

# **RIDERSHIP TRENDS**

**December 2017**



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Prepared by the Division of Strategic Capital Planning  
February 2018

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**Executive Summary**

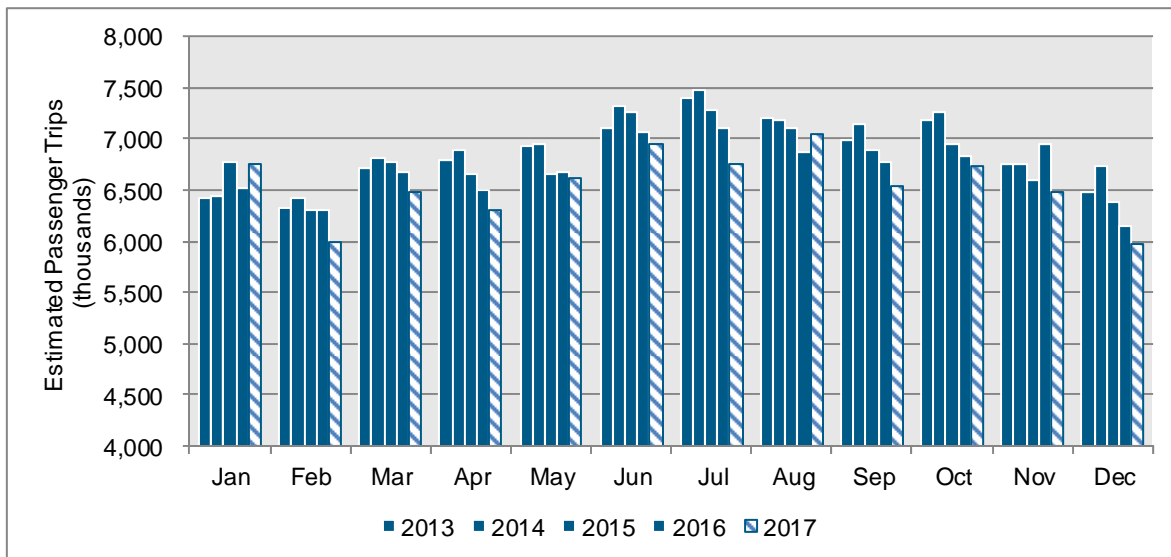
Estimated passenger trips decreased 2.9 percent in December 2017 compared to December 2016. December 2017 had one less weekday, the same number of Saturdays, and one additional Sunday/holiday compared to December 2016.

Estimated passenger trips have decreased 2.2 percent in the last 12 months compared to the previous 12 months.

**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	6,608	-4.6%	-1.1%
Jun	7,103	7,318	7,260	7,066	6,941	-2.3%	-1.8%
Jul	7,399	7,473	7,286	7,110	6,759	-8.7%	-4.9%
Aug	7,194	7,192	7,100	6,866	7,055	-1.9%	2.8%
Sep	6,987	7,144	6,896	6,766	6,530	-6.5%	-3.5%
Oct	7,187	7,260	6,949	6,832	6,740	-6.2%	-1.3%
Nov	6,750	6,760	6,606	6,943	6,475	-4.1%	-6.8%
Dec	6,489	6,724	6,385	6,153	5,976	-7.9%	-2.9%
<b>Last 3 Months</b>	<b>20,426</b>	<b>20,744</b>	<b>19,939</b>	<b>19,928</b>	<b>19,191</b>	<b>-6.0%</b>	<b>-3.7%</b>
<b>Annual Total</b>	<b>82,267</b>	<b>83,370</b>	<b>81,630</b>	<b>80,402</b>	<b>78,610</b>	<b>-4.4%</b>	<b>-2.2%</b>

**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. The budgeted amount for January through August 2017 is based on actual data from 2016. Ridership estimates for September through December of 2017 are based on actual data from 2015 and therefore may not reflect the most recent trends. 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**

	<b>2017 Budget</b> (thousands)	<b>2017 Actual</b> (thousands)	<b>Variance</b>
Jan	6,553	6,762	3.2%
Feb	6,251	5,985	-4.3%
Mar	6,604	6,474	-2.0%
<b>1st Quarter</b>	<b>19,409</b>	<b>19,220</b>	<b>-1.0%</b>
Apr	6,437	6,305	-2.0%
May	6,619	6,608	-0.2%
Jun	7,001	6,941	-0.9%
<b>2nd Quarter</b>	<b>20,057</b>	<b>19,854</b>	<b>-1.0%</b>
Jul	7,044	6,759	-4.1%
Aug	6,714	7,055	5.1%
Sep	6,874	6,530	-5.0%
<b>3rd Quarter</b>	<b>20,632</b>	<b>20,344</b>	<b>-1.4%</b>
Oct	6,927	6,740	-2.7%
Nov	6,585	6,475	-1.7%
Dec	6,365	5,976	-6.1%
<b>4th Quarter</b>	<b>19,877</b>	<b>19,191</b>	<b>-3.5%</b>
<b>Total</b>	<b>79,974</b>	<b>78,610</b>	<b>-1.7%</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 Benefit Access free passenger trips reported by conductors.

**Estimated Passenger Trips by Line**

Table 3 shows estimated passenger trips by line for December, the last three months, and the last 12 months. Estimated passenger trips decreased by 3.7 percent in the last three months compared to the previous year, and decreased 2.2 percent in the last 12 months compared to the previous year.

