

RIDERSHIP TRENDS

September 2017



Prepared by the Division of Strategic Capital Planning
November 2017

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
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
Passenger Revenue and Ticket Sales.....	11
Passenger Revenue	11
Ticket Sales	14
Link-Up and PlusBus Sales	19
Reduced Fare Sales.....	20

Executive Summary

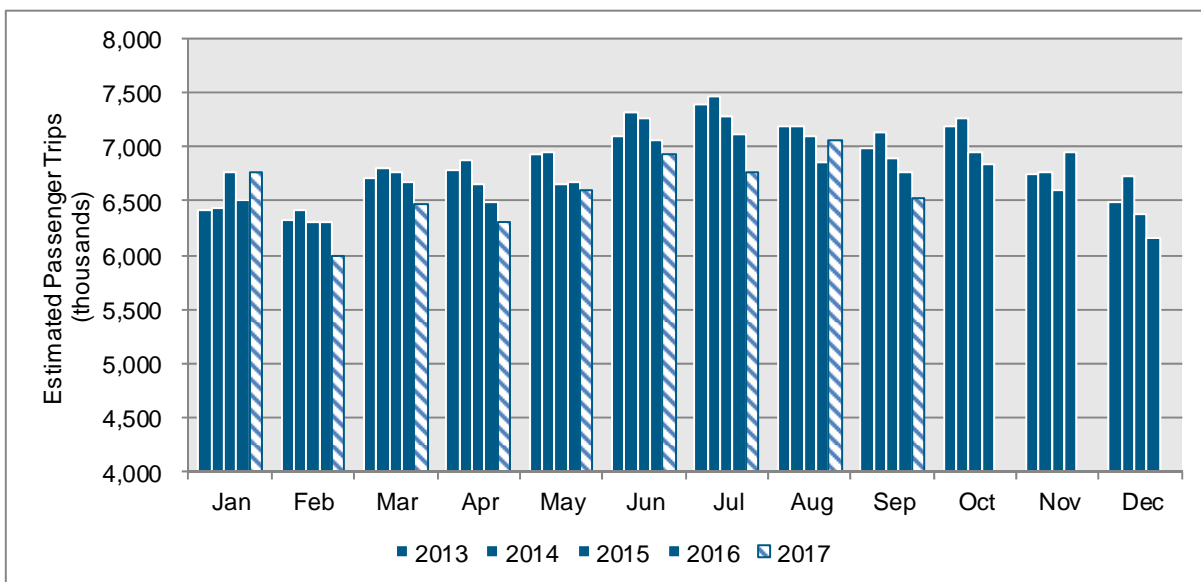
Estimated passenger trips decreased 3.5 percent in September 2017 compared to September 2016. September 2017 had one less weekday, one additional Saturday, and the same number of Sunday/holidays compared to September 2016.

Estimated passenger trips have decreased 1.3 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	-	-	-
Nov	6,750	6,760	6,606	6,943	-	-	-
Dec	6,489	6,724	6,385	6,153	-	-	-
Last 3 Months	21,579	21,809	21,282	20,742	20,344	-5.7%	-1.9%
Last 12 Months	81,818	83,052	82,435	80,414	79,347	-3.0%	-1.3%
Year-to-date	61,841	62,626	61,691	60,474	59,419	-3.9%	-1.7%

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

	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	6,608	-0.2%
Jun	7,001	6,941	-0.9%
2nd Quarter	20,057	19,854	-1.0%
Jul	7,044	6,759	-4.1%
Aug	6,714	7,055	5.1%
Sep	6,874	6,530	-5.0%
3rd Quarter	20,632	20,344	-1.4%
Oct	6,927	-	-
Nov	6,585	-	-
Dec	6,365	-	-
4th Quarter	19,877	-	-
Year-to-date	60,098	59,419	-1.1%
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 September, the last three months, and the last 12 months. Estimated passenger trips decreased by 1.9 percent in the last three months compared to the previous year, and decreased 1.3 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

	September			Last 3 Months			Last 12 Months		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	1,364,215	1,355,258	-0.7%	4,203,280	4,216,762	0.3%	16,254,468	16,323,958	0.4%
ME	731,742	669,398	-8.5%	2,192,811	2,052,183	-6.4%	8,759,959	8,305,607	-5.2%
HC	61,439	60,243	-1.9%	183,439	183,429	0.0%	701,803	732,928	4.4%
MD-N	577,124	569,503	-1.3%	1,801,990	1,792,184	-0.5%	6,922,148	6,873,753	-0.7%
MD-W	559,418	530,068	-5.2%	1,712,355	1,650,151	-3.6%	6,641,443	6,437,906	-3.1%
NCS	146,279	138,489	-5.3%	444,839	430,162	-3.3%	1,736,826	1,691,272	-2.6%
RI	680,530	654,045	-3.9%	2,060,629	2,020,359	-2.0%	8,116,921	8,006,078	-1.4%
SWS	212,087	204,092	-3.8%	635,292	614,283	-3.3%	2,559,340	2,466,277	-3.6%
UP-N	781,977	754,729	-3.5%	2,413,584	2,368,671	-1.9%	9,226,218	9,100,130	-1.4%
UP-NW	946,266	900,891	-4.8%	2,921,700	2,841,950	-2.7%	11,168,238	11,018,690	-1.3%
UP-W	704,916	693,709	-1.6%	2,171,928	2,174,367	0.1%	8,326,341	8,390,640	0.8%
Total	6,765,991	6,530,423	-3.5%	20,741,845	20,344,498	-1.9%	80,413,703	79,347,237	-1.3%

