

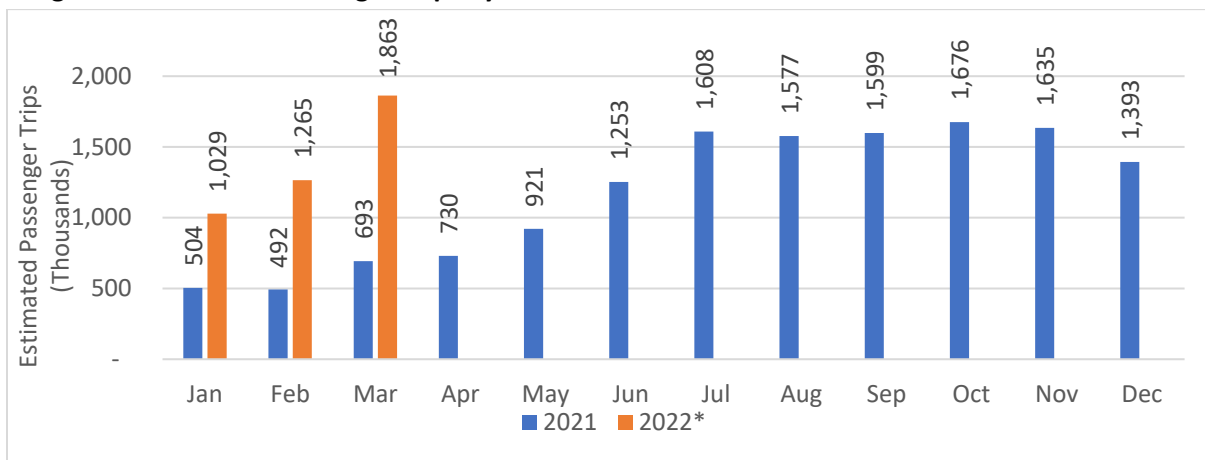


TO: Board of Directors
FROM: Jim Derwinski, CEO/Executive Director
SUBJECT: March 2022 Ridership Trends

DATE: April 20, 2022

Metra provided an estimated 1.9 million trips in March 2022, a 47 percent increase over February, making it the highest ridership month since the start of the pandemic. Ridership recovered to 31 percent of 2019 levels.

Figure 1: Estimated Passenger Trips by Month



*2022 data are preliminary and subject to revision as data is continuously reviewed throughout the year

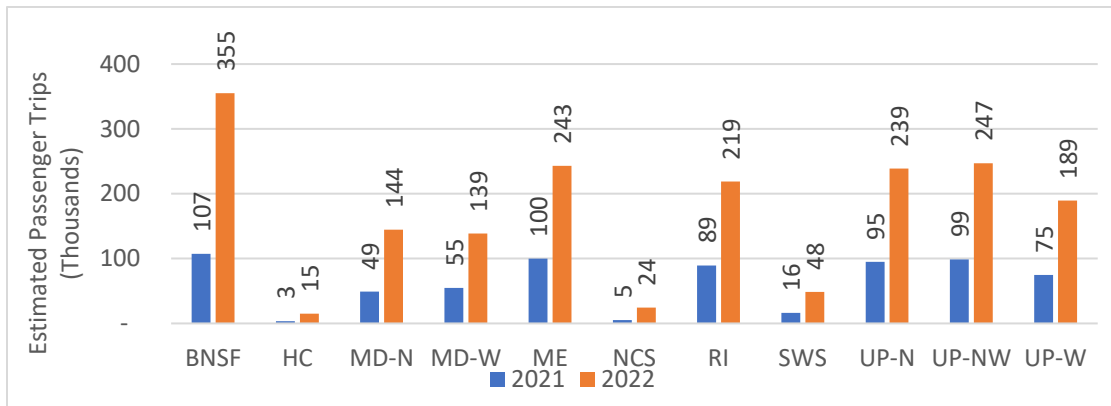
March Ridership Highlights

- Ridership grew throughout the first half of the month, reaching 94,400 passengers per day on Wednesday March 16, before leveling off as area schools started their spring breaks.
- The 10-Ride Ticket remained the most popular ticket choice of riders, accounting for 34% of ridership, followed by the Day Pass (23%), One Way Ticket (19%), and the Monthly Pass (17%)
- Of riders traveling three zones or less, 15% used the \$6 Day Pass
- Metra carried 67,300 passengers on the Saturday of the Downtown St. Patrick's Day Parade, well above the average Saturday in March of 39,300 passengers
- On Monday, March 7, a service disruption at Ogilvie Transportation Center significantly impacted many evening rush hour trains. This event caused a 78% decline in PM peak passengers on the UP lines compared to the following Monday. For the day, this event is estimated to have caused a decline of 11k passengers.
- Gas prices rose to an average \$4.50 per gallon, reaching their highest level in over 5 years
- Bicycle use on trains reached 89.8 percent of March 2019 levels.

Ridership by Line

The UP-NW was Metra's second highest ridership line in March. The Metra Electric fell to third place. The ME reached 41 percent of 2019 ridership in March, the highest of any line, but saw the smallest increase in ridership (34 percent) compared to the previous month. The Heritage Corridor increased by 70 percent compared to February, the largest percentage growth of any line. The BNSF had a net increase of 5 trains on its weekday schedule. There were no other schedule changes in March.