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

	December			Last 3 Months			Last 12 Months		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	1,246,239	1,220,340	-2.1%	4,057,682	3,961,177	-2.4%	16,325,320	16,227,453	-0.6%
ME	647,134	618,555	-4.4%	2,126,526	1,970,611	-7.3%	8,642,365	8,149,693	-5.7%
HC	56,341	54,557	-3.2%	182,427	176,701	-3.1%	718,015	727,202	1.3%
MD-N	535,930	519,900	-3.0%	1,726,604	1,671,660	-3.2%	6,934,684	6,818,808	-1.7%
MD-W	497,264	478,323	-3.8%	1,633,149	1,545,059	-5.4%	6,621,104	6,349,815	-4.1%
NCS	129,164	127,889	-1.0%	423,603	416,688	-1.6%	1,730,494	1,684,357	-2.7%
RI	634,093	614,534	-3.1%	2,023,120	1,940,630	-4.1%	8,112,784	7,923,588	-2.3%
SWS	192,120	188,790	-1.7%	622,561	613,702	-1.4%	2,538,273	2,457,418	-3.2%
UP-N	690,634	659,483	-4.5%	2,256,379	2,185,214	-3.2%	9,220,477	9,028,965	-2.1%
UP-NW	867,565	850,088	-2.0%	2,777,359	2,669,151	-3.9%	11,183,739	10,910,483	-2.4%
UP-W	656,385	643,934	-1.9%	2,098,525	2,040,368	-2.8%	8,375,067	8,332,483	-0.5%
<b>Total</b>	<b>6,152,866</b>	<b>5,976,391</b>	<b>-2.9%</b>	<b>19,927,934</b>	<b>19,190,959</b>	<b>-3.7%</b>	<b>80,402,319</b>	<b>78,610,262</b>	<b>-2.2%</b>

## Estimated Passenger Trips by Fare Zone Pair

Table 4 shows estimated passenger trips by fare zone pair for December, 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 Mobile App cause fewer trips to be reported without a zone pair.

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

	December (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
A-A	18	15	-14.0%	62	55	-11.3%	266	239	-10.4%
A-B	431	418	-3.0%	1,438	1,387	-3.6%	5,810	5,678	-2.3%
A-C	823	806	-2.1%	2,637	2,606	-1.2%	10,710	10,583	-1.2%
A-D	1,002	976	-2.6%	3,239	3,189	-1.5%	13,143	13,009	-1.0%
A-E	1,261	1,228	-2.6%	4,078	4,026	-1.3%	16,609	16,451	-1.0%
A-F	757	735	-2.9%	2,473	2,418	-2.2%	10,086	9,886	-2.0%
A-G	452	446	-1.2%	1,469	1,464	-0.3%	6,026	6,016	-0.2%
A-H	394	372	-5.6%	1,244	1,198	-3.7%	5,101	4,916	-3.6%
A-I	136	130	-4.2%	423	409	-3.3%	1,716	1,656	-3.5%
A-J	25	23	-6.0%	77	72	-5.7%	318	294	-7.3%
A-K	27	26	-3.9%	85	82	-3.2%	346	332	-3.9%
A-M	8	7	-8.0%	23	21	-10.7%	105	89	-15.2%
<b>Intermediate</b>	<b>183</b>	<b>172</b>	<b>-6.0%</b>	<b>628</b>	<b>592</b>	<b>-5.7%</b>	<b>2,576</b>	<b>2,452</b>	<b>-4.8%</b>
<b>No Zone Pair</b>	<b>636</b>	<b>620</b>	<b>-2.6%</b>	<b>2,052</b>	<b>1,670</b>	<b>-18.6%</b>	<b>7,590</b>	<b>7,010</b>	<b>-7.6%</b>
<b>Total</b>	<b>6,153</b>	<b>5,976</b>	<b>-2.9%</b>	<b>19,928</b>	<b>19,191</b>	<b>-3.7%</b>	<b>80,402</b>	<b>78,610</b>	<b>-2.2%</b>

## Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for December, 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:

- 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**

	December (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	3,588	3,335	-7.0%	58.7%	56.2%	11,871	11,177	-5.8%	59.7%	58.4%
Ten-Ride	1,369	1,459	6.6%	22.4%	24.6%	4,389	4,698	7.1%	22.1%	24.5%
One-Way	803	744	-7.3%	13.1%	12.5%	2,294	2,195	-4.3%	11.5%	11.5%
Weekend	275	323	17.6%	4.5%	5.4%	856	849	-0.8%	4.3%	4.4%
Special Event & Ravinia	0	-	-100.0%	0.0%	0.0%	241	0	-99.8%	1.2%	0.0%
Benefit Access (free)	75	69	-7.3%	1.2%	1.2%	238	226	-5.3%	1.2%	1.2%
<b>Total <sup>1</sup></b>	<b>6,108</b>	<b>5,931</b>	<b>-2.9%</b>			<b>19,888</b>	<b>19,145</b>	<b>-3.7%</b>		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	48,739	46,136	-5.3%	60.6%	58.7%
Ten-Ride	17,533	18,664	6.5%	21.8%	23.7%
One-Way	9,458	9,209	-2.6%	11.8%	11.7%
Weekend	3,381	3,544	4.8%	4.2%	4.5%
Special Event & Ravinia	338	131	-61.3%	0.4%	0.2%
Benefit Access (free)	994	936	-5.8%	1.2%	1.2%
<b>Total <sup>1</sup></b>	<b>80,442</b>	<b>78,619</b>	<b>-2.3%</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 December, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 1.9 percent compared to the previous year, and average total weekday passenger loads decreased by 1.6 percent in the same period.

