimated passenger trips by fare zone pair for October, 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 improvements and the shift to the Ventra Mobile App cause fewer trips to be reported without a zone pair.

Table 4: Estimated Passenger Trips by Fare Zone Pair

	October (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
A-A	23	21	-9.9%	67	60	-11.0%	268	243	-9.1%
A-B	509	499	-2.0%	1,481	1,454	-1.8%	5,812	5,719	-1.6%
A-C	912	915	0.3%	2,712	2,688	-0.9%	10,710	10,617	-0.9%
A-D	1,130	1,130	0.0%	3,355	3,340	-0.5%	13,144	13,059	-0.6%
A-E	1,420	1,432	0.8%	4,243	4,236	-0.2%	16,621	16,514	-0.6%
A-F	867	859	-0.8%	2,585	2,545	-1.5%	10,076	9,933	-1.4%
A-G	515	518	0.6%	1,542	1,549	0.4%	6,029	6,023	-0.1%
A-H	431	423	-1.8%	1,300	1,258	-3.2%	5,098	4,955	-2.8%
A-I	146	142	-2.5%	440	424	-3.7%	1,714	1,666	-2.8%
A-J	26	25	-4.6%	81	75	-7.2%	318	297	-6.4%
A-K	29	28	-1.0%	86	84	-1.9%	347	334	-3.6%
A-M	8	7	-10.4%	25	22	-12.0%	108	90	-16.0%
Intermediate	228	218	-4.3%	670	645	-3.8%	2,576	2,478	-3.8%
No Zone Pair	590	523	-11.3%	1,875	1,946	3.8%	7,475	7,326	-2.0%
Total	6,832	6,740	-1.3%	20,464	20,326	-0.7%	80,296	79,255	-1.3%

Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for October, 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:

- The large increase in special event passenger trips in the last 12 months compared to the previous 12 months is due to the November 2016 Cubs Rally.

Table 5: Estimated Passenger Trips by Ticket Type

	October (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	4,175	4,017	-3.8%	61.1%	59.6%	12,183	11,629	-4.5%	59.5%	57.2%
Ten-Ride	1,530	1,642	7.3%	22.4%	24.4%	4,644	4,902	5.5%	22.7%	24.1%
One-Way	768	754	-1.8%	11.2%	11.2%	2,519	2,493	-1.0%	12.3%	12.3%
Weekend	281	242	-14.0%	4.1%	3.6%	878	949	8.0%	4.3%	4.7%
Special Event & Ravinia	1	0	-26.8%	0.0%	0.0%	11	99	787.3%	0.1%	0.5%
Benefit Access (free)	84	83	-0.9%	1.2%	1.2%	257	251	-2.4%	1.3%	1.2%
Total ¹	6,839	6,738	-1.5%			20,492	20,322	-0.8%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	48,975	46,672	-4.7%	60.9%	58.9%
Ten-Ride	17,449	18,466	5.8%	21.7%	23.3%
One-Way	9,446	9,294	-1.6%	11.8%	11.7%
Weekend	3,391	3,511	3.5%	4.2%	4.4%
Special Event & Ravinia	97	347	256.2%	0.1%	0.4%
Benefit Access (free)	1,003	948	-5.6%	1.2%	1.2%
Total ¹	80,361	79,238	-1.4%		

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 October, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads increased by 0.3 percent compared to the previous year, and average total weekday passenger loads increased by 1.2 percent in the same period.

