# RIDERSHIP TRENDS

## August 2017

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

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## Executive Summary

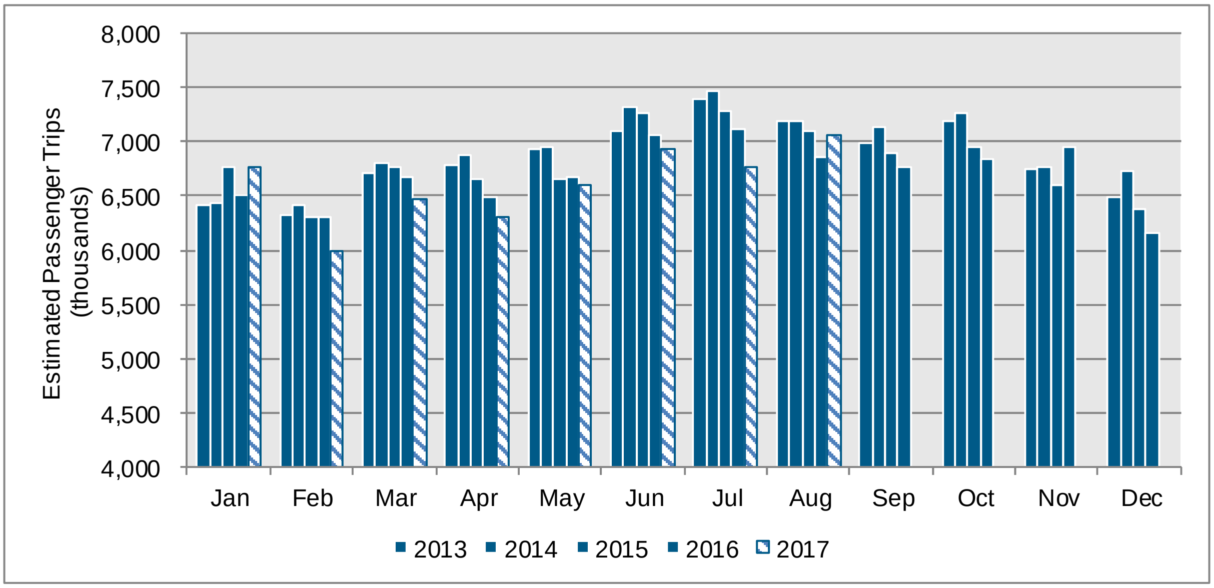
Estimated passenger trips increased 2.8 percent in August 2017 compared to August 2016. August 2017 had the same number of weekdays, Saturdays, and Sundays compared to August 2016. Lollapalooza occurred in July in 2016 and August in 2017. Lollapalooza is a high-ridership event for Metra, and Metra offers a special event ticket for travel to the festival. The shift between months likely inflated the month-to-month comparison for August 2017, since August 2017 is being compared to August 2016, when Lollapalooza did not occur.

Estimated passenger trips have decreased 1.2 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 | - | - | - |
| 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** | **21,695** | **21,982** | **21,646** | **21,042** | **20,755** | **-4.3%** | **-1.4%** |
| **Last 12 Months** | **81,587** | **82,895** | **82,684** | **80,543** | **79,583** | **-2.5%** | **-1.2%** |
| **Year-to-date** | **54,854** | **55,482** | **54,795** | **53,708** | **52,889** | **-3.6%** | **-1.5%** |

**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 | 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 | - | - |
| **3rd Quarter** | **20,632** | **-** | **-** |
| Oct | 6,927 | - | - |
| Nov | 6,585 | - | - |
| Dec | 6,365 | - | - |
| **4th Quarter** | **19,877** | **-** | **-** |
| **Year-to-date** | **53,223** | **52,889** | **-0.6%** |
| **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 August, the last three months, and the last 12 months. Estimated passenger trips decreased by 1.4 percent in the last three months compared to the previous year, and decreased 1.2 percent in the last 12 months compared to the previous year.

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

| | August | | | Last 3 Months | | | Last 12 Months | | |
|---|---|---|---|---|---|---|---|---|---|
| | 2016 | 2017 | Change | 2016 | 2017 | Change | 2016 | 2017 | Change |
| BNSF | 1,394,745 | 1,466,676 | 5.2% | 4,274,437 | 4,300,755 | 0.6% | 16,285,210 | 16,332,916 | 0.3% |
| ME | 714,294 | 695,695 | -2.6% | 2,203,649 | 2,085,729 | -5.4% | 8,789,641 | 8,367,952 | -4.8% |
| HC | 60,649 | 62,626 | 3.3% | 183,946 | 185,093 | 0.6% | 697,074 | 734,124 | 5.3% |
| MD-N | 600,601 | 623,974 | 3.9% | 1,840,119 | 1,834,704 | -0.3% | 6,940,723 | 6,881,373 | -0.9% |
| MD-W | 563,515 | 567,160 | 0.6% | 1,733,647 | 1,674,614 | -3.4% | 6,659,781 | 6,467,256 | -2.9% |
| NCS | 147,593 | 150,304 | 1.8% | 450,848 | 441,467 | -2.1% | 1,740,332 | 1,699,061 | -2.4% |
| RI | 678,487 | 695,383 | 2.5% | 2,087,065 | 2,061,507 | -1.2% | 8,133,292 | 8,032,564 | -1.2% |
| SWS | 210,947 | 211,288 | 0.2% | 639,686 | 617,240 | -3.5% | 2,567,405 | 2,474,272 | -3.6% |
| UP-N | 804,683 | 830,257 | 3.2% | 2,458,902 | 2,420,244 | -1.6% | 9,227,841 | 9,127,378 | -1.1% |
| UP-NW | 974,381 | 989,951 | 1.6% | 2,962,184 | 2,911,575 | -1.7% | 11,173,376 | 11,064,065 | -1.0% |
| UP-W | 716,175 | 762,152 | 6.4% | 2,207,747 | 2,222,334 | 0.7% | 8,328,791 | 8,401,847 | 0.9% |
| **Total** | **6,866,069** | **7,055,462** | **2.8%** | **21,042,227** | **20,755,260** | **-1.4%** | **80,543,463** | **79,582,805** | **-1.2%** |

