RIDERSHIP TRENDS

July 2017

Prepared by the Division of Strategic Capital Planning
September 2017

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Executive Summary

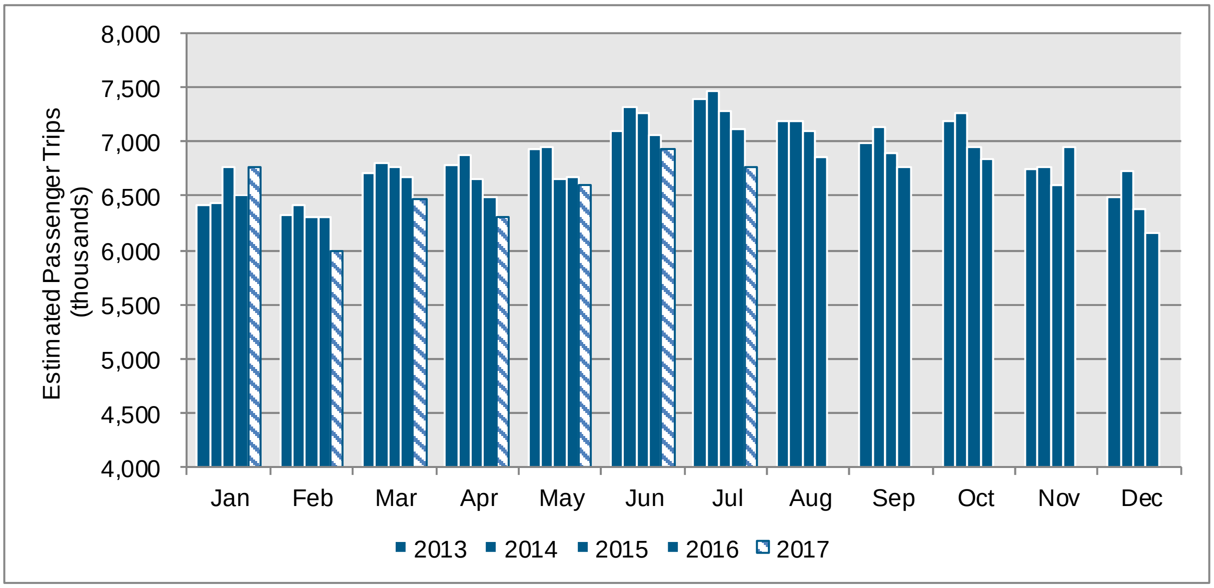
Estimated passenger trips decreased 4.9 percent in July 2017 compared to July 2016. July 2017 had the same number of weekdays, Saturdays, and Sundays compared to July 2016. Year-to-date, estimated passenger trips in 2017 have decreased 2.2 percent compared to 2016, and 2017 has had the same number of weekdays, one less Saturday, and the same number of Sunday/holidays compared to 2016.

July 2017 ridership was influenced by the July 4 holiday more so than July 2016. Passenger load data indicates that on Monday, July 3 Metra carried over 100,000 fewer passengers than a normal Monday. Having one less workday at the beginning of the month may have caused more riders than normal to switch from the monthly pass to the ten-ride ticket. Lollapalooza occurred in August in 2017 and in July in 2016. Lollapalooza special event tickets were accounted for in July 2016 and will be accounted for in August 2017.

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	-	-	-
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	**21,430**	**21,743**	**21,201**	**20,857**	**20,308**	**-5.2%**	**-2.6%**
Last 12 Months	**81,506**	**82,897**	**82,775**	**80,778**	**79,393**	**-2.6%**	**-1.7%**
Year-to-date	**47,660**	**48,290**	**47,695**	**46,842**	**45,833**	**-3.8%**	**-2.2%**

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	-	-
Sep	6,874	-	-
3rd Quarter	**20,632**	**-**	**-**
Oct	6,927	-	-
Nov	6,585	-	-
Dec	6,365	-	-
4th Quarter	**19,877**	**-**	**-**
Year-to-date	**46,510**	**45,833**	**-1.5%**
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 July, the last three months, and the last 12 months. Estimated passenger trips decreased by 2.6 percent in the last three months compared to the previous year, and decreased 1.7 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

	July			Last 3 Months			Last 12 Months		
	2016	**2017**	**Change**	**2016**	**2017**	**Change**	**2016**	**2017**	**Change**
BNSF	1,444,320	1,394,829	-3.4%	4,236,769	4,191,157	-1.1%	16,323,691	16,260,985	-0.4%
ME	746,775	687,091	-8.0%	2,223,073	2,083,928	-6.3%	8,822,142	8,386,551	-4.9%
HC	61,352	60,561	-1.3%	182,659	183,663	0.5%	693,509	732,147	5.6%
MD-N	624,266	598,707	-4.1%	1,813,694	1,784,109	-1.6%	6,958,823	6,858,000	-1.4%
MD-W	589,422	552,923	-6.2%	1,716,857	1,638,652	-4.6%	6,696,389	6,463,611	-3.5%
NCS	150,968	141,369	-6.4%	445,257	431,108	-3.2%	1,743,609	1,696,350	-2.7%
RI	701,612	670,932	-4.4%	2,082,806	2,030,770	-2.5%	8,171,480	8,015,668	-1.9%
SWS	212,259	198,903	-6.3%	637,252	607,487	-4.7%	2,571,300	2,473,931	-3.8%
UP-N	826,925	783,686	-5.2%	2,420,027	2,349,319	-2.9%	9,245,276	9,101,804	-1.6%
UP-NW	1,001,053	951,109	-5.0%	2,912,764	2,847,242	-2.2%	11,199,226	11,048,496	-1.3%
UP-W	750,837	718,507	-4.3%	2,185,583	2,160,308	-1.2%	8,352,105	8,355,871	0.0%
Total	**7,109,786**	**6,758,614**	**-4.9%**	**20,856,738**	**20,307,742**	**-2.6%**	**80,777,547**	**79,393,412**	**-1.7%**