Estimated Passenger Trips by Fare Zone Pair

Table 4 shows estimated passenger trips by fare zone pair for September, 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 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

	September (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
A-A	24	19	-20.9%	66	59	-10.5%	268	246	-8.3%
A-B	491	468	-4.6%	1,461	1,413	-3.3%	5,815	5,729	-1.5%
A-C	899	868	-3.4%	2,708	2,644	-2.3%	10,718	10,614	-1.0%
A-D	1,111	1,080	-2.8%	3,349	3,290	-1.8%	13,147	13,059	-0.7%
A-E	1,405	1,364	-2.9%	4,255	4,197	-1.4%	16,642	16,502	-0.8%
A-F	858	821	-4.3%	2,581	2,510	-2.8%	10,071	9,940	-1.3%
A-G	511	500	-2.2%	1,547	1,541	-0.4%	6,032	6,020	-0.2%
A-H	428	402	-6.2%	1,319	1,257	-4.7%	5,104	4,962	-2.8%
A-I	145	135	-6.9%	442	421	-4.8%	1,716	1,670	-2.7%
A-J	27	24	-12.5%	82	74	-8.8%	318	299	-6.1%
A-K	28	27	-4.6%	87	83	-4.0%	348	335	-3.9%
A-M	8	7	-16.5%	27	24	-10.3%	110	91	-17.1%
Intermediate	226	210	-7.3%	651	619	-4.9%	2,576	2,488	-3.4%
No Zone Pair	605	606	0.3%	2,168	2,212	2.0%	7,550	7,392	-2.1%
Total	6,766	6,530	-3.5%	20,742	20,344	-1.9%	80,414	79,347	-1.3%

Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for September, 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 increase in special event passenger trips in the last 12 months compared to the previous 12 months is due to the November 2016 Cubs Rally.

Table 5: Estimated Passenger Trips by Ticket Type

	September (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	4,093	3,841	-6.2%	60.4%	58.7%	12,045	11,227	-6.8%	58.0%	55.2%
Ten-Ride	1,517	1,537	1.4%	22.4%	23.5%	4,578	4,887	6.7%	22.0%	24.0%
One-Way	786	740	-5.8%	11.6%	11.3%	2,774	2,716	-2.1%	13.4%	13.3%
Weekend	290	341	17.5%	4.3%	5.2%	1,024	1,166	13.9%	4.9%	5.7%
Special Event & Ravinia	4	3	-32.9%	0.1%	0.0%	92	103	11.9%	0.4%	0.5%
Benefit Access (free)	84	79	-5.8%	1.2%	1.2%	260	250	-4.0%	1.3%	1.2%
Total ¹	6,773	6,540	-3.4%			20,773	20,349	-2.0%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	49,157	46,830	-4.7%	61.1%	59.0%
Ten-Ride	17,391	18,354	5.5%	21.6%	23.1%
One-Way	9,464	9,308	-1.6%	11.8%	11.7%
Weekend	3,348	3,550	6.0%	4.2%	4.5%
Special Event & Ravinia	97	347	258.4%	0.1%	0.4%
Benefit Access (free)	1,015	948	-6.6%	1.3%	1.2%
Total ¹	80,472	79,338	-1.4%		

¹ 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 September, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 1.2 percent compared to the previous year, and average total weekday passenger loads decreased by 0.6 percent in the same period.