### Estimated Passenger Trips by Fare Zone Pair

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

| | August (thousands) | | | Last 3 Months (thousands) | | | Last 12 Months (thousands) | | |
|---|---|---|---|---|---|---|---|---|---|
| | **2016** | **2017** | **Change** | **2016** | **2017** | **Change** | **2016** | **2017** | **Change** |
| A-A | 21 | 21 | -1.2% | 64 | 62 | -4.2% | 266 | 250 | -5.7% |
| A-B | 481 | 487 | 1.2% | 1,463 | 1,424 | -2.7% | 5,816 | 5,752 | -1.1% |
| A-C | 902 | 905 | 0.4% | 2,741 | 2,699 | -1.5% | 10,722 | 10,645 | -0.7% |
| A-D | 1,115 | 1,130 | 1.3% | 3,387 | 3,348 | -1.1% | 13,154 | 13,090 | -0.5% |
| A-E | 1,419 | 1,441 | 1.6% | 4,308 | 4,280 | -0.7% | 16,658 | 16,543 | -0.7% |
| A-F | 860 | 865 | 0.5% | 2,603 | 2,549 | -2.1% | 10,063 | 9,977 | -0.8% |
| A-G | 516 | 531 | 2.9% | 1,564 | 1,573 | 0.5% | 6,032 | 6,031 | 0.0% |
| A-H | 441 | 433 | -1.8% | 1,343 | 1,291 | -3.9% | 5,110 | 4,989 | -2.4% |
| A-I | 149 | 146 | -1.8% | 447 | 431 | -3.6% | 1,715 | 1,680 | -2.0% |
| A-J | 27 | 26 | -4.5% | 83 | 77 | -7.0% | 317 | 302 | -4.8% |
| A-K | 29 | 29 | -0.2% | 88 | 85 | -3.7% | 350 | 336 | -4.0% |
| A-M | 9 | 9 | -9.2% | 27 | 25 | -6.5% | 111 | 93 | -16.4% |
| **Intermediate** | **216** | **217** | **0.2%** | **642** | **616** | **-4.0%** | **2,575** | **2,504** | **-2.7%** |
| **No Zone Pair** | **681** | **816** | **20.0%** | **2,281** | **2,295** | **0.6%** | **7,655** | **7,390** | **-3.5%** |
| **Total** | **6,866** | **7,055** | **2.8%** | **21,042** | **20,755** | **-1.4%** | **80,543** | **79,583** | **-1.2%** |

## Estimated Passenger Trips by Ticket Type

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

- Lollapalooza occurred in July in 2016 and in August in 2017. Because special event ticket sales are accounted for in the month that the event took place, August 2017 is showing a large increase in special event passenger trips because it is being compared to August 2016, where no special event tickets were sold.
- 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**

| | August (thousands) | | | | | Last 3 Months (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Share | | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 | 2016 | 2017 | Change | 2016 | 2017 |
| Monthly | 3,914 | 3,771 | -3.7% | 56.9% | 53.5% | 12,068 | 11,312 | -6.3% | 57.3% | 54.5% |
| Ten-Ride | 1,598 | 1,722 | 7.8% | 23.2% | 24.5% | 4,621 | 4,967 | 7.5% | 21.9% | 23.9% |
| One-Way | 966 | 999 | 3.4% | 14.0% | 14.2% | 2,971 | 2,942 | -1.0% | 14.1% | 14.2% |
| Weekend | 307 | 366 | 19.3% | 4.5% | 5.2% | 1,054 | 1,175 | 11.5% | 5.0% | 5.7% |
| Special Event & Ravinia | 6 | 96 | 1388.5% | 0.1% | 1.4% | 93 | 103 | 11.6% | 0.4% | 0.5% |
| Benefit Access (free) | 90 | 89 | -0.5% | 1.3% | 1.3% | 266 | 255 | -3.9% | 1.3% | 1.2% |
| **Total [1]** | **6,880** | **7,043** | **2.4%** | | | **21,072** | **20,756** | **-1.5%** | | |

| | Last 12 Months (thousands) | | | | |
|---|---|---|---|---|---|
| | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 |
| Monthly | 49,349 | 47,083 | -4.6% | 61.2% | 59.2% |
| Ten-Ride | 17,306 | 18,334 | 5.9% | 21.5% | 23.0% |
| One-Way | 9,475 | 9,353 | -1.3% | 11.8% | 11.8% |
| Weekend | 3,360 | 3,500 | 4.2% | 4.2% | 4.4% |
| Special Event & Ravinia | 98 | 348 | 255.2% | 0.1% | 0.4% |
| Benefit Access (free) | 1,018 | 953 | -6.4% | 1.3% | 1.2% |
| **Total [1]** | **80,606** | **79,571** | **-1.3%** | | |

[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 August, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 0.6 percent compared to the previous year, and total weekday passenger loads increased by 1.3 percent in the same period. The increase in both weekday and weekend average passenger loads compared to the previous August is due in part to Lollapalooza occurring in July in 2016 and August in 2017.

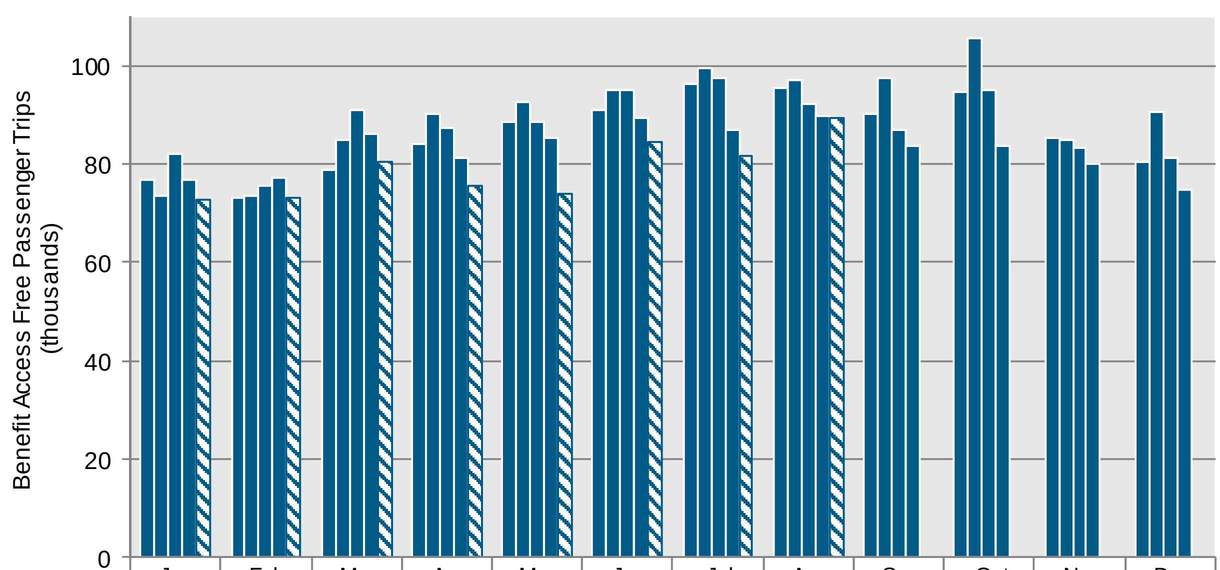
**Table 6: Average Daily Passenger Loads**