Estimated Passenger Trips by Fare Zone Pair

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

	July (thousands)			**Last 3 Months** (thousands)			**Last 12 Months** (thousands)		
	2016	**2017**	**Change**	**2016**	**2017**	**Change**	**2016**	**2017**	**Change**
A-A	21	20	-8.2%	65	62	-5.8%	266	251	-5.6%
A-B	488	457	-6.4%	1,471	1,421	-3.4%	5,807	5,746	-1.1%
A-C	907	871	-4.0%	2,738	2,693	-1.6%	10,708	10,641	-0.6%
A-D	1,123	1,080	-3.8%	3,361	3,318	-1.3%	13,134	13,075	-0.5%
A-E	1,432	1,393	-2.8%	4,270	4,222	-1.1%	16,661	16,521	-0.8%
A-F	863	824	-4.5%	2,577	2,510	-2.6%	10,045	9,973	-0.7%
A-G	520	510	-1.9%	1,550	1,551	0.0%	6,026	6,016	-0.2%
A-H	450	422	-6.2%	1,323	1,269	-4.1%	5,110	4,997	-2.2%
A-I	148	140	-5.6%	440	423	-3.7%	1,711	1,683	-1.7%
A-J	27	25	-9.4%	82	76	-7.8%	318	303	-4.6%
A-K	29	27	-7.2%	88	84	-3.9%	351	336	-4.3%
A-M	9	8	-5.7%	27	24	-8.9%	113	94	-16.9%
Intermediate	**209**	**193**	**-7.6%**	**643**	**612**	**-4.8%**	**2,567**	**2,504**	**-2.5%**
No Zone Pair	**883**	**789**	**-10.6%**	**2,222**	**2,044**	**-8.0%**	**7,963**	**7,255**	**-8.9%**
Total	**7,110**	**6,759**	**-4.9%**	**20,857**	**20,308**	**-2.6%**	**80,778**	**79,393**	**-1.7%**

Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for July, the last three months, and the last 12 months. Special event ticket sales decreased in July and in the last three months because of Lollapalooza falling in July in 2017 and August in 2016.

Table 5: Estimated Passenger Trips by Ticket Type

	July (thousands)					**Last 3 Months** (thousands)				
				Share					**Share**	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Monthly	4,038	3,616	-10.4%	56.7%	53.5%	12,243	11,470	-6.3%	58.6%	56.5%
Ten-Ride	1,464	1,627	11.2%	20.6%	24.1%	4,450	4,794	7.7%	21.3%	23.6%
One-Way	1,022	977	-4.4%	14.4%	14.4%	2,798	2,714	-3.0%	13.4%	13.4%
Weekend	427	459	7.5%	6.0%	6.8%	1,038	1,085	4.6%	5.0%	5.3%
Special Event & Ravinia	81	4	-95.2%	1.1%	0.1%	86	7	-91.4%	0.4%	0.0%
Benefit Access (free)	87	82	-5.8%	1.2%	1.2%	261	240	-8.1%	1.3%	1.2%
Total [1]	**7,119**	**6,765**	**-5.0%**			**20,877**	**20,311**	**-2.7%**		

	Last 12 Months (thousands)				
				Share	
	2016	**2017**	**Change**	**2016**	**2017**
Monthly	49,508	47,226	-4.6%	61.2%	59.5%
Ten-Ride	17,170	18,209	6.0%	21.2%	22.9%
One-Way	9,486	9,320	-1.8%	11.7%	11.7%
Weekend	3,441	3,440	0.0%	4.3%	4.3%
Special Event & Ravinia	225	259	14.9%	0.3%	0.3%
Benefit Access (free)	1,021	954	-6.6%	1.3%	1.2%
Total [1]	**80,851**	**79,408**	**-1.8%**		

[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 July, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads increased by 1.6 percent compared to the previous year, and total weekday passenger loads decreased by 0.4 percent in the same period.

