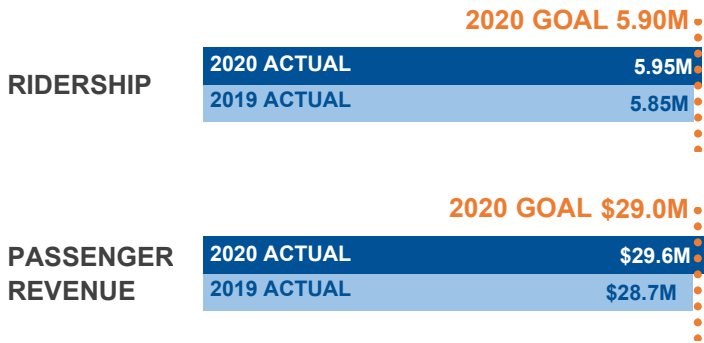


# January 2020 System Performance Dashboard

PREPARED BY THE DIVISION OF STRATEGIC PLANNING & PERFORMANCE

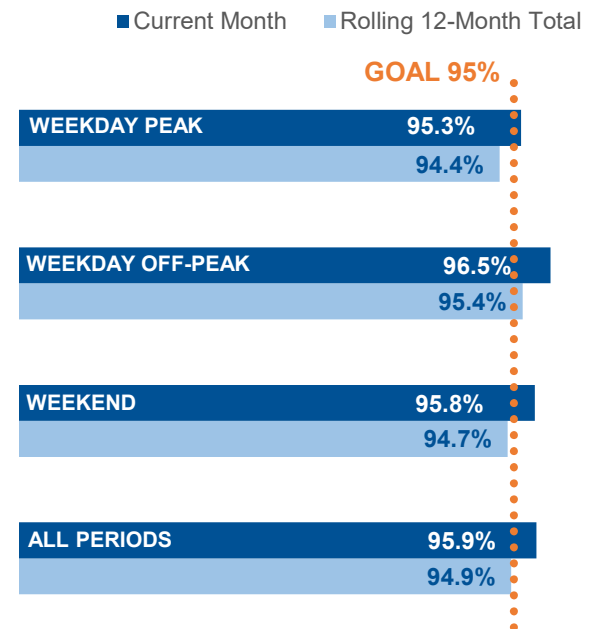
## Ridership and Revenue Compared to Budget

YTD 2020 AND 2019



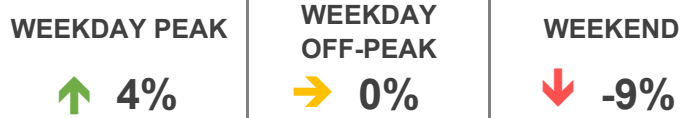
## On-Time Performance by Service Period

CURRENT MONTH AND ROLLING 12-MONTH TOTAL



## Average Daily Passenger Loads

YTD 2020 COMPARED TO 2019



Line	Rolling 12-Month Total		Ridership	On-Time Performance	Ventra App Adoption	
	Ridership	Pass. Revenue	Jan 2019-Jan 2020	Compared to 95% Goal	Jan 2019	Jan 2020
<b>Metra System</b>	↓ -2%	↓ -1%	5.9M	95.9%	42%	48%
<b>ME</b> Metra Electric Line	↓ -5%	↓ -5%	581K	97.5%	37%	41%
<b>RI</b> Rock Island Line	↓ -2%	↓ -2%	589K	92.0%	31%	35%
<b>SWS</b> Southwest Service Line	↓ -2%	↓ -2%	193K	95.8%	43%	48%
<b>HC</b> Heritage Corridor Line	↑ 2%	↑ 3%	57K	91.6%	47%	49%

PRELIMINARY DATA, SUBJECT TO CHANGE IN FINAL REPORTING

Line	Rolling 12-Month Total		Ridership	On-Time Performance	Ventra App Adoption	
	RIDERSHIP	PASS. REVENUE	JAN 2019-JAN 2020	COMPARED TO 95% GOAL	JAN 2019	JAN 2020
<b>BNSF</b> BNSF LINE	↓ -1%	↓ -1%	1.2M  J F M A M J J A S O N D J	 J F M A M J J A S O N D J	42%	47%
<b>UP-W</b> UNION PACIFIC WEST LINE	↓ -2%	↓ -2%	620K  J F M A M J J A S O N D J	 J F M A M J J A S O N D J	41%	48%
<b>MD-W</b> MILWAUKEE DISTRICT WEST LINE	↓ -3%	↓ -3%	462K  J F M A M J J A S O N D J	 J F M A M J J A S O N D J	42%	47%
<b>UP-NW</b> UNION PACIFIC NORTHWEST LINE	↓ -1%	↓ -1%	821K  J F M A M J J A S O N D J	 J F M A M J J A S O N D J	41%	48%
<b>MD-N</b> MILWAUKEE DISTRICT NORTH LINE	→ 0%	↑ 1%	513K  J F M A M J J A S O N D J	 J F M A M J J A S O N D J	51%	56%
<b>NCS</b> NORTH CENTRAL SERVICE LINE	↓ -2%	↓ -1%	127K  J F M A M J J A S O N D J	 J F M A M J J A S O N D J	50%	54%
<b>UP-N</b> UNION PACIFIC NORTH LINE	→ 0%	→ 0%	662K  J F M A M J J A S O N D J	 J F M A M J J A S O N D J	51%	59%

### 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 tickets sold multiplied by a ridership factor unique to each ticket type

#### Rolling 12-Month Total

Sum of the last twelve months (Feb 2019-Jan 2020)

#### 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