

# **RIDERSHIP TRENDS**

**February 2018**



---

Prepared by the Division of Strategic Capital Planning  
April 2018

## **Table of Contents**

Executive Summary.....	1
Ridership .....	3
Estimated Passenger Trips by Line .....	3
Estimated Passenger Trips by Fare Zone Pair .....	4
Estimated Passenger Trips by Ticket Type .....	5
Passenger Loads .....	6
RTA Ride Free Permit Free Trips .....	6
Accessible Trips .....	7
Bicycle Trips .....	7
Ridership Influences.....	8
Employment .....	8
Gas Prices .....	9
Road Construction.....	9
Service Changes .....	10
Special Events and Promotions .....	10
Weather .....	10
Passenger Revenue and Ticket Sales.....	11
Passenger Revenue .....	11
Ticket Sales .....	14
Link-Up and PlusBus Sales .....	19
Reduced Fare Sales.....	20

**Executive Summary**

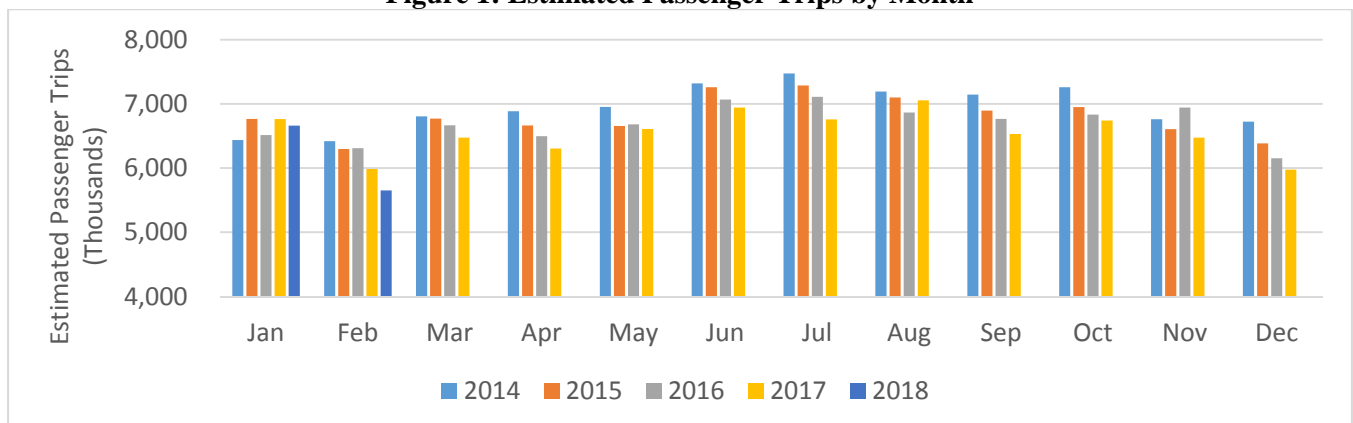
Estimated passenger trips decreased 5.6 percent in February 2018 compared to February 2017. February 2018 had the same number of weekdays, Saturdays, and Sundays compared to February 2017. Estimated passenger trips have decreased 2.7 percent in the last 12 months compared to the previous 12 months. A snow storm on February 9<sup>th</sup> reduced passenger loads by half on that Friday.

On February 1, Adult One-Way Ticket fares increased by \$0.25, the 10-Ride Ticket fares increased from 9.0 to 9.5 One-Way Tickets, Adult Monthly Pass fares increased from 28.5 to 29.0 One-Way Tickets, and the Weekend Pass fare increased from \$8.00 to \$10.00. As in previous years, stockpiling of 10-Ride Tickets occurred in advance of the fare increase. As a result, 10-Ride Ticket passenger trips and passenger revenue are overstated in January and will be understated in subsequent months.

**Table 1: Estimated Passenger Trips by Month**

Month	Estimated Passenger Trips					Change	
	2014	2015	2016	2017	2018	2014-2018	2017-2018
Jan	6,437	6,764	6,513	6,762	6,661	3.5%	-1.5%
Feb	6,419	6,297	6,310	5,985	5,651	-12.0%	-5.6%
Mar	6,805	6,770	6,666	6,474			
Apr	6,885	6,663	6,497	6,305			
May	6,953	6,656	6,681	6,608			
Jun	7,318	7,260	7,066	6,941			
Jul	7,473	7,286	7,110	6,759			
Aug	7,192	7,100	6,866	7,055			
Sep	7,144	6,896	6,766	6,530			
Oct	7,260	6,949	6,832	6,740			
Nov	6,760	6,606	6,943	6,475			
Dec	6,724	6,385	6,153	5,976			
<b>Year-to-date</b>	<b>12,856</b>	<b>13,062</b>	<b>12,823</b>	<b>12,747</b>	<b>12,312</b>	<b>-4.2%</b>	<b>-3.4%</b>
<b>Last 3 Months</b>	<b>19,345</b>	<b>19,786</b>	<b>19,207</b>	<b>18,900</b>	<b>18,288</b>	<b>-5.5%</b>	<b>-3.2%</b>
<b>Last 12 Months</b>	<b>82,383</b>	<b>83,575</b>	<b>81,391</b>	<b>80,326</b>	<b>78,175</b>	<b>-5.1%</b>	<b>-2.7%</b>

**Figure 1: Estimated Passenger Trips by Month**



For the 2018 budget year, Metra estimated total annual passenger trips to be 77.8 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 based on the distribution in previous years. 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**

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2018)	Actual (2018)	
Jan	6,800	6,661	-2.1%
Feb	5,900	5,651	-4.2%
Mar	6,200		
<b>1st Quarter</b>	<b>18,900</b>		
Apr	6,400		
May	6,500		
Jun	6,600		
<b>2nd Quarter</b>	<b>19,500</b>		
Jul	6,900		
Aug	7,000		
Sep	6,200		
<b>3rd Quarter</b>	<b>20,100</b>		
Oct	6,900		
Nov	6,500		
Dec	5,900		
<b>4th Quarter</b>	<b>19,300</b>		
<b>Year-to-date</b>	<b>12,700</b>	<b>12,312</b>	<b>-3.1%</b>
<b>Total</b>	<b>77,800</b>		

## 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 RTA Ride Free Permit passenger trips reported by conductors.

### **Estimated Passenger Trips by Line**

Table 3 shows estimated passenger trips by line for the current month, the last three months, and the last 12 months. Estimated passenger trips decreased by 3.2 percent in the last three months compared to the previous year, and decreased 2.7 percent in the last 12 months compared to the previous year.

