

RIDERSHIP TRENDS

April 2017



**Prepared by the Division of Strategic Capital Planning
June 2017**

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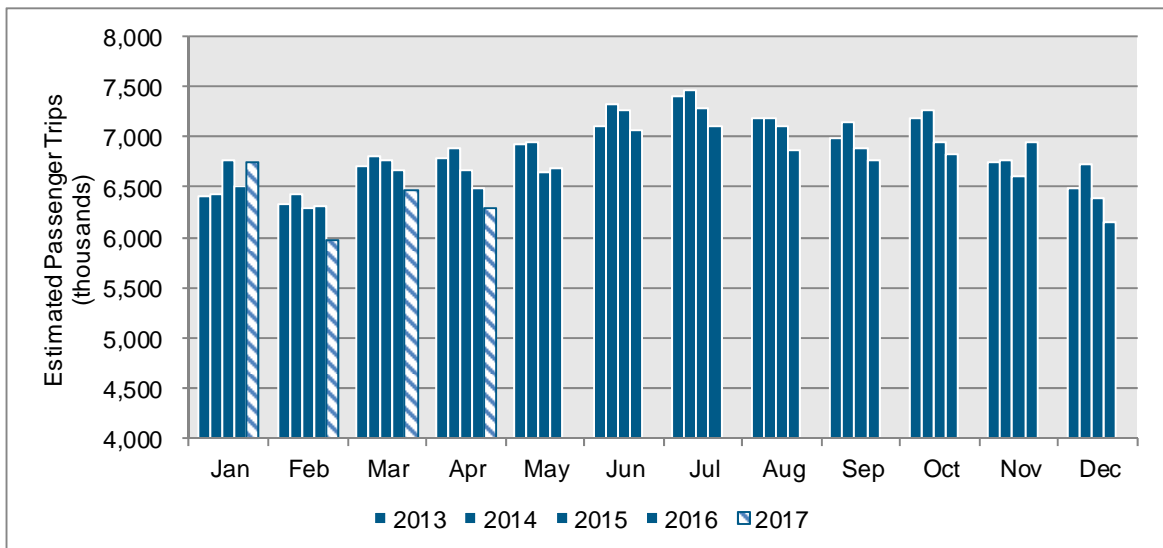
Executive Summary

Estimated passenger trips decreased by 3.0 percent in April 2017 compared to April 2016. April 2017 had one less weekday, the same number of Saturdays, and one additional Sunday compared to April 2016. Year-to-date, estimated passenger trips in 2017 have decreased 1.8 percent compared to 2016, and 2017 has had one less weekday, one less Saturday, and one additional Sunday/holiday compared to 2016. Easter weekend fell in March in 2016 and in April in 2017. This affects year-to-year comparisons in that one low-ridership weekday (Good Friday) occurred in April 2017 and not April 2016. Similarly, a high-ridership weekend (Easter weekend) occurred in April 2017 and not April 2016.

Table 1: Estimated Passenger Trips by Month

	Estimated Passenger Trips (thousands)					Change	
	2013	2014	2015	2016	2017	2013-2017	2016-2017
Jan	6,412	6,437	6,764	6,513	6,762	5.5%	3.8%
Feb	6,329	6,419	6,297	6,310	5,985	-5.4%	-5.1%
Mar	6,707	6,805	6,770	6,666	6,474	-3.5%	-2.9%
Apr	6,783	6,885	6,663	6,497	6,305	-7.0%	-3.0%
May	6,928	6,953	6,656	6,681	-	-	-
Jun	7,103	7,318	7,260	7,066	-	-	-
Jul	7,399	7,473	7,286	7,110	-	-	-
Aug	7,194	7,192	7,100	6,866	-	-	-
Sep	6,987	7,144	6,896	6,766	-	-	-
Oct	7,187	7,260	6,949	6,832	-	-	-
Nov	6,750	6,760	6,606	6,943	-	-	-
Dec	6,489	6,724	6,385	6,153	-	-	-
Last 3 Months	19,819	20,110	19,730	19,473	18,764	-5.3%	-3.6%
Last 12 Months	80,942	82,583	83,317	81,122	79,942	-1.2%	-1.5%
Year-to-date	26,231	26,546	26,494	25,986	25,526	-2.7%	-1.8%

Figure 1: Estimated Passenger Trips by Month



For the 2017 budget year, Metra estimated total annual passenger trips to be 80.0 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. Table 2 shows the estimated monthly passenger trips compared to this distribution.

Table 2: Estimated vs. Budget Passenger Trips

	2017 Budget (thousands)	2017 Actual (thousands)	Variance
Jan	6,553	6,762	3.2%
Feb	6,251	5,985	-4.3%
Mar	6,604	6,474	-2.0%
1st Quarter	19,409	19,220	-1.0%
Apr	6,437	6,305	-2.0%
May	6,619	-	-
Jun	7,001	-	-
2nd Quarter	20,057	-	-
Jul	7,044	-	-
Aug	6,714	-	-
Sep	6,874	-	-
3rd Quarter	20,632	-	-
Oct	6,927	-	-
Nov	6,585	-	-
Dec	6,365	-	-
4th Quarter	19,877	-	-
Year-to-date	25,846	25,526	-1.2%
Total	79,974	-	-

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 Benefit Access free passenger trips reported by conductors.