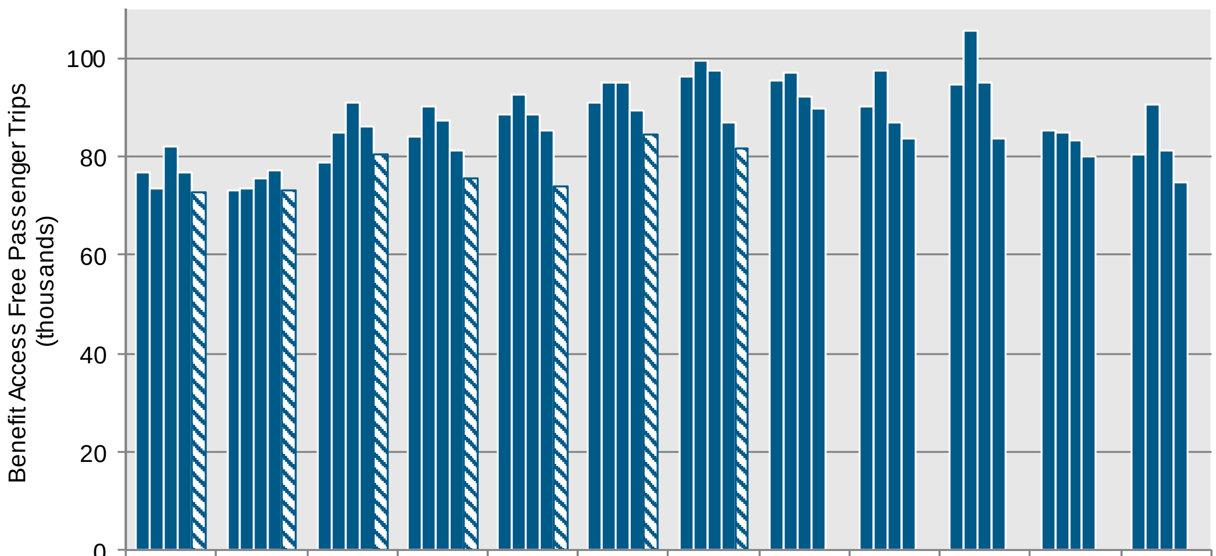
Table 6: Average Daily Passenger Loads

	July (thousands)			**Last 3 Months** (thousands)			**Last 12 Months** (thousands)		
	2016	**2017**	**Change**	**2016**	**2017**	**Change**	**2016**	**2017**	**Change**
Peak - Peak Direction	218	222	1.6%	222	222	-0.2%	224	221	-1.0%
Peak - Reverse Direction	21	20	-5.3%	21	20	-4.5%	20	19	-5.7%
Midday	37	35	-7.5%	35	33	-3.8%	32	31	-2.9%
Evening	21	20	-3.7%	19	18	-5.3%	18	16	-8.2%
Weekday	**298**	**296**	**-0.4%**	**297**	**293**	**-1.2%**	**294**	**288**	**-2.0%**
Saturday	78	82	4.3%	72	72	-0.6%	66	64	-2.1%
Sunday	54	53	-1.9%	51	49	-3.7%	42	40	-4.8%

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

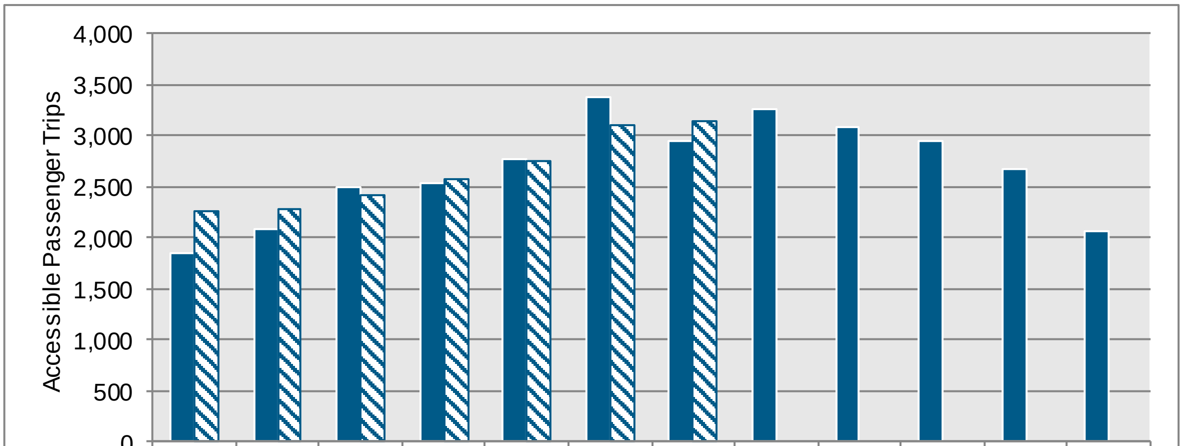


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	76,802	73,179	78,710	84,089	88,367	90,828	96,166	95,616	90,054	94,499	85,149	80,425
2014	73,543	73,647	84,896	90,296	92,746	94,934	99,638	97,153	97,329	105,618	84,953	90,641
2015	81,935	75,558	90,857	87,468	88,753	94,928	97,624	92,221	86,895	95,121	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					

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

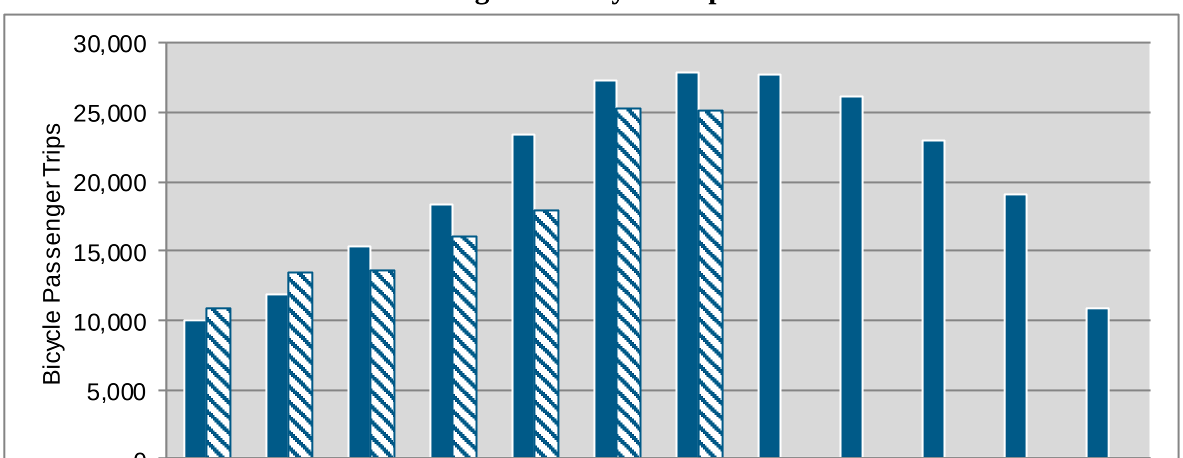


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	1,841	2,073	2,501	2,522	2,767	3,380	2,936	3,257	3,076	2,937	2,668	2,053
2017	2,259	2,274	2,418	2,578	2,757	3,109	3,132					