| | August (thousands) | | | Last 3 Months (thousands) | | | Last 12 Months (thousands) | | |
|---|---|---|---|---|---|---|---|---|---|
| | 2016 | 2017 | Change | 2016 | 2017 | Change | 2016 | 2017 | Change |
| Peak - Peak Direction | 222 | 221 | -0.6% | 221 | 219 | -1.2% | 219 | 216 | -1.3% |
| Peak - Reverse Direction | 21 | 22 | 2.1% | 22 | 21 | -4.5% | 21 | 20 | -3.8% |
| Midday | 32 | 35 | 8.3% | 35 | 35 | 0.4% | 32 | 32 | 0.9% |
| Evening | 18 | 21 | 11.2% | 20 | 20 | -2.1% | 17 | 16 | -6.3% |
| **Weekday** | **294** | **298** | **1.3%** | **298** | **294** | **-1.3%** | **289** | **284** | **-1.6%** |
| Saturday | 72 | 86 | 20.0% | 79 | 82 | 3.7% | 67 | 68 | 0.2% |
| Sunday | 48 | 57 | 17.8% | 55 | 55 | -0.2% | 43 | 42 | -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**

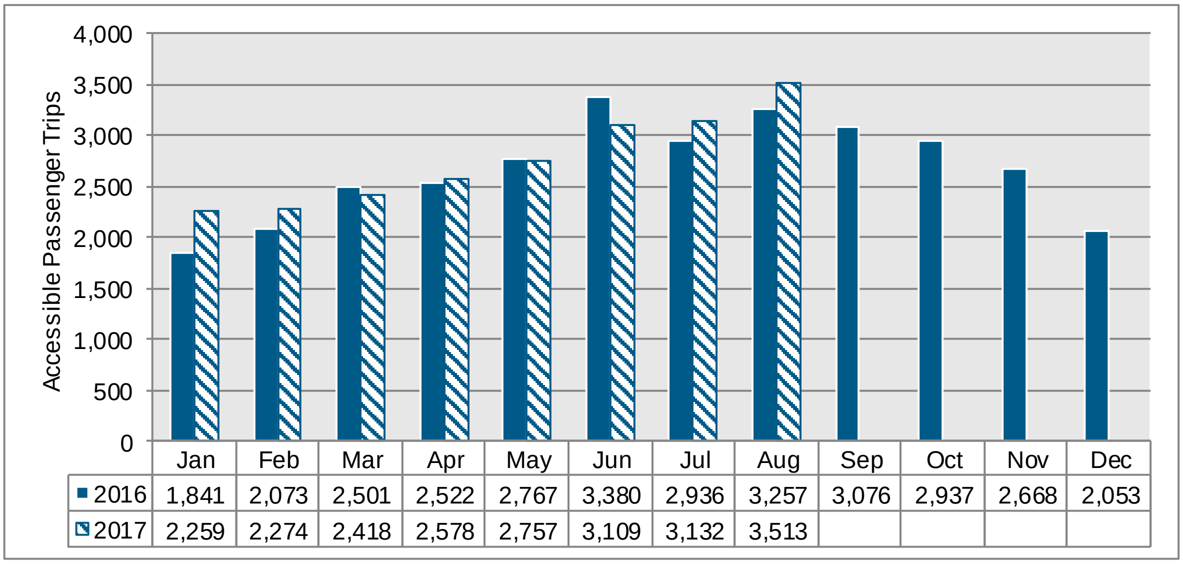



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2013 | 76,802 | 73,179 | 78,710 | 84,089 | 88,367 | 90,828 | 96,166 | 95,616 | 90,054 | 94,499 | 85,149 | 80,425 |
| 2014 | 73,543 | 73,647 | 84,896 | 90,296 | 92,746 | 94,934 | 99,638 | 97,153 | 97,329 | 105,618 | 84,953 | 90,641 |
| 2015 | 81,935 | 75,558 | 90,857 | 87,468 | 88,753 | 94,928 | 97,624 | 92,221 | 86,895 | 95,121 | 83,191 | 81,141 |
| 2016 | 76,784 | 77,078 | 85,954 | 81,123 | 85,310 | 89,288 | 86,783 | 89,663 | 83,539 | 83,510 | 79,896 | 74,675 |
| 2017 | 72,726 | 73,158 | 80,628 | 75,719 | 74,057 | 84,381 | 81,781 | 89,173 | | | | |

## 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**

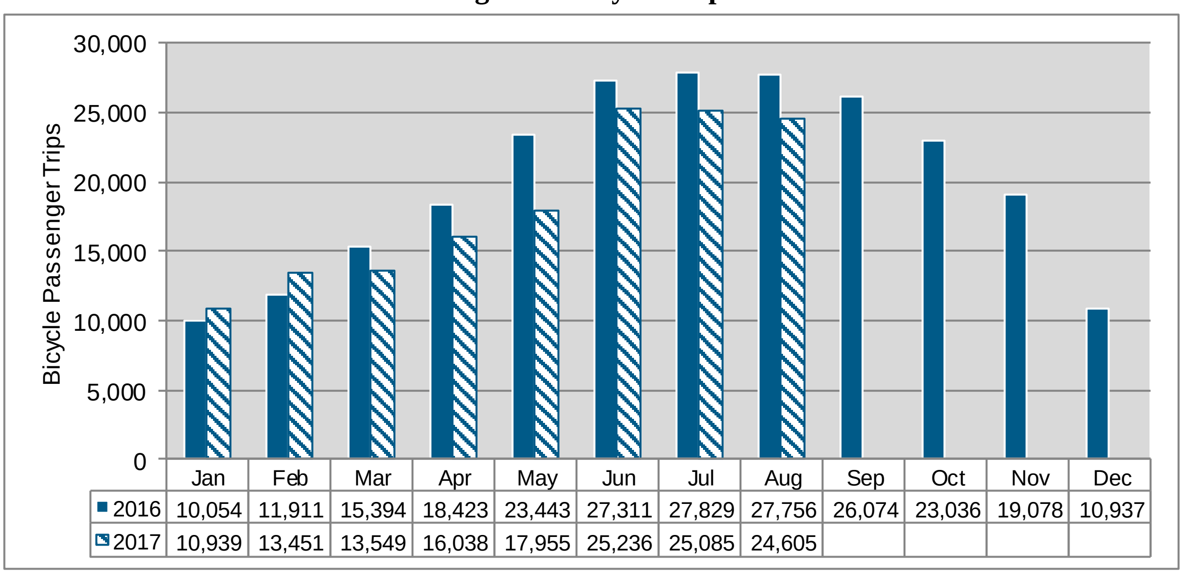



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2016 | 1,841 | 2,073 | 2,501 | 2,522 | 2,767 | 3,380 | 2,936 | 3,257 | 3,076 | 2,937 | 2,668 | 2,053 |
| 2017 | 2,259 | 2,274 | 2,418 | 2,578 | 2,757 | 3,109 | 3,132 | 3,513 | | | | |