Estimated Passenger Trips by Line

Table 3 shows estimated passenger trips by line for April, the last three months, and the last 12 months. Estimated passenger trips decreased by 3.6 percent in the last three months compared to the previous year, and decreased 1.5 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

	April			Last 3 Months			Last 12 Months		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	1,322,683	1,303,403	-1.5%	3,949,389	3,869,842	-2.0%	16,347,097	16,306,598	-0.2%
ME	713,862	669,795	-6.2%	2,144,929	2,002,531	-6.6%	8,925,978	8,525,696	-4.5%
HC	58,902	59,234	0.6%	174,756	179,301	2.6%	689,733	731,142	6.0%
MD-N	550,450	531,317	-3.5%	1,656,734	1,586,288	-4.3%	7,012,583	6,887,585	-1.8%
MD-W	538,345	515,202	-4.3%	1,615,632	1,532,149	-5.2%	6,747,972	6,541,815	-3.1%
NCS	140,975	133,953	-5.0%	424,862	400,594	-5.7%	1,751,225	1,710,499	-2.3%
RI	660,513	641,869	-2.8%	1,985,942	1,925,401	-3.0%	8,234,983	8,067,704	-2.0%
SWS	212,336	200,610	-5.5%	640,260	605,263	-5.5%	2,587,594	2,503,696	-3.2%
UP-N	739,617	713,239	-3.6%	2,204,196	2,119,712	-3.8%	9,246,888	9,172,512	-0.8%
UP-NW	889,479	871,474	-2.0%	2,674,354	2,578,430	-3.6%	11,233,711	11,114,017	-1.1%
UP-W	669,875	665,227	-0.7%	2,001,582	1,964,430	-1.9%	8,344,515	8,381,146	0.4%
Total	6,497,034	6,305,319	-3.0%	19,472,634	18,763,939	-3.6%	81,122,276	79,942,408	-1.5%

Estimated Passenger Trips by Fare Zone Pair

Table 4 shows estimated passenger trips by fare zone pair for April, the last three months, and the last 12 months.

Table 4: Estimated Passenger Trips by Fare Zone Pair

	April (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
A-A	23	22	-6.0%	73	61	-16.3%	266	254	-4.3%
A-B	488	465	-4.7%	1,445	1,392	-3.6%	5,798	5,796	0.0%
A-C	885	858	-3.0%	2,640	2,575	-2.5%	10,678	10,686	0.1%
A-D	1,083	1,050	-3.1%	3,238	3,148	-2.8%	13,133	13,119	-0.1%
A-E	1,357	1,331	-1.9%	4,072	3,964	-2.7%	16,686	16,569	-0.7%
A-F	829	802	-3.2%	2,490	2,403	-3.5%	10,021	10,040	0.2%
A-G	496	488	-1.6%	1,487	1,453	-2.3%	6,017	6,016	0.0%
A-H	416	397	-4.4%	1,252	1,187	-5.2%	5,114	5,051	-1.2%
A-I	140	133	-5.0%	422	399	-5.5%	1,713	1,699	-0.8%
A-J	26	23	-11.5%	79	71	-10.8%	319	310	-2.8%
A-K	29	28	-3.9%	88	81	-7.9%	354	339	-4.1%
A-M	9	7	-19.0%	29	21	-25.2%	118	96	-18.7%
Intermediate	216	198	-8.5%	647	599	-7.4%	2,551	2,535	-0.6%
No Zone Pair	501	502	0.4%	1,511	1,408	-6.8%	8,355	7,432	-11.0%
Total	6,497	6,305	-3.0%	19,473	18,764	-3.6%	81,122	79,942	-1.5%

Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for April, the last three months, and the last 12 months.

Table 5: Estimated Passenger Trips by Ticket Type

	April (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	4,177	3,957	-5.3%	64.2%	62.7%	12,549	11,894	-5.2%	64.4%	63.3%
Ten-Ride	1,355	1,367	0.9%	20.8%	21.7%	4,046	4,046	0.0%	20.7%	21.5%
One-Way	674	657	-2.5%	10.4%	10.4%	2,005	1,926	-4.0%	10.3%	10.3%
Weekend	216	257	19.1%	3.3%	4.1%	656	687	4.8%	3.4%	3.7%
Special Event & Ravinia	-	0	-	0.0%	0.0%	-	0	-	0.0%	0.0%
Benefit Access (free)	81	76	-6.7%	1.2%	1.2%	244	230	-6.0%	1.3%	1.2%
Total *	6,504	6,315	-2.9%			19,502	18,783	-3.7%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	49,902	47,999	-3.8%	61.4%	60.2%
Ten-Ride	16,980	17,865	5.2%	20.9%	22.4%
One-Way	9,532	9,404	-1.3%	11.7%	11.8%
Weekend	3,443	3,393	-1.5%	4.2%	4.3%
Special Event & Ravinia	321	338	5.3%	0.4%	0.4%
Benefit Access (free)	1,041	735	-29.4%	1.3%	0.9%
Total *	81,217	79,734	-1.8%		

* 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 April, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads remained stable in April compared to the previous year, and total weekday passenger loads decreased by 1.3 percent in the same period. Easter weekend fell in March in 2016 and in April in 2017, which had a positive impact on April 2017 Saturday passenger loads, resulting in a 1.1 percent increase in overall weekend passenger loads.