**Table 3: Estimated Passenger Trips by Line**

Line	February			Last 3 Months			Last 12 Months		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
BNSF	1,232,952	1,182,653	-4.1%	3,862,536	3,789,284	-1.9%	16,340,452	16,180,100	-1.0%
HC	58,244	56,645	-2.7%	179,253	174,421	-2.7%	728,198	724,153	-0.6%
MD-N	504,866	471,344	-6.6%	1,624,072	1,584,770	-2.4%	6,924,507	6,795,537	-1.9%
MD-W	488,571	456,448	-6.6%	1,522,562	1,460,537	-4.1%	6,592,562	6,306,730	-4.3%
ME	646,282	598,626	-7.4%	2,020,946	1,882,258	-6.9%	8,616,267	8,039,583	-6.7%
NCS	128,235	124,845	-2.6%	404,573	402,649	-0.5%	1,724,207	1,683,708	-2.3%
RI	616,977	584,974	-5.2%	1,928,431	1,856,607	-3.7%	8,098,903	7,871,324	-2.8%
SWS	196,541	191,681	-2.5%	604,248	593,634	-1.8%	2,524,247	2,450,135	-2.9%
UP-N	675,999	625,306	-7.5%	2,156,367	2,065,767	-4.2%	9,219,235	8,969,515	-2.7%
UP-NW	814,923	764,235	-6.2%	2,607,306	2,535,825	-2.7%	11,160,783	10,856,479	-2.7%
UP-W	621,311	594,483	-4.3%	1,989,213	1,942,429	-2.4%	8,397,088	8,298,150	-1.2%
<b>Total</b>	<b>5,984,900</b>	<b>5,651,237</b>	<b>-5.6%</b>	<b>18,899,504</b>	<b>18,288,178</b>	<b>-3.2%</b>	<b>80,326,447</b>	<b>78,175,411</b>	<b>-2.7%</b>

## Estimated Passenger Trips by Fare Zone Pair

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

**Table 4: Estimated Passenger Trips by Fare Zone Pair**

Zone Pair	February (Thousands)			Last 3 Months			Last 12 Months		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
A-A	18	17	-8.8%	58	54	-6.3%	262	237	-9.5%
A-B	444	417	-6.0%	1,398	1,344	-3.8%	5,825	5,630	-3.3%
A-C	829	795	-4.1%	2,587	2,538	-1.9%	10,717	10,550	-1.6%
A-D	1,016	967	-4.8%	3,162	3,077	-2.7%	13,165	12,947	-1.7%
A-E	1,271	1,218	-4.2%	3,966	3,883	-2.1%	16,617	16,400	-1.3%
A-F	772	742	-3.9%	2,398	2,341	-2.4%	10,084	9,849	-2.3%
A-G	466	453	-2.9%	1,435	1,424	-0.8%	6,032	6,009	-0.4%
A-H	379	358	-5.3%	1,200	1,151	-4.1%	5,089	4,889	-3.9%
A-I	128	123	-3.9%	407	395	-2.8%	1,713	1,650	-3.6%
A-J	22	20	-8.7%	73	68	-6.3%	315	291	-7.6%
A-K	25	23	-6.8%	81	78	-4.2%	343	330	-4.0%
A-M	6	5	-17.0%	21	19	-9.4%	101	87	-13.3%
Intermediate	192	176	-8.7%	597	554	-7.2%	2,561	2,418	-5.6%
No Zone Pair	416	336	-19.1%	1,518	1,362	-10.3%	7,503	6,887	-8.2%
<b>Total</b>	<b>5,985</b>	<b>5,651</b>	<b>-5.6%</b>	<b>18,900</b>	<b>18,288</b>	<b>-3.2%</b>	<b>80,326</b>	<b>78,175</b>	<b>-2.7%</b>

## Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for the current month, 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:

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger trips are overstated in January and are understated in subsequent months.
- The large decrease in special event passenger trips in November, the last three months, and the last 12 months compared to the previous year is due to the November 2016 Cubs Rally.

**Table 5: Estimated Passenger Trips by Ticket Type**

Ticket Type	February (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	3,938	3,712	-5.7%	65.7%	65.6%	11,509	10,714	-6.9%	61.0%	58.7%
10-Ride Ticket	1,218	1,171	-3.9%	20.3%	20.7%	4,453	4,748	6.6%	23.6%	26.0%
One-Way Ticket	566	568	0.4%	9.4%	10.0%	2,003	1,937	-3.3%	10.6%	10.6%
Weekend Pass	200	147	-26.4%	3.3%	2.6%	690	665	-3.5%	3.7%	3.6%
Special Passes	-	-		0.0%	0.0%	0	0	-72.5%	0.0%	0.0%
RTA Ride Free Permit	73	64	-12.9%	1.2%	1.1%	221	202	-8.6%	1.2%	1.1%
<b>Total <sup>1</sup></b>	<b>5,995</b>	<b>5,662</b>	<b>-5.6%</b>			<b>18,876</b>	<b>18,265</b>	<b>-3.2%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	48,417	45,594	-5.8%	60.2%	58.3%
10-Ride Ticket	17,790	18,868	6.1%	22.1%	24.1%
One-Way Ticket	9,461	9,201	-2.8%	11.8%	11.8%
Weekend Pass	3,371	3,471	3.0%	4.2%	4.4%
Special Passes	338	129	-61.9%	0.4%	0.2%
RTA Ride Free Permit	986	922	-6.4%	1.2%	1.2%
<b>Total <sup>1</sup></b>	<b>80,362</b>	<b>78,184</b>	<b>-2.7%</b>		

<sup>1</sup> 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 the current month, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 3.5 percent compared to the previous year, and average total weekday passenger loads decreased by 2.8 percent in the same period.