## Bicycle Trips

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

**Figure 4: Bicycle Trips**




| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2016 | 10,054 | 11,911 | 15,394 | 18,423 | 23,443 | 27,311 | 27,829 | 27,756 | 26,074 | 23,036 | 19,078 | 10,937 |
| 2017 | 10,939 | 13,451 | 13,549 | 16,038 | 17,955 | 25,236 | 25,085 | 24,605 | | | | |

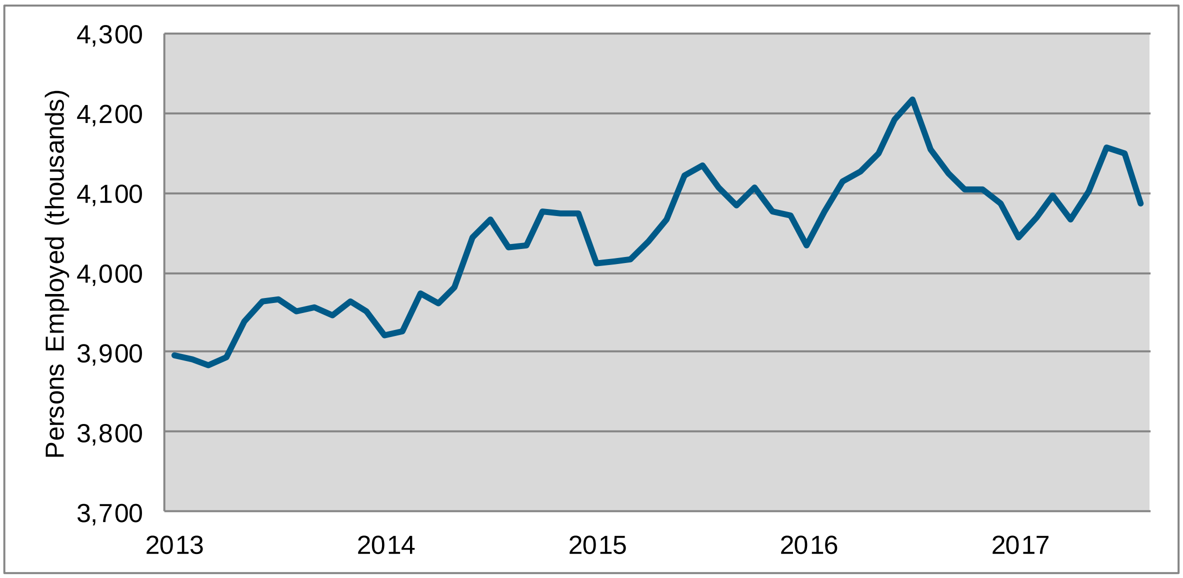
## Ridership Influences

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**



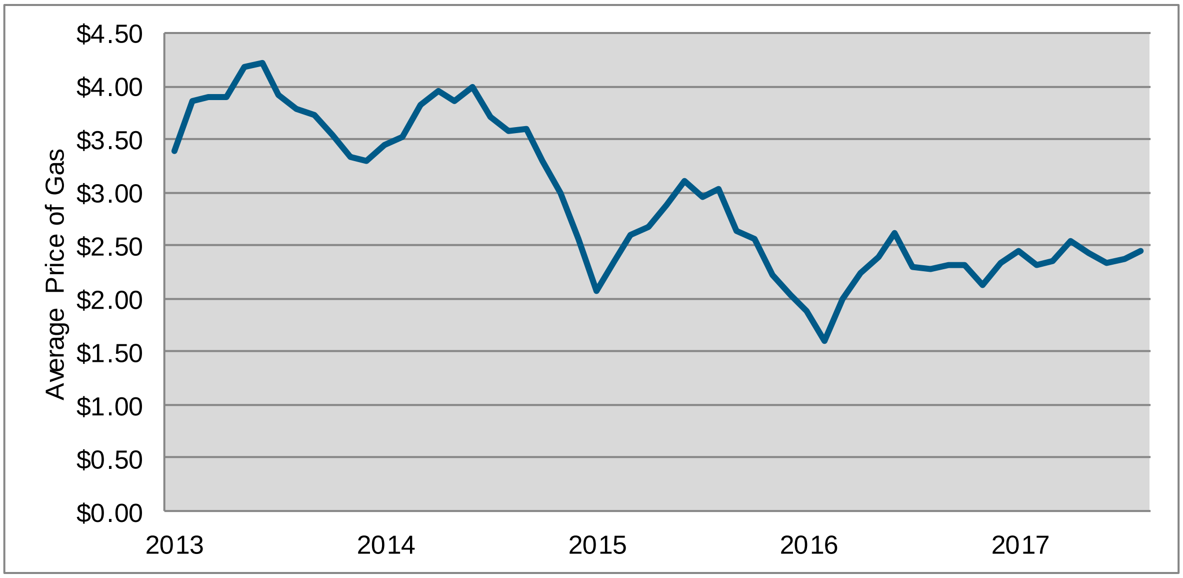

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Year-to-date Average |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2013 | 3,896 | 3,890 | 3,884 | 3,893 | 3,940 | 3,964 | 3,966 | 3,951 | 3,955 | 3,945 | 3,964 | 3,951 | 3,923 |
| 2014 | 3,922 | 3,927 | 3,972 | 3,960 | 3,980 | 4,045 | 4,068 | 4,032 | 4,033 | 4,076 | 4,075 | 4,075 | 3,988 |
| 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 | 4,064 |
| 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 | 4,134 |
| 2017 | 4,044 | 4,070 | 4,098 | 4,066 | 4,102 | 4,156 | 4,151 | 4,088 | | | | | 4,097 |
| **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 $2.45 in August 2017, $0.16 higher compared to August 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 | $ 3.89 |
| 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 | $ 3.74 |
| 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 | $ 2.71 |
| 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 | $ 2.17 |
| 2017 | $2.45 | $2.32 | $2.35 | $2.55 | $2.43 | $2.34 | $2.38 | $2.45 | - | - | - | - | $ 2.41 |
| **Change** | **$0.56** | **$0.71** | **$0.35** | **$0.31** | **$0.03** | **-$0.27** | **$0.08** | **$0.16** | **-** | **-** | **-** | **-** | **$ 0.24** |

*Source: Bureau of Labor Statistics*

**Road Construction**

No new roadway construction projects of regional significance began in August. 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**

No service changes occurred in August.