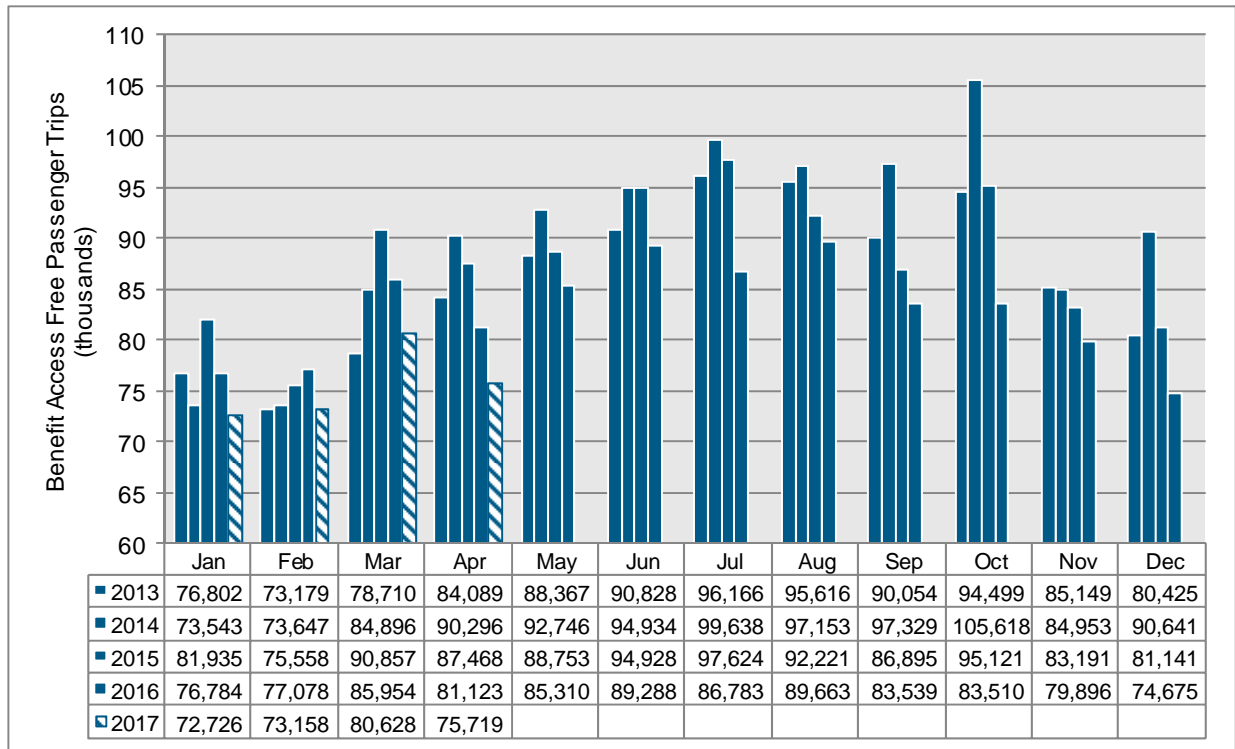
Table 6: Average Daily Passenger Loads

	April (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
Peak - Peak Direction	224	224	0.0%	224	222	-0.7%	224	221	-1.3%
Peak - Reverse Direction	20	19	-5.9%	19	19	-3.9%	21	20	-5.9%
Midday	31	30	-2.6%	30	30	-1.9%	32	31	-2.2%
Evening	17	15	-10.3%	16	14	-9.0%	18	16	-7.8%
Weekday	291	287	-1.3%	290	285	-1.5%	295	289	-2.1%
Saturday	58	60	4.9%	57	56	-2.4%	67	64	-4.4%
Sunday	37	35	-4.9%	35	33	-5.2%	42	40	-3.5%

Free Trips

Figure 2 shows the number of Benefit Access free passenger trips for the last five years. Benefit Access trips are included in ridership estimates because Metra is eligible for reimbursement for the number provided.

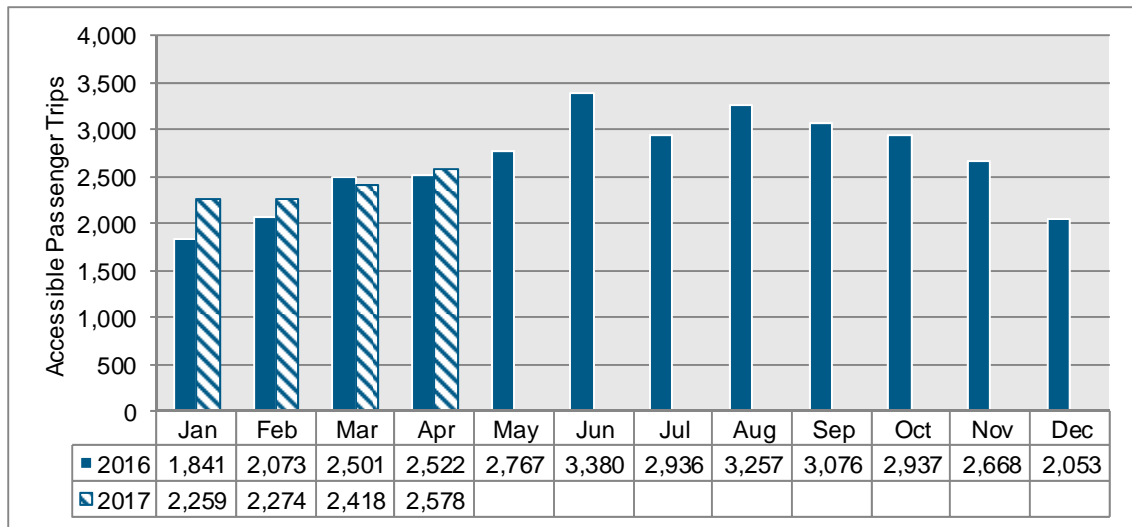
Figure 2: Benefit Access Free Passenger Trips



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.

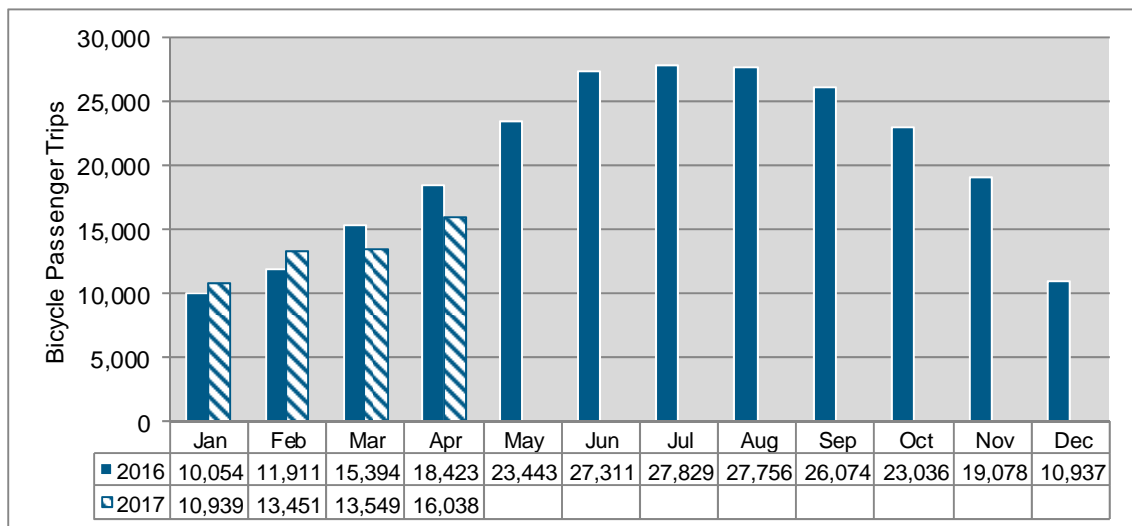
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