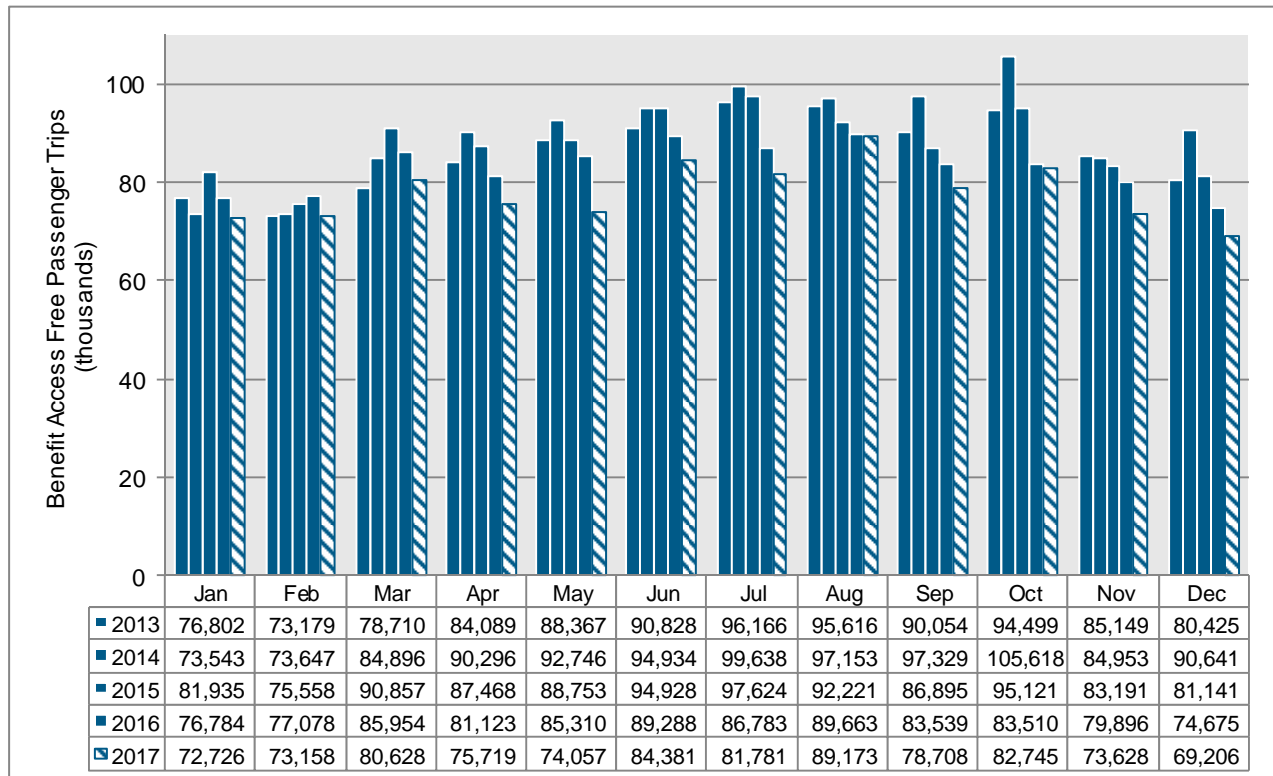
**Table 6: Average Daily Passenger Loads**

	December (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
Peak - Peak Direction	191	188	-1.9%	209	208	-0.2%	218	215	-1.3%
Peak - Reverse Direction	18	18	1.2%	20	20	3.5%	20	20	-0.9%
Midday	33	33	-0.4%	34	33	-0.5%	32	32	0.4%
Evening	16	16	-2.6%	16	15	-3.4%	17	16	-3.5%
<b>Weekday</b>	<b>259</b>	<b>255</b>	<b>-1.6%</b>	<b>278</b>	<b>277</b>	<b>-0.1%</b>	<b>288</b>	<b>284</b>	<b>-1.3%</b>
Saturday	64	65	1.2%	65	60	-8.6%	67	66	-1.6%
Sunday	36	35	-2.1%	39	36	-8.5%	43	41	-3.9%

## 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**

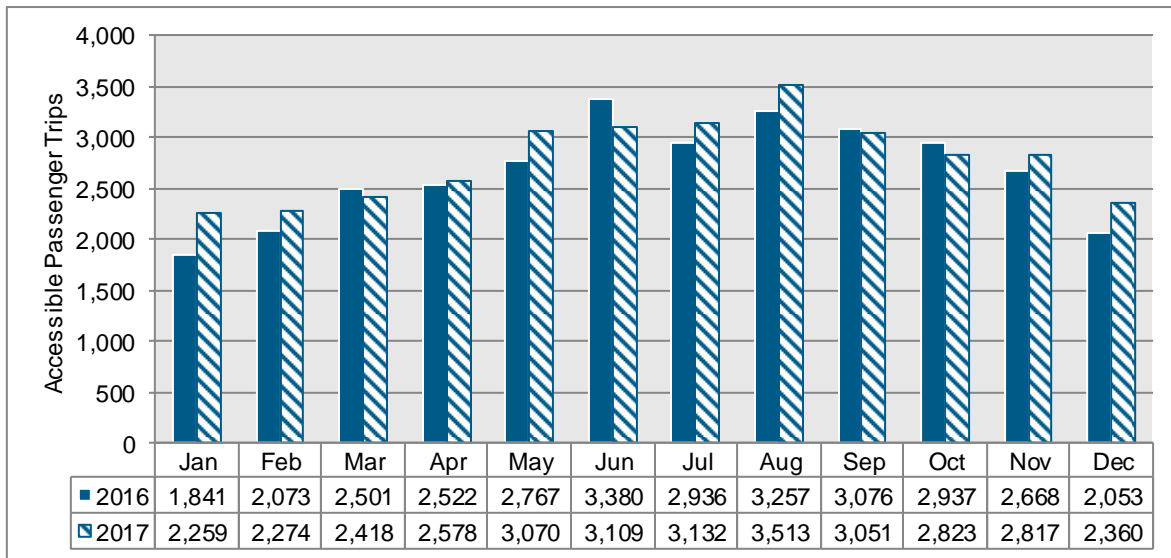




### Accessible Trips

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.

