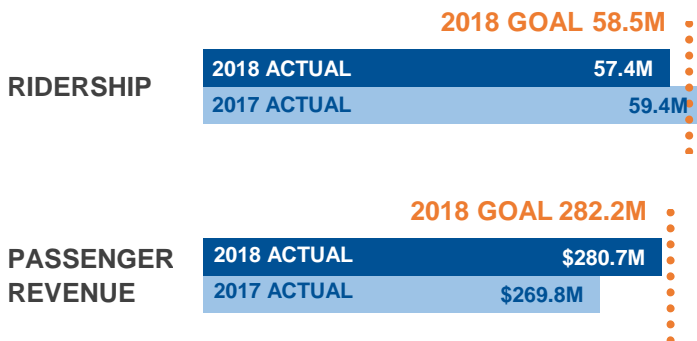# September 2018 System Performance Dashboard
PREPARED BY THE DIVISION OF STRATEGIC CAPITAL PLANNING
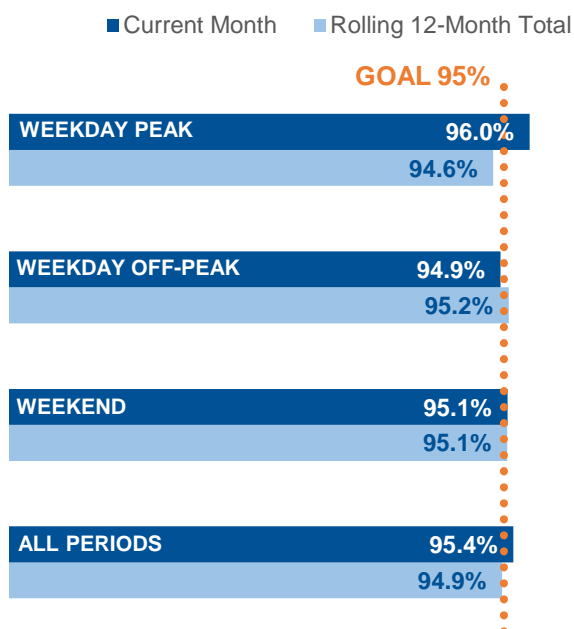
Metra

Ridership and Revenue Compared to Budget
YTD (JAN-SEP) 2018 & 2017

RIDERSHIP

2018 GOAL 58.5M
- 2018 ACTUAL 57.4M
- 2017 ACTUAL 59.4M

PASSENGER REVENUE

2018 GOAL 282.2M
- 2018 ACTUAL $280.7M
- 2017 ACTUAL $269.8M

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	96.0%	94.6%
WEEKDAY OFF-PEAK	94.9%	95.2%
WEEKEND	95.1%	95.1%
ALL PERIODS	95.4%	94.9%

Average Daily Passenger Loads
YTD (JAN-SEP) COMPARED TO 2017

WEEKDAY PEAK	WEEKDAY OFF-PEAK	WEEKEND
↓ -2%	↓ -2%	↓ -17%

Line	Rolling 12-Month Total		Ridership	On-Time Performance	Ventra App Adoption	
	RIDERSHIP	PASS. REVENUE	SEP 2017-SEP 2018	COMPARED TO 95% GOAL		
Metra System	↓ -3%	↑ 4%	6.5M – 6.3M	95.4%	35% SEP 2017	42% SEP 2018
ME METRA ELECTRIC LINE	↓ -6%	↑ 1%	669K – 646K	98.6%	29% SEP 2017	36% SEP 2018
RI ROCK ISLAND LINE	↓ -4%	↑ 2%	654K – 630K	95.6%	26% SEP 2017	31% SEP 2018
SWS SOUTHWEST SERVICE LINE	↓ -1%	↑ 5%	204K – 200K	94.8%	37% SEP 2017	42% SEP 2018
HC HERITAGE CORRIDOR LINE	↓ -1%	↑ 5%	60K – 60K	96.2%	37% SEP 2017	46% SEP 2018

PRELIMINARY DATA, SUBJECT TO CHANGE IN FINAL REPORTING

Line	Rolling 12-Month Total		Ridership SEP 2017-SEP 2018	On-Time Performance COMPARED TO 95% GOAL	Ventra App Adoption	
	RIDERSHIP	PASS. REVENUE				
BNSF BNSF LINE	↓ -2%	↑ 5%	1.4M … 1.3M (S O N D J F M A M J J A S)	92.0% (100% / 85%)	**35%** SEP 2017	**41%** SEP 2018
UP-W UNION PACIFIC WEST LINE	↓ -3%	↑ 5%	694K … 678K (S O N D J F M A M J J A S)	93.0% (100% / 85%)	**37%** SEP 2017	**43%** SEP 2018
MD-W MILWAUKEE DISTRICT WEST LINE	↓ -4%	↑ 3%	530K … 516K (S O N D J F M A M J J A S)	96.3% (100% / 85%)	**34%** SEP 2017	**41%** SEP 2018
UP-NW UNION PACIFIC NORTHWEST LINE	↓ -4%	↑ 4%	901K … 876K (S O N D J F M A M J J A S)	94.7% (100% / 85%)	**35%** SEP 2017	**41%** SEP 2018
MD-N MILWAUKEE DISTRICT NORTH LINE	↓ -3%	↑ 4%	570K … 548K (S O N D J F M A M J J A S)	92.4% (100% / 85%)	**43%** SEP 2017	**50%** SEP 2018
NCS NORTH CENTRAL SERVICE LINE	↓ -2%	↑ 4%	138K … 136K (S O N D J F M A M J J A S)	93.2% (100% / 85%)	**43%** SEP 2017	**49%** SEP 2018
UP-N UNION PACIFIC NORTH LINE	↓ -4%	↑ 4%	755K … 725K (S O N D J F M A M J J A S)	97.4% (100% / 85%)	**43%** SEP 2017	**50%** SEP 2018

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 (Oct 2017-Sep 2018)

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