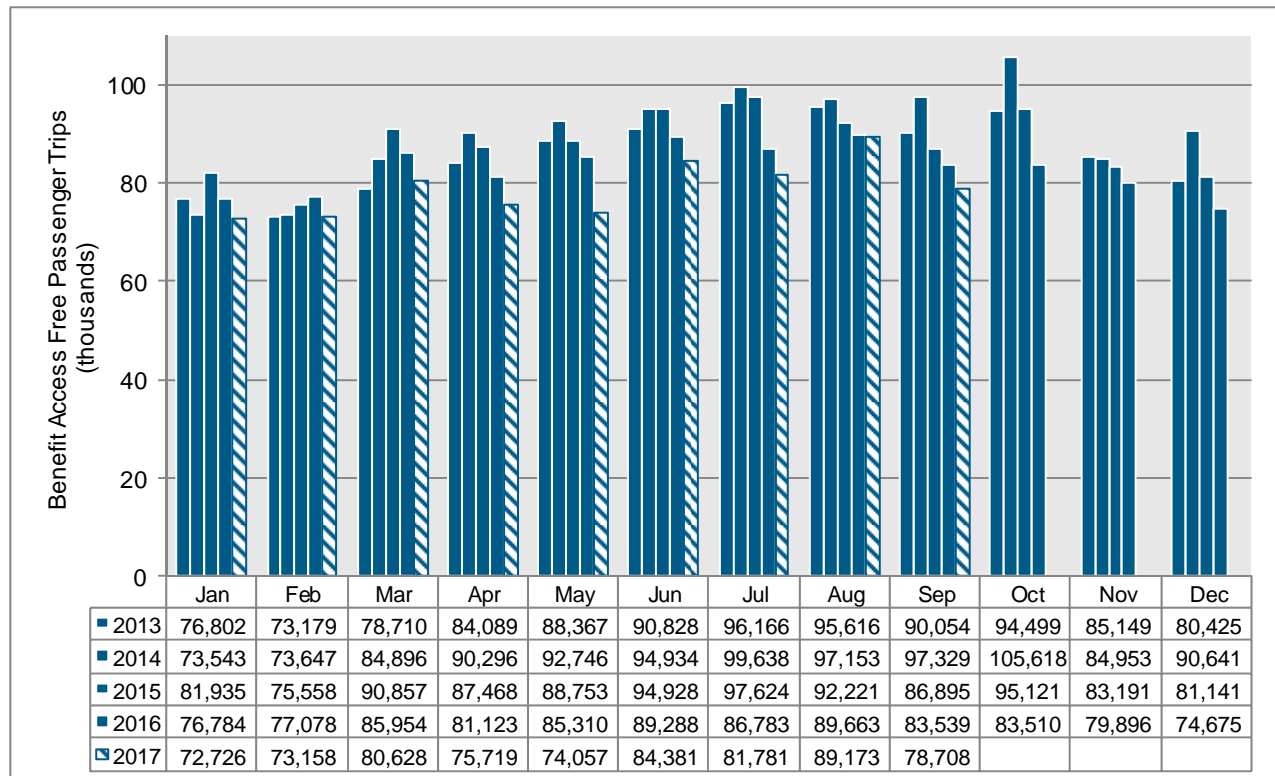
Table 6: Average Daily Passenger Loads

	September (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
Peak - Peak Direction	223	221	-1.2%	221	219	-1.0%	219	216	-1.5%
Peak - Reverse Direction	20	21	3.9%	21	21	-1.7%	21	20	-3.3%
Midday	32	33	4.1%	34	34	1.3%	32	32	1.4%
Evening	17	16	-6.8%	19	19	-1.8%	17	16	-6.2%
Weekday	292	290	-0.6%	295	293	-0.8%	289	284	-1.6%
Saturday	70	65	-7.1%	77	78	1.4%	67	67	0.2%
Sunday	45	46	2.5%	52	52	0.3%	43	42	-2.3%

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.

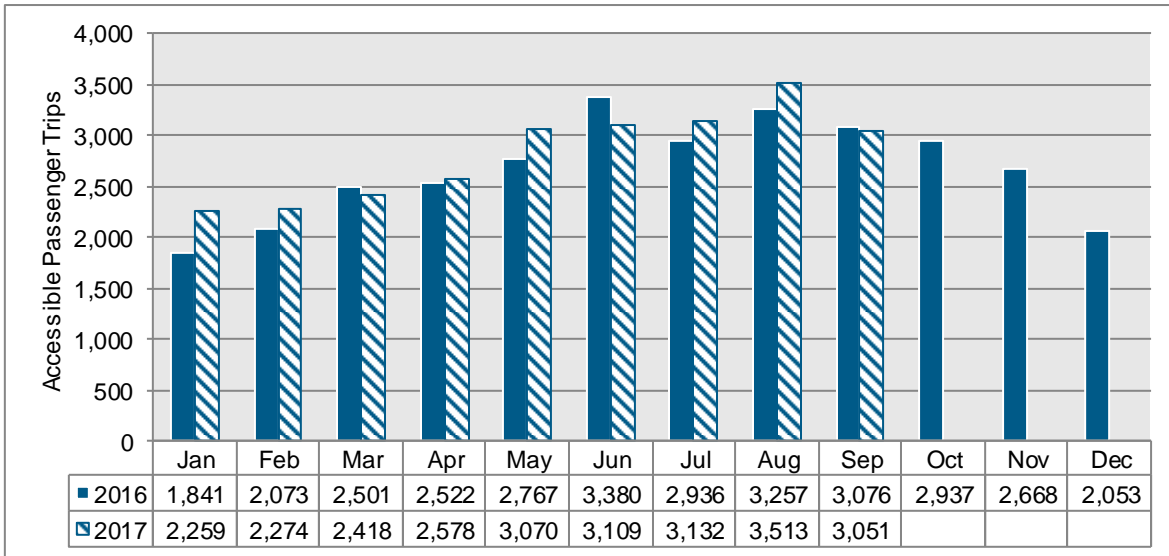
Figure 2: Benefit Access Free Passenger Trips



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.