**Special Events and Promotions**

Lollapalooza occurred in July in 2016 and in August in 2017. Metra offered a $10.00 two-day special event ticket valid for travel August 3-4. There were 43,993 two-day tickets sold in August 2017, accounting for $439,930 in passenger revenues and approximately 110,000 estimated rides, compared to July 2016 where there were 11,273 four-day tickets were sold accounting for $225,460 in revenue and 73,275 estimated rides. Special event ticket sales are accounted for in the month that the event took place, so these tickets will be accounted for in August in 2017 compared to 2016 where they were accounted for in July.

Metra added additional service for Lollapalooza (August 3-6), Arlington Million (August 12), and the Chicago Air and Water Show (August 19-20).

## 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:

- Lollapalooza occurred in July in 2016 and in August in 2017. Because special event ticket sales are accounted for in the month that the event took place, August 2017 is showing a large increase in special event passenger revenue and ticket sales because it is being compared to August 2016, where no special event tickets were sold.
- August 2016 monthly passes sold through Ticket by Internet were accounted for in July 2016 due to a data anomaly. As a result, August 2017 is showing a large increase in monthly pass passenger revenue and ticket sales compared to August 2016.
- 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 August, the last three months, and the last 12 months.

**Table 7: Passenger Revenue by Line**

| | August (thousands) | | | Last 3 Months (thousands) | | | Last 12 Months (thousands) | | |
|---|---|---|---|---|---|---|---|---|---|
| | 2016 | 2017 | Change | 2016 | 2017 | Change | 2016 | 2017 | Change |
| BNSF | $ 6,232 | $ 6,930 | 11.2% | $ 18,970 | $ 20,282 | 6.9% | $ 70,942 | $ 74,503 | 5.0% |
| ME | $ 2,852 | $ 2,942 | 3.2% | $ 8,744 | $ 8,818 | 0.9% | $ 34,150 | $ 34,077 | -0.2% |
| HC | $ 283 | $ 314 | 10.8% | $ 853 | $ 926 | 8.5% | $ 3,190 | $ 3,541 | 11.0% |
| MD-N | $ 2,708 | $ 2,987 | 10.3% | $ 8,238 | $ 8,732 | 6.0% | $ 30,440 | $ 31,629 | 3.9% |
| MD-W | $ 2,546 | $ 2,687 | 5.5% | $ 7,766 | $ 7,916 | 1.9% | $ 29,302 | $ 29,620 | 1.1% |
| NCS | $ 764 | $ 820 | 7.2% | $ 2,323 | $ 2,407 | 3.6% | $ 8,796 | $ 8,949 | 1.7% |
| RI | $ 2,849 | $ 3,103 | 8.9% | $ 8,724 | $ 9,177 | 5.2% | $ 33,333 | $ 34,497 | 3.5% |
| SWS | $ 880 | $ 942 | 7.1% | $ 2,654 | $ 2,750 | 3.6% | $ 10,444 | $ 10,603 | 1.5% |
| UP-N | $ 3,208 | $ 3,554 | 10.8% | $ 9,729 | $ 10,279 | 5.6% | $ 35,503 | $ 36,963 | 4.1% |
| UP-NW | $ 4,510 | $ 4,820 | 6.9% | $ 13,635 | $ 14,152 | 3.8% | $ 50,288 | $ 51,897 | 3.2% |
| UP-W | $ 3,192 | $ 3,587 | 12.4% | $ 9,773 | $ 10,445 | 6.9% | $ 36,013 | $ 38,005 | 5.5% |
| **Total** | **$ 30,024** | **$ 32,685** | **8.9%** | **$ 91,409** | **$ 95,882** | **4.9%** | **$342,401** | **$ 354,281** | **3.5%** |

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

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

| | August (thousands) | | | | | Last 3 Months (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Share | | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 | 2016 | 2017 | Change | 2016 | 2017 |
| Monthly | $ 15,192 | $ 15,650 | 3.0% | 50.5% | 47.8% | $ 46,805 | $ 46,909 | 0.2% | 51.1% | 48.9% |
| Ten-Ride | $ 8,247 | $ 9,335 | 13.2% | 27.4% | 28.5% | $ 23,815 | $ 26,955 | 13.2% | 26.0% | 28.1% |
| One-Way | $ 5,635 | $ 6,032 | 7.0% | 18.7% | 18.4% | $ 17,260 | $ 17,795 | 3.1% | 18.9% | 18.5% |
| Weekend | $ 982 | $ 1,239 | 26.2% | 3.3% | 3.8% | $ 3,373 | $ 3,827 | 13.4% | 3.7% | 4.0% |
| Special Event & Ravinia | $ 26 | $ 472 | 1729.7% | 0.1% | 1.4% | $ 303 | $ 501 | 65.5% | 0.3% | 0.5% |
| **Total [1]** | **$ 30,082** | **$ 32,727** | **8.8%** | | | **$ 91,556** | **$ 95,987** | **4.8%** | | |

| | Last 12 Months (thousands) | | | | |
|---|---|---|---|---|---|
| | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 |
| Monthly | $190,049 | $189,663 | -0.2% | 55.4% | 53.5% |
| Ten-Ride | $ 87,706 | $ 96,968 | 10.6% | 25.6% | 27.4% |
| One-Way | $ 54,052 | $ 55,493 | 2.7% | 15.8% | 15.7% |
| Weekend | $ 10,752 | $ 11,253 | 4.7% | 3.1% | 3.2% |
| Special Event & Ravinia | $ 323 | $ 1,120 | 247.1% | 0.1% | 0.3% |
| **Total [1]** | **$342,882** | **$354,497** | **3.4%** | | |

[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 August 2016 and 2017.

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

| August | Monthly (thousands) | | | | | Ten-Ride (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Share | | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 | 2016 | 2017 | Change | 2016 | 2017 |
| Commuter Benefit [2] | $ 5,145 | $ 5,107 | -0.7% | 33.9% | 32.6% | $ 625 | $ 619 | -1.0% | 7.6% | 6.6% |
| Conductor | $ - | $ - | - | 0.0% | 0.0% | $ - | $ - | - | 0.0% | 0.0% |
| Internet | $ 22 | $ 508 | 2210.8% | 0.1% | 3.2% | $ 84 | $ 69 | -17.3% | 1.0% | 0.7% |
| Mail | $ 574 | $ - | -100.0% | 3.8% | 0.0% | $ 0 | $ - | -100.0% | 0.0% | 0.0% |
| Ticket Agent | $ 5,228 | $ 5,100 | -2.4% | 34.4% | 32.6% | $ 3,325 | $ 2,872 | -13.6% | 40.3% | 30.8% |
| Vending Machine | $ 813 | $ 599 | -26.3% | 5.4% | 3.8% | $ 856 | $ 644 | -24.7% | 10.4% | 6.9% |
| Ventra Mobile App | $ 3,410 | $ 4,335 | 27.1% | 22.4% | 27.7% | $ 3,356 | $ 5,131 | 52.9% | 40.7% | 55.0% |
| **Total** | **$ 15,192** | **$ 15,650** | **3.0%** | | | **$ 8,247** | **$ 9,335** | **13.2%** | | |