Figure 2: Estimated Passenger Trips by Line (March 2021-March 2022*)



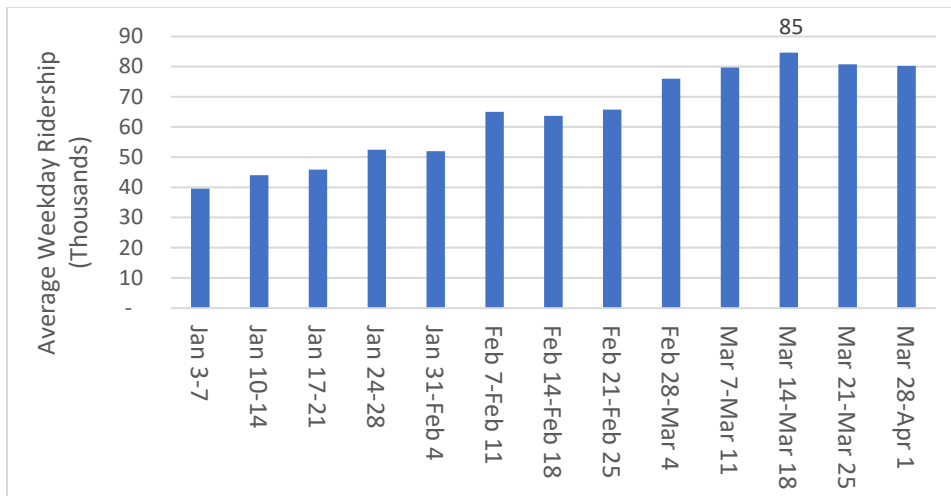
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Special Events

On Saturday, March 12, Metra added 45 trains in total to the BNSF, MD-N, MD-W, RI, and UP schedules for the Chicago St. Patrick's Day Parade downtown. There were 67,300 passengers that day, 39,300 more than other Saturdays that month. The South Side Irish Parade took place March 13 from 12-3 pm. Metra saw an additional 6,000 passengers that day, compared to a typical Sunday that month.

The Shamrock Shuffle took place March 20. With warm, sunny weather, there were an additional 6,400 passengers compared to a typical Sunday, or 74 percent of 2019 Shamrock Shuffle daily ridership. ABC Chicago reported 20,000 runners for the event, with the first wave leaving at 8:30 am. While eight Metra lines have service on Sundays, only six lines arrived more than 10 minutes before the start of the race in Grant Park. On Sundays, The UP-N and UP-NW are scheduled to arrive at Ogilvie Transportation Center at 8:28 and 8:20 am, respectively.

Figure 3: Metra Average Weekday Ridership



Ticket Sales

Sales by ticket agents increased to 12 percent of all ticket sales in March, which is typical during special events as there are more infrequent riders who are less likely to have the mobile app. The Saturday of St. Patrick's Day saw the highest number of tickets sold by ticket agents out of any day that month. While One Day Weekend Passes represented 59 percent of ticket agent sales, they represented only 35 percent of app ticket sales.

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

Ticket Type	Ticket Sales				Ridership			
	Mar 2019	Mar 2022	Mar 2019 Share	Mar 2022 Share	Mar 2019	Mar 2022	Mar 2019 Share	Mar 2022 Share
Monthly Pass	85	10	8.4%	1.4%	3,645	323	60.7%	17.3%
10-Ride Ticket	138	62	13.8%	8.8%	1,380	624	23.0%	33.5%
One-Way Ticket	694	358	69.1%	50.6%	694	358	11.5%	19.2%
Weekend Pass	87	-	8.7%	0.0%	218	-	3.6%	0.0%
One Day Weekend Pass	-	45	0.0%	6.4%	-	76	0.0%	4.1%
Two Day Weekend Pass	-	10	0.0%	1.5%	-	21	0.0%	1.1%
Day Pass	-	221	0.0%	31.3%	-	428	0.0%	23.0%
\$6 Day Pass	-	42	0.0%	5.9%	-	81	0.0%	4.3%
\$10 Day Pass	-	179	0.0%	25.4%	-	348	0.0%	18.7%
RTA Ride Free Permit	-	-	0.0%	0.0%	71	33	1.2%	1.8%
Total	1,003	707	100%	100%	6,007	1,862	100%	100%

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; 2022 data are preliminary and subject to revision as data is continuously reviewed throughout the year. Sales of incremental tickets are not included.

Table 2: Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Mar 2019	Mar 2022	Mar 2019 Share	Mar 2022 Share	Mar 2019	Mar 2022	Mar 2019 Share	Mar 2022 Share
Conductor	120	74	14.8%	10.5%	154	84	2.7%	4.5%
Commuter Benefit	36	4	4.4%	0.6%	1,213	83	21.1%	4.5%
Ventra App	429	528	52.6%	74.8%	2,476	1,309	43.0%	70.3%
Ticket Agent	205	87	25.1%	12.3%	1,658	328	28.8%	17.6%
Ticket Vending Machine	25	12	3.1%	1.7%	183	25	3.2%	1.4%
RTA Ride Free Permit	-	-	0.0%	0.0%	71	33	1.2%	1.8%
Total	815	707	100.0%	100.0%	5,756	1,862	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; 2022 data are preliminary and subject to revision as data is continuously reviewed throughout the year. Sales of incremental tickets are not included.

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