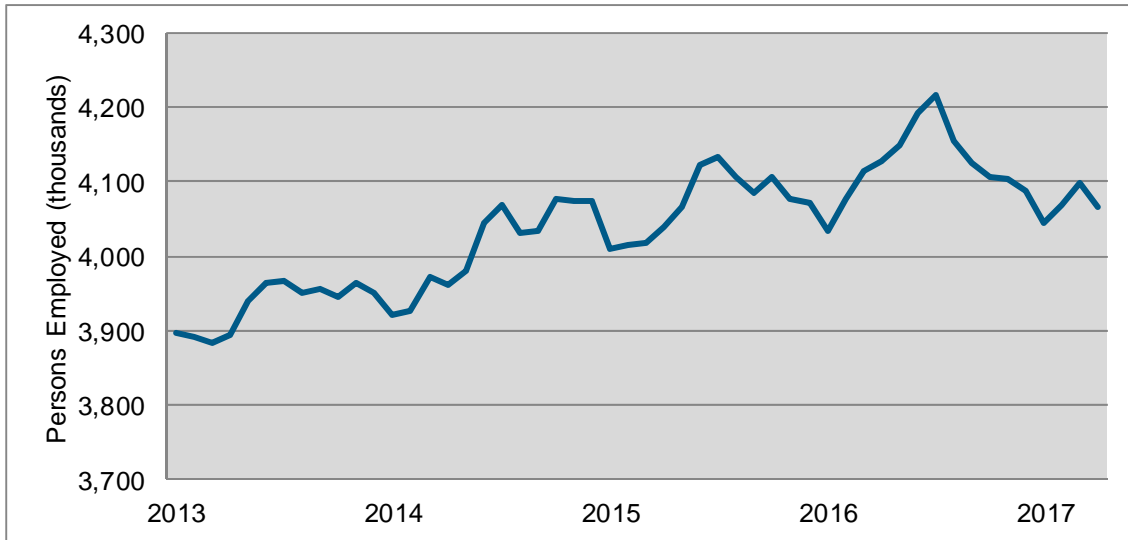
Ridership Influences

Many different factors (such as the employment, fare changes, 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 decreased 1.5 percent in April 2017 compared to April 2016.

Figure 5: Persons Employed in the Chicago Region



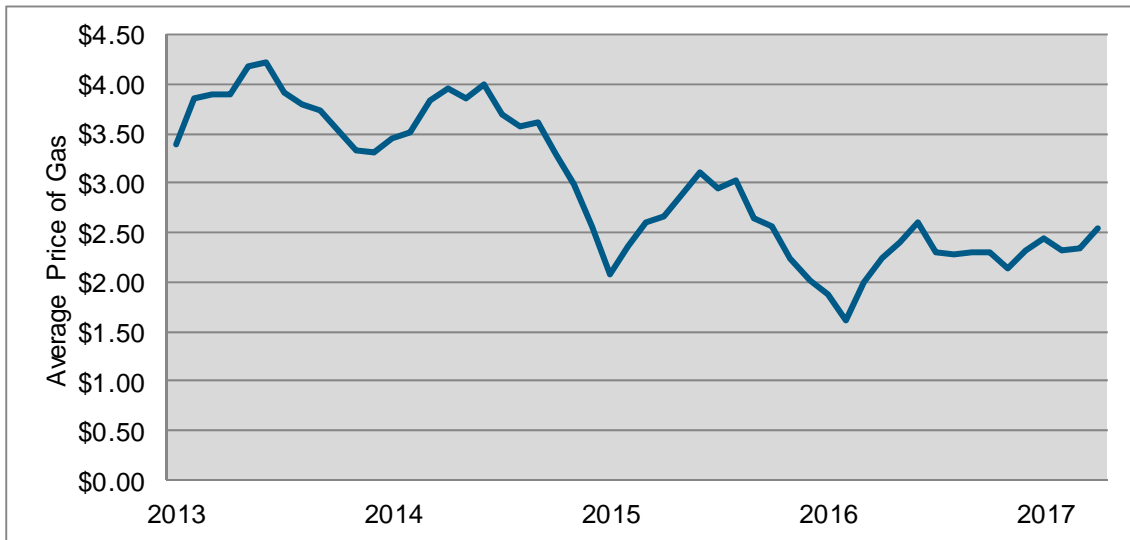
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,891
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	3,945
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,020
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	4,089
2017	4,044	4,070	4,098	4,065									4,069
Change	0.3%	-0.2%	-0.4%	-1.5%									-0.5%

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 \$2.55 in April 2017, \$0.31 higher compared to April 2016.