| | One-Way (thousands) | | | | | Weekend, Special Event, & Ravinia (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Share | | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 | 2016 | 2017 | Change | 2016 | 2017 |
| Commuter Benefit [2] | $ - | $ - | - | 0.0% | 0.0% | $ - | $ - | - | 0.0% | 0.0% |
| Conductor | $ 1,622 | $ 1,433 | -11.6% | 28.8% | 23.8% | $ 616 | $ 764 | 24.1% | 61.1% | 45.1% |
| Internet | $ - | $ - | - | 0.0% | 0.0% | $ - | $ - | - | 0.0% | 0.0% |
| Mail | $ - | $ - | - | 0.0% | 0.0% | $ - | $ - | - | 0.0% | 0.0% |
| Ticket Agent | $ 2,226 | $ 1,976 | -11.2% | 39.5% | 32.8% | $ 199 | $ 423 | 112.9% | 19.7% | 24.9% |
| Vending Machine | $ 374 | $ 243 | -34.9% | 6.6% | 4.0% | $ 38 | $ 32 | -14.8% | 3.7% | 1.9% |
| Ventra Mobile App | $ 1,414 | $ 2,379 | 68.2% | 25.1% | 39.4% | $ 156 | $ 477 | 205.1% | 15.5% | 28.1% |
| **Total** | **$ 5,635** | **$ 6,032** | **7.0%** | | | **$ 1,008** | **$ 1,695** | **68.2%** | | |

| | **Total** (thousands) | | | | |
|---|---|---|---|---|---|
| | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 |
| Commuter Benefit [2] | $ 5,771 | $ 5,726 | -0.8% | 19.2% | 17.5% |
| Conductor | $ 2,237 | $ 2,197 | -1.8% | 7.4% | 6.7% |
| Internet | $ 106 | $ 577 | 445.1% | 0.4% | 1.8% |
| Mail | $ 574 | $ - | -100.0% | 1.9% | 0.0% |
| Ticket Agent | $ 10,977 | $ 10,371 | -5.5% | 36.5% | 31.7% |
| Vending Machine | $ 2,080 | $ 1,519 | -27.0% | 6.9% | 4.6% |
| Ventra Mobile App | $ 8,337 | $ 12,321 | 47.8% | 27.7% | 37.7% |
| **Total [1]** | **$ 30,082** | **$ 32,727** | **8.8%** | | |

[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

[2] 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 August, the last three months, and the last 12 months. Monthly pass sales decreased by 3.7 percent in August compared to the previous year, while ten-ride ticket sales increased by 7.8 percent in the same period.

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

| | August (thousands) | | | | | Last 3 Months (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Share | | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 | 2016 | 2017 | Change | 2016 | 2017 |
| Monthly | 91 | 88 | -3.7% | 6.8% | 6.0% | 281 | 263 | -6.3% | 6.8% | 6.2% |
| Ten-Ride | 160 | 172 | 7.8% | 11.9% | 11.8% | 462 | 497 | 7.5% | 11.1% | 11.8% |
| One-Way | 966 | 999 | 3.4% | 71.9% | 68.7% | 2,971 | 2,942 | -1.0% | 71.5% | 69.7% |
| Weekend | 123 | 146 | 19.3% | 9.1% | 10.1% | 422 | 470 | 11.5% | 10.1% | 11.1% |
| Special Event & Ravinia | 3 | 48 | 1388.5% | 0.2% | 3.3% | 21 | 52 | 146.7% | 0.5% | 1.2% |
| **Total** | **1,343** | **1,453** | **8.3%** | | | **4,156** | **4,224** | **1.6%** | | |

| | Last 12 Months (thousands) | | | | |
|---|---|---|---|---|---|
| | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 |
| Monthly | 1,148 | 1,095 | -4.6% | 8.4% | 7.9% |
| Ten-Ride | 1,731 | 1,833 | 5.9% | 12.6% | 13.2% |
| One-Way | 9,475 | 9,353 | -1.3% | 69.1% | 67.5% |
| Weekend | 1,344 | 1,400 | 4.2% | 9.8% | 10.1% |
| Special Event & Ravinia | 24 | 174 | 635.8% | 0.2% | 1.3% |
| **Total** | **13,721** | **13,855** | **1.0%** | | |

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

.

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

| August | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 20,017 | 19,672 | -1.7% |
| MED | 9,320 | 8,721 | -6.4% |
| HC | 1,070 | 1,042 | -2.6% |
| MD-N | 7,158 | 6,828 | -4.6% |
| MD-W | 7,449 | 7,089 | -4.8% |
| NCS | 2,176 | 2,053 | -5.7% |
| RID | 10,227 | 9,883 | -3.4% |
| SWS | 3,381 | 3,215 | -4.9% |
| UP-N | 8,516 | 8,183 | -3.9% |
| UP-NW | 12,422 | 11,908 | -4.1% |
| UP-W | 9,289 | 9,098 | -2.1% |
| **Total** | **91,025** | **87,692** | **-3.7%** |

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

| August | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 32,634 | 36,008 | 10.3% |
| MED | 14,440 | 14,754 | 2.2% |
| HC | 1,169 | 1,381 | 18.1% |
| MD-N | 15,881 | 17,626 | 11.0% |
| MD-W | 10,855 | 11,331 | 4.4% |
| NCS | 3,407 | 3,822 | 12.2% |
| RID | 13,037 | 13,522 | 3.7% |
| SWS | 4,293 | 4,535 | 5.6% |
| UP-N | 24,393 | 26,122 | 7.1% |
| UP-NW | 22,428 | 23,743 | 5.9% |
| UP-W | 17,214 | 19,369 | 12.5% |
| **Total** | **159,751** | **172,213** | **7.8%** |

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

| August | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 117,324 | 135,144 | 15.2% |
| MED | 100,500 | 92,631 | -7.8% |
| HC | 2,440 | 3,238 | 32.7% |
| MD-N | 60,638 | 69,640 | 14.8% |
| MD-W | 61,513 | 64,193 | 4.4% |
| NCS | 10,094 | 12,622 | 25.0% |
| RID | 56,876 | 65,230 | 14.7% |
| SWS | 13,041 | 16,003 | 22.7% |
| UP-N | 78,909 | 96,610 | 22.4% |
| UP-NW | 100,743 | 107,310 | 6.5% |
| UP-W | 71,749 | 83,482 | 16.4% |
| **Total** | **673,827** | **746,103** | **10.7%** |