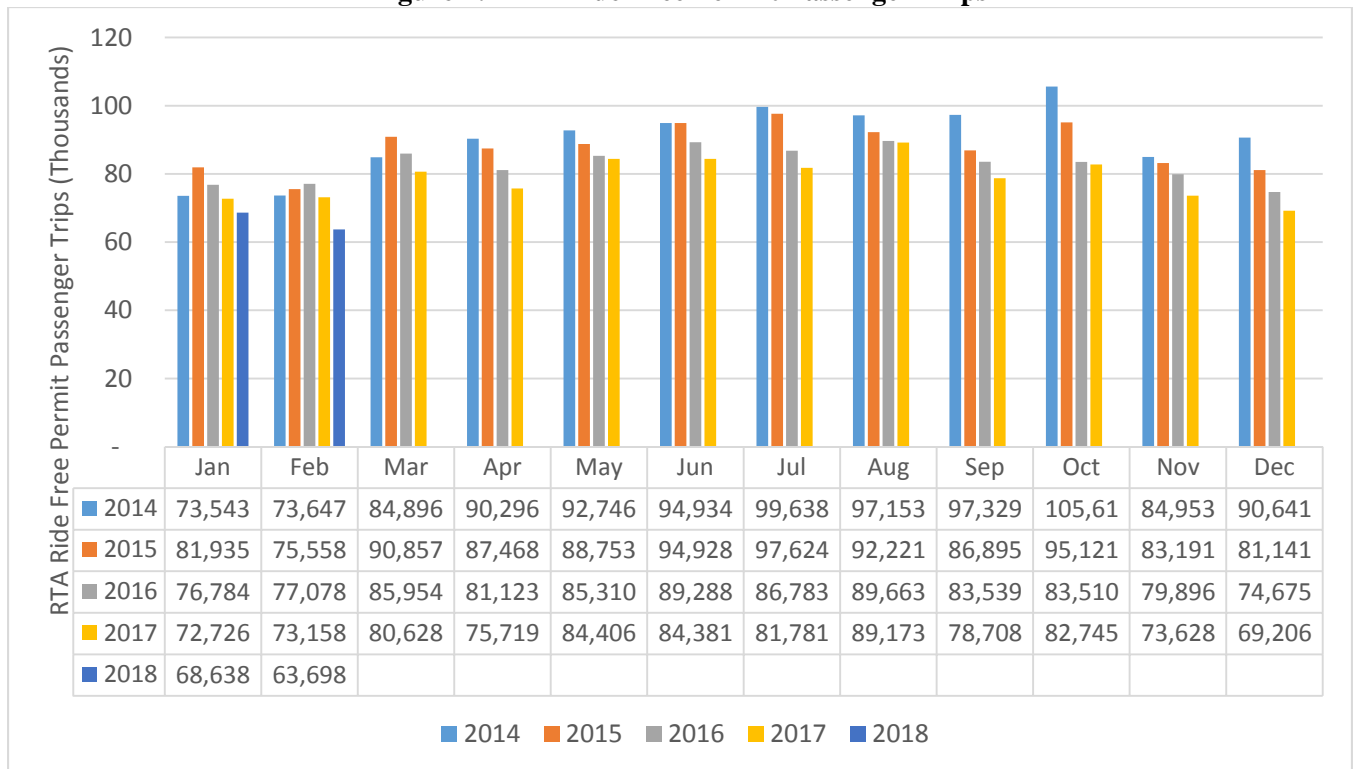
**Table 6: Average Daily Passenger Loads**

Service Period	February (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
Peak - Peak Direction	219	211	-3.5%	209	204	-2.2%	218	215	-1.4%
Peak - Reverse Direction	18	19	2.9%	18	19	4.5%	20	20	1.1%
Midday	29	28	-3.1%	30	30	-0.9%	32	32	0.4%
Evening	14	14	1.2%	14	14	-0.7%	17	16	-3.6%
<b>Weekday</b>	<b>280</b>	<b>272</b>	<b>-2.8%</b>	<b>271</b>	<b>267</b>	<b>-1.5%</b>	<b>287</b>	<b>283</b>	<b>-1.1%</b>
Saturday	54	46	-14.9%	59	54	-7.3%	67	65	-3.9%
Sunday	33	28	-14.9%	33	31	-7.0%	42	40	-4.7%

## RTA Ride Free Permit Free Trips

Figure 2 shows the number of RTA Ride Free Permit passenger trips for the last five years. Trips are included in ridership estimates because Metra is eligible for reimbursement for the number provided.

**Figure 2: RTA Ride Free Permit Passenger Trips**

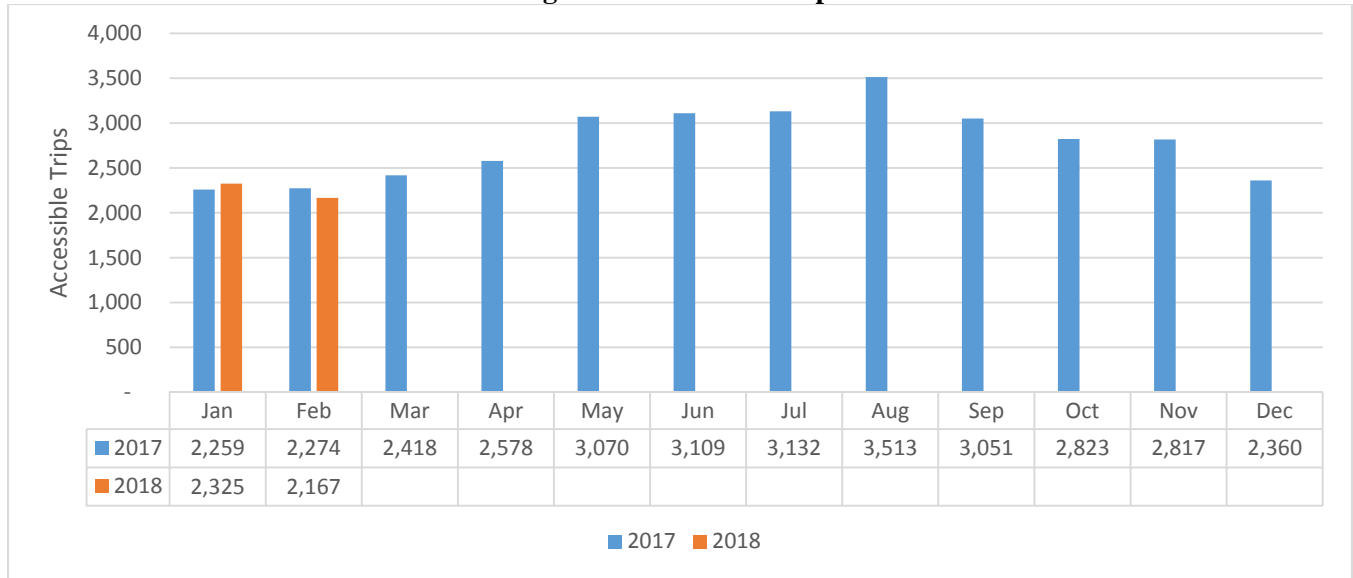




### Accessible Trips

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.