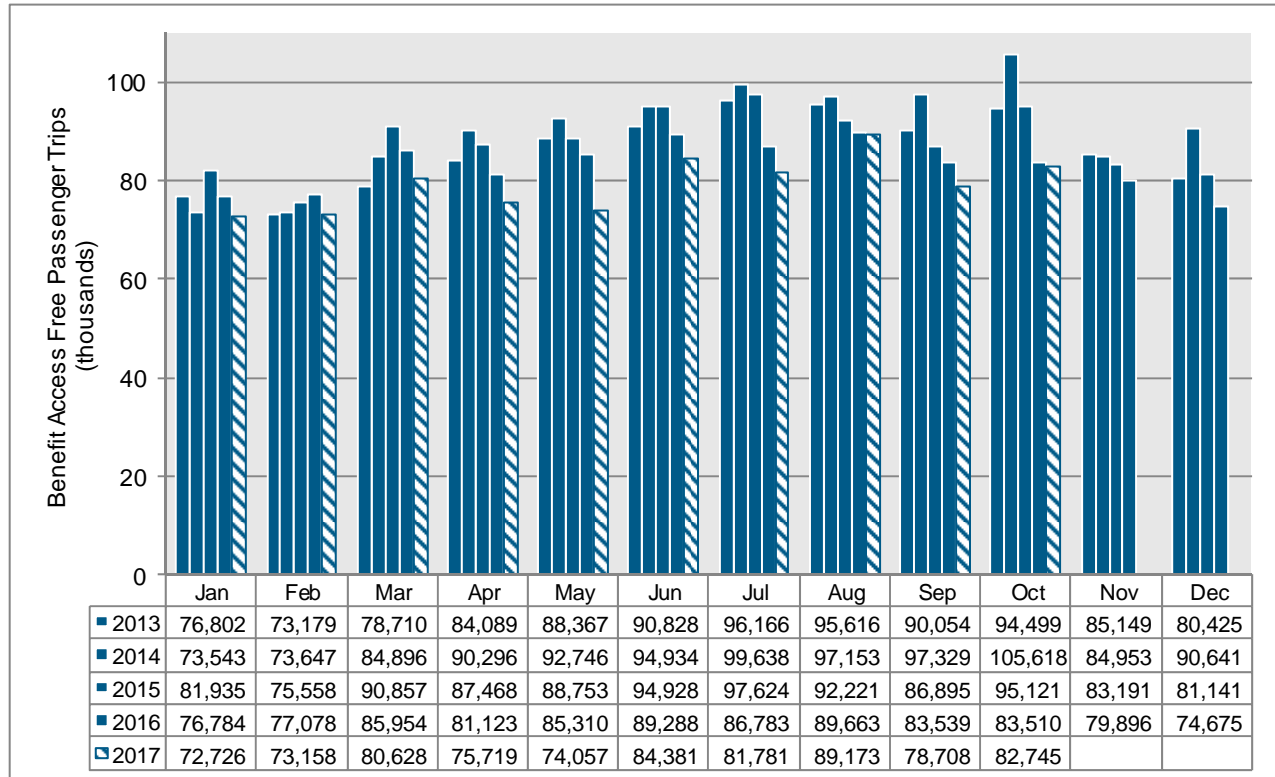
Table 6: Average Daily Passenger Loads

	October (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
Peak - Peak Direction	222	223	0.3%	223	221	-0.5%	218	216	-1.3%
Peak - Reverse Direction	20	21	5.8%	21	21	3.9%	20	20	-2.1%
Midday	31	33	8.2%	32	34	6.9%	32	33	2.3%
Evening	16	15	-5.5%	17	17	0.3%	17	16	-4.6%
Weekday	289	292	1.2%	292	294	0.7%	288	285	-1.2%
Saturday	62	58	-5.8%	68	68	0.4%	67	67	-0.9%
Sunday	44	38	-14.5%	46	46	1.2%	43	41	-3.7%

Free Trips

Figure 2 shows the number of Benefit Access free passenger trips for the last five years. Benefit Access trips are included in ridership estimates because Metra is eligible for reimbursement for the number provided.

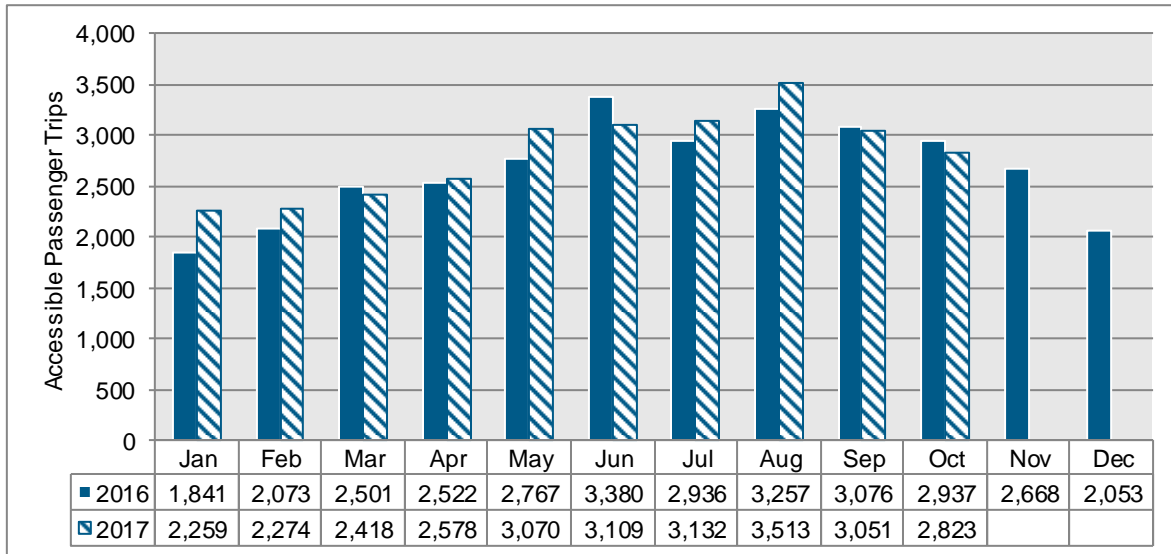
Figure 2: Benefit Access Free Passenger Trips



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.