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					

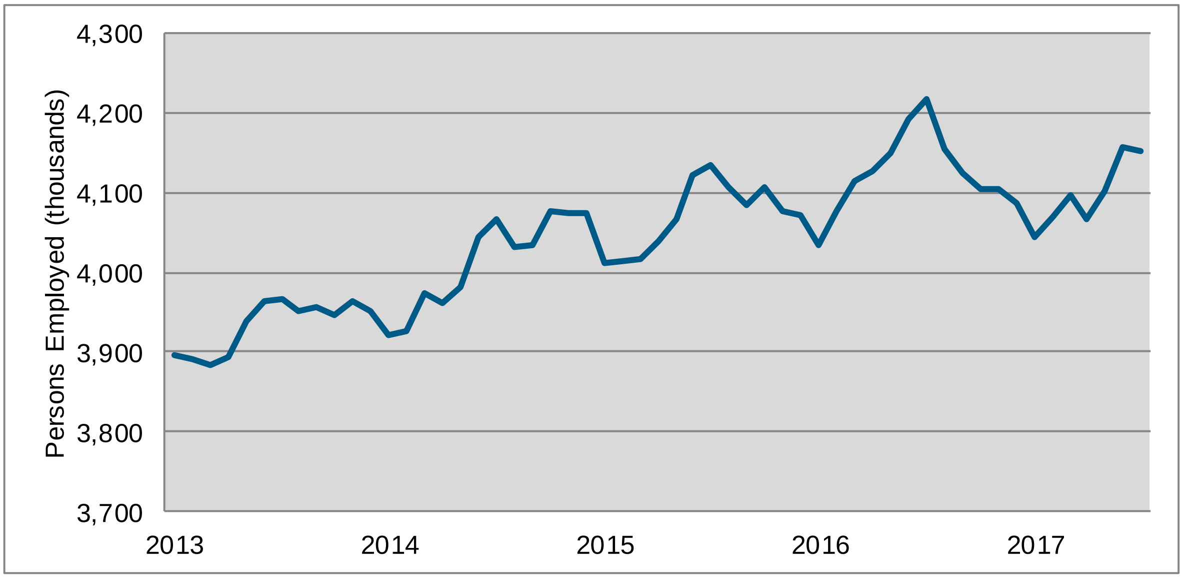
Ridership Influences

Many different factors (such as the employment, fare changes, gas prices, road construction, service changes, and special events) can influence ridership trends.

Employment

Figure 5 shows the number of persons employed in the six-county Chicago Region. The number of persons employed decreased 1.6 percent in July 2017 compared to July 2016.

Figure 5: Persons Employed in the Chicago Region



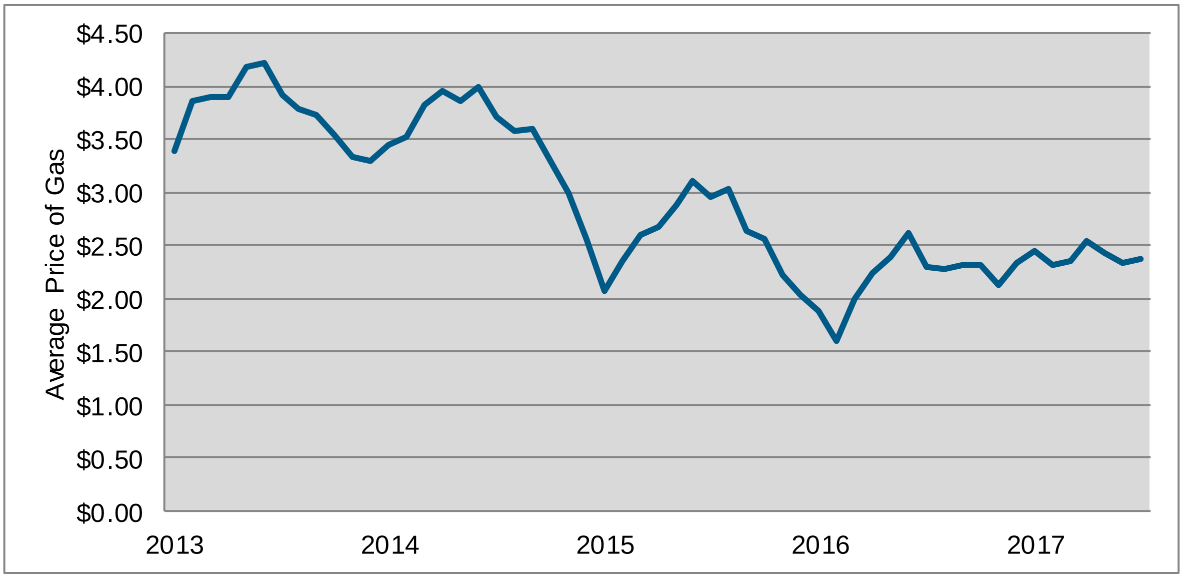
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,919
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	3,982
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,057
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	4,131
2017	4,044	4,070	4,098	4,066	4,102	4,157	4,152						4,098
Change	**0.3%**	**-0.2%**	**-0.4%**	**-1.5%**	**-1.1%**	**-0.8%**	**-1.6%**						**-0.8%**

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 $2.38 in July 2017, $0.08 higher compared to July 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	$ 3.91
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	$ 3.77
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	$ 2.62
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	$ 2.12
2017	$2.45	$2.32	$2.35	$2.55	$2.43	$2.34	$2.38	-	-	-	-	-	$ 2.41
Change	**$0.56**	**$0.71**	**$0.35**	**$0.31**	**$0.03**	**-$0.27**	**$0.08**	**-**	**-**	**-**	**-**	**-**	**$ 0.28**

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in July. 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 mid-2017.
- Union Station Access - The Adams Street Bridge Reconstruction project was completed in early 2017. The project periodically restricted pedestrian access to Union Station via Adams Street in 2016.