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

| August | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 31,583 | 27,929 | -11.6% |
| MED | 31,231 | 31,837 | 1.9% |
| HC | 672 | 628 | -6.5% |
| MD-N | 29,603 | 26,171 | -11.6% |
| MD-W | 31,334 | 25,541 | -18.5% |
| NCS | 9,346 | 8,025 | -14.1% |
| RID | 23,335 | 21,471 | -8.0% |
| SWS | 6,954 | 5,919 | -14.9% |
| UP-N | 51,626 | 43,900 | -15.0% |
| UP-NW | 46,631 | 36,867 | -20.9% |
| UP-W | 29,667 | 24,695 | -16.8% |
| **Total** | **291,982** | **252,983** | **-13.4%** |

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

| August | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 9,638 | 20,932 | 117.2% |
| MED | 5,066 | 6,939 | 37.0% |
| HC | - | - | - |
| MD-N | 4,946 | 11,214 | 126.7% |
| MD-W | 4,180 | 8,585 | 105.4% |
| NCS | - | - | - |
| RID | 2,480 | 7,902 | 218.6% |
| SWS | 106 | 463 | 336.8% |
| UP-N | 8,379 | 14,395 | 71.8% |
| UP-NW | 8,802 | 18,084 | 105.5% |
| UP-W | 5,422 | 14,088 | 159.8% |
| **Total** | **49,019** | **102,602** | **109.3%** |

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

| August | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 10,846 | 13,304 | 22.7% |
| MED | 2,692 | 4,566 | 69.6% |
| HC | - | - | - |
| MD-N | 10,232 | 10,979 | 7.3% |
| MD-W | 8,416 | 11,221 | 33.3% |
| NCS | - | - | - |
| RID | 6,073 | 8,712 | 43.5% |
| SWS | 482 | 1,304 | 170.5% |
| UP-N | 12,401 | 12,379 | -0.2% |
| UP-NW | 15,569 | 17,742 | 14.0% |
| UP-W | 10,244 | 11,631 | 13.5% |
| **Total** | **76,955** | **91,838** | **19.3%** |

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

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

| August | Monthly (thousands) | | | | | Ten-Ride (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Share | | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 | 2016 | 2017 | Change | 2016 | 2017 |
| Commuter Benefit [1] | 30 | 28 | -7.1% | 33.2% | 32.0% | 11 | 11 | -6.1% | 7.1% | 6.2% |
| Conductor | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Internet | 0 | 3 | 2028.6% | 0.1% | 3.2% | 2 | 1 | -22.4% | 1.0% | 0.7% |
| Mail | 4 | - | -100.0% | 3.9% | 0.0% | 0 | - | -100.0% | 0.0% | 0.0% |
| Ticket Agent | 32 | 29 | -8.5% | 34.9% | 33.1% | 66 | 55 | -17.0% | 41.6% | 32.0% |
| *Cash & Other* | *5* | *5* | *-9.9%* | | | *12* | *10* | *-18.9%* | | |
| *Credit Card* | *26* | *24* | *-8.2%* | | | *55* | *46* | *-16.6%* | | |
| Vending Machine | 5 | 3 | -32.0% | 5.4% | 3.8% | 16 | 12 | -28.4% | 10.3% | 6.8% |
| *Cash[1]* | - | - | - | | | *0* | - | *-100.0%* | | |
| *Credit Card* | *5* | *3* | *-32.0%* | | | *16* | *12* | *-27.1%* | | |
| Ventra Mobile App | 20 | 24 | 19.1% | 22.4% | 27.7% | 64 | 93 | 46.0% | 40.1% | 54.3% |
| *Credit Card* | *19* | *22* | *19.0%* | | | *61* | *88* | *44.2%* | | |
| *Mixed & Other* | *1* | *1* | *0.7%* | | | *1* | *2* | *100.0%* | | |
| *Ventra* | *0* | *1* | *99.4%* | | | *2* | *4* | *71.6%* | | |
| **Total** | **91** | **88** | **-3.7%** | | | **160** | **172** | **7.8%** | | |
| | **One-Way (thousands)** | | | | | **Weekend, Special Event, & Ravinia (thousands)** | | | | |
| | | | | **Share** | | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** | **2016** | **2017** | **Change** | **2016** | **2017** |
| Commuter Benefit [1] | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Conductor | 292 | 253 | -13.4% | 30.2% | 25.3% | 77 | 92 | 19.4% | 61.1% | 45.7% |
| Internet | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Mail | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Ticket Agent | 372 | 321 | -13.8% | 38.5% | 32.1% | 25 | 49 | 98.8% | 19.7% | 24.5% |
| *Cash & Other* | *220* | *187* | *-15.1%* | | | *14* | *28* | *103.6%* | | |
| *Credit Card* | *153* | *134* | *-11.9%* | | | *11* | *22* | *93.0%* | | |
| Vending Machine | 63 | 39 | -39.0% | 6.6% | 3.9% | 5 | 4 | -14.8% | 3.7% | 2.0% |
| *Cash* | *17* | - | *-100.0%* | | | *0* | - | *-100.0%* | | |
| *Credit Card* | *47* | *39* | *-17.1%* | | | *4* | *4* | *-4.8%* | | |
| Ventra Mobile App | 238 | 387 | 62.2% | 24.7% | 38.7% | 20 | 56 | 186.0% | 15.5% | 27.8% |
| *Credit Card* | *207* | *339* | *63.6%* | | | *17* | *45* | *158.2%* | | |
| *Mixed & Other* | *3* | *6* | *117.5%* | | | *0* | *7* | *2828.5%* | | |
| *Ventra* | *29* | *42* | *46.4%* | | | *2* | *4* | *92.1%* | | |
| **Total** | **966** | **999** | **3.4%** | | | **126** | **201** | **59.6%** | | |