Figure 6: Chicago Region Average Gas Prices



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	\$3.39	\$3.85	\$3.90	\$3.90	\$4.18	\$4.23	\$3.92	\$3.79	\$3.74	\$3.54	\$3.34	\$3.30	\$ 3.76
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	\$ 3.69
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	\$ 2.43
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	\$ 1.93
2017	\$2.45	\$2.32	\$2.35	\$2.55	-	-	-	-	-	-	-	-	\$ 2.41
Change	\$0.56	\$0.71	\$0.35	\$0.31	-	-	-	-	-	-	-	-	\$ 0.48

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in April. The following projects are either under construction or recently were completed:

- Jane Byrne Interchange Reconfiguration – In 2015, work began on a major reconfiguration of the Jane Byrne Interchange. The project is expected to last through early 2017.
- Union Station Access - The Adams Street Bridge Reconstruction project was completed in early 2017. The project periodically restricted pedestrian access to Union Station via Adams Street in 2016.

Service Changes

No service changes occurred in April.

Special Events and Promotions

No special events prompted Metra to add additional service in April.

Passenger Revenue and Ticket Sales

Passenger Revenue

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

Table 7: Passenger Revenue by Line

	April (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	\$ 5,767	\$ 6,027	4.5%	\$ 17,211	\$ 17,910	4.1%	\$ 70,483	\$ 72,761	3.2%
ME	\$ 2,778	\$ 2,782	0.1%	\$ 8,366	\$ 8,326	-0.5%	\$ 34,313	\$ 33,982	-1.0%
HC	\$ 271	\$ 290	7.1%	\$ 805	\$ 881	9.4%	\$ 3,123	\$ 3,441	10.2%
MD-N	\$ 2,413	\$ 2,482	2.8%	\$ 7,283	\$ 7,395	1.5%	\$ 30,426	\$ 30,968	1.8%
MD-W	\$ 2,369	\$ 2,398	1.2%	\$ 7,119	\$ 7,120	0.0%	\$ 29,383	\$ 29,402	0.1%
NCS	\$ 713	\$ 715	0.2%	\$ 2,149	\$ 2,137	-0.6%	\$ 8,762	\$ 8,833	0.8%
RI	\$ 2,713	\$ 2,811	3.6%	\$ 8,149	\$ 8,411	3.2%	\$ 33,401	\$ 33,907	1.5%
SWS	\$ 865	\$ 876	1.3%	\$ 2,606	\$ 2,638	1.2%	\$ 10,418	\$ 10,475	0.5%
UP-N	\$ 2,842	\$ 2,921	2.8%	\$ 8,464	\$ 8,677	2.5%	\$ 35,254	\$ 36,234	2.8%
UP-NW	\$ 4,000	\$ 4,133	3.3%	\$ 12,040	\$ 12,244	1.7%	\$ 49,999	\$ 51,137	2.3%
UP-W	\$ 2,895	\$ 3,048	5.3%	\$ 8,653	\$ 8,998	4.0%	\$ 35,667	\$ 37,108	4.0%
Total	\$ 27,627	\$ 28,481	3.1%	\$ 82,845	\$ 84,736	2.3%	\$ 341,229	\$ 348,246	2.1%

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

Table 8: Passenger Revenue by Ticket Type

	April (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	\$ 16,192	\$ 16,398	1.3%	58.5%	57.5%	\$ 48,642	\$ 49,264	1.3%	58.6%	58.1%
Ten-Ride	\$ 6,924	\$ 7,381	6.6%	25.0%	25.9%	\$ 20,754	\$ 21,845	5.3%	25.0%	25.8%
One-Way	\$ 3,863	\$ 3,934	1.9%	14.0%	13.8%	\$ 11,503	\$ 11,528	0.2%	13.9%	13.6%
Weekend	\$ 692	\$ 810	17.1%	2.5%	2.8%	\$ 2,100	\$ 2,186	4.1%	2.5%	2.6%
Special Event & Ravinia	\$ -	\$ 0	-	0.0%	0.0%	\$ -	\$ 0	-	0.0%	0.0%
Total *	\$ 27,670	\$ 28,523	3.1%			\$ 83,000	\$ 84,824	2.2%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	\$191,328	\$189,137	-1.1%	56.0%	54.3%
Ten-Ride	\$ 85,097	\$ 92,789	9.0%	24.9%	26.6%
One-Way	\$ 53,614	\$ 54,857	2.3%	15.7%	15.7%
Weekend	\$ 11,017	\$ 10,843	-1.6%	3.2%	3.1%
Special Event & Ravinia	\$ 771	\$ 922	19.5%	0.2%	0.3%
Total *	\$341,828	\$348,547	2.0%		

* 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 April 2016 and 2017. Passenger revenue totals are adjusted for group sales, marketing sales, and refunds. The commuter benefit category includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

Table 9: Passenger Revenue by Ticket Type and Sales Channel

April	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit	\$ 5,341	\$ 5,264	-1.4%	33.0%	32.1%	\$ 630	\$ 606	-3.8%	9.1%	8.2%
Conductor	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Internet	\$ 608	\$ 425	-30.1%	3.8%	2.6%	\$ 79	\$ 55	-30.6%	1.1%	0.7%
Mail	\$ 632	\$ 507	-19.7%	3.9%	3.1%	\$ 0	\$ 0	-60.9%	0.0%	0.0%
Ticket Agent	\$ 5,799	\$ 5,312	-8.4%	35.8%	32.4%	\$ 3,091	\$ 2,490	-19.5%	44.6%	33.7%
Vending Machine	\$ 852	\$ 670	-21.4%	5.3%	4.1%	\$ 809	\$ 554	-31.6%	11.7%	7.5%
Ventra Mobile App	\$ 2,960	\$ 4,220	42.6%	18.3%	25.7%	\$ 2,314	\$ 3,677	58.9%	33.4%	49.8%
Total	\$ 16,192	\$ 16,398	1.3%			\$ 6,924	\$ 7,381	6.6%		
	One-Way (thousands)					Weekend, Special Event. & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Conductor	\$ 1,118	\$ 985	-11.9%	28.9%	25.0%	\$ 427	\$ 423	-1.2%	61.8%	52.2%
Internet	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Mail	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Ticket Agent	\$ 1,639	\$ 1,340	-18.2%	42.4%	34.1%	\$ 136	\$ 126	-6.9%	19.6%	15.6%
Vending Machine	\$ 344	\$ 206	-40.1%	8.9%	5.2%	\$ 40	\$ 33	-17.6%	5.8%	4.1%
Ventra Mobile App	\$ 762	\$ 1,403	84.1%	19.7%	35.7%	\$ 88	\$ 228	157.8%	12.8%	28.2%
Total	\$ 3,863	\$ 3,934	1.9%			\$ 692	\$ 810	17.1%		