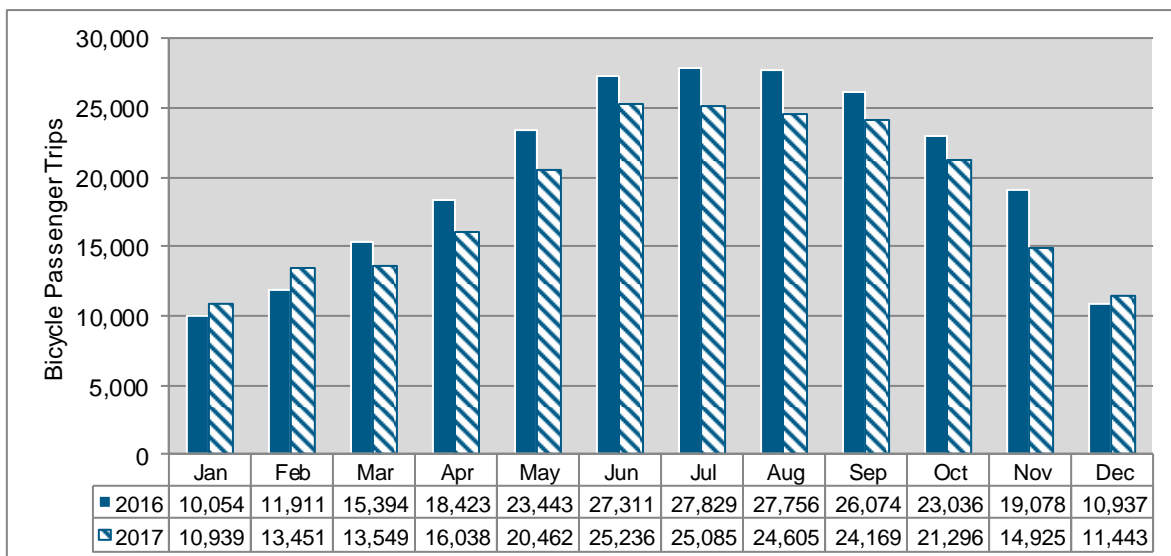
**Figure 3: Accessible Trips**



### Bicycle Trips

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

**Figure 4: Bicycle Trips**



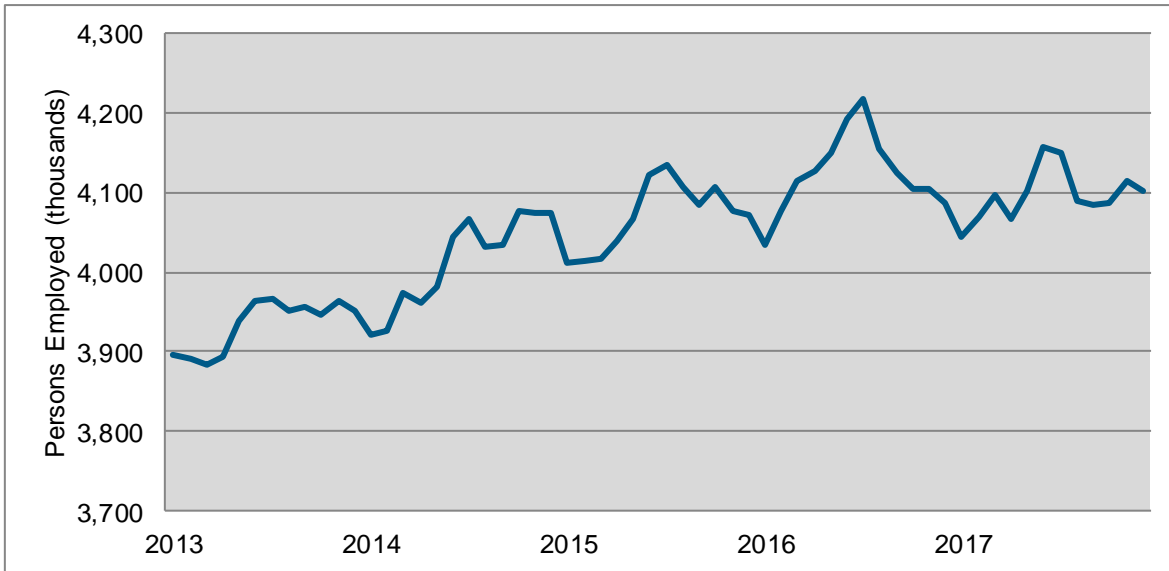
**Ridership Influences**

Many different factors (such as the employment, 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 0.2 percent in November 2017 compared to November 2016.

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



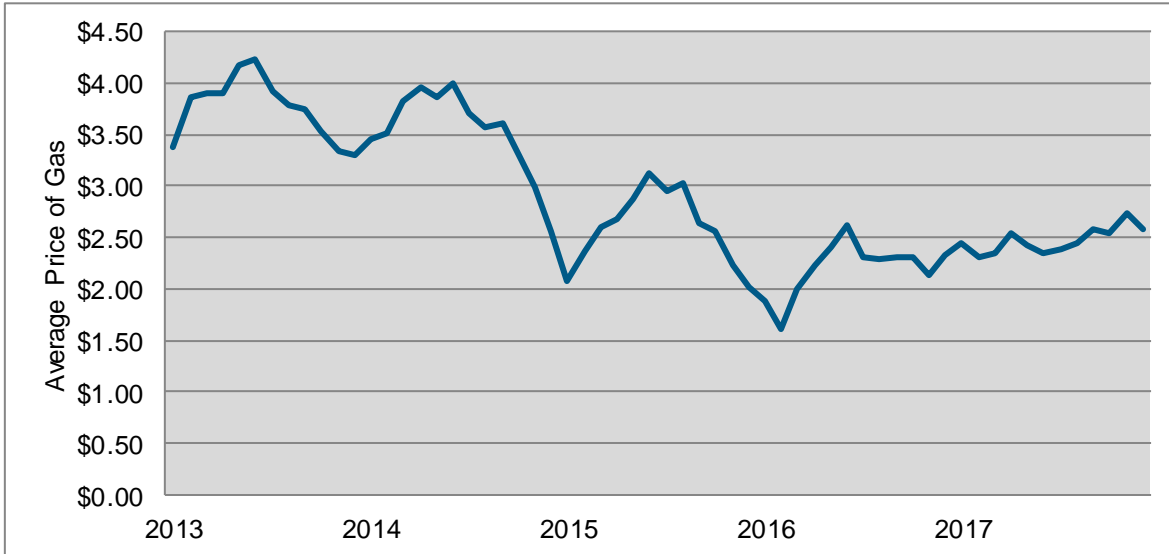
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,933
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	4,014
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,071
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	4,124
2017	4,044	4,070	4,098	4,066	4,102	4,156	4,151	4,089	4,085	4,087	4,114	4,102	4,097
<b>Change</b>	<b>0.3%</b>	<b>-0.2%</b>	<b>-0.4%</b>	<b>-1.5%</b>	<b>-1.1%</b>	<b>-0.9%</b>	<b>-1.6%</b>	<b>-1.6%</b>	<b>-1.0%</b>	<b>-0.5%</b>	<b>0.2%</b>	<b>0.4%</b>	<b>-0.7%</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 \$2.58 in December 2017, \$0.25 higher compared to December 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	\$ 3.53
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	\$ 2.60
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	\$ 2.20
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	\$ 2.48
<b>Change</b>	<b>\$0.56</b>	<b>\$0.71</b>	<b>\$0.35</b>	<b>\$0.31</b>	<b>\$0.03</b>	<b>-\$0.27</b>	<b>\$0.08</b>	<b>\$0.16</b>	<b>\$0.27</b>	<b>\$0.23</b>	<b>\$0.61</b>	<b>\$0.25</b>	<b>\$ 0.27</b>

Source: Bureau of Labor Statistics

## Road Construction

No new roadway construction projects of regional significance began in December. 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. Expected completion is in 2021.