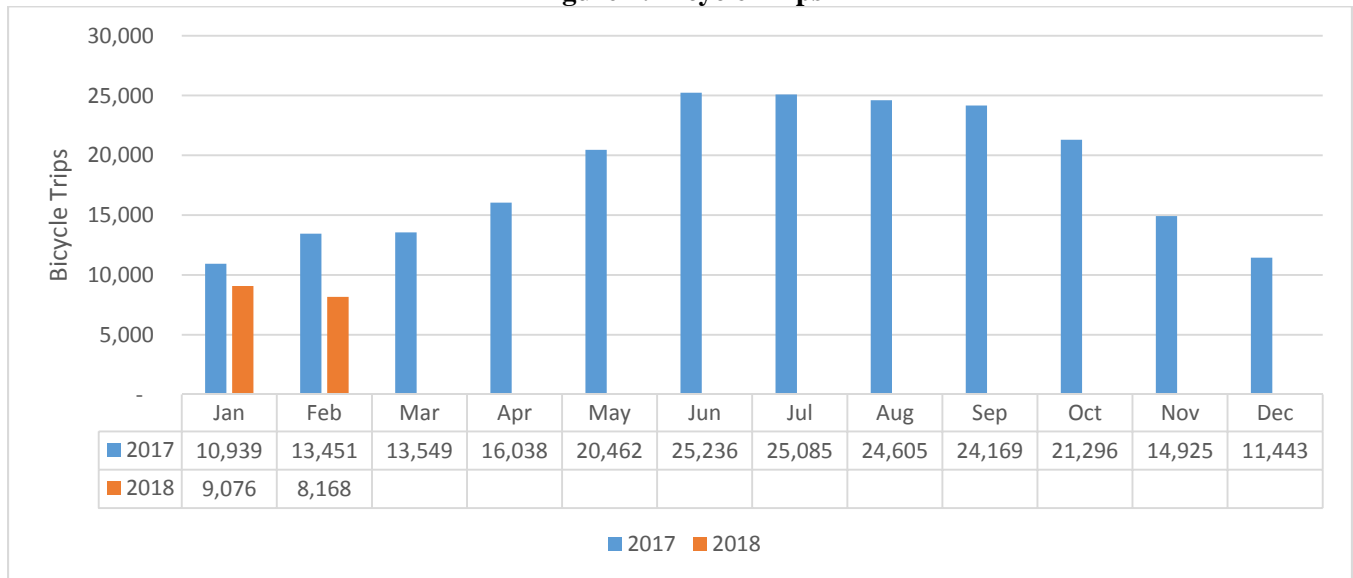
**Figure 3: Accessible Trips**



### Bicycle Trips

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

**Figure 4: Bicycle Trips**



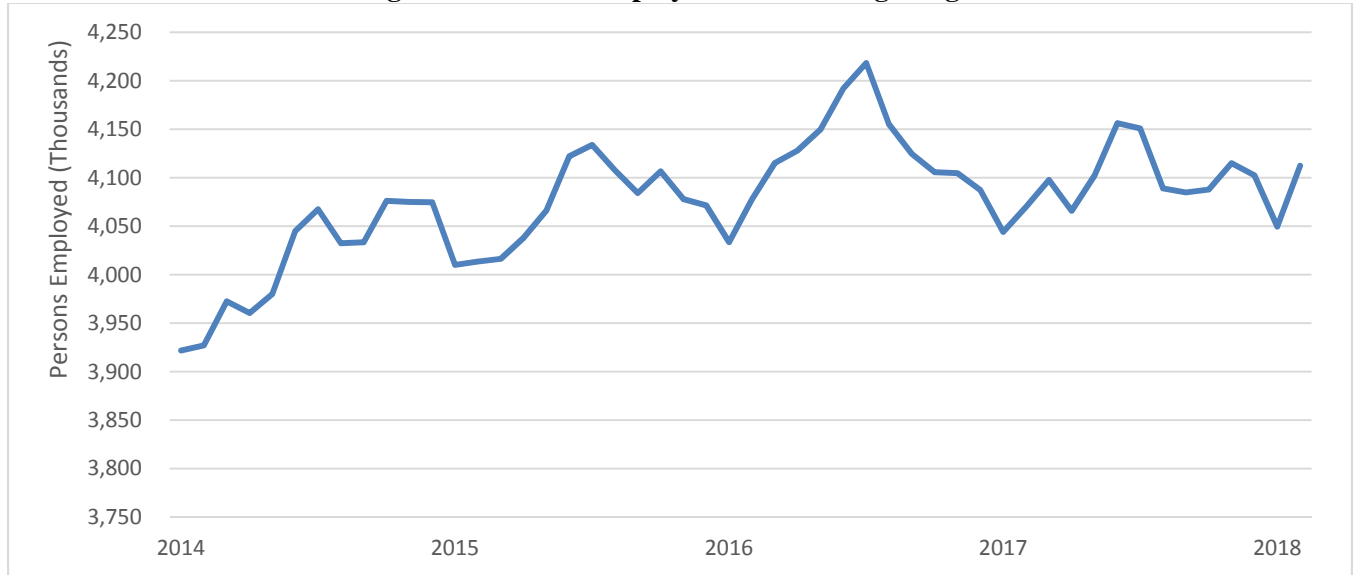
**Ridership Influences**

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 increased 1.0 percent in February 2018 compared to February 2017.