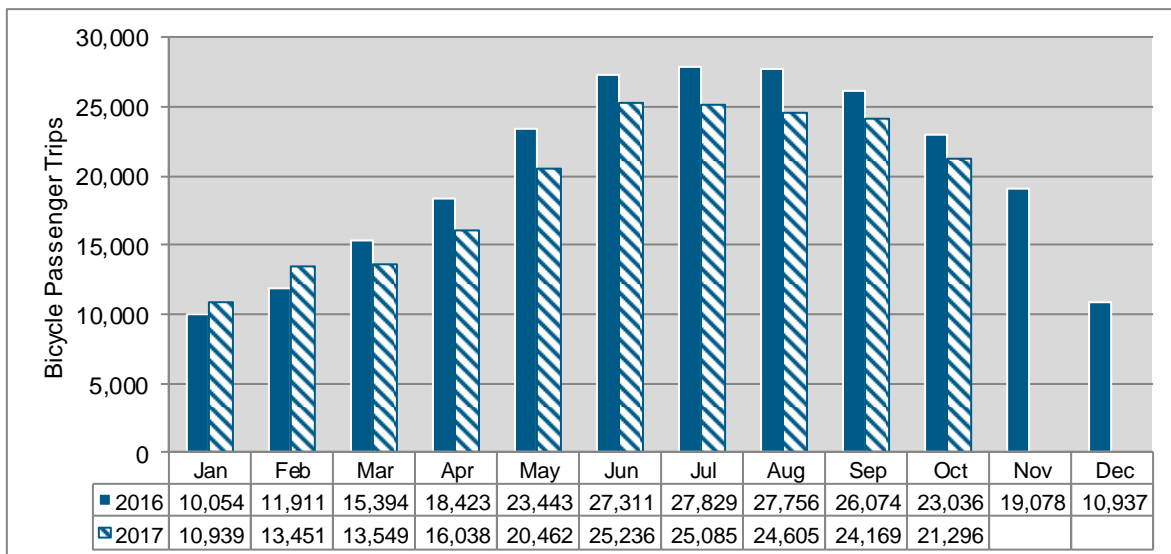
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



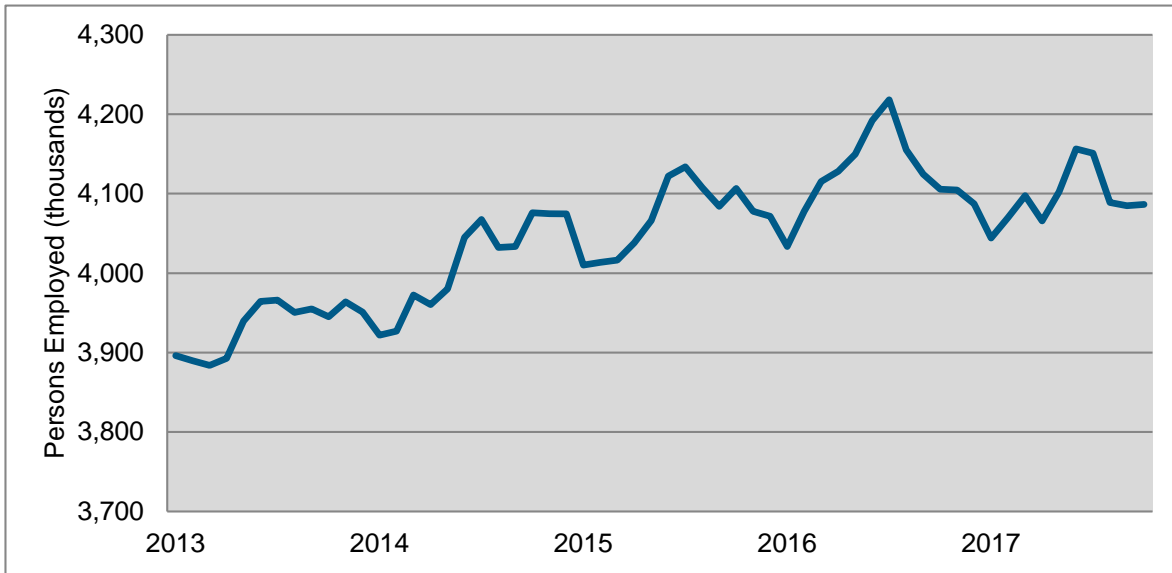
Ridership Influences

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 decreased 1.0 percent in September 2017 compared to September 2016.

Figure 5: Persons Employed in the Chicago Region



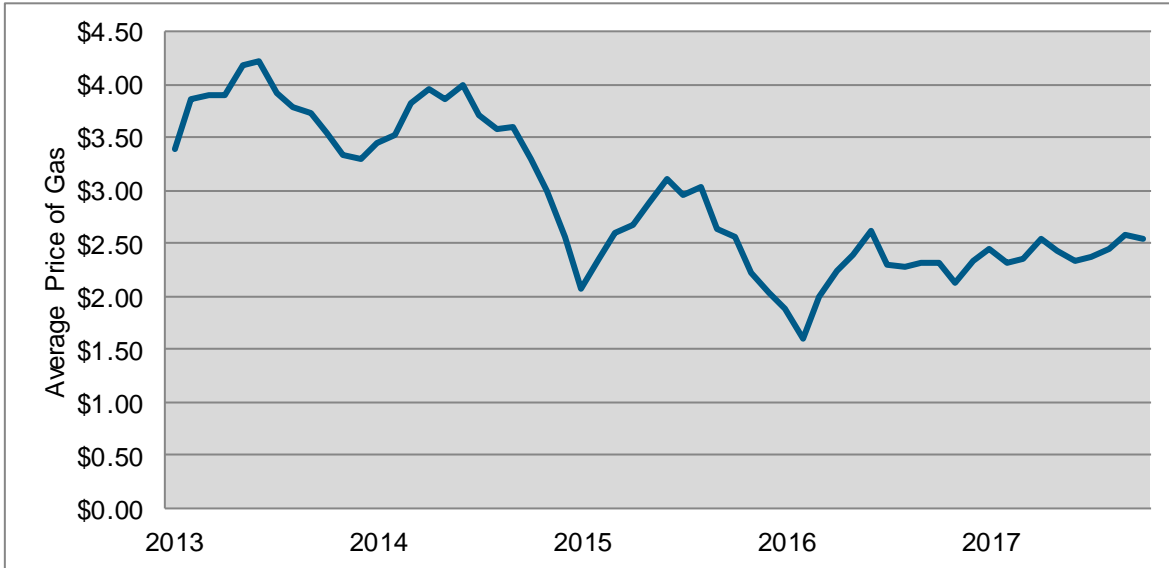
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,928
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	4,002
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,070
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	4,130
2017	4,044	4,070	4,098	4,066	4,102	4,156	4,151	4,089	4,085	4,087			4,095
Change	0.3%	-0.2%	-0.4%	-1.5%	-1.1%	-0.9%	-1.6%	-1.6%	-1.0%	-0.5%			-0.9%