### **Service Changes**

No service changes occurred in December.

### **Special Events and Promotions**

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

Family Fares were in effect from December 16-January 1, and the Weekend Pass was valid for travel on Monday, December 25 and Monday, January 1.

**Passenger Revenue and Ticket Sales**

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

- The Ventra Mobile 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.

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

- The large increase in special event passenger revenue and ticket sales in the last three months and 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 December, the last three months, and the last 12 months.

**Table 7: Passenger Revenue by Line**

	December (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	\$ 5,522	\$ 5,752	4.2%	\$ 17,772	\$ 18,601	4.7%	\$ 71,581	\$ 75,649	5.7%
ME	\$ 2,564	\$ 2,598	1.3%	\$ 8,301	\$ 8,238	-0.8%	\$ 33,834	\$ 33,936	0.3%
HC	\$ 262	\$ 270	3.0%	\$ 842	\$ 874	3.9%	\$ 3,314	\$ 3,585	8.2%
MD-N	\$ 2,396	\$ 2,458	2.6%	\$ 7,607	\$ 7,876	3.5%	\$ 30,651	\$ 32,001	4.4%
MD-W	\$ 2,209	\$ 2,237	1.3%	\$ 7,187	\$ 7,234	0.6%	\$ 29,311	\$ 29,650	1.2%
NCS	\$ 655	\$ 694	6.0%	\$ 2,139	\$ 2,253	5.3%	\$ 8,799	\$ 9,063	3.0%
RI	\$ 2,624	\$ 2,704	3.0%	\$ 8,333	\$ 8,548	2.6%	\$ 33,490	\$ 34,769	3.8%
SWS	\$ 794	\$ 832	4.8%	\$ 2,557	\$ 2,697	5.5%	\$ 10,413	\$ 10,765	3.4%
UP-N	\$ 2,697	\$ 2,746	1.8%	\$ 8,736	\$ 9,076	3.9%	\$ 35,768	\$ 37,384	4.5%
UP-NW	\$ 3,980	\$ 4,123	3.6%	\$ 12,524	\$ 12,862	2.7%	\$ 50,682	\$ 52,237	3.1%
UP-W	\$ 2,889	\$ 2,984	3.3%	\$ 9,102	\$ 9,446	3.8%	\$ 36,474	\$ 38,470	5.5%
<b>Total</b>	<b>\$ 26,591</b>	<b>\$ 27,396</b>	<b>3.0%</b>	<b>\$ 85,100</b>	<b>\$ 87,706</b>	<b>3.1%</b>	<b>\$344,318</b>	<b>\$ 357,509</b>	<b>3.8%</b>

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

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

	December (thousands)			Last 3 Months (thousands)						
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	\$ 13,864	\$ 13,772	-0.7%	52.3%	50.4%	\$ 45,944	\$ 46,242	0.6%	54.0%	52.8%
Ten-Ride	\$ 7,050	\$ 7,918	12.3%	26.6%	29.0%	\$ 22,493	\$ 25,356	12.7%	26.4%	28.9%
One-Way	\$ 4,722	\$ 4,586	-2.9%	17.8%	16.8%	\$ 13,279	\$ 13,333	0.4%	15.6%	15.2%
Weekend	\$ 879	\$ 1,034	17.6%	3.3%	3.8%	\$ 2,739	\$ 2,717	-0.8%	3.2%	3.1%
Special Event & Ravinia	\$ 0	\$ -	-100.0%	0.0%	0.0%	\$ 603	\$ 2	-99.7%	0.7%	0.0%
<b>Total <sup>1</sup></b>	<b>\$ 26,515</b>	<b>\$ 27,310</b>	<b>3.0%</b>			<b>\$ 85,057</b>	<b>\$ 87,649</b>	<b>3.0%</b>		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	\$188,610	\$190,008	0.7%	54.7%	53.1%
Ten-Ride	\$ 89,764	\$100,344	11.8%	26.0%	28.1%
One-Way	\$ 54,568	\$ 55,464	1.6%	15.8%	15.5%
Weekend	\$ 10,821	\$ 11,393	5.3%	3.1%	3.2%
Special Event & Ravinia	\$ 921	\$ 514	-44.2%	0.3%	0.1%
<b>Total <sup>1</sup></b>	<b>\$344,683</b>	<b>\$357,724</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 December 2016 and 2017.

**Table 9: Passenger Revenue by Ticket Type and Sales Channel**

December	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit <sup>2</sup>	\$ 4,897	\$ 4,821	-1.6%	35.3%	35.0%	\$ 588	\$ 631	7.3%	8.3%	8.0%
Conductor	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Internet	\$ 405	\$ 473	17.0%	2.9%	3.4%	\$ 66	\$ 65	-1.8%	0.9%	0.8%
Mail	\$ 512	\$ -	-100.0%	3.7%	0.0%	\$ 0	\$ -	-	0.0%	0.0%
Ticket Agent	\$ 4,525	\$ 4,149	-8.3%	32.6%	30.1%	\$ 2,701	\$ 2,462	-8.8%	38.3%	31.1%
Vending Machine	\$ 382	\$ 599	56.9%	2.8%	4.3%	\$ 553	\$ 465	-15.9%	7.9%	5.9%
Ventra Mobile App	\$ 3,142	\$ 3,729	18.7%	22.7%	27.1%	\$ 3,141	\$ 4,294	36.7%	44.5%	54.2%
<b>Total</b>	<b>\$ 13,864</b>	<b>\$ 13,772</b>	<b>-0.7%</b>			<b>\$ 7,050</b>	<b>\$ 7,918</b>	<b>12.3%</b>		
	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit <sup>2</sup>	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Conductor	\$ 1,188	\$ 1,045	-12.0%	25.2%	22.8%	\$ 500	\$ 515	3.0%	56.9%	49.8%
Internet	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Mail	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Ticket Agent	\$ 1,785	\$ 1,496	-16.2%	37.8%	32.6%	\$ 120	\$ 137	14.5%	13.6%	13.2%
Vending Machine	\$ 312	\$ 180	-42.3%	6.6%	3.9%	\$ 40	\$ 37	-5.8%	4.5%	3.6%
Ventra Mobile App	\$ 1,437	\$ 1,865	29.7%	30.4%	40.7%	\$ 220	\$ 344	56.6%	25.0%	33.3%
<b>Total</b>	<b>\$ 4,722</b>	<b>\$ 4,586</b>	<b>-2.9%</b>			<b>\$ 879</b>	<b>\$ 1,034</b>	<b>17.6%</b>		