	Total (thousands)				
	2016	2017	Change	Share	
				2016	2017
Commuter Benefit	\$ 5,971	\$ 5,870	-1.7%	21.6%	20.6%
Conductor	\$ 1,545	\$ 1,407	-8.9%	5.6%	4.9%
Internet	\$ 687	\$ 480	-30.1%	2.5%	1.7%
Mail	\$ 632	\$ 507	-19.7%	2.3%	1.8%
Ticket Agent	\$ 10,664	\$ 9,269	-13.1%	38.5%	32.5%
Vending Machine	\$ 2,045	\$ 1,462	-28.5%	7.4%	5.1%
Ventra Mobile App	\$ 6,124	\$ 9,527	55.6%	22.1%	33.4%
Total	\$ 27,670	\$ 28,523	3.1%		

Ticket Sales

Table 10 shows ticket sales by ticket type for April, the last three months, and the last 12 months. Monthly ticket sales decreased by 5.3 percent in April compared to the previous year, while ten-ride ticket sales increased by 0.9 percent in the same period.

Table 10: Ticket Sales by Ticket Type

	April (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	97	92	-5.3%	9.8%	9.3%	292	277	-5.2%	9.8%	9.6%
Ten-Ride	136	137	0.9%	13.7%	13.8%	405	405	0.0%	13.7%	14.0%
One-Way	674	657	-2.5%	67.9%	66.5%	2,005	1,926	-4.0%	67.7%	66.8%
Weekend	86	103	19.1%	8.7%	10.4%	262	275	4.8%	8.9%	9.5%
Special Event & Ravinia	-	0	-	0.0%	0.0%	-	0	-	0.0%	0.0%
Total	993	989	-0.4%			2,964	2,882	-2.8%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	1,161	1,116	-3.8%	8.4%	8.1%
Ten-Ride	1,698	1,787	5.2%	12.2%	12.9%
One-Way	9,532	9,404	-1.3%	68.6%	68.1%
Weekend	1,377	1,357	-1.5%	9.9%	9.8%
Special Event & Ravinia	122	143	17.1%	0.9%	1.0%
Total	13,890	13,808	-0.6%		

Tables 11-16 detail ticket sales by line and ticket type.

Table 11: Monthly Ticket Sales by Line

April	2016	2017	Change
BNSF	21,090	20,472	-2.9%
MED	10,001	9,290	-7.1%
HC	1,090	1,072	-1.7%
MD-N	7,616	7,057	-7.3%
MD-W	8,177	7,585	-7.2%
NCS	2,312	2,137	-7.6%
RID	10,913	10,383	-4.9%
SWS	3,710	3,445	-7.1%
UP-N	9,282	8,652	-6.8%
UP-NW	13,085	12,388	-5.3%
UP-W	9,871	9,547	-3.3%
Total	97,147	92,028	-5.3%

Table 12: Ten-Ride Ticket Sales by Line

April	2016	2017	Change
BNSF	26,925	27,032	0.4%
MED	13,982	13,281	-5.0%
HC	974	1,070	9.9%
MD-N	13,683	13,713	0.2%
MD-W	9,038	9,459	4.7%
NCS	2,796	2,868	2.6%
RID	11,184	11,117	-0.6%
SWS	3,681	3,562	-3.2%
UP-N	20,944	20,783	-0.8%
UP-NW	18,287	18,952	3.6%
UP-W	14,036	14,889	6.1%
Total	135,530	136,726	0.9%

Table 13: One-Way (Station and Mobile) Ticket Sales by Line

April	2016	2017	Change
BNSF	78,079	82,479	5.6%
MED	86,868	75,133	-13.5%
HC	1,714	1,998	16.6%
MD-N	37,348	40,825	9.3%
MD-W	41,320	41,885	1.4%
NCS	6,583	7,459	13.3%
RID	40,574	44,627	10.0%
SWS	9,183	10,533	14.7%
UP-N	50,441	56,484	12.0%
UP-NW	62,614	65,423	4.5%
UP-W	49,126	51,510	4.9%
Total	463,850	478,356	3.1%

Table 14: One-Way (Conductor) Ticket Sales by Line

April	2016	2017	Change
BNSF	21,792	18,613	-14.6%
MED	22,186	24,040	8.4%
HC	614	461	-24.9%
MD-N	20,576	17,024	-17.3%
MD-W	22,611	18,085	-20.0%
NCS	6,808	5,656	-16.9%
RID	17,266	14,621	-15.3%
SWS	4,780	3,875	-18.9%
UP-N	40,658	33,039	-18.7%
UP-NW	31,332	26,437	-15.6%
UP-W	21,285	16,808	-21.0%
Total	209,908	178,659	-14.9%

Table 15: Weekend, Special Event, Ravinia (Station and Mobile) Ticket Sales by Line

April	2016	2017	Change
BNSF	7,304	10,846	48.5%
MED	5,338	6,039	13.1%
HC	-	-	-
MD-N	3,458	4,960	43.4%
MD-W	2,884	4,290	48.8%
NCS	-	-	-
RID	1,539	2,735	77.7%
SWS	59	97	64.4%
UP-N	3,411	5,126	50.3%
UP-NW	5,203	8,211	57.8%
UP-W	3,817	6,116	60.2%
Total	33,013	48,420	46.7%