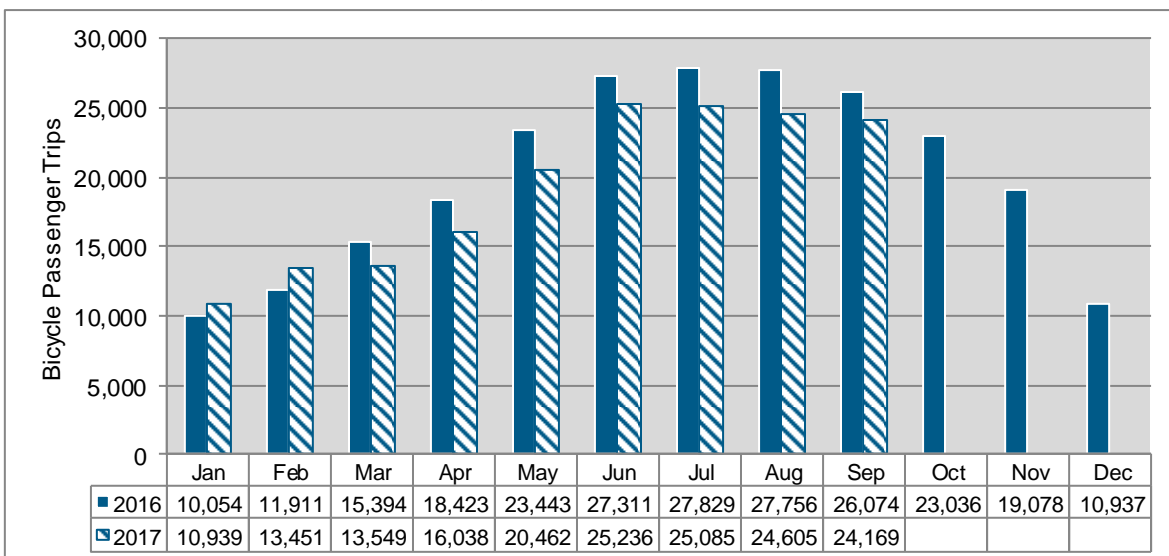
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



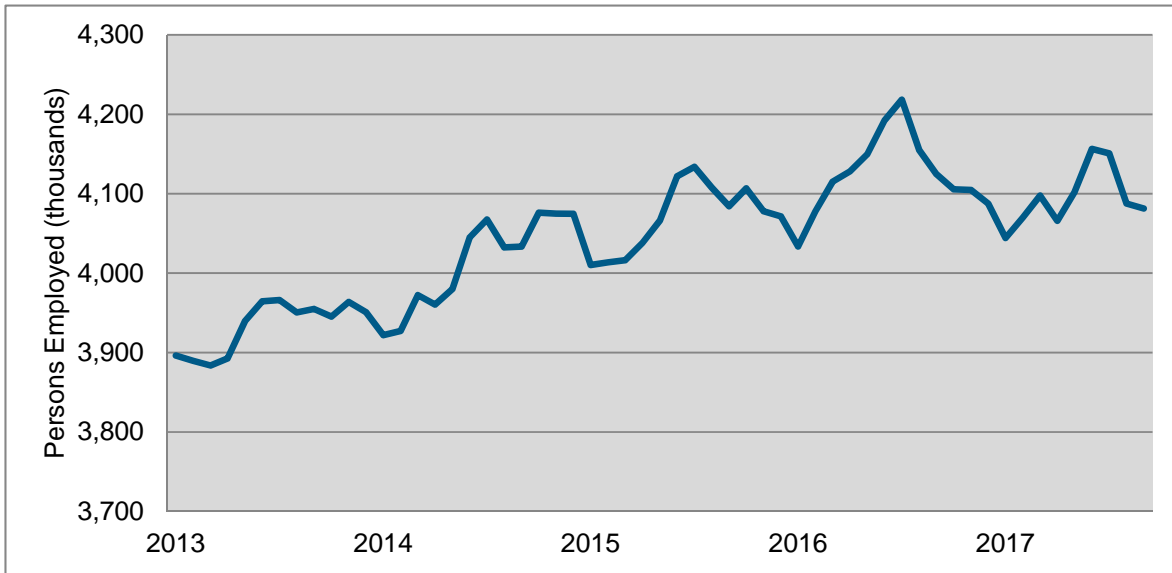
Ridership Influences

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 decreased 1.6 percent in August 2017 compared to August 2016.

Figure 5: Persons Employed in the Chicago Region



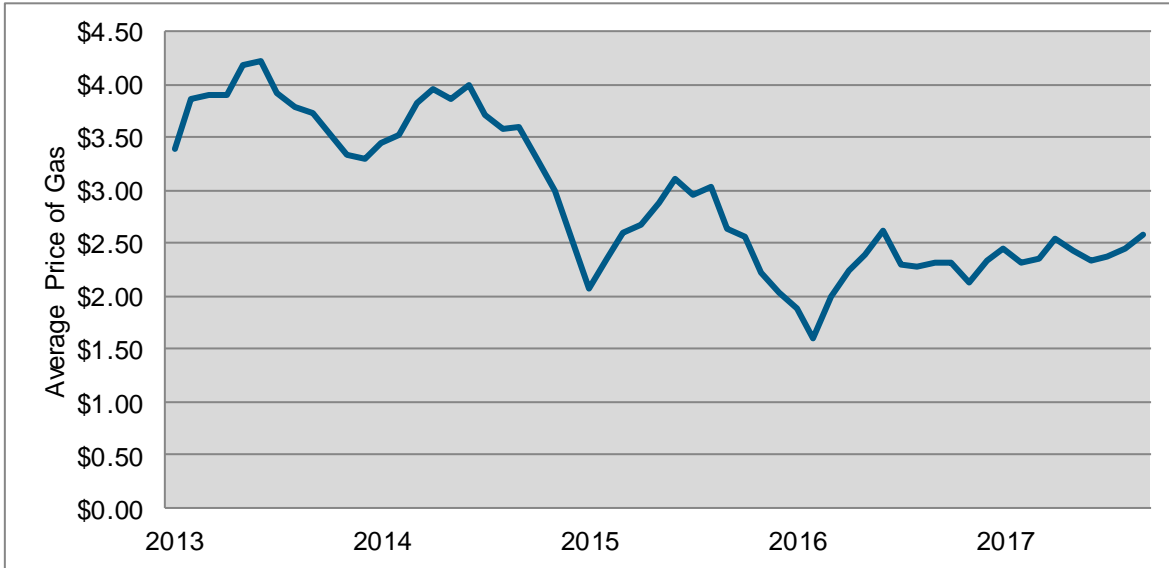
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,926
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	3,993
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,066
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	4,133
2017	4,044	4,070	4,098	4,066	4,102	4,156	4,151	4,089					4,095
Change	0.3%	-0.2%	-0.4%	-1.5%	-1.1%	-0.9%	-1.6%	-1.6%					-0.9%