Service Changes

No service changes occurred in July.

Special Events and Promotions

Metra added additional service for the Taste of Chicago (July 5-9).

Lollapalooza occurred in July in 2016 and in August in 2017. In July 2016, there were 11,273 Lollapalooza four-day tickets sold accounting for 73,275 estimated rides. The 2017 two-day Lollapalooza ticket will be accounted for in August. This shift is responsible for an estimated 1.0 percent of the 4.9 percent ridership decrease in July 2017 compared to July 2016.

Passenger Revenue and Ticket Sales

Passenger Revenue

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

Table 7: Passenger Revenue by Line

	July (thousands)			**Last 3 Months** (thousands)			**Last 12 Months** (thousands)		
	2016	**2017**	**Change**	**2016**	**2017**	**Change**	**2016**	**2017**	**Change**
BNSF	$ 6,371	$ 6,578	3.2%	$ 18,700	$ 19,744	5.6%	$ 70,862	$ 73,805	4.2%
ME	$ 2,954	$ 2,907	-1.6%	$ 8,765	$ 8,770	0.1%	$ 34,175	$ 33,987	-0.6%
HC	$ 282	$ 303	7.5%	$ 845	$ 914	8.2%	$ 3,166	$ 3,510	10.9%
MD-N	$ 2,773	$ 2,839	2.4%	$ 8,067	$ 8,450	4.7%	$ 30,401	$ 31,351	3.1%
MD-W	$ 2,615	$ 2,609	-0.2%	$ 7,643	$ 7,720	1.0%	$ 29,352	$ 29,479	0.4%
NCS	$ 774	$ 773	-0.1%	$ 2,284	$ 2,345	2.7%	$ 8,789	$ 8,893	1.2%
RI	$ 2,923	$ 2,996	2.5%	$ 8,660	$ 8,995	3.9%	$ 33,379	$ 34,243	2.6%
SWS	$ 876	$ 887	1.3%	$ 2,628	$ 2,694	2.5%	$ 10,429	$ 10,540	1.1%
UP-N	$ 3,253	$ 3,325	2.2%	$ 9,486	$ 9,868	4.0%	$ 35,447	$ 36,616	3.3%
UP-NW	$ 4,584	$ 4,629	1.0%	$ 13,319	$ 13,769	3.4%	$ 50,215	$ 51,586	2.7%
UP-W	$ 3,306	$ 3,387	2.5%	$ 9,608	$ 10,110	5.2%	$ 35,976	$ 37,610	4.5%
Total	**$ 30,710**	**$ 31,235**	**1.7%**	**$ 90,005**	**$ 93,379**	**3.7%**	**$342,193**	**$ 351,620**	**2.8%**

Table 8 shows passenger revenue by ticket type for July, the last three months, and the last 12 months. Special event passenger revenue decreased in July and in the last three months because of Lollapalooza falling in July in 2017 and August in 2016.

Table 8: Passenger Revenue by Ticket Type

	July (thousands)					**Last 3 Months** (thousands)				
				Share					**Share**	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Monthly	$ 15,649	$ 14,992	-4.2%	50.9%	48.0%	$ 47,441	$ 47,510	0.1%	52.6%	50.9%
Ten-Ride	$ 7,546	$ 8,855	17.3%	24.5%	28.3%	$ 22,890	$ 25,981	13.5%	25.4%	27.8%
One-Way	$ 5,938	$ 5,933	-0.1%	19.3%	19.0%	$ 16,195	$ 16,434	1.5%	18.0%	17.6%
Weekend	$ 1,366	$ 1,469	7.5%	4.4%	4.7%	$ 3,320	$ 3,473	4.6%	3.7%	3.7%
Special Event & Ravinia	$ 257	$ 15	-94.0%	0.8%	0.0%	$ 277	$ 30	-89.3%	0.3%	0.0%
Total [1]	**$ 30,756**	**$ 31,264**	**1.6%**			**$ 90,122**	**$ 93,427**	**3.7%**		

	Last 12 Months (thousands)				
				Share	
	2016	**2017**	**Change**	**2016**	**2017**
Monthly	$190,444	$189,206	-0.7%	55.6%	53.8%
Ten-Ride	$ 86,761	$ 95,880	10.5%	25.3%	27.3%
One-Way	$ 53,924	$ 55,096	2.2%	15.7%	15.7%
Weekend	$ 11,011	$ 10,996	-0.1%	3.2%	3.1%
Special Event & Ravinia	$ 578	$ 674	16.6%	0.2%	0.2%
Total [1]	**$342,719**	**$351,852**	**2.7%**		