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 \$2.54 in October 2017, \$0.23 higher compared to October 2016.

Figure 6: Chicago Region Average Gas Prices



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	\$3.39	\$3.85	\$3.90	\$3.90	\$4.18	\$4.23	\$3.92	\$3.79	\$3.74	\$3.54	\$3.34	\$3.30	\$ 3.84
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	\$ 3.68
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	\$ 2.69
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	\$ 2.20
2017	\$2.45	\$2.32	\$2.35	\$2.55	\$2.43	\$2.34	\$2.38	\$2.45	\$2.58	\$2.54			\$ 2.44
Change	\$0.56	\$0.71	\$0.35	\$0.31	\$0.03	-\$0.27	\$0.08	\$0.16	\$0.27	\$0.23			\$ 0.24

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in October. 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. The project is expected to last through late-2017.

Service Changes

No major service changes occurred in October.

Special Events and Promotions

Metra added additional service for the Bank of America Chicago Marathon (October 8).

Passenger Revenue and Ticket Sales

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

- The Ventra Mobile App was introduced in November 2015, causing a long-term shift from ticket agent and conductor sales to sales through the app.
- 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.

Special event tickets and other data irregularities can affect month-to-month comparisons of passenger revenue and ticket sales figures:

- Lollapalooza occurred in July in 2016 and in August in 2017. Because special event ticket sales are accounted for in the month that the event took place, August 2017 is showing a large increase in special event passenger revenue and ticket sales because it is being compared to August 2016, where no special event tickets were sold. This affects the last three months comparison of special event passes for October-August 2017.
- The large increase in special event passenger revenue and ticket sales in the last 12 months compared to the previous 12 months is due to the November 2016 Cubs Rally.

Passenger Revenue

Table 7 shows passenger revenue by line for October, the last three months, and the last 12 months.

Table 7: Passenger Revenue by Line

	October (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	\$ 6,135	\$ 6,569	7.1%	\$ 18,368	\$ 19,817	7.9%	\$ 71,099	\$ 75,254	5.8%
ME	\$ 2,883	\$ 2,883	0.0%	\$ 8,603	\$ 8,616	0.1%	\$ 33,956	\$ 33,999	0.1%
HC	\$ 292	\$ 309	5.9%	\$ 860	\$ 920	6.9%	\$ 3,250	\$ 3,570	9.8%
MD-N	\$ 2,603	\$ 2,762	6.1%	\$ 7,883	\$ 8,424	6.9%	\$ 30,470	\$ 31,891	4.7%
MD-W	\$ 2,477	\$ 2,562	3.4%	\$ 7,521	\$ 7,730	2.8%	\$ 29,266	\$ 29,688	1.4%
NCS	\$ 736	\$ 800	8.8%	\$ 2,248	\$ 2,368	5.3%	\$ 8,782	\$ 9,014	2.6%
RI	\$ 2,844	\$ 2,964	4.2%	\$ 8,522	\$ 8,953	5.1%	\$ 33,368	\$ 34,674	3.9%
SWS	\$ 882	\$ 949	7.6%	\$ 2,638	\$ 2,789	5.7%	\$ 10,422	\$ 10,691	2.6%
UP-N	\$ 3,034	\$ 3,256	7.3%	\$ 9,286	\$ 9,936	7.0%	\$ 35,615	\$ 37,266	4.6%
UP-NW	\$ 4,291	\$ 4,422	3.0%	\$ 13,112	\$ 13,555	3.4%	\$ 50,452	\$ 52,030	3.1%
UP-W	\$ 3,110	\$ 3,298	6.1%	\$ 9,384	\$ 10,089	7.5%	\$ 36,199	\$ 38,314	5.8%
Total	\$ 29,287	\$ 30,773	5.1%	\$ 88,425	\$ 93,196	5.4%	\$342,880	\$ 356,390	3.9%

Table 8 shows passenger revenue by ticket type for October, the last three months, and the last 12 months.