[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) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Share | | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 | 2016 | 2017 | Change | 2016 | 2017 |
| Commuter Benefit [1] | 248 | 230 | -7.2% | 32.5% | 31.7% | 92 | 85 | -8.3% | 8.0% | 6.8% |
| Conductor | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Internet | 28 | 20 | -29.5% | 3.7% | 2.7% | 13 | 10 | -26.1% | 1.1% | 0.8% |
| Mail | 30 | 17 | -42.5% | 4.0% | 2.4% | 0 | 0 | -93.2% | 0.0% | 0.0% |
| Ticket Agent | 277 | 238 | -14.0% | 36.4% | 32.9% | 535 | 435 | -18.8% | 46.0% | 35.0% |
| *Cash & Other* | *57* | *42* | *-26.7%* | | | *96* | *76* | *-20.3%* | | |
| *Credit Card* | *220* | *196* | *-10.7%* | | | *439* | *358* | *-18.4%* | | |
| Vending Machine | 40 | 31 | -23.1% | 5.3% | 4.3% | 135 | 92 | -31.9% | 11.6% | 7.4% |
| *Cash* | - | - | - | | | *3* | *1* | *-69.8%* | | |
| *Credit Card* | *40* | *31* | *-23.1%* | | | *132* | *91* | *-31.0%* | | |
| Ventra Mobile App | 139 | 187 | 35.0% | 18.2% | 25.9% | 387 | 621 | 60.7% | 33.3% | 50.0% |
| *Credit Card* | *125* | *171* | *36.3%* | | | *368* | *589* | *60.1%* | | |
| *Mixed & Other* | *12* | *13* | *8.4%* | | | *7* | *9* | *41.0%* | | |
| *Ventra* | *2* | *4* | *112.1%* | | | *12* | *23* | *90.6%* | | |
| **Total** | **762** | **724** | **-5.1%** | | | **1,163** | **1,243** | **6.9%** | | |
| | **One-Way (thousands)** | | | | | **Weekend, Special Event, & Ravinia (thousands)** | | | | |
| | | | | **Share** | | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** | **2016** | **2017** | **Change** | **2016** | **2017** |
| Commuter Benefit [1] | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Conductor | 2,006 | 1,648 | -17.8% | 31.4% | 26.3% | 580 | 532 | -8.2% | 63.3% | 53.2% |
| Internet | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Mail | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Ticket Agent | 2,586 | 2,121 | -18.0% | 40.5% | 33.8% | 172 | 172 | 0.1% | 18.8% | 17.2% |
| *Cash & Other* | *1,547* | *1,240* | *-19.8%* | | | *95* | *96* | *1.1%* | | |
| *Credit Card* | *1,040* | *881* | *-15.2%* | | | *78* | *77* | *-1.2%* | | |
| Vending Machine | 525 | 293 | -44.1% | 8.2% | 4.7% | 43 | 33 | -24.5% | 4.7% | 3.3% |
| *Cash* | *185* | *52* | *-72.1%* | | | *11* | *3* | *-69.5%* | | |
| *Credit Card* | *340* | *242* | *-28.9%* | | | *33* | *30* | *-9.9%* | | |
| Ventra Mobile App | 1,261 | 2,211 | 75.3% | 19.8% | 35.2% | 120 | 263 | 118.3% | 13.2% | 26.3% |
| *Credit Card* | *1,091* | *1,940* | *77.8%* | | | *106* | *231* | *118.1%* | | |
| *Mixed & Other* | *16* | *24* | *52.2%* | | | *2* | *10* | *422.0%* | | |
| *Ventra* | *154* | *246* | *59.7%* | | | *12* | *22* | *84.2%* | | |
| **Total** | **6,378** | **6,274** | **-1.6%** | | | **916** | **1,000** | **9.2%** | | |

[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 (August)**

| August | Total (thousands) | | | | |
|---|---|---|---|---|---|
| | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 |
| Commuter Benefit [1] | 42 | 39 | -6.8% | 3.1% | 2.7% |
| Conductor | 369 | 345 | -6.5% | 27.5% | 23.6% |
| Internet | 2 | 4 | 139.8% | 0.1% | 0.3% |
| Mail | 4 | - | -100.0% | 0.3% | 0.0% |
| Ticket Agent | 495 | 455 | -8.2% | 36.9% | 31.1% |
| *Cash & Other* | *250* | *229* | *-8.7%* | | |
| *Credit Card* | *245* | *226* | *-7.7%* | | |
| Vending Machine | 89 | 58 | -35.4% | 6.7% | 4.0% |
| *Cash* | *18* | *-* | *-100.0%* | | |
| *Credit Card* | *72* | *58* | *-19.6%* | | |
| Ventra Mobile App | 342 | 560 | 63.7% | 25.5% | 38.4% |
| *Credit Card* | *304* | *493* | *62.4%* | | |
| *Mixed & Other* | *5* | *17* | *212.4%* | | |
| *Ventra* | *33* | *50* | *51.2%* | | |
| **Total** | **1,343** | **1,460** | **8.8%** | | |

[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] | 340 | 315 | -7.5% | 3.7% | 3.4% |
| Conductor | 2,585 | 2,180 | -15.7% | 28.0% | 23.6% |
| Internet | 41 | 29 | -28.4% | 0.4% | 0.3% |
| Mail | 30 | 17 | -42.5% | 0.3% | 0.2% |
| Ticket Agent | 3,571 | 2,967 | -16.9% | 38.7% | 32.1% |
| *Cash & Other* | *1,795* | *1,454* | *-19.0%* | | |
| *Credit Card* | *1,776* | *1,513* | *-14.9%* | | |
| Vending Machine | 744 | 449 | -39.6% | 8.1% | 4.9% |
| *Cash* | *199* | *56* | *-71.9%* | | |
| *Credit Card* | *545* | *393* | *-27.9%* | | |
| Ventra Mobile App | 1,907 | 3,283 | 72.1% | 20.7% | 35.5% |
| *Credit Card* | *1,690* | *2,931* | *73.4%* | | |
| *Mixed & Other* | *36* | *56* | *55.1%* | | |
| *Ventra* | *180* | *296* | *64.0%* | | |
| **Total** | **9,219** | **9,240** | **0.2%** | | |

[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 6.6 percent in August compared to the previous year, and sales of Pace PlusBus passes declined by 2.2 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 | - | - | - | - | - | - |
| Oct | 3,338 | 1,272 | - | - | - | - | - | - |
| Nov | 3,345 | 1,291 | - | - | - | - | - | - |
| Dec | 3,190 | 1,174 | - | - | - | - | - | - |
| **Last 3 Months** | **9,902** | **3,683** | **8,846** | **3,459** | **-10.7%** | **-6.1%** | **19.7%** | **15.5%** |
| **Last 12 Months** | **42,145** | **15,503** | **38,334** | **14,737** | **-9.0%** | **-4.9%** | **14.8%** | **12.9%** |
| **Year-to-date** | **27,921** | **10,279** | **25,195** | **9,733** | **-9.8%** | **-5.3%** | **4.9%** | **3.9%** |

*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 | - | - | - | - |
| 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** | **8,971** | **38,639** | **229,398** | **125,942** | **8,348** | **39,821** | **252,993** | **111,618** |
| **Last 12 Months** | **38,184** | **149,902** | **612,708** | **422,404** | **37,014** | **155,603** | **689,741** | **361,384** |
| **Year-to-date** | **25,264** | **99,893** | **444,710** | **282,366** | **24,027** | **103,543** | **489,672** | **240,733** |

| | 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** | **-6.9%** | **3.1%** | **10.3%** | **-11.4%** |
| **Last 12 Months** | **-3.1%** | **3.8%** | **12.6%** | **-14.4%** |
| **Year-to-date** | **-4.9%** | **3.7%** | **10.1%** | **-14.7%** |