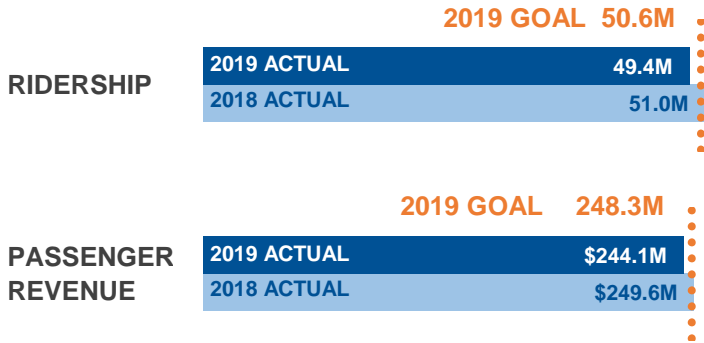# August 2019 System Performance Dashboard
PREPARED BY THE DIVISION OF STRATEGIC CAPITAL PLANNING
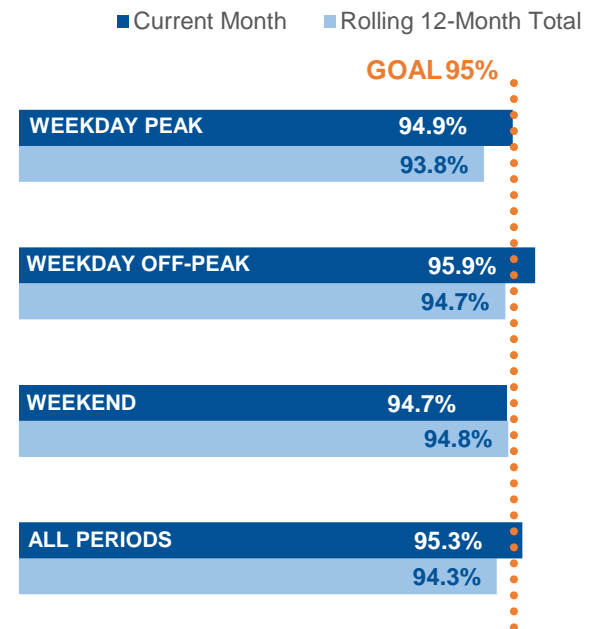
Ridership and Revenue Compared to Budget
YTD 2019 AND 2018

RIDERSHIP

2019 GOAL 50.6M
2019 ACTUAL 49.4M
2018 ACTUAL 51.0M

PASSENGER REVENUE

2019 GOAL 248.3M
2019 ACTUAL $244.1M
2018 ACTUAL $249.6M

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

■ Current Month ■ Rolling 12-Month Total

GOAL 95%

Period	Current Month	Rolling 12-Month Total
WEEKDAY PEAK	94.9%	93.8%
WEEKDAY OFF-PEAK	95.9%	94.7%
WEEKEND	94.7%	94.8%
ALL PERIODS	95.3%	94.3%

Average Daily Passenger Loads
YTD 2019 COMPARED TO 2018

WEEKDAY PEAK	WEEKDAY OFF-PEAK	WEEKEND
↓ -2%	↓ -4%	↑ 2%

Line	Rolling 12-Month Total		Ridership	On-Time Performance	Ventra App Adoption	
	RIDERSHIP	PASS. REVENUE	AUG 2018-AUG 2019	COMPARED TO 95% GOAL		
Metra System	↓ -3%	→ 0%	6.7M / 6.4M	95.3%	39% AUGUST 2018	46% AUGUST 2019
ME METRA ELECTRIC LINE	↓ -6%	↓ -3%	656K / 608K	98.6%	32% AUGUST 2018	38% AUGUST 2019
RI ROCK ISLAND LINE	↓ -4%	↓ -1%	661K / 629K	92.7%	28% AUGUST 2018	33% AUGUST 2019
SWS SOUTHWEST SERVICE LINE	↓ -3%	→ 0%	205K / 197K	94.9%	39% AUGUST 2018	46% AUGUST 2019
HC HERITAGE CORRIDOR LINE	→ 0%	↑ 2%	63K / 64K	89.0%	42% AUGUST 2018	47% AUGUST 2019

PRELIMINARY DATA, SUBJECT TO CHANGE IN FINAL REPORTING

Line	Rolling 12-Month Total		Ridership	On-Time Performance	Ventra App Adoption	
	RIDERSHIP	PASS. REVENUE	AUG 2018-AUG 2019	COMPARED TO 95% GOAL		
BNSF BNSF LINE	⬇ **-3%**	➡ **0%**	1.4M ... 1.3M	96.3%	**38%** AUGUST 2018	**45%** AUGUST 2019
UP-W UNION PACIFIC WEST LINE	⬇ **-3%**	➡ **0%**	735K ... 686K	95.3%	**40%** AUGUST 2018	**47%** AUGUST 2019
MD-W MILWAUKEE DISTRICT WEST LINE	⬇ **-4%**	⬇ **-1%**	550K ... 512K	96.0%	**38%** AUGUST 2018	**44%** AUGUST 2019
UP-NW UNION PACIFIC NORTHWEST LINE	⬇ **-2%**	⬆ **1%**	950K ... 908K	93.4%	**38%** AUGUST 2018	**46%** AUGUST 2019
MD-N MILWAUKEE DISTRICT NORTH LINE	⬇ **-1%**	⬆ **2%**	592K ... 576K	91.8%	**47%** AUGUST 2018	**55%** AUGUST 2019
NCS NORTH CENTRAL SERVICE LINE	⬇ **-3%**	⬇ **-1%**	143K ... 138K	95.0%	**47%** AUGUST 2018	**53%** AUGUST 2019
UP-N UNION PACIFIC NORTH LINE	⬇ **-3%**	⬆ **1%**	788K ... 751K	94.7%	**48%** AUGUST 2018	**56%** AUGUST 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 tickets sold multiplied by a ridership factor unique to each ticket type

Rolling 12-Month Total
Sum of the last twelve months (Sep 2018-Aug 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