Table 8: Passenger Revenue by Ticket Type

	October (thousands)			Last 3 Months (thousands)						
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	\$ 16,179	\$ 16,640	2.8%	55.2%	54.0%	\$ 47,245	\$ 48,210	2.0%	53.4%	51.7%
Ten-Ride	\$ 7,827	\$ 8,831	12.8%	26.7%	28.7%	\$ 23,841	\$ 26,445	10.9%	26.9%	28.3%
One-Way	\$ 4,406	\$ 4,541	3.1%	15.0%	14.8%	\$ 14,604	\$ 15,053	3.1%	16.5%	16.1%
Weekend	\$ 901	\$ 775	-14.0%	3.1%	2.5%	\$ 2,811	\$ 3,104	10.4%	3.2%	3.3%
Special Event & Ravinia	\$ 2	\$ 2	-23.1%	0.0%	0.0%	\$ 44	\$ 485	1008.3%	0.0%	0.5%
Total ¹	\$ 29,315	\$ 30,788	5.0%			\$ 88,544	\$ 93,298	5.4%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	\$189,077	\$190,171	0.6%	55.1%	53.3%
Ten-Ride	\$ 88,911	\$ 98,485	10.8%	25.9%	27.6%
One-Way	\$ 54,182	\$ 55,546	2.5%	15.8%	15.6%
Weekend	\$ 10,851	\$ 11,289	4.0%	3.2%	3.2%
Special Event & Ravinia	\$ 321	\$ 1,115	247.6%	0.1%	0.3%
Total ¹	\$343,341	\$356,606	3.9%		

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 October 2016 and 2017.

Table 9: Passenger Revenue by Ticket Type and Sales Channel

October	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit ²	\$ 5,152	\$ 5,122	-0.6%	31.8%	30.8%	\$ 704	\$ 643	-8.8%	9.0%	7.3%
Conductor	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Internet	\$ 437	\$ 682	55.9%	2.7%	4.1%	\$ 78	\$ 72	-8.4%	1.0%	0.8%
Mail	\$ 557	\$ -	-100.0%	3.4%	0.0%	\$ 0	\$ -	-	0.0%	0.0%
Ticket Agent	\$ 5,460	\$ 5,262	-3.6%	33.7%	31.6%	\$ 2,905	\$ 2,729	-6.0%	37.1%	30.9%
Vending Machine	\$ 757	\$ 660	-12.8%	4.7%	4.0%	\$ 735	\$ 593	-19.3%	9.4%	6.7%
Ventra Mobile App	\$ 3,817	\$ 4,914	28.7%	23.6%	29.5%	\$ 3,404	\$ 4,793	40.8%	43.5%	54.3%
Total	\$ 16,179	\$ 16,640	2.8%			\$ 7,827	\$ 8,831	12.8%		
	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit ²	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Conductor	\$ 1,235	\$ 1,092	-11.6%	28.0%	24.0%	\$ 540	\$ 423	-21.8%	59.8%	54.4%
Internet	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Mail	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Ticket Agent	\$ 1,574	\$ 1,443	-8.3%	35.7%	31.8%	\$ 120	\$ 105	-12.0%	13.3%	13.6%
Vending Machine	\$ 279	\$ 169	-39.3%	6.3%	3.7%	\$ 43	\$ 26	-39.8%	4.8%	3.4%
Ventra Mobile App	\$ 1,318	\$ 1,837	39.4%	29.9%	40.5%	\$ 199	\$ 222	11.6%	22.1%	28.6%
Total	\$ 4,406	\$ 4,541	3.1%			\$ 903	\$ 777	-14.0%		

	Total (thousands)				
	2016	2017	Change	Share	
				2016	2017
Commuter Benefit ²	\$ 5,856	\$ 5,765	-1.6%	20.0%	18.7%
Conductor	\$ 1,775	\$ 1,515	-14.7%	6.1%	4.9%
Internet	\$ 516	\$ 754	46.2%	1.8%	2.4%
Mail	\$ 557	\$ -	-100.0%	1.9%	0.0%
Ticket Agent	\$ 10,058	\$ 9,539	-5.2%	34.3%	31.0%
Vending Machine	\$ 1,814	\$ 1,449	-20.1%	6.2%	4.7%
Ventra Mobile App	\$ 8,738	\$ 11,767	34.7%	29.8%	38.2%
Total ¹	\$ 29,315	\$ 30,788	5.0%		

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

² Commuter benefit includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

Ticket Sales

Table 10 shows ticket sales by ticket type for October, the last three months, and the last 12 months. Monthly pass sales decreased by 3.8 percent in October compared to the previous year, while ten-ride ticket sales increased by 7.3 percent in the same period.

Table 10: Ticket Sales by Ticket Type

	October (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	97	93	-3.8%	8.6%	8.4%	283	270	-4.5%	7.8%	7.3%
Ten-Ride	153	164	7.3%	13.5%	14.8%	464	490	5.5%	12.8%	13.3%
One-Way	768	754	-1.8%	67.9%	68.0%	2,519	2,493	-1.0%	69.5%	67.7%
Weekend	113	97	-14.0%	10.0%	8.7%	351	380	8.0%	9.7%	10.3%
Special Event & Ravinia	0	0	-14.9%	0.0%	0.0%	6	50	793.1%	0.2%	1.3%
Total	1,131	1,108	-2.0%			3,624	3,683	1.6%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	1,139	1,085	-4.7%	8.3%	7.9%
Ten-Ride	1,745	1,847	5.8%	12.7%	13.4%
One-Way	9,446	9,294	-1.6%	68.9%	67.3%
Weekend	1,356	1,404	3.5%	9.9%	10.2%
Special Event & Ravinia	23	173	645.0%	0.2%	1.3%
Total	13,709	13,804	0.7%		

Tables 11-16 detail ticket sales by line and ticket type.