Table 16: Weekend, Special Event, Ravinia (Conductor) Ticket Sales by Line

April	2016	2017	Change
BNSF	8,378	7,343	-12.4%
MED	1,377	2,370	72.1%
HC	-	-	-
MD-N	6,057	6,654	9.9%
MD-W	6,085	6,009	-1.2%
NCS	-	-	-
RID	4,490	4,905	9.2%
SWS	163	256	57.1%
UP-N	6,960	7,766	11.6%
UP-NW	11,808	12,035	1.9%
UP-W	8,125	7,173	-11.7%
Total	53,443	54,511	2.0%

Table 17 shows ticket sales by ticket type, sales channel, and tender type for April 2016 and 2017. Table 18 shows ticket sales by ticket type, sales channel, and tender type for January-April 2016 and 2017. The commuter benefit category includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

Table 17: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (April)

April	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit	31	29	-7.7%	32.3%	31.5%	11	10	-9.0%	8.4%	7.6%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	4	2	-34.5%	3.7%	2.6%	1	1	-34.3%	1.1%	0.7%
Mail	4	3	-24.4%	4.0%	3.2%	0	0	-57.1%	0.0%	0.0%
Ticket Agent	35	30	-14.5%	36.4%	32.9%	62	48	-23.2%	46.0%	35.0%
<i>Cash & Other</i>	7	5	-23.1%			11	9	-23.6%		
<i>Credit Card</i>	29	25	-12.4%			51	39	-23.1%		
Vending Machine	5	4	-27.3%	5.4%	4.1%	16	10	-35.7%	11.6%	7.4%
<i>Cash</i>	-	-	-			0	0	-63.6%		
<i>Credit Card</i>	5	4	-27.3%			15	10	-35.0%		
Ventra Mobile App	18	24	33.9%	18.3%	25.8%	45	67	51.2%	32.9%	49.2%
<i>Credit Card</i>	16	22	34.7%			42	64	50.8%		
<i>Mixed & Other</i>	1	1	10.7%			1	1	21.2%		
<i>Ventra</i>	0	0	-			1	2	79.2%		
Total	97	92	-5.3%			136	137	0.9%		
	One-Way (thousands)					Weekend, Special Event. & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
2016				2017	2016				2017	
Commuter Benefit	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	210	179	-14.9%	31.2%	27.2%	53	55	2.0%	61.4%	53.0%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	274	217	-20.9%	40.7%	33.0%	17	16	-6.9%	19.5%	15.3%
<i>Cash & Other</i>	165	127	-22.8%			10	9	-6.9%		
<i>Credit Card</i>	110	90	-18.1%			7	7	-6.9%		
Vending Machine	60	34	-43.4%	9.0%	5.2%	5	4	-17.6%	5.7%	4.0%
<i>Cash</i>	24	8	-65.6%			1	1	-37.3%		
<i>Credit Card</i>	37	26	-29.2%			4	3	-10.7%		
Ventra Mobile App	129	227	75.7%	19.2%	34.6%	12	29	144.6%	13.4%	27.7%
<i>Credit Card</i>	111	198	78.2%			10	25	161.7%		
<i>Mixed & Other</i>	2	2	51.0%			0	0	96.1%		
<i>Ventra</i>	17	27	61.3%			1	3	134.9%		
Total	674	657	-2.5%			87	103	18.2%		

Table 18: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date)

Year-to-date	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit	125	116	-7.2%	32.4%	31.5%	47	42	-9.1%	8.4%	7.2%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	16	9	-40.0%	4.0%	2.5%	7	5	-32.1%	1.3%	0.8%
Mail	16	12	-23.7%	4.1%	3.3%	0	0	-86.4%	0.0%	0.0%
Ticket Agent	146	123	-15.8%	37.7%	33.2%	272	215	-21.0%	48.8%	36.4%
<i>Cash & Other</i>	34	23	-33.7%			49	38	-22.8%		
<i>Credit Card</i>	111	100	-10.3%			223	177	-20.6%		
Vending Machine	21	17	-20.0%	5.4%	4.5%	71	47	-34.7%	12.8%	7.9%
<i>Cash</i>	-	-	-			2	1	-39.1%		
<i>Credit Card</i>	21	17	-20.0%			70	46	-34.6%		
Ventra Mobile App	63	92	46.0%	16.3%	24.9%	161	282	75.8%	28.8%	47.8%
<i>Credit Card</i>	56	83	49.5%			153	268	75.5%		
<i>Mixed & Other</i>	7	7	6.7%			3	4	36.5%		
<i>Ventra</i>	1	2	129.3%			5	10	111.7%		
Total	386	369	-4.5%			558	591	6.0%		
	One-Way (thousands)					Weekend, Special Event. & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	858	681	-20.6%	32.8%	26.6%	235	200	-14.9%	65.9%	55.4%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	1,079	856	-20.7%	41.3%	33.4%	66	57	-14.2%	18.5%	15.7%
<i>Cash & Other</i>	651	506	-22.3%			38	33	-13.3%		
<i>Credit Card</i>	428	350	-18.2%			29	24	-15.4%		
Vending Machine	240	147	-38.6%	9.2%	5.8%	20	15	-25.1%	5.5%	4.1%
<i>Cash</i>	89	52	-41.9%			5	3	-35.6%		
<i>Credit Card</i>	151	96	-36.7%			15	11	-21.5%		
Ventra Mobile App	437	876	100.4%	16.7%	34.2%	36	90	147.5%	10.1%	24.8%
<i>Credit Card</i>	377	766	103.4%			31	80	158.3%		
<i>Mixed & Other</i>	6	9	61.6%			1	1	82.2%		
<i>Ventra</i>	55	101	83.9%			4	8	109.0%		
Total	2,614	2,561	-2.0%			357	361	1.1%		

Table 19 shows total ticket sales by sales channel and tender type for April 2016 and 2017. Table 20 shows total ticket sales by sales channel and tender type for January-April 2016 and 2017. The commuter benefit category includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