	Total (thousands)				
	2016	2017	Change	Share	
				2016	2017
Commuter Benefit <sup>2</sup>	\$ 5,486	\$ 5,452	-0.6%	20.7%	20.0%
Conductor	\$ 1,688	\$ 1,561	-7.6%	6.4%	5.7%
Internet	\$ 471	\$ 538	14.4%	1.8%	2.0%
Mail	\$ 512	\$ -	-100.0%	1.9%	0.0%
Ticket Agent	\$ 9,131	\$ 8,245	-9.7%	34.4%	30.2%
Vending Machine	\$ 1,286	\$ 1,281	-0.4%	4.9%	4.7%
Ventra Mobile App	\$ 7,940	\$ 10,232	28.9%	29.9%	37.5%
<b>Total <sup>1</sup></b>	<b>\$ 26,515</b>	<b>\$ 27,310</b>	<b>3.0%</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

<sup>2</sup> Commuter benefit 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.

## Ticket Sales

Table 10 shows ticket sales by ticket type for December, the last three months, and the last 12 months. Monthly pass sales decreased by 7.0 percent in December compared to the previous year, while ten-ride ticket sales increased by 6.6 percent in the same period.

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

	December (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	83	78	-7.0%	7.4%	7.1%	276	260	-5.8%	8.0%	8.0%
Ten-Ride	137	146	6.6%	12.1%	13.3%	439	470	7.1%	12.6%	14.4%
One-Way	803	744	-7.3%	70.9%	67.8%	2,294	2,195	-4.3%	66.1%	67.2%
Weekend	110	129	17.6%	9.7%	11.8%	342	340	-0.8%	9.9%	10.4%
Special Event & Ravinia	0	-	-100.0%	0.0%	0.0%	120	0	-99.8%	3.5%	0.0%
<b>Total</b>	<b>1,133</b>	<b>1,097</b>	<b>-3.2%</b>			<b>3,471</b>	<b>3,265</b>	<b>-6.0%</b>		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	1,133	1,073	-5.3%	8.2%	7.9%
Ten-Ride	1,753	1,866	6.5%	12.7%	13.7%
One-Way	9,458	9,209	-2.6%	68.3%	67.6%
Weekend	1,353	1,417	4.8%	9.8%	10.4%
Special Event & Ravinia	143	53	-62.8%	1.0%	0.4%
<b>Total</b>	<b>13,840</b>	<b>13,619</b>	<b>-1.6%</b>		

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



**Table 11: Monthly Ticket Sales by Line**

December	2016	2017	Change
BNSF	18,321	17,138	-6.5%
MED	8,328	7,923	-4.9%
HC	1,001	944	-5.7%
MD-N	6,454	5,907	-8.5%
MD-W	6,697	6,175	-7.8%
NCS	1,910	1,771	-7.3%
RID	9,760	9,192	-5.8%
SWS	3,156	2,995	-5.1%
UP-N	7,956	7,206	-9.4%
UP-NW	11,220	10,289	-8.3%
UP-W	8,630	8,029	-7.0%
<b>Total</b>	<b>83,433</b>	<b>77,569</b>	<b>-7.0%</b>

**Table 12: Ten-Ride Ticket Sales by Line**

December	2016	2017	Change
BNSF	27,989	30,491	8.9%
MED	12,794	12,713	-0.6%
HC	1,079	1,130	4.7%
MD-N	13,651	14,755	8.1%
MD-W	9,255	10,000	8.0%
NCS	2,885	3,476	20.5%
RID	11,492	11,701	1.8%
SWS	3,643	4,015	10.2%
UP-N	20,277	20,807	2.6%
UP-NW	18,912	20,835	10.2%
UP-W	14,875	15,967	7.3%
<b>Total</b>	<b>136,852</b>	<b>145,890</b>	<b>6.6%</b>

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

December	2016	2017	Change
BNSF	100,746	99,754	-1.0%
MED	89,122	73,077	-18.0%
HC	2,035	2,328	14.4%
MD-N	54,249	52,875	-2.5%
MD-W	51,390	48,393	-5.8%
NCS	8,578	9,154	6.7%
RID	51,277	50,092	-2.3%
SWS	11,714	11,884	1.5%
UP-N	60,828	61,351	0.9%
UP-NW	91,476	90,330	-1.3%
UP-W	65,870	62,994	-4.4%
<b>Total</b>	<b>587,285</b>	<b>562,232</b>	<b>-4.3%</b>

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

December	2016	2017	Change
BNSF	23,417	19,099	-18.4%
MED	20,559	23,560	14.6%
HC	407	333	-18.2%
MD-N	22,948	17,926	-21.9%
MD-W	22,608	18,053	-20.1%
NCS	6,624	5,170	-22.0%
RID	17,813	15,890	-10.8%
SWS	4,772	3,908	-18.1%
UP-N	38,032	31,288	-17.7%
UP-NW	35,004	27,026	-22.8%
UP-W	23,138	19,758	-14.6%
<b>Total</b>	<b>215,322</b>	<b>182,011</b>	<b>-15.5%</b>

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

December	2016	2017	Change
BNSF	8,990	12,355	37.4%
MED	6,454	7,052	9.3%
HC	-	-	-
MD-N	6,601	8,274	25.3%
MD-W	4,055	5,917	45.9%
NCS	-	-	-
RID	2,482	3,510	41.4%
SWS	118	160	35.6%
UP-N	4,311	6,471	50.1%
UP-NW	8,740	12,780	46.2%
UP-W	5,640	8,294	47.1%
<b>Total</b>	<b>47,391</b>	<b>64,813</b>	<b>36.8%</b>