Table 11: Monthly Ticket Sales by Line

October	2016	2017	Change
BNSF	21,409	20,936	-2.2%
MED	9,797	8,955	-8.6%
HC	1,121	1,058	-5.6%
MD-N	7,558	7,294	-3.5%
MD-W	8,073	7,704	-4.6%
NCS	2,284	2,215	-3.0%
RID	10,882	10,551	-3.0%
SWS	3,661	3,600	-1.7%
UP-N	9,129	8,851	-3.0%
UP-NW	13,233	12,597	-4.8%
UP-W	9,957	9,664	-2.9%
Total	97,104	93,425	-3.8%

Table 12: Ten-Ride Ticket Sales by Line

October	2016	2017	Change
BNSF	30,402	33,301	9.5%
MED	15,549	15,861	2.0%
HC	1,167	1,327	13.7%
MD-N	15,423	16,731	8.5%
MD-W	10,135	10,923	7.8%
NCS	3,138	3,638	15.9%
RID	12,913	12,944	0.2%
SWS	3,918	4,198	7.1%
UP-N	23,361	25,253	8.1%
UP-NW	20,836	22,123	6.2%
UP-W	16,152	17,920	10.9%
Total	152,994	164,219	7.3%

Table 13: One-Way (Station and Mobile) Ticket Sales by Line

October	2016	2017	Change
BNSF	90,931	98,835	8.7%
MED	88,955	80,334	-9.7%
HC	2,407	2,978	23.7%
MD-N	46,777	50,502	8.0%
MD-W	47,209	49,226	4.3%
NCS	7,915	9,587	21.1%
RID	47,522	49,510	4.2%
SWS	11,006	12,812	16.4%
UP-N	62,590	67,664	8.1%
UP-NW	74,334	76,149	2.4%
UP-W	57,173	60,005	5.0%
Total	536,819	557,602	3.9%

Table 14: One-Way (Conductor) Ticket Sales by Line

October	2016	2017	Change
BNSF	23,644	20,579	-13.0%
MED	33,292	28,995	-12.9%
HC	464	467	0.6%
MD-N	22,193	18,680	-15.8%
MD-W	23,580	20,144	-14.6%
NCS	6,417	6,199	-3.4%
RID	16,846	15,138	-10.1%
SWS	4,755	3,983	-16.2%
UP-N	43,286	36,811	-15.0%
UP-NW	33,897	26,692	-21.3%
UP-W	22,573	18,352	-18.7%
Total	230,947	196,040	-15.1%

Table 15: Weekend, Special Event, Ravinia (Station and Mobile) Ticket Sales by Line

October	2016	2017	Change
BNSF	9,694	9,778	0.9%
MED	6,273	4,878	-22.2%
HC	-	-	-
MD-N	4,993	4,877	-2.3%
MD-W	3,892	4,055	4.2%
NCS	-	-	-
RID	2,242	2,160	-3.7%
SWS	86	119	38.4%
UP-N	4,922	5,572	13.2%
UP-NW	7,526	7,022	-6.7%
UP-W	5,692	5,782	1.6%
Total	45,320	44,243	-2.4%

Table 16: Weekend, Special Event, Ravinia (Conductor) Ticket Sales by Line

October	2016	2017	Change
BNSF	9,749	6,165	-36.8%
MED	2,662	2,752	3.4%
HC	-	-	-
MD-N	8,894	6,914	-22.3%
MD-W	7,569	6,210	-18.0%
NCS	-	-	-
RID	5,136	4,403	-14.3%
SWS	266	211	-20.7%
UP-N	8,988	7,414	-17.5%
UP-NW	13,829	11,319	-18.2%
UP-W	10,194	7,245	-28.9%
Total	67,287	52,633	-21.8%

Table 17 shows ticket sales by ticket type, sales channel, and tender type for October 2016 and 2017. Table 18 shows ticket sales by ticket type, sales channel, and tender type for January-October 2016 and 2017. Table 19 shows total ticket sales by sales channel and tender type for October 2016 and 2017. Table 20 shows total ticket sales by sales channel and tender type for January-October 2016 and 2017.

Table 17: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (October)