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 September 2017, \$0.27 higher compared to September 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	\$ 3.88
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	\$ 3.72
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	\$ 2.70
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	\$ 2.18
2017	\$2.45	\$2.32	\$2.35	\$2.55	\$2.43	\$2.34	\$2.38	\$2.45	\$2.58	-	-	-	\$ 2.43
Change	\$0.56	\$0.71	\$0.35	\$0.31	\$0.03	-\$0.27	\$0.08	\$0.16	\$0.27	-	-	-	\$ 0.24

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in September. 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. The project is expected to last through late-2017.

Service Changes

The following service changes occurred in September:

- Metra Electric Line – On September 11, an updated schedule went into effect. The updated schedule adjusts service to better reflect ridership demands and anticipated development in Hyde Park; maintains nearly all rush-hour train service on the Metra Electric mainline; and improves midday service at stations on the South Side of Chicago between 63rd and Kensington; and made other changes to address gaps in service and simplify the schedule and stop patterns.
- Rock Island Line – On September 11, midday express service on the was eliminated, ending a yearlong pilot program that offered midday express service between Blue Island and Chicago.

Special Events and Promotions

Metra added additional service for the BMW Championship (September 12-17) and the Chicago Half Marathon (September 20).

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:

- In September 2016, a special event ticket was offered for travel to the Chicago Half Marathon, accounting for about 300 tickets and \$1,500 in revenue. This ticket was not offered in 2017.
- The large increase in special event passenger revenue and ticket sales in the last 12 months compared to the previous 12 months is due to the November 2016 Cubs Rally.

Passenger Revenue

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

Table 7: Passenger Revenue by Line

	September (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	\$ 6,000	\$ 6,318	5.3%	\$ 18,604	\$ 19,826	6.6%	\$ 70,942	\$ 74,820	5.5%
ME	\$ 2,868	\$ 2,791	-2.7%	\$ 8,674	\$ 8,640	-0.4%	\$ 34,107	\$ 33,999	-0.3%
HC	\$ 285	\$ 297	4.2%	\$ 851	\$ 914	7.5%	\$ 3,220	\$ 3,552	10.3%
MD-N	\$ 2,572	\$ 2,675	4.0%	\$ 8,053	\$ 8,501	5.6%	\$ 30,443	\$ 31,733	4.2%
MD-W	\$ 2,498	\$ 2,482	-0.6%	\$ 7,658	\$ 7,778	1.6%	\$ 29,288	\$ 29,603	1.1%
NCS	\$ 748	\$ 748	0.1%	\$ 2,286	\$ 2,341	2.4%	\$ 8,795	\$ 8,949	1.8%
RI	\$ 2,829	\$ 2,886	2.0%	\$ 8,600	\$ 8,985	4.5%	\$ 33,339	\$ 34,554	3.6%
SWS	\$ 876	\$ 898	2.4%	\$ 2,632	\$ 2,728	3.6%	\$ 10,435	\$ 10,624	1.8%
UP-N	\$ 3,045	\$ 3,126	2.7%	\$ 9,505	\$ 10,004	5.3%	\$ 35,581	\$ 37,044	4.1%
UP-NW	\$ 4,311	\$ 4,313	0.1%	\$ 13,404	\$ 13,763	2.7%	\$ 50,388	\$ 51,900	3.0%
UP-W	\$ 3,083	\$ 3,204	3.9%	\$ 9,581	\$ 10,178	6.2%	\$ 36,091	\$ 38,126	5.6%
Total	\$ 29,114	\$ 29,737	2.1%	\$ 89,848	\$ 93,657	4.2%	\$342,629	\$ 354,904	3.6%