**Figure 5: Persons Employed in the Chicago Region**



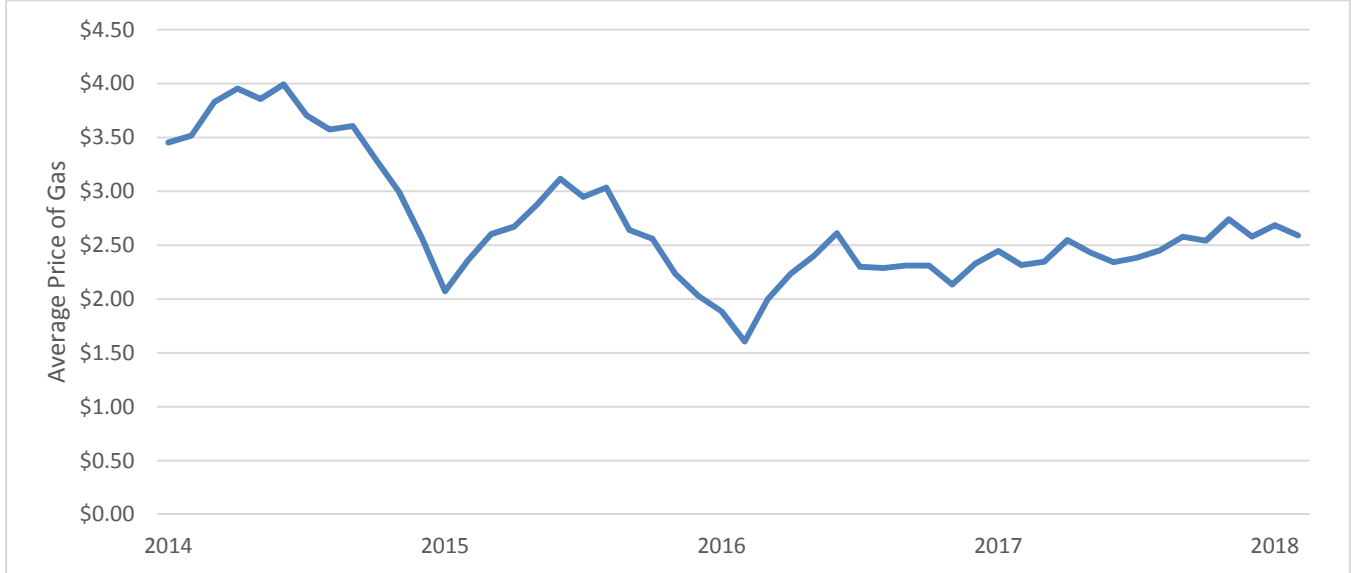
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	3,925
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,012
2016	4,033	4,078	4,115	4,128	4,150	4,192	4,218	4,155	4,125	4,106	4,105	4,087	4,056
2017	4,044	4,070	4,098	4,066	4,102	4,156	4,151	4,089	4,085	4,088	4,115	4,102	4,057
2018	4,050	4,112											4,081
<b>Change 2017-2018</b>	<b>0.1%</b>	<b>1.0%</b>											<b>0.6%</b>

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 \$2.59 in February 2018, \$0.28 higher compared to February 2017.

**Figure 6: Chicago Region Average Gas Prices**



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
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	\$3.45
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	\$2.07
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	\$1.89
2017	\$2.45	\$2.32	\$2.35	\$2.55	\$2.43	\$2.34	\$2.38	\$2.45	\$2.58	\$2.54	\$2.74	\$2.58	\$2.45
2018	\$2.69	\$2.59											\$2.64
<b>Change 2017-2018</b>	<b>\$0.24</b>	<b>\$0.28</b>											<b>\$0.26</b>

Source: Bureau of Labor Statistics

## Road Construction

No new roadway construction projects of regional significance began in January. 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. Work is expected to continue through 2021.

## **Service Changes**

The following service changes occurred on February 5:

- Romeoville Station opened on the Heritage Corridor Line.
- Schedule changes and the elimination of some weekday trains occurred on the North Central Service, SouthWest Service, Rock Island, and Milwaukee District West Lines.

## **Special Events and Promotions**

The CTA provided special bus service on weekdays from Metra's downtown stations to McCormick Place for the Chicago Auto Show (February 10-19).

## **Weather**

The Chicago region was affected by a winter storm on February 9. The BNSF Line operated on a reduced schedule on this day due to the winter storm. Average weekday passenger loads in February 2018 were 271,800; on February 9 passenger loads were 123,701.

## Passenger Revenue and Ticket Sales

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

- The Ventra 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.
- In February 2018, Adult One-Way Ticket fares increased by \$0.25, 10-Ride Ticket fares increased from 9.0 to 9.5 One-Way Tickets, Adult Monthly Pass fares increased from 28.5 to 29.0 One-Way Tickets, and the Weekend Pass fare increased from \$8.00 to \$10.00.

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

- Monthly passes are available on the Ventra App from the 20<sup>th</sup> of the previous month to the 5<sup>th</sup> of the month in which they are valid. In January 2018, the 5<sup>th</sup> of the month fell on the Friday before many commuters returned to work from the holidays. As a result, monthly pass sales in January 2018 were atypically low.
- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales is overstated in January and is understated in subsequent months.
- The large decrease in special pass passenger revenue and ticket sales in the last 12 months compared to the previous year is due to the November 2016 Cubs Rally.

## Passenger Revenue

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

**Table 7: Passenger Revenue by Line**

Line	February (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2017	2018	Change	2017	2018	Change	2017	2018	Change
BNSF	\$5,677	\$5,860	3.2%	\$17,345	\$18,233	5.1%	\$72,190	\$76,307	5.7%
HC	\$285	\$294	3.3%	\$852	\$881	3.5%	\$3,390	\$3,607	6.4%
MD-N	\$2,337	\$2,365	1.2%	\$7,350	\$7,678	4.5%	\$30,827	\$32,267	4.7%
MD-W	\$2,257	\$2,284	1.2%	\$6,874	\$7,057	2.7%	\$29,369	\$29,805	1.5%
ME	\$2,680	\$2,676	-0.2%	\$8,113	\$8,087	-0.3%	\$33,975	\$33,877	-0.3%
NCS	\$679	\$701	3.1%	\$2,094	\$2,223	6.2%	\$8,825	\$9,152	3.7%
RI	\$2,682	\$2,727	1.7%	\$8,133	\$8,375	3.0%	\$33,682	\$34,932	3.7%
SWS	\$851	\$887	4.2%	\$2,540	\$2,671	5.2%	\$10,438	\$10,858	4.0%
UP-N	\$2,750	\$2,756	0.2%	\$8,529	\$8,780	2.9%	\$36,041	\$37,585	4.3%
UP-NW	\$3,848	\$3,882	0.9%	\$12,058	\$12,531	3.9%	\$50,907	\$52,567	3.3%
UP-W	\$2,827	\$2,917	3.2%	\$8,841	\$9,218	4.3%	\$36,826	\$38,752	5.2%
<b>Total</b>	<b>\$26,873</b>	<b>\$27,349</b>	<b>1.8%</b>	<b>\$82,730</b>	<b>\$85,734</b>	<b>3.6%</b>	<b>\$346,470</b>	<b>\$359,708</b>	<b>3.8%</b>

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

**Table 8: Passenger Revenue by Ticket Type**

Ticket Type	February (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	\$16,309	\$16,256	-0.3%	60.6%	59.3%	\$45,594	\$45,219	-0.8%	55.1%	52.8%
10-Ride Ticket	\$6,588	\$6,970	5.8%	24.5%	25.4%	\$23,184	\$26,326	13.6%	28.0%	30.7%
One-Way Ticket	\$3,377	\$3,580	6.0%	12.6%	13.1%	\$11,757	\$11,957	1.7%	14.2%	13.9%
Weekend Pass	\$636	\$587	-7.7%	2.4%	2.1%	\$2,164	\$2,220	2.6%	2.6%	2.6%
Special Passes	-	-		0.0%	0.0%	\$1	\$0	-77.8%	0.0%	0.0%
<b>Total</b>	<b>\$26,910</b>	<b>\$27,394</b>	<b>1.8%</b>			<b>\$82,700</b>	<b>\$85,722</b>	<b>3.7%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	\$188,639	\$189,724	0.6%	54.4%	52.7%
10-Ride Ticket	\$91,628	\$102,618	12.0%	26.4%	28.5%
One-Way Ticket	\$54,831	\$55,800	1.8%	15.8%	15.5%
Weekend Pass	\$10,692	\$11,159	4.4%	3.1%	3.1%
Special Passes	\$849	\$471	-44.5%	0.2%	0.1%
<b>Total <sup>1</sup></b>	<b>\$346,638</b>	<b>\$359,773</b>	<b>3.8%</b>		

<sup>1</sup> 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 the current month 2017 and 2018.