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

Table 9: Passenger Revenue by Ticket Type and Sales Channel

July	**Monthly** (thousands)					**Ten-Ride** (thousands)				
				Share					**Share**	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Commuter Benefit	$ 5,122	$ 5,079	-0.8%	32.7%	33.9%	$ 619	$ 603	-2.6%	8.2%	6.8%
Conductor	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Internet	$ 899	$ 502	-44.2%	5.7%	3.3%	$ 65	$ 63	-3.6%	0.9%	0.7%
Mail ³	$ 577	$ -	-100.0%	3.7%	0.0%	$ -	$ -	-	0.0%	0.0%
Ticket Agent	$ 5,230	$ 4,944	-5.5%	33.4%	33.0%	$ 3,090	$ 2,785	-9.9%	40.9%	31.5%
Vending Machine ²	$ 751	$ 600	-20.1%	4.8%	4.0%	$ 764	$ 567	-25.7%	10.1%	6.4%
Ventra Mobile App	$ 3,070	$ 3,867	26.0%	19.6%	25.8%	$ 3,008	$ 4,836	60.8%	39.9%	54.6%
Total	**$ 15,649**	**$ 14,992**	**-4.2%**			**$ 7,546**	**$ 8,855**	**17.3%**		

	One-Way (thousands)					**Weekend, Special Event, & Ravinia** (thousands)				
				Share					**Share**	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Commuter Benefit	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Conductor	$ 1,659	$ 1,451	-12.5%	27.9%	24.5%	$ 845	$ 773	-8.5%	52.1%	52.1%
Internet	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Mail ³	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Ticket Agent	$ 2,484	$ 2,113	-14.9%	41.8%	35.6%	$ 424	$ 254	-40.2%	26.1%	17.1%
Vending Machine ²	$ 451	$ 243	-46.0%	7.6%	4.1%	$ 63	$ 50	-20.7%	3.9%	3.4%
Ventra Mobile App	$ 1,343	$ 2,125	58.2%	22.6%	35.8%	$ 290	$ 407	40.1%	17.9%	27.4%
Total	**$ 5,938**	**$ 5,933**	**-0.1%**			**$ 1,623**	**$ 1,484**	**-8.6%**		

	Total (thousands)				
				Share	
	2016	**2017**	**Change**	**2016**	**2017**
Commuter Benefit	$ 5,741	$ 5,682	-1.0%	18.7%	18.2%
Conductor	$ 2,504	$ 2,224	-11.2%	8.1%	7.1%
Internet	$ 965	$ 565	-41.5%	3.1%	1.8%
Mail ³	$ 577	$ -	-100.0%	1.9%	0.0%
Ticket Agent	$ 11,228	$ 10,097	-10.1%	36.5%	32.3%
Vending Machine ²	$ 2,029	$ 1,461	-28.0%	6.6%	4.7%
Ventra Mobile App	$ 7,712	$ 11,235	45.7%	25.1%	35.9%
Total ¹	**$ 30,756**	**$ 31,264**	**1.6%**		

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 Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017
³ The Ticket by Mail program was eliminated effective with the sale of July 2017 monthly passes

Ticket Sales

Table 10 shows ticket sales by ticket type for July, the last three months, and the last 12 months. Monthly pass sales decreased by 10.4 percent in July compared to the previous year, while ten-ride ticket sales increased by 11.2 percent in the same period. Special event ticket sales decreased in July and in the last three months because of Lollapalooza falling in July in 2017 and August in 2016.

Table 10: Ticket Sales by Ticket Type

	July (thousands)					**Last 3 Months** (thousands)				
				Share					**Share**	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Monthly	94	84	-10.4%	6.5%	6.0%	285	267	-6.3%	7.2%	6.8%
Ten-Ride	146	163	11.2%	10.1%	11.5%	445	479	7.7%	11.2%	12.3%
One-Way	1,022	977	-4.4%	70.6%	69.3%	2,798	2,714	-3.0%	70.6%	69.6%
Weekend	171	184	7.5%	11.8%	13.0%	415	434	4.6%	10.5%	11.1%
Special Event & Ravinia	15	2	-87.3%	1.0%	0.1%	18	4	-79.2%	0.4%	0.1%
Total	**1,448**	**1,409**	**-2.7%**			**3,961**	**3,898**	**-1.6%**		

	Last 12 Months (thousands)				
				Share	
	2016	**2017**	**Change**	**2016**	**2017**
Monthly	1,151	1,098	-4.6%	8.4%	8.0%
Ten-Ride	1,717	1,821	6.0%	12.5%	13.2%
One-Way	9,486	9,320	-1.8%	68.8%	67.8%
Weekend	1,376	1,376	0.0%	10.0%	10.0%
Special Event & Ravinia	49	129	162.6%	0.4%	0.9%
Total	**13,780**	**13,745**	**-0.3%**		

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

.

Table 11: Monthly Ticket Sales by Line

June	2016	2017	Change
BNSF	20,636	18,742	-9.2%
MED	9,493	8,386	-11.7%
HC	1,124	1,006	-10.5%
MD-N	7,472	6,664	-10.8%
MD-W	7,584	6,751	-11.0%
NCS	2,314	1,974	-14.7%
RID	10,356	9,536	-7.9%
SWS	3,548	3,081	-13.2%
UP-N	9,074	8,071	-11.1%
UP-NW	12,756	11,365	-10.9%
UP-W	9,548	8,519	-10.8%
Total	**93,905**	**84,095**	**-10.4%**

Table 12: Ten-Ride Ticket Sales by Line

June	2016	2017	Change
BNSF	30,115	34,235	13.7%
MED	14,142	14,499	2.5%
HC	1,022	1,374	34.4%
MD-N	14,720	16,225	10.2%
MD-W	9,700	10,902	12.4%
NCS	3,138	3,680	17.3%
RID	12,030	13,139	9.2%
SWS	3,761	4,372	16.2%
UP-N	21,903	23,510	7.3%
UP-NW	20,013	22,442	12.1%
UP-W	15,848	18,365	15.9%
Total	**146,392**	**162,743**	**11.2%**