October	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit ¹	30	28	-6.9%	31.2%	30.2%	13	11	-13.3%	8.3%	6.7%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	3	4	47.0%	2.7%	4.1%	1	1	-12.9%	0.9%	0.8%
Mail	3	-	-100.0%	3.5%	0.0%	0	-	-100.0%	0.0%	0.0%
Ticket Agent	33	30	-9.8%	34.3%	32.1%	59	53	-10.1%	38.4%	32.2%
<i>Cash & Other</i>	6	5	-11.3%			11	9	-11.5%		
<i>Credit Card</i>	28	25	-9.4%			48	43	-9.8%		
Vending Machine	5	4	-19.3%	4.8%	4.0%	14	11	-23.6%	9.3%	6.6%
<i>Cash¹</i>	-	-	-			0	-	-100.0%		
<i>Credit Card</i>	5	4	-19.3%			14	11	-22.6%		
Ventra Mobile App	23	28	20.6%	23.6%	29.6%	66	88	34.1%	43.0%	53.7%
<i>Credit Card</i>	21	25	20.0%			62	84	33.9%		
<i>Mixed & Other</i>	1	1	10.2%			1	1	15.4%		
<i>Ventra</i>	0	1	82.6%			2	3	46.3%		
Total	97	93	-3.8%			153	164	7.3%		
	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
2016				2017	2016				2017	
Commuter Benefit ¹	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	231	196	-15.1%	30.1%	26.0%	67	53	-21.7%	59.8%	54.4%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	264	232	-12.1%	34.4%	30.8%	15	13	-12.0%	13.3%	13.6%
<i>Cash & Other</i>	157	135	-13.8%			8	7	-13.0%		
<i>Credit Card</i>	107	97	-9.6%			7	6	-10.8%		
Vending Machine	48	27	-43.6%	6.3%	3.6%	5	3	-39.8%	4.8%	3.4%
<i>Cash</i>	11	-	-100.0%			1	-	-100.0%		
<i>Credit Card</i>	37	27	-27.0%			5	3	-31.4%		
Ventra Mobile App	224	298	33.0%	29.2%	39.6%	25	28	11.6%	22.1%	28.6%
<i>Credit Card</i>	194	262	35.3%			22	25	11.8%		
<i>Mixed & Other</i>	3	3	13.9%			0	0	-5.0%		
<i>Ventra</i>	28	33	18.6%			2	3	11.7%		
Total	768	754	-1.8%			113	97	-14.0%		

¹ Commuter benefit includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

Table 18: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date)

Year-to-date	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit ¹	308	286	-7.2%	32.3%	31.6%	116	106	-8.6%	7.9%	6.8%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	33	26	-19.7%	3.4%	2.9%	16	12	-24.3%	1.1%	0.8%
Mail	37	17	-53.0%	3.9%	1.9%	0	0	-94.7%	0.0%	0.0%
Ticket Agent	344	298	-13.4%	36.0%	32.9%	654	537	-17.9%	44.6%	34.4%
<i>Cash & Other</i>	69	52	-24.5%			118	96	-18.7%		
<i>Credit Card</i>	275	246	-10.8%			537	447	-16.6%		
Vending Machine	50	38	-22.8%	5.2%	4.2%	164	113	-31.1%	11.2%	7.2%
<i>Cash</i>	-	-	-			3	1	-73.6%		
<i>Credit Card</i>	50	38	-22.8%			161	112	-30.2%		
Ventra Mobile App	183	240	31.6%	19.1%	26.5%	517	793	53.3%	35.2%	50.8%
<i>Credit Card</i>	166	219	32.0%			492	761	54.7%		
<i>Mixed & Other</i>	14	15	8.5%			9	13	44.2%		
<i>Ventra</i>	3	5	103.5%			17	30	81.1%		
Total	955	906	-5.0%			1,467	1,561	6.4%		
	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit ¹	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	2,471	2,039	-17.5%	31.2%	26.2%	723	655	-9.4%	63.0%	53.0%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	3,133	2,584	-17.5%	39.5%	33.3%	204	206	1.0%	17.8%	16.7%
<i>Cash & Other</i>	1,871	1,562	-16.5%			112	131	16.5%		
<i>Credit Card</i>	1,261	1,112	-11.8%			92	104	13.7%		
Vending Machine	626	349	-44.2%	7.9%	4.5%	53	41	-23.3%	4.7%	3.3%
<i>Cash</i>	209	52	-75.4%			12	3	-72.9%		
<i>Credit Card</i>	416	298	-28.5%			41	38	-8.8%		
Ventra Mobile App	1,702	2,796	64.3%	21.5%	36.0%	167	333	99.6%	14.6%	27.0%
<i>Credit Card</i>	1,471	2,541	72.7%			147	300	104.2%		
<i>Mixed & Other</i>	21	33	58.1%			3	17	593.2%		
<i>Ventra</i>	210	322	53.0%			17	29	73.0%		
Total	7,932	7,768	-2.1%			1,147	1,235	7.7%		

¹ Commuter benefit includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

Table 19: Total Ticket Sales by Sales Channel and Tender Type (October)

October	Total (thousands)			Share	
	2016	2017	Change	2016	2017
Commuter Benefit ¹	43	39	-8.8%	3.8%	3.5%
Conductor	298	249	-16.6%	26.4%	22.5%
Internet	4	5	25.5%	0.4%	0.5%
Mail	3	-	-100.0%	0.3%	0.0%
Ticket Agent	371	328	-11.6%	32.8%	29.6%
<i>Cash & Other</i>	182	157	-13.6%		
<i>Credit Card</i>	189	171	-9.7%		
Vending Machine	73	45	-37.8%	6.4%	4.1%
<i>Cash</i>	12	-	-100.0%		
<i>Credit Card</i>	61	45	-25.7%		
Ventra Mobile App	338	442	30.8%	29.9%	39.9%
<i>Credit Card</i>	300	396	32.2%		
<i>Mixed & Other</i>	5	6	12.1%		
<i>Ventra</i>	33	40	20.8%		
Total	1,131	1,108	-2.0%		

¹ Commuter benefit includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket

Table 20: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date)