**Table 9: Passenger Revenue by Ticket Type and Sales Channel (Current Month)**

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	\$5,278	\$5,246	-0.6%	32.4%	32.3%	\$611	\$654	7.1%	9.3%	9.4%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	\$410	\$474	15.5%	2.5%	2.9%	\$59	\$53	-10.9%	0.9%	0.8%
Mail	\$536	-	-100%	3.3%	0.0%	\$0	-		0.0%	0.0%
Ticket Agent	\$5,419	\$5,080	-6.3%	33.2%	31.3%	\$2,253	\$2,003	-11.1%	34.2%	28.7%
Vending Machine	\$669	\$620	-7.3%	4.1%	3.8%	\$525	\$369	-29.7%	8.0%	5.3%
Ventra App	\$3,997	\$4,836	21.0%	24.5%	29.7%	\$3,139	\$3,891	23.9%	47.7%	55.8%
<b>Total</b>	<b>\$16,309</b>	<b>\$16,256</b>	<b>-0.3%</b>			<b>\$6,588</b>	<b>\$6,970</b>	<b>5.8%</b>		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$825	\$795	-3.5%	24.4%	22.2%	\$358	\$298	-16.9%	55.8%	50.7%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Mail	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$1,160	\$1,008	-13.2%	34.4%	28.1%	\$91	\$63	-30.4%	14.2%	10.8%
Vending Machine	\$205	\$131	-36.2%	6.1%	3.6%	\$34	\$22	-36.8%	5.3%	3.7%
Ventra App	\$1,188	\$1,646	38.6%	35.2%	46.0%	\$158	\$205	29.7%	24.6%	34.9%
<b>Total</b>	<b>\$3,377</b>	<b>\$3,580</b>	<b>6.0%</b>			<b>\$641</b>	<b>\$587</b>	<b>-8.4%</b>		

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	\$5,889	\$5,901	0.2%	21.9%	21.5%
Conductor	\$1,182	\$1,093	-7.6%	4.4%	4.0%
Internet	\$469	\$527	12.2%	1.7%	1.9%
Mail	\$536	\$0	-100%	2.0%	0.0%
Ticket Agent	\$8,924	\$8,154	-8.6%	33.2%	29.8%
Vending Machine	\$1,432	\$1,141	-20.3%	5.3%	4.2%
Ventra App	\$8,482	\$10,578	24.7%	31.5%	38.6%
<b>Total</b>	<b>\$26,915</b>	<b>\$27,394</b>	<b>1.8%</b>		

<sup>1</sup> Passenger revenue totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds

## Ticket Sales

Table 10 shows ticket sales by ticket type for the current month, the last three months, and the last 12 months. Monthly Pass sales decreased by 5.7 percent in the current month compared to the previous year, while 10-Ride ticket sales decreased by 3.9 percent in the same period.

**Table 10: Ticket Sales by Ticket Type**

Ticket Type	February (Thousands)					Last 3 Months (Thousands)				
	2017	2018	Change	Share	Share	2017	2018	Change	Share	Share
				2017	2018				2017	2018
Monthly Pass	92	86	-5.7%	10.7%	10.4%	268	249	-6.9%	8.9%	8.5%
10-Ride Ticket	122	117	-3.9%	14.2%	14.1%	445	475	6.6%	14.9%	16.2%
One-Way Ticket	566	568	0.4%	65.8%	68.4%	2,003	1,937	-3.3%	67.0%	66.2%
Weekend Pass	80	59	-26.4%	9.3%	7.1%	276	266	-3.5%	9.2%	9.1%
Special Passes	-	-		0.0%	0.0%	0	0	-72.5%	0.0%	0.0%
<b>Total</b>	<b>859</b>	<b>830</b>	<b>-3.4%</b>			<b>2,992</b>	<b>2,927</b>	<b>-2.2%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Monthly Pass	1,126	1,060	-5.8%	8.1%	7.8%
10-Ride Ticket	1,779	1,887	6.1%	12.8%	13.9%
One-Way Ticket	9,461	9,201	-2.8%	68.3%	67.7%
Weekend Pass	1,348	1,388	3.0%	9.7%	10.2%
Special Passes	143	53	-62.8%	1.0%	0.4%
<b>Total</b>	<b>13,858</b>	<b>13,589</b>	<b>-1.9%</b>		

Tables 11 details ticket sales by line and ticket type.