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

Table 8: Passenger Revenue by Ticket Type

	September (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	\$ 15,873	\$ 15,920	0.3%	54.5%	53.5%	\$ 46,715	\$ 46,562	-0.3%	51.9%	49.7%
Ten-Ride	\$ 7,767	\$ 8,280	6.6%	26.6%	27.8%	\$ 23,560	\$ 26,470	12.3%	26.2%	28.2%
One-Way	\$ 4,563	\$ 4,480	-1.8%	15.7%	15.0%	\$ 16,136	\$ 16,445	1.9%	17.9%	17.5%
Weekend	\$ 928	\$ 1,090	17.5%	3.2%	3.7%	\$ 3,276	\$ 3,798	15.9%	3.6%	4.1%
Special Event & Ravinia	\$ 16	\$ 11	-29.6%	0.1%	0.0%	\$ 298	\$ 498	67.0%	0.3%	0.5%
Total ¹	\$ 29,147	\$ 29,782	2.2%			\$ 89,986	\$ 93,773	4.2%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	\$189,540	\$189,710	0.1%	55.2%	53.4%
Ten-Ride	\$ 88,371	\$ 97,481	10.3%	25.8%	27.4%
One-Way	\$ 54,148	\$ 55,410	2.3%	15.8%	15.6%
Weekend	\$ 10,713	\$ 11,415	6.6%	3.1%	3.2%
Special Event & Ravinia	\$ 319	\$ 1,115	249.7%	0.1%	0.3%
Total ¹	\$343,091	\$355,132	3.5%		

¹ 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 September 2016 and 2017.

Table 9: Passenger Revenue by Ticket Type and Sales Channel

September	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit ²	\$ 5,148	\$ 5,114	-0.7%	32.4%	32.1%	\$ 613	\$ 603	-1.7%	7.9%	7.3%
Conductor	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Internet	\$ 385	\$ 510	32.4%	2.4%	3.2%	\$ 75	\$ 63	-15.8%	1.0%	0.8%
Mail	\$ 562	\$ -	-100.0%	3.5%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Ticket Agent	\$ 5,494	\$ 5,152	-6.2%	34.6%	32.4%	\$ 2,979	\$ 2,548	-14.5%	38.3%	30.8%
Vending Machine	\$ 828	\$ 686	-17.1%	5.2%	4.3%	\$ 759	\$ 553	-27.1%	9.8%	6.7%
Ventra Mobile App	\$ 3,457	\$ 4,458	29.0%	21.8%	28.0%	\$ 3,343	\$ 4,513	35.0%	43.0%	54.5%
Total	\$ 15,873	\$ 15,920	0.3%			\$ 7,767	\$ 8,280	6.6%		
	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit ²	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Conductor	\$ 1,269	\$ 1,088	-14.2%	27.8%	24.3%	\$ 603	\$ 560	-7.3%	63.9%	50.8%
Internet	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Mail	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Ticket Agent	\$ 1,708	\$ 1,443	-15.5%	37.4%	32.2%	\$ 132	\$ 163	23.2%	14.0%	14.8%
Vending Machine	\$ 306	\$ 179	-41.6%	6.7%	4.0%	\$ 36	\$ 39	8.7%	3.8%	3.5%
Ventra Mobile App	\$ 1,279	\$ 1,770	38.4%	28.0%	39.5%	\$ 172	\$ 339	97.2%	18.2%	30.8%
Total	\$ 4,563	\$ 4,480	-1.8%			\$ 944	\$ 1,101	16.7%		

Ticket Sales

Table 10 shows ticket sales by ticket type for September, the last three months, and the last 12 months. Monthly pass sales decreased by 6.2 percent in September compared to the previous year, while ten-ride ticket sales increased by 1.4 percent in the same period.

Table 10: Ticket Sales by Ticket Type

	September (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	95	89	-6.2%	8.3%	8.0%	280	261	-6.8%	7.1%	6.6%
Ten-Ride	152	154	1.4%	13.2%	13.7%	458	489	6.7%	11.6%	12.3%
One-Way	786	740	-5.8%	68.3%	66.0%	2,774	2,716	-2.1%	70.4%	68.2%
Weekend	116	136	17.5%	10.1%	12.2%	410	466	13.9%	10.4%	11.7%
Special Event & Ravinia	2	1	-32.9%	0.2%	0.1%	21	51	150.2%	0.5%	1.3%
Total	1,151	1,121	-2.6%			3,942	3,984	1.1%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	1,143	1,089	-4.7%	8.3%	7.9%
Ten-Ride	1,739	1,835	5.5%	12.7%	13.3%
One-Way	9,464	9,308	-1.6%	69.0%	67.3%
Weekend	1,339	1,420	6.0%	9.8%	10.3%
Special Event & Ravinia	23	173	652.9%	0.2%	1.3%
Total	13,708	13,826	0.9%		

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

Table 11: Monthly Ticket Sales by Line

September	2016	2017	Change
BNSF	20,861	20,056	-3.9%
MED	9,715	8,747	-10.0%
HC	1,110	1,048	-5.6%
MD-N	7,416	6,990	-5.7%
MD-W	7,905	7,315	-7.5%
NCS	2,273	2,075	-8.7%
RID	10,697	10,131	-5.3%
SWS	3,600	3,404	-5.4%
UP-N	8,936	8,366	-6.4%
UP-NW	12,916	11,995	-7.1%
UP-W	9,767	9,190	-5.9%
Total	95,196	89,317	-6.2%

Table 12: Ten-Ride Ticket Sales by Line

September	2016	2017	Change
BNSF	29,587	31,108	5.1%
MED	15,290	14,651	-4.2%
HC	1,079	1,196	10.8%
MD-N	15,294	15,411	0.8%
MD-W	10,245	10,354	1.1%
NCS	3,255	3,324	2.1%
RID	12,666	12,497	-1.3%
SWS	3,887	3,981	2.4%
UP-N	23,323	23,015	-1.3%
UP-NW	21,080	21,056	-0.1%
UP-W	15,944	17,125	7.4%
Total	151,650	153,718	1.4%