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

December	2016	2017	Change
BNSF	8,997	7,391	-17.9%
MED	1,994	3,111	56.0%
HC	-	-	-
MD-N	7,367	7,363	-0.1%
MD-W	7,292	6,669	-8.5%
NCS	-	-	-
RID	5,033	6,017	19.6%
SWS	210	351	67.1%
UP-N	8,266	7,598	-8.1%
UP-NW	14,116	16,356	15.9%
UP-W	9,255	9,556	3.3%
<b>Total</b>	<b>62,530</b>	<b>64,412</b>	<b>3.0%</b>

Table 17 shows ticket sales by ticket type, sales channel, and tender type for December 2016 and 2017. Table 18 shows ticket sales by ticket type, sales channel, and tender type for January-December 2016 and 2017. Table 19 shows total ticket sales by sales channel and tender type for December 2016 and 2017. Table 20 shows total ticket sales by sales channel and tender type for January-December 2016 and 2017.

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

December	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit <sup>1</sup>	29	27	-7.9%	34.6%	34.3%	11	11	1.8%	7.8%	7.4%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	2	3	9.9%	2.9%	3.4%	1	1	-6.2%	0.9%	0.8%
Mail	3	-	-100.0%	3.8%	0.0%	0	-	-100.0%	0.0%	0.0%
Ticket Agent	28	24	-14.0%	33.2%	30.7%	54	47	-13.0%	39.7%	32.4%
<i>Cash &amp; Other</i>	5	4	-12.6%			10	8	-16.0%		
<i>Credit Card</i>	23	20	-14.3%			45	39	-12.4%		
Vending Machine	2	3	46.0%	2.8%	4.4%	11	8	-20.3%	7.7%	5.8%
<i>Cash<sup>1</sup></i>	-	-	-			0	-	-100.0%		
<i>Credit Card</i>	2	3	46.0%			10	8	-18.3%		
Ventra Mobile App	19	21	11.1%	22.8%	27.2%	60	78	30.2%	43.9%	53.6%
<i>Credit Card</i>	18	19	10.1%			57	74	29.7%		
<i>Mixed &amp; Other</i>	1	1	2.9%			1	1	22.6%		
<i>Ventra</i>	0	1	85.5%			2	3	46.4%		
<b>Total</b>	<b>83</b>	<b>78</b>	<b>-7.0%</b>			<b>137</b>	<b>146</b>	<b>6.6%</b>		
	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit <sup>1</sup>	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	215	182	-15.5%	26.8%	24.5%	63	64	3.0%	56.9%	49.8%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	295	235	-20.1%	36.7%	31.6%	15	17	14.5%	13.6%	13.2%
<i>Cash &amp; Other</i>	172	136	-21.0%			9	9	10.1%		
<i>Credit Card</i>	122	99	-18.7%			6	8	20.6%		
Vending Machine	52	28	-45.8%	6.5%	3.8%	5	5	-5.8%	4.5%	3.6%
<i>Cash</i>	20	-	-100.0%			2	-	-100.0%		
<i>Credit Card</i>	32	28	-11.4%			3	5	37.9%		
Ventra Mobile App	241	299	24.0%	30.0%	40.1%	27	43	56.6%	25.0%	33.3%
<i>Credit Card</i>	211	265	25.3%			25	39	58.0%		
<i>Mixed &amp; Other</i>	2	3	27.3%			0	0	66.1%		
<i>Ventra</i>	27	31	13.6%			2	3	40.2%		
<b>Total</b>	<b>803</b>	<b>744</b>	<b>-7.3%</b>			<b>110</b>	<b>129</b>	<b>17.6%</b>		

<sup>1</sup> Commuter benefit 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 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 <sup>1</sup>	368	340	-7.5%	32.5%	31.7%	139	129	-6.9%	7.9%	6.9%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	38	32	-15.9%	3.3%	3.0%	19	14	-22.4%	1.1%	0.8%
Mail	44	17	-59.9%	3.9%	1.6%	0	0	-95.3%	0.0%	0.0%
Ticket Agent	403	350	-13.2%	35.6%	32.6%	767	636	-17.1%	43.7%	34.1%
<i>Cash &amp; Other</i>	78	60	-23.0%			138	113	-18.2%		
<i>Credit Card</i>	325	290	-10.8%			629	523	-16.8%		
Vending Machine	57	46	-19.6%	5.0%	4.3%	188	131	-30.3%	10.7%	7.0%
<i>Cash</i>	-	-	-			4	1	-77.2%		
<i>Credit Card</i>	57	46	-19.6%			184	130	-29.3%		
Ventra Mobile App	224	287	28.4%	19.7%	26.8%	641	956	49.2%	36.5%	51.2%
<i>Credit Card</i>	204	263	28.8%			609	904	48.4%		
<i>Mixed &amp; Other</i>	16	18	8.3%			10	15	41.1%		
<i>Ventra</i>	3	7	98.9%			21	37	74.1%		
<b>Total</b>	<b>1,133</b>	<b>1,073</b>	<b>-5.3%</b>			<b>1,753</b>	<b>1,866</b>	<b>6.5%</b>		
	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit <sup>1</sup>	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	2,890	2,391	-17.2%	30.6%	26.0%	893	777	-13.0%	59.7%	52.9%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	3,674	3,031	-17.5%	38.8%	32.9%	283	242	-14.6%	18.9%	16.4%
<i>Cash &amp; Other</i>	2,190	1,820	-16.9%			163	135	-17.5%		
<i>Credit Card</i>	1,484	1,210	-18.4%			120	107	-10.7%		
Vending Machine	729	403	-44.7%	7.7%	4.4%	63	49	-21.5%	4.2%	3.3%
<i>Cash</i>	248	52	-79.2%			14	3	-77.4%		
<i>Credit Card</i>	481	351	-26.9%			48	46	-4.8%		
Ventra Mobile App	2,165	3,384	56.3%	22.9%	36.7%	258	403	56.3%	17.2%	27.4%
<i>Credit Card</i>	1,874	2,960	57.9%			231	349	50.9%		
<i>Mixed &amp; Other</i>	26	39	52.3%			3	18	463.2%		
<i>Ventra</i>	265	384	45.1%			23	35	52.8%		
<b>Total</b>	<b>9,458</b>	<b>9,209</b>	<b>-2.6%</b>			<b>1,497</b>	<b>1,471</b>	<b>-1.7%</b>		