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

June	2016	2017	Change
BNSF	125,028	131,639	5.3%
MED[1]	114,054	91,901	-19.4%
HC	2,120	2,829	33.4%
MD-N	63,308	67,138	6.0%
MD-W	65,302	65,317	0.0%
NCS	9,633	11,168	15.9%
RID	62,564	66,643	6.5%
SWS	12,468	14,373	15.3%
UP-N	81,815	83,433	2.0%
UP-NW	108,359	109,451	1.0%
UP-W	80,261	81,994	2.2%
Total	**724,912**	**725,886**	**0.1%**

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

June	2016	2017	Change
BNSF	32,740	27,030	-17.4%
MED[1]	30,380	32,952	8.5%
HC	619	770	24.4%
MD-N	30,032	23,418	-22.0%
MD-W	33,339	25,816	-22.6%
NCS	9,209	7,306	-20.7%
RID	27,911	22,404	-19.7%
SWS	6,409	5,564	-13.2%
UP-N	49,183	43,404	-11.7%
UP-NW	46,641	37,450	-19.7%
UP-W	30,817	24,777	-19.6%
Total	**297,280**	**250,891**	**-15.6%**

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

June	2016	2017	Change
BNSF	17,163	17,749	3.4%
MED[1]	9,191	9,446	2.8%
HC	14	15	-
MD-N	8,153	9,161	12.4%
MD-W	7,188	7,901	9.9%
NCS	112	112	-
RID	4,885	4,678	-4.2%
SWS	168	171	1.8%
UP-N	13,200	12,707	-3.7%
UP-NW	14,948	16,088	7.6%
UP-W	10,769	10,789	0.2%
Total	**85,791**	**88,817**	**3.5%**

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

June	2016	2017	Change
BNSF	14,905	13,488	-9.5%
MED[1]	3,811	5,501	44.3%
HC	1	-	-
MD-N	12,358	12,365	0.1%
MD-W	14,279	13,442	-5.9%
NCS	26	-	-
RID	8,466	8,847	4.5%
SWS	521	397	-23.8%
UP-N	14,688	13,121	-10.7%
UP-NW	18,293	17,297	-5.4%
UP-W	12,841	12,202	-5.0%
Total	**100,189**	**96,660**	**-3.5%**

[1] Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

Table 17 shows ticket sales by ticket type, sales channel, and tender type for July 2016 and 2017. Table 18 shows ticket sales by ticket type, sales channel, and tender type for January-July 2016 and 2017. Table 19 shows total ticket sales by sales channel and tender type for July 2016 and 2017. Table 20 shows total ticket sales by sales channel and tender type for January-July 2016 and 2017. The commuter benefit category includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

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

July	**Monthly** (thousands)					**Ten-Ride** (thousands)				
				Share					**Share**	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Commuter Benefit	30	28	-7.1%	32.1%	33.2%	11	10	-7.6%	7.7%	6.4%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	5	3	-47.7%	5.7%	3.3%	1	1	-7.7%	0.8%	0.7%
Mail [2]	4	-	-100.0%	3.8%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	32	28	-11.5%	34.0%	33.6%	62	53	-13.9%	42.3%	32.7%
Cash & Other	*5*	*5*	*-11.2%*			*11*	*9*	*-13.2%*		
Credit Card	*27*	*23*	*-11.5%*			*51*	*44*	*-14.0%*		
Vending Machine	5	3	-26.6%	4.9%	4.0%	15	10	-29.8%	10.1%	6.4%
Cash[1]	-	-	-			*0*	-	*-100.0%*		
Credit Card	*5*	*3*	*-26.6%*			*14*	*10*	*-27.7%*		
Ventra Mobile App	18	22	17.8%	19.6%	25.8%	57	88	52.8%	39.1%	53.8%
Credit Card	*17*	*20*	*17.7%*			*55*	*83*	*52.6%*		
Mixed & Other	*1*	*1*	*4.1%*			*1*	*1*	*19.8%*		
Ventra	*0*	*0*	-			*2*	*3*	*75.8%*		
Total	**94**	**84**	**-10.4%**			**146**	**163**	**11.2%**		

	One-Way (thousands)					**Weekend, Special Event, & Ravinia** (thousands)				
				Share					**Share**	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Commuter Benefit	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	297	251	-15.6%	29.1%	25.7%	100	97	-3.4%	53.9%	52.1%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail [2]	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	421	342	-18.7%	41.2%	35.0%	46	32	-31.0%	24.7%	17.1%
Cash & Other	*249*	*196*	*-21.3%*			*25*	*17*	*-31.4%*		
Credit Card	*172*	*146*	*-14.9%*			*21*	*14*	*-30.4%*		
Vending Machine	77	39	-49.6%	7.5%	4.0%	8	6	-21.0%	4.3%	3.4%
Cash[1]	*26*	-	*-100.0%*			*2*	-	*-100.0%*		
Credit Card	*51*	*39*	*-23.8%*			*6*	*6*	*6.8%*		
Ventra Mobile App	227	345	52.0%	22.2%	35.3%	32	51	59.5%	17.1%	27.4%
Credit Card	*197*	*304*	*54.5%*			*29*	*46*	*61.2%*		
Mixed & Other	*3*	*3*	*17.0%*			*1*	*1*	*-7.2%*		
Ventra	*27*	*37*	*37.4%*			*3*	*4*	*54.7%*		
Total	**1,022**	**977**	**-4.4%**			**186**	**186**	**-0.2%**		