Year-to-date	Total (thousands)			Share	
	2016	2017	Change	2016	2017
Commuter Benefit ¹	424	392	-7.6%	3.7%	3.4%
Conductor	3,194	2,693	-15.7%	27.8%	23.5%
Internet	49	38	-21.2%	0.4%	0.3%
Mail	37	17	-53.1%	0.3%	0.2%
Ticket Agent	4,334	3,624	-16.4%	37.7%	31.6%
<i>Cash & Other</i>	2,170	1,840	-15.2%		
<i>Credit Card</i>	2,165	1,910	-11.8%		
Vending Machine	893	542	-39.3%	7.8%	4.7%
<i>Cash</i>	225	56	-75.2%		
<i>Credit Card</i>	668	486	-27.3%		
Ventra Mobile App	2,569	4,162	62.0%	22.3%	36.3%
<i>Credit Card</i>	2,276	3,820	67.9%		
<i>Mixed & Other</i>	46	79	69.3%		
<i>Ventra</i>	246	386	56.8%		
Total	11,500	11,470	-0.3%		

¹ Commuter benefit includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes declined by 9.2 percent in October compared to the previous year, and sales of Pace PlusBus passes declined by 2.6 percent in the same period. Table 21 shows Link-Up and PlusBus sales by month for 2016 and 2017.

Table 21: Link-Up and PlusBus Sales

	2016		2017		Change		Mobile Share (2017)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	Plus Bus
Jan	3,686	1,314	3,414	1,276	-7.4%	-2.9%	18.4%	14.9%
Feb	3,737	1,333	3,346	1,284	-10.5%	-3.7%	17.9%	14.5%
Mar	3,657	1,360	3,278	1,287	-10.4%	-5.4%	18.0%	15.1%
Apr	3,496	1,320	3,179	1,226	-9.1%	-7.1%	18.6%	15.1%
May	3,443	1,269	3,132	1,201	-9.0%	-5.4%	19.2%	15.3%
Jun	3,410	1,261	3,058	1,152	-10.3%	-8.6%	19.1%	14.6%
Jul	3,310	1,221	2,817	1,132	-14.9%	-7.3%	18.2%	15.4%
Aug	3,182	1,201	2,971	1,175	-6.6%	-2.2%	20.3%	16.5%
Sep	3,266	1,267	2,911	1,186	-10.9%	-6.4%	20.0%	16.4%
Oct	3,338	1,272	3,030	1,239	-9.2%	-2.6%	21.4%	17.0%
Nov	3,345	1,291	-	-	-	-	-	-
Dec	3,190	1,174	-	-	-	-	-	-
Last 3 Months	9,758	3,689	8,699	3,493	-10.9%	-5.3%	19.5%	16.1%
Last 12 Months	41,828	15,442	37,979	14,656	-9.2%	-5.1%	18.1%	14.9%
Year-to-date	31,187	11,546	28,106	10,919	-9.9%	-5.4%	18.8%	15.3%

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 22 shows the number of reduced fare tickets sold by month for 2016 and 2017.

Table 22: Reduced Fare Ticket Sales

	2016				2017			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
Jan	3,227	13,652	29,830	27,709	3,057	16,713	40,985	24,673
Feb	3,229	10,806	32,860	28,032	3,125	9,763	39,437	23,774
Mar	3,328	12,215	56,952	34,402	3,215	12,430	55,605	26,617
Apr	3,286	12,109	43,836	29,853	3,121	11,599	47,172	26,185
May	3,223	12,472	51,834	36,428	3,161	13,217	53,480	27,866
Jun	3,064	13,604	75,390	45,745	2,927	13,494	83,163	39,002
Jul	3,104	12,094	86,271	41,886	2,730	12,535	86,162	36,050
Aug	2,803	12,941	67,737	38,311	2,691	13,792	83,668	36,566
Sep	3,389	13,287	42,399	29,616	3,200	13,249	46,153	25,357
Oct	3,439	13,521	47,203	31,237	3,406	14,498	50,164	26,729
Nov	3,308	13,559	51,255	28,764	-	-	-	-
Dec	2,851	11,693	59,212	31,034	-	-	-	-
Last 3 Months	9,631	39,749	157,339	99,164	9,297	41,539	179,985	88,652
Last 12 Months	38,232	150,856	626,001	413,502	36,792	156,542	696,456	352,617
Year-to-date	32,092	126,701	534,312	343,219	30,633	131,290	585,989	292,819

	Change			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
Jan	-5.3%	22.4%	37.4%	-11.0%
Feb	-3.2%	-9.7%	20.0%	-15.2%
Mar	-3.4%	1.8%	-2.4%	-22.6%
Apr	-5.0%	-4.2%	7.6%	-12.3%
May	-1.9%	6.0%	3.2%	-23.5%
Jun	-4.5%	-0.8%	10.3%	-14.7%
Jul	-12.0%	3.6%	-0.1%	-13.9%
Aug	-4.0%	6.6%	23.5%	-4.6%
Sep	-5.6%	-0.3%	8.9%	-14.4%
Oct	-1.0%	7.2%	6.3%	-14.4%
Nov	-	-	-	-
Dec	-	-	-	-
Last 3 Months	-3.5%	4.5%	14.4%	-10.6%
Last 12 Months	-3.8%	3.8%	11.3%	-14.7%
Year-to-date	-4.5%	3.6%	9.7%	-14.7%