<sup>1</sup> Commuter benefit 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 (December)**

December	Total (thousands)			Share	
	2016	2017	Change	2016	2017
Commuter Benefit <sup>1</sup>	39	37	-5.2%	3.5%	3.4%
Conductor	278	246	-11.3%	24.5%	22.5%
Internet	4	4	4.5%	0.3%	0.3%
Mail	3	-	-100.0%	0.3%	0.0%
Ticket Agent	392	324	-17.3%	34.6%	29.5%
<i>Cash &amp; Other</i>	195	158	-19.2%		
<i>Credit Card</i>	196	166	-15.5%		
Vending Machine	70	45	-36.0%	6.2%	4.1%
<i>Cash</i>	22	-	-100.0%		
<i>Credit Card</i>	48	45	-6.6%		
Ventra Mobile App	347	441	27.0%	30.7%	40.2%
<i>Credit Card</i>	311	397	27.9%		
<i>Mixed &amp; Other</i>	5	6	23.3%		
<i>Ventra</i>	32	38	18.5%		
<b>Total</b>	<b>1,133</b>	<b>1,097</b>	<b>-3.2%</b>		

<sup>1</sup> Commuter benefit 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 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 <sup>1</sup>	507	470	-7.3%	3.7%	3.4%
Conductor	3,783	3,169	-16.2%	27.3%	23.3%
Internet	56	46	-18.1%	0.4%	0.3%
Mail	44	17	-60.0%	0.3%	0.1%
Ticket Agent	5,127	4,258	-16.9%	37.0%	31.3%
<i>Cash &amp; Other</i>	2,569	2,128	-17.2%		
<i>Credit Card</i>	2,558	2,130	-16.7%		
Vending Machine	1,037	629	-39.3%	7.5%	4.6%
<i>Cash</i>	267	56	-79.1%		
<i>Credit Card</i>	770	573	-25.6%		
Ventra Mobile App	3,286	5,029	53.0%	23.7%	36.9%
<i>Credit Card</i>	2,918	4,476	53.4%		
<i>Mixed &amp; Other</i>	56	90	61.2%		
<i>Ventra</i>	312	463	48.2%		
<b>Total</b>	<b>13,840</b>	<b>13,619</b>	<b>-1.6%</b>		

<sup>1</sup> Commuter benefit 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.

*Link-Up and PlusBus Sales*

Sales of CTA Link-Up passes declined by 11.8 percent in December compared to the previous year, and sales of Pace PlusBus passes declined by 9.5 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	3,132	1,201	-9.0%	-5.4%	19.2%	15.3%
Jun	3,410	1,261	3,058	1,152	-10.3%	-8.6%	19.1%	14.6%
Jul	3,310	1,221	2,817	1,132	-14.9%	-7.3%	18.2%	15.4%
Aug	3,182	1,201	2,971	1,175	-6.6%	-2.2%	20.3%	16.5%
Sep	3,266	1,267	2,911	1,186	-10.9%	-6.4%	20.0%	16.4%
Oct	3,338	1,272	3,030	1,239	-9.2%	-2.6%	21.4%	17.0%
Nov	3,345	1,291	3,084	1,232	-7.8%	-4.6%	22.5%	17.5%
Dec	3,190	1,174	2,814	1,063	-11.8%	-9.5%	21.1%	17.6%
<b>Last 3 Months</b>	<b>9,873</b>	<b>3,737</b>	<b>8,928</b>	<b>3,534</b>	<b>-9.6%</b>	<b>-5.4%</b>	<b>21.7%</b>	<b>17.3%</b>
<b>Annual Total</b>	<b>41,060</b>	<b>15,283</b>	<b>37,034</b>	<b>14,453</b>	<b>-9.8%</b>	<b>-5.4%</b>	<b>19.5%</b>	<b>15.8%</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 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	3,161	13,217	53,480	27,866
Jun	3,064	13,604	75,390	45,745	2,927	13,494	83,163	39,002
Jul	3,104	12,094	86,271	41,886	2,730	12,535	86,162	36,050
Aug	2,803	12,941	67,737	38,311	2,691	13,792	83,668	36,566
Sep	3,389	13,287	42,399	29,616	3,200	13,249	46,153	25,357
Oct	3,439	13,521	47,203	31,237	3,406	14,498	50,164	26,729
Nov	3,308	13,559	51,255	28,764	3,139	14,168	50,670	24,346
Dec	2,851	11,693	59,212	31,034	2,645	12,291	54,938	24,845
<b>Last 3 Months</b>	<b>9,598</b>	<b>38,773</b>	<b>157,670</b>	<b>91,035</b>	<b>9,190</b>	<b>40,957</b>	<b>155,772</b>	<b>75,920</b>
<b>Annual Total</b>	<b>38,251</b>	<b>151,953</b>	<b>644,779</b>	<b>403,017</b>	<b>36,417</b>	<b>157,749</b>	<b>691,597</b>	<b>342,010</b>

	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	-1.9%	6.0%	3.2%	-23.5%
Jun	-4.5%	-0.8%	10.3%	-14.7%
Jul	-12.0%	3.6%	-0.1%	-13.9%
Aug	-4.0%	6.6%	23.5%	-4.6%
Sep	-5.6%	-0.3%	8.9%	-14.4%
Oct	-1.0%	7.2%	6.3%	-14.4%
Nov	-5.1%	4.5%	-1.1%	-15.4%
Dec	-7.2%	5.1%	-7.2%	-19.9%
<b>Last 3 Months</b>	<b>-4.3%</b>	<b>5.6%</b>	<b>-1.2%</b>	<b>-16.6%</b>
<b>Annual Total</b>	<b>-4.8%</b>	<b>3.8%</b>	<b>7.3%</b>	<b>-15.1%</b>