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

September	2016	2017	Change
BNSF	92,289	94,745	2.7%
MED	89,808	75,597	-15.8%
HC	2,362	2,698	14.2%
MD-N	47,212	50,705	7.4%
MD-W	51,998	48,818	-6.1%
NCS	8,077	9,234	14.3%
RID	49,350	48,817	-1.1%
SWS	11,285	11,973	6.1%
UP-N	62,881	66,625	6.0%
UP-NW	78,654	77,022	-2.1%
UP-W	57,522	59,890	4.1%
Total	551,438	546,124	-1.0%

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

September	2016	2017	Change
BNSF	23,135	20,821	-10.0%
MED	31,196	27,756	-11.0%
HC	592	444	-25.0%
MD-N	21,639	19,732	-8.8%
MD-W	24,553	19,436	-20.8%
NCS	7,140	5,952	-16.6%
RID	18,572	15,857	-14.6%
SWS	5,530	4,091	-26.0%
UP-N	42,492	35,500	-16.5%
UP-NW	35,944	27,279	-24.1%
UP-W	23,482	17,401	-25.9%
Total	234,275	194,269	-17.1%

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

September	2016	2017	Change
BNSF	8,449	13,655	61.6%
MED	5,134	7,318	42.5%
HC	-	-	-
MD-N	4,394	7,674	74.6%
MD-W	3,728	5,803	55.7%
NCS	-	-	-
RID	2,213	3,689	66.7%
SWS	72	175	143.1%
UP-N	6,516	9,582	47.1%
UP-NW	7,173	11,077	54.4%
UP-W	4,928	8,144	65.3%
Total	42,607	67,117	57.5%

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

September	2016	2017	Change
BNSF	10,411	8,772	-15.7%
MED	2,786	3,068	10.1%
HC	-	-	-
MD-N	8,410	8,354	-0.7%
MD-W	8,852	8,095	-8.6%
NCS	-	-	-
RID	5,764	5,408	-6.2%
SWS	315	201	-36.2%
UP-N	12,067	10,418	-13.7%
UP-NW	15,907	14,916	-6.2%
UP-W	10,974	9,931	-9.5%
Total	75,486	69,163	-8.4%

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

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

September	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit ¹	30	28	-7.0%	31.8%	31.5%	11	10	-6.4%	7.3%	6.7%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	2	3	24.4%	2.4%	3.2%	1	1	-19.0%	0.9%	0.7%
Mail	3	-	-100.0%	3.6%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	33	29	-12.2%	35.2%	32.9%	60	49	-18.0%	39.6%	32.0%
<i>Cash & Other</i>	6	5	-15.1%			11	10	-11.7%		
<i>Credit Card</i>	28	24	-12.7%			49	46	-7.3%		
Vending Machine	5	4	-23.1%	5.3%	4.3%	15	10	-31.1%	9.7%	6.6%
<i>Cash¹</i>	-	-	-			0	-	-100.0%		
<i>Credit Card</i>	5	4	-23.1%			14	10	-29.9%		
Ventra Mobile App	21	25	20.9%	21.8%	28.1%	64	83	28.6%	42.5%	53.9%
<i>Credit Card</i>	19	22	16.9%			61	88	43.3%		
<i>Mixed & Other</i>	1	1	7.4%			1	2	91.5%		
<i>Ventra</i>	0	1	81.0%			2	4	66.3%		
Total	95	89	-6.2%			152	154	1.4%		
	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
2016				2017	2016				2017	
Commuter Benefit ¹	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	234	194	-17.1%	29.8%	26.2%	75	70	-7.3%	63.9%	50.8%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	282	230	-18.3%	35.9%	31.1%	17	20	22.8%	14.1%	14.8%
<i>Cash & Other</i>	168	187	11.3%			9	28	204.8%		
<i>Credit Card</i>	114	134	17.4%			8	22	187.8%		
Vending Machine	53	29	-45.3%	6.7%	3.9%	4	5	8.7%	3.8%	3.5%
<i>Cash</i>	14	-	-100.0%			1	-	-100.0%		
<i>Credit Card</i>	39	29	-26.2%			4	5	28.3%		
Ventra Mobile App	217	287	32.4%	27.6%	38.8%	22	42	97.2%	18.2%	30.8%
<i>Credit Card</i>	186	339	81.6%			19	45	135.0%		
<i>Mixed & Other</i>	3	6	137.4%			0	7	2138.4%		
<i>Ventra</i>	28	42	50.3%			2	4	74.0%		
Total	786	740	-5.8%			118	138	16.6%		