**Table 11: Ticket Sales by Ticket Type and Line (Current Month)**

Monthly Pass				10-Ride Ticket			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	20,157	19,195	-4.8%	BNSF	24,399	24,252	-0.6%
HC	1,069	1,016	-5.0%	HC	977	1,037	6.1%
MD-N	7,144	6,688	-6.4%	MD-N	12,122	11,382	-6.1%
MD-W	7,500	7,106	-5.3%	MD-W	8,256	7,714	-6.6%
ME	9,280	8,490	-8.5%	ME	12,145	11,587	-4.6%
NCS	2,130	2,068	-2.9%	NCS	2,518	2,407	-4.4%
RI	10,466	9,863	-5.8%	RI	10,069	9,681	-3.9%
SWS	3,508	3,385	-3.5%	SWS	3,246	3,211	-1.1%
UP-N	8,646	8,024	-7.2%	UP-N	18,818	17,254	-8.3%
UP-NW	12,242	11,518	-5.9%	UP-NW	16,477	15,729	-4.5%
UP-W	9,436	8,970	-4.9%	UP-W	12,747	12,822	0.6%
<b>Total</b>	<b>91,578</b>	<b>86,323</b>	<b>-5.7%</b>	<b>Total</b>	<b>121,774</b>	<b>117,076</b>	<b>-3.9%</b>
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	67,921	72,484	6.7%	BNSF	15,506	12,628	-18.6%
HC	2,043	2,373	16.2%	HC	398	375	-5.8%
MD-N	34,736	38,146	9.8%	MD-N	14,410	13,028	-9.6%
MD-W	37,006	38,210	3.3%	MD-W	15,846	13,852	-12.6%
ME	69,694	67,561	-3.1%	ME	20,230	21,546	6.5%
NCS	6,312	7,388	17.0%	NCS	4,711	4,290	-8.9%
RI	37,178	39,016	4.9%	RI	11,758	10,748	-8.6%
SWS	8,585	9,832	14.5%	SWS	3,151	2,837	-10.0%
UP-N	49,349	53,994	9.4%	UP-N	28,983	25,035	-13.6%
UP-NW	57,307	58,210	1.6%	UP-NW	22,075	18,408	-16.6%
UP-W	43,798	45,045	2.8%	UP-W	14,625	12,897	-11.8%
<b>Total</b>	<b>413,929</b>	<b>432,259</b>	<b>4.4%</b>	<b>Total</b>	<b>151,693</b>	<b>135,644</b>	<b>-10.6%</b>
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2017	2018	Change	Line	2017	2018	Change
BNSF	7,661	5,812	-24.1%	BNSF	5,278	3,486	-34.0%
HC	-	-		HC	-	-	
MD-N	3,849	3,210	-16.6%	MD-N	5,553	3,355	-39.6%
MD-W	3,217	2,555	-20.6%	MD-W	5,615	3,298	-41.3%
ME	5,467	3,612	-33.9%	ME	2,179	1,737	-20.3%
NCS	-	-		NCS	-	-	
RI	1,601	1,594	-0.4%	RI	3,369	1,899	-43.6%
SWS	76	92	21.1%	SWS	220	114	-48.2%
UP-N	3,445	3,135	-9.0%	UP-N	7,059	4,706	-33.3%
UP-NW	5,853	5,342	-8.7%	UP-NW	9,336	7,220	-22.7%
UP-W	4,213	3,672	-12.8%	UP-W	6,121	4,085	-33.3%
<b>Total</b>	<b>35,382</b>	<b>29,024</b>	<b>-18.0%</b>	<b>Total</b>	<b>44,730</b>	<b>29,900</b>	<b>-33.2%</b>

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2017 and 2018. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2017 and 2018.

**Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Current Month)**

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	29	27	-5.9%	31.7%	31.7%	11	10	-2.9%	8.6%	8.7%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	2	3	9.9%	2.5%	2.9%	1	1	-16.0%	0.9%	0.7%
Mail	3	-	-100%	3.3%	0.0%	0	-		0.0%	0.0%
Ticket Agent	31	27	-11.1%	33.7%	31.8%	43	35	-18.7%	35.3%	29.9%
<i>Cash &amp; Other</i>	7	6	-14.3%			8	6	-23.8%		
<i>Credit Card</i>	24	21	-10.2%			35	29	-17.5%		
Vending Machine	4	3	-12.6%	4.1%	3.8%	10	6	-36.6%	7.9%	5.2%
<i>Cash</i>	-	-				0	-	-100%		
<i>Credit Card</i>	4	3	-12.6%			9	6	-35.5%		
Ventra App	22	26	14.3%	24.6%	29.8%	58	65	12.7%	47.3%	55.5%
<i>Credit Card</i>	19	22	13.9%			55	62	12.3%		
<i>Mixed &amp; Other</i>	3	3	9.9%			1	1	10.4%		
<i>Ventra</i>	0	1	63.0%			2	2	25.2%		
<b>Total</b>	<b>92</b>	<b>86</b>	<b>-5.7%</b>			<b>122</b>	<b>117</b>	<b>-3.9%</b>		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	152	136	-10.6%	26.8%	23.9%	45	30	-33.2%	55.8%	50.7%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Mail	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	186	155	-16.9%	33.0%	27.3%	11	6	-44.3%	14.2%	10.7%
<i>Cash &amp; Other</i>	113	90	-20.2%			6	3	-49.1%		
<i>Credit Card</i>	74	65	-11.8%			5	3	-38.0%		
Vending Machine	34	20	-39.3%	5.9%	3.6%	4	2	-49.4%	5.3%	3.7%
<i>Cash</i>	12	-	-100%			1	-	-100%		
<i>Credit Card</i>	22	20	-7.3%			3	2	-36.5%		
Ventra App	194	257	32.5%	34.3%	45.2%	20	21	4.0%	24.6%	34.8%
<i>Credit Card</i>	169	227	34.0%			18	19	6.4%		
<i>Mixed &amp; Other</i>	2	3	24.2%			0	0	-11.2%		
<i>Ventra</i>	23	28	21.9%			2	2	-16.5%		
<b>Total</b>	<b>566</b>	<b>568</b>	<b>0.4%</b>			<b>80</b>	<b>59</b>	<b>-26.4%</b>		

**Table 13: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date)**

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	8	55	-5.8%	31.6%	32.0%	21	21	0.1%	7.0%	6.5%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	5	5	10.7%	2.6%	3.0%	3	3	1.0%	0.9%	0.9%
Mail	6	-	-100%	3.4%	0.0%	0	-		0.0%	0.0%
Ticket Agent	61	54	-11.9%	33.3%	31.5%	114	108	-5.4%	37.0%	32.8%
<i>Cash &amp; Other</i>	12	10	-14.0%			20	17	-15.5%		
<i>Credit Card</i>	49	44	-11.4%			94	91	-3.3%		
Vending Machine	9	7	-24.8%	4.7%	3.8%	25	13	-47.7%	8.2%	4.0%
<i>Cash</i>	-	-				1	-	-100%		
<i>Credit Card</i>	9	7	-24.8%			25	13	-46.6%		
Ventra App	45	51	13.5%	24.3%	29.7%	145	183	26.7%	46.9%	55.8%
<i>Credit Card</i>	40	45	12.8%			137	173	25.8%		
<i>Mixed &amp; Other</i>	4	4	8.2%			2	3	32.2%		
<i>Ventra</i>	1	1	67.8%			5	8	46.4%		
<b>Total</b>	<b>184</b>	<b>172</b>	<b>-6.9%</b>			<b>308</b>	<b>329</b>	<b>6.6%</b>		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2017	2018	Change	Share 2017	Share 2018	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	324	289	-10.5%	26.9%	24.3%	97	74	-23.9%	58.5%	54.0%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Mail	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	393	332	-15.6%	32.7%	27.8%	22	15	-30.8%	13.3%	11.2%
<i>Cash &amp; Other</i>	238	194	-18.2%			13	8	-35.1%		
<i>Credit Card</i>	156	137	-11.8%			10	7	-25.2%		
Vending Machine	75	40	-46.4%	6.2%	3.4%	8	4	-46.8%	4.6%	3.0%
<i>Cash</i>	30	-	-100%			2	-	-100%		
<i>Credit Card</i>	45	40	-11.5%			6	4	-30.6%		
Ventra App	409	531	29.8%	34.1%	44.5%	39	44	11.5%	23.5%	31.8%
<i>Credit Card</i>	357	469	31.6%			35	40	13.6%		
<i>Mixed &amp; Other</i>	4	5	21.3%			0	0	-9.3%		
<i>Ventra</i>	48	56	17.4%			4	3	-5.7%		
<b>Total</b>	<b>1201</b>	<b>1192</b>	<b>-0.7%</b>			<b>166</b>	<b>137</b>	<b>-17.6%</b>		

**Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month)**

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	40	38	-5.1%	4.6%	4.5%
Conductor	196	166	-15.7%	22.9%	19.9%
Internet	3	3	1.8%	0.4%	0.4%
Mail	3	-	-100%	0.4%	0.0%
Ticket Agent	272	224	-17.7%	31.6%	26.9%
<i>Cash &amp; Other</i>	134	105	-21.5%		
<i>Credit Card</i>	138	118	-13.9%		
Vending Machine	51	32	-37.7%	6.0%	3.8%
<i>Cash</i>	13	-	-100%		
<i>Credit Card</i>	39	32	-17.3%		
Ventra App	294	368	25.3%	34.2%	44.3%
<i>Credit Card</i>	261	329	26.1%		
<i>Mixed &amp; Other</i>	6	7	14.2%		
<i>Ventra</i>	27	32	20.0%		
<b>Total</b>	<b>859</b>	<b>830</b>	<b>-3.4%</b>		

**Table 15: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date)**

Sales Channel	All Ticket Types (Thousands)				
	2017	2018	Change	Share 2017	Share 2018
Commuter Benefit	80	76	-4.2%	4.3%	4.2%
Conductor	421	363	-13.6%	22.6%	19.9%
Internet	8	8	7.1%	0.4%	0.4%
Mail	6	-	-100%	0.3%	0.0%
Ticket Agent	591	509	-13.9%	31.8%	27.8%
<i>Cash &amp; Other</i>	282	230	-18.5%		
<i>Credit Card</i>	309	279	-9.6%		
Vending Machine	117	64	-45.1%	6.3%	3.5%
<i>Cash</i>	32	-	-100%		
<i>Credit Card</i>	85	64	-24.5%		
Ventra App	638	809	26.8%	34.3%	44.2%
<i>Credit Card</i>	569	727	27.8%		
<i>Mixed &amp; Other</i>	11	13	17.6%		
<i>Ventra</i>	58	69	19.4%		
<b>Total</b>	<b>1,860</b>	<b>1,830</b>	<b>-1.6%</b>		

*Link-Up and PlusBus Sales*

Sales of CTA Link-Up passes declined by 8.1 percent in the current month compared to the previous year, and sales of Pace PlusBus passes declined by 8.9 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2017 and 2018.

**Table 16: Link-Up and PlusBus Sales**

Month	2017		2018		Change		Mobile Share (2018)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	3,414	1,276	3,090	1,177	-9.5%	-7.8%	22.8%	17.9%
Feb	3,346	1,284	3,120	1,155	-6.8%	-10.0%	23.0%	17.5%
Mar	3,278	1,287						
Apr	3,179	1,226						
May	3,132	1,201						
Jun	3,058	1,152						
Jul	2,817	1,132						
Aug	2,971	1,175						
Sep	2,911	1,186						
Oct	3,030	1,239						
Nov	3,084	1,232						
Dec	2,814	1,063						
<b>Year-to-date</b>	<b>6,760</b>	<b>2,560</b>	<b>6,210</b>	<b>2,332</b>	<b>-8.1%</b>	<b>-8.9%</b>	<b>22.9%</b>	<b>17.7%</b>
<b>Last 3 Months</b>	<b>9,950</b>	<b>3,734</b>	<b>9,024</b>	<b>3,395</b>	<b>-9.3%</b>	<b>-9.1%</b>	<b>22.3%</b>	<b>17.7%</b>
<b>Last 12 Months</b>	<b>40,397</b>	<b>15,196</b>	<b>36,484</b>	<b>14,225</b>	<b>-9.7%</b>	<b>-6.4%</b>	<b>20.3%</b>	<b>16.3%</b>

*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 17 shows the number of reduced fare tickets sold by month for 2017 and 2018.

**Table 17: Reduced Fare Ticket Sales**

Month	2017				2018			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	3,057	16,713	40,985	24,673	2,771	18,132	40,528	20,183
Feb	3,125	9,763	39,437	23,774	2,897	9,165	36,638	18,463
Mar	3,215	12,430	55,605	26,124				
Apr	3,121	11,599	47,172	26,185				
May	3,161	13,217	53,480	27,866				
Jun	2,927	13,494	83,163	39,002				
Jul	2,730	12,535	86,162	36,050				
Aug	2,691	13,792	83,668	36,566				
Sep	3,200	13,249	46,153	25,357				
Oct	3,406	14,498	50,164	26,729				
Nov	3,139	14,168	50,670	24,346				
Dec	2,645	12,291	54,938	24,845				
<b>Year-to-date</b>	<b>6,182</b>	<b>26,476</b>	<b>80,422</b>	<b>48,447</b>	<b>5,668</b>	<b>27,297</b>	<b>77,166</b>	<b>38,646</b>
<b>Last 3 Months</b>	<b>9,033</b>	<b>38,169</b>	<b>139,634</b>	<b>79,481</b>	<b>8,555</b>	<b>44,591</b>	<b>146,136</b>	<b>69,374</b>
<b>Last 12 Months</b>	<b>37,977</b>	<b>153,971</b>	<b>662,511</b>	<b>395,723</b>	<b>36,131</b>	<b>159,168</b>	<b>691,140</b>	<b>337,027</b>

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	-9.4%	8.5%	-1.1%	-18.2%
Feb	-7.3%	-6.1%	-7.1%	-22.3%
Mar				
Apr				
May				
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
<b>Year-to-date</b>	<b>-8.3%</b>	<b>3.1%</b>	<b>-4.0%</b>	<b>-20.2%</b>
<b>Last 3 Months</b>	<b>-5.3%</b>	<b>16.8%</b>	<b>4.7%</b>	<b>-12.7%</b>
<b>Last 12 Months</b>	<b>-4.9%</b>	<b>3.4%</b>	<b>4.3%</b>	<b>-14.8%</b>