Table 19: Total Ticket Sales by Sales Channel and Tender Type (April)

April	Total (thousands)			Share	
	2016	2017	Change	2016	2017
Commuter Benefit	43	39	-8.0%	4.3%	4.0%
Conductor	263	233	-11.5%	26.5%	23.6%
Internet	5	3	-34.5%	0.5%	0.3%
Mail	4	3	-24.5%	0.4%	0.3%
Ticket Agent	389	311	-20.1%	39.1%	31.4%
<i>Cash & Other</i>	192	150	-22.0%		
<i>Credit Card</i>	197	161	-18.2%		
Vending Machine	86	52	-39.5%	8.7%	5.3%
<i>Cash</i>	25	9	-64.1%		
<i>Credit Card</i>	61	43	-29.4%		
Ventra Mobile App	203	347	70.7%	20.5%	35.1%
<i>Credit Card</i>	180	310	72.4%		
<i>Mixed & Other</i>	4	5	32.9%		
<i>Ventra</i>	19	32	67.5%		
Total	993	989	-0.5%		

Table 20: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date)

Year-to-date	Total (thousands)			Share	
	2016	2017	Change	2016	2017
Commuter Benefit	172	159	-7.7%	4.4%	4.1%
Conductor	1,093	881	-19.4%	27.9%	22.7%
Internet	23	14	-37.5%	0.6%	0.4%
Mail	16	12	-23.8%	0.4%	0.3%
Ticket Agent	1,563	1,251	-20.0%	39.9%	32.2%
<i>Cash & Other</i>	772	599	-22.4%		
<i>Credit Card</i>	791	651	-17.6%		
Vending Machine	352	225	-36.0%	9.0%	5.8%
<i>Cash</i>	95	56	-41.5%		
<i>Credit Card</i>	256	169	-33.9%		
Ventra Mobile App	697	1,340	92.3%	17.8%	34.5%
<i>Credit Card</i>	616	1,198	94.4%		
<i>Mixed & Other</i>	16	21	34.5%		
<i>Ventra</i>	65	122	88.0%		
Total	3,916	3,882	-0.9%		

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes declined by 9.1 percent in April compared to the previous year, and sales of Pace PlusBus passes declined by 7.1 percent in the same period. Table 21 shows Link-Up and PlusBus sales by month for 2016 and 2017.

Table 21: Link-Up and PlusBus Sales

	2016		2017		Change		Mobile Share (2017)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	Plus Bus
Jan	3,686	1,314	3,414	1,276	-7.4%	-2.9%	18.4%	14.9%
Feb	3,737	1,333	3,346	1,284	-10.5%	-3.7%	17.9%	14.5%
Mar	3,657	1,360	3,278	1,287	-10.4%	-5.4%	18.0%	15.1%
Apr	3,496	1,320	3,179	1,226	-9.1%	-7.1%	18.6%	15.1%
May	3,443	1,269	-	-	-	-	-	-
Jun	3,410	1,261	-	-	-	-	-	-
Jul	3,310	1,221	-	-	-	-	-	-
Aug	3,182	1,201	-	-	-	-	-	-
Sep	3,266	1,267	-	-	-	-	-	-
Oct	3,338	1,272	-	-	-	-	-	-
Nov	3,345	1,291	-	-	-	-	-	-
Dec	3,190	1,174	-	-	-	-	-	-
Last 3 Months	10,890	4,013	9,803	3,797	-10.0%	-5.4%	17.8%	14.1%
Last 12 Months	43,438	15,796	39,701	15,029	-8.6%	-4.9%	14.3%	12.6%
Year-to-date	14,576	5,327	13,217	5,073	-9.3%	-4.8%	9.3%	7.4%

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 22 shows the number of reduced fare tickets sold by month for 2016 and 2017.

Table 22: Reduced Fare Ticket Sales

	2016				2017			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
Jan	3,227	13,652	29,830	27,709	3,057	16,713	40,985	24,673
Feb	3,229	10,806	32,860	28,032	3,125	9,763	39,437	23,774
Mar	3,328	12,215	56,952	34,402	3,215	12,430	55,605	26,617
Apr	3,286	12,109	43,836	29,853	3,121	11,599	47,172	26,185
May	3,223	12,472	51,834	36,428	-	-	-	-
Jun	3,064	13,604	75,390	45,745	-	-	-	-
Jul	3,104	12,094	86,271	41,886	-	-	-	-
Aug	2,803	12,941	67,737	38,311	-	-	-	-
Sep	3,389	13,287	42,399	29,616	-	-	-	-
Oct	3,439	13,521	47,203	31,237	-	-	-	-
Nov	3,308	13,559	51,255	28,764	-	-	-	-
Dec	2,851	11,693	59,212	31,034	-	-	-	-
Last 3 Months	9,843	35,130	133,648	92,287	9,461	33,792	142,214	76,576
Last 12 Months	38,006	148,176	601,870	441,483	37,699	153,676	664,500	384,270
Year-to-date	13,070	48,782	163,478	119,996	12,518	50,505	183,199	101,249

	Change			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
Jan	-5.3%	22.4%	37.4%	-11.0%
Feb	-3.2%	-9.7%	20.0%	-15.2%
Mar	-3.4%	1.8%	-2.4%	-22.6%
Apr	-5.0%	-4.2%	7.6%	-12.3%
May	-	-	-	-
Jun	-	-	-	-
Jul	-	-	-	-
Aug	-	-	-	-
Sep	-	-	-	-
Oct	-	-	-	-
Nov	-	-	-	-
Dec	-	-	-	-
Last 3 Months	-3.9%	-3.8%	6.4%	-17.0%
Last 12 Months	-0.8%	3.7%	10.4%	-13.0%
Year-to-date	-4.2%	3.5%	12.1%	-15.6%