¹ 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 ¹	278	258	-7.2%	32.4%	31.7%	104	95	-8.1%	7.9%	6.8%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	30	23	-25.4%	3.5%	2.8%	15	11	-25.4%	1.1%	0.8%
Mail	34	17	-48.3%	3.9%	2.2%	0	0	-93.2%	0.0%	0.0%
Ticket Agent	311	268	-13.8%	36.2%	32.9%	595	484	-18.7%	45.3%	34.7%
<i>Cash & Other</i>	63	47	-25.7%			107	86	-19.4%		
<i>Credit Card</i>	248	221	-10.9%			488	404	-17.3%		
Vending Machine	45	35	-23.1%	5.3%	4.3%	150	102	-31.8%	11.4%	7.3%
<i>Cash</i>	-	-	-			3	1	-72.1%		
<i>Credit Card</i>	45	35	-23.1%			147	101	-30.9%		
Ventra Mobile App	160	213	33.2%	18.6%	26.1%	451	704	56.1%	34.3%	50.4%
<i>Credit Card</i>	144	193	33.7%			429	677	57.7%		
<i>Mixed & Other</i>	13	14	8.3%			8	11	48.0%		
<i>Ventra</i>	2	5	107.3%			14	27	86.9%		
Total	857	813	-5.2%			1,314	1,397	6.3%		
	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit ¹	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	2,240	1,843	-17.7%	31.3%	26.3%	655	602	-8.1%	63.4%	52.9%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	2,868	2,352	-18.0%	40.0%	33.5%	189	193	2.1%	18.3%	17.0%
<i>Cash & Other</i>	1,714	1,427	-16.8%			104	123	18.9%		
<i>Credit Card</i>	1,154	1,016	-12.0%			85	98	15.6%		
Vending Machine	577	322	-44.2%	8.1%	4.6%	48	38	-21.4%	4.6%	3.3%
<i>Cash</i>	198	52	-74.0%			11	3	-71.4%		
<i>Credit Card</i>	379	270	-28.6%			37	34	-5.9%		
Ventra Mobile App	1,478	2,498	69.0%	20.6%	35.6%	142	305	115.1%	13.7%	26.8%
<i>Credit Card</i>	1,277	2,279	78.4%			125	275	120.7%		
<i>Mixed & Other</i>	19	30	64.2%			2	17	681.4%		
<i>Ventra</i>	182	288	58.3%			14	26	82.6%		
Total	7,164	7,014	-2.1%			1,034	1,138	10.0%		

¹ 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 (September)

September	Total (thousands)			Share	
	2016	2017	Change	2016	2017
Commuter Benefit ¹	41	38	-6.8%	3.6%	3.4%
Conductor	310	264	-14.7%	26.9%	23.6%
Internet	4	4	8.1%	0.3%	0.4%
Mail	3	-	-100.0%	0.3%	0.0%
Ticket Agent	392	329	-16.0%	34.1%	29.4%
<i>Cash & Other</i>	193	229	18.3%		
<i>Credit Card</i>	199	226	13.6%		
Vending Machine	77	48	-37.9%	6.7%	4.2%
<i>Cash</i>	15	-	-100.0%		
<i>Credit Card</i>	62	48	-23.5%		
Ventra Mobile App	324	437	35.2%	28.1%	39.0%
<i>Credit Card</i>	286	493	72.6%		
<i>Mixed & Other</i>	5	17	224.3%		
<i>Ventra</i>	32	50	53.3%		
Total	1,151	1,121	-2.6%		

¹ 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

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 ¹	381	353	-7.4%	3.7%	3.4%
Conductor	2,895	2,444	-15.6%	27.9%	23.6%
Internet	45	33	-25.4%	0.4%	0.3%
Mail	34	17	-48.4%	0.3%	0.2%
Ticket Agent	3,963	3,296	-16.8%	38.2%	31.8%
<i>Cash & Other</i>	1,988	1,683	-15.3%		
<i>Credit Card</i>	1,975	1,738	-12.0%		
Vending Machine	820	497	-39.5%	7.9%	4.8%
<i>Cash</i>	213	56	-73.8%		
<i>Credit Card</i>	607	441	-27.4%		
Ventra Mobile App	2,231	3,720	66.8%	21.5%	35.9%
<i>Credit Card</i>	1,976	3,424	73.3%		
<i>Mixed & Other</i>	41	73	76.5%		
<i>Ventra</i>	213	346	62.4%		
Total	10,370	10,361	-0.1%		

¹ 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 10.9 percent in September compared to the previous year, and sales of Pace PlusBus passes declined by 6.4 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	-	-	-	-	-	-
Nov	3,345	1,291	-	-	-	-	-	-
Dec	3,190	1,174	-	-	-	-	-	-
Last 3 Months	9,758	3,689	8,699	3,493	-10.9%	-5.3%	19.5%	16.1%
Last 12 Months	41,828	15,442	37,979	14,656	-9.2%	-5.1%	18.1%	14.9%
Year-to-date	31,187	11,546	28,106	10,919	-9.9%	-5.4%	18.8%	15.3%

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	-	-	-	-
Nov	3,308	13,559	51,255	28,764	-	-	-	-
Dec	2,851	11,693	59,212	31,034	-	-	-	-
Last 3 Months	9,296	38,322	196,407	109,813	8,621	39,576	215,983	97,973
Last 12 Months	38,231	150,660	619,134	418,364	36,825	155,565	693,495	357,125
Year-to-date	28,653	113,180	487,109	311,982	27,227	116,792	535,825	266,090

	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	-	-	-	-
Oct	-	-	-	-
Nov	-	-	-	-
Dec	-	-	-	-
Last 3 Months	-7.3%	3.3%	10.0%	-10.8%
Last 12 Months	-3.7%	3.3%	12.0%	-14.6%
Year-to-date	-5.0%	3.2%	10.0%	-14.7%