[1] Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

[2] The Ticket by Mail program was eliminated effective with the sale of July 2017 monthly passes

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	217	202	-7.2%	32.4%	31.7%	81	74	-8.6%	8.1%	6.9%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	28	17	-39.3%	4.2%	2.7%	12	9	-26.5%	1.2%	0.8%
Mail [2]	27	17	-35.0%	4.0%	2.7%	0	0	-92.1%	0.0%	0.0%
Ticket Agent	245	209	-14.7%	36.6%	32.9%	469	380	-19.0%	46.7%	35.5%
Cash & Other	*52*	*37*	*-28.4%*			*84*	*67*	*-20.4%*		
Credit Card	*194*	*172*	*-11.0%*			*385*	*313*	*-18.7%*		
Vending Machine	35	28	-21.9%	5.2%	4.3%	119	80	-32.4%	11.8%	7.5%
Cash[1]	-	-	-			*3*	*1*	*-66.7%*		
Credit Card	*35*	*28*	*-21.9%*			*116*	*79*	*-31.6%*		
Ventra Mobile App	118	163	37.7%	17.6%	25.7%	323	528	63.6%	32.2%	49.3%
Credit Card	*106*	*148*	*39.3%*			*307*	*501*	*63.2%*		
Mixed & Other	*10*	*11*	*9.4%*			*6*	*7*	*30.2%*		
Ventra	*2*	*3*	*114.6%*			*10*	*19*	*94.6%*		
Total	**671**	**636**	**-5.2%**			**1,003**	**1,071**	**6.7%**		

	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
				Share					Share	
	2016	2017	Change	2016	2017	2016	2017	Change	2016	2017
Commuter Benefit	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	1,714	1,395	-18.6%	31.7%	26.5%	503	440	-12.5%	63.6%	55.1%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail [2]	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	2,214	1,800	-18.7%	40.9%	34.1%	148	123	-16.5%	18.7%	15.4%
Cash & Other	*1,327*	*1,053*	*-20.6%*			*81*	*68*	*-15.9%*		
Credit Card	*887*	*747*	*-15.8%*			*66*	*55*	*-17.2%*		
Vending Machine	461	255	-44.8%	8.5%	4.8%	39	29	-25.7%	4.9%	3.6%
Cash[1]	*168*	*52*	*-69.3%*			*10*	*3*	*-68.0%*		
Credit Card	*293*	*203*	*-30.8%*			*29*	*26*	*-10.6%*		
Ventra Mobile App	1,023	1,825	78.4%	18.9%	34.6%	101	207	105.2%	12.8%	25.9%
Credit Card	*884*	*1,602*	*81.2%*			*89*	*186*	*110.3%*		
Mixed & Other	*13*	*18*	*38.0%*			*2*	*2*	*43.0%*		
Ventra	*126*	*205*	*62.8%*			*10*	*19*	*82.7%*		
Total	**5,412**	**5,275**	**-2.5%**			**790**	**799**	**1.2%**		

[1] Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

[2] The Ticket by Mail program was eliminated effective with the sale of July 2017 monthly passes

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

July	Total (thousands)				
				Share	
	2016	2017	Change	2016	2017
Commuter Benefit	41	38	-7.2%	2.9%	2.7%
Conductor	397	348	-12.5%	27.4%	24.7%
Internet	7	4	-40.3%	0.5%	0.3%
Mail [2]	4	-	-100.0%	0.2%	0.0%
Ticket Agent	561	456	-18.8%	38.7%	32.3%
Cash & Other	*291*	*228*	*-21.7%*		
Credit Card	*270*	*228*	*-15.6%*		
Vending Machine	104	59	-43.6%	7.2%	4.2%
Cash[1]	*29*	*-*	*-100.0%*		
Credit Card	*76*	*59*	*-22.4%*		
Ventra Mobile App	334	505	51.0%	23.1%	35.8%
Credit Card	*297*	*454*	*52.7%*		
Mixed & Other	*5*	*6*	*12.3%*		
Ventra	*32*	*45*	*41.5%*		
Total	**1,448**	**1,409**	**-2.7%**		

[1] Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

[2] The Ticket by Mail program was eliminated effective with the sale of July 2017 monthly passes

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	298	276	-7.6%	3.8%	3.5%
Conductor	2,217	1,835	-17.2%	28.1%	23.6%
Internet	39	25	-35.5%	0.5%	0.3%
Mail [2]	27	17	-35.0%	0.3%	0.2%
Ticket Agent	3,076	2,512	-18.3%	39.1%	32.3%
Cash & Other	*1,544*	*1,226*	*-20.6%*		
Credit Card	*1,532*	*1,287*	*-16.0%*		
Vending Machine	654	391	-40.2%	8.3%	5.0%
Cash[1]	*181*	*56*	*-69.2%*		
Credit Card	*473*	*335*	*-29.1%*		
Ventra Mobile App	1,565	2,723	74.0%	19.9%	35.0%
Credit Card	*1,386*	*2,438*	*75.8%*		
Mixed & Other	*31*	*39*	*27.2%*		
Ventra	*148*	*246*	*66.9%*		
Total	**7,876**	**7,780**	**-1.2%**		

[1] Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

[2] The Ticket by Mail program was eliminated effective with the sale of July 2017 monthly passes

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes declined by 14.9 percent in July compared to the previous year, and sales of Pace PlusBus passes declined by 7.3 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	-	-	-	-	-	-
Sep	3,266	1,267	-	-	-	-	-	-
Oct	3,338	1,272	-	-	-	-	-	-
Nov	3,345	1,291	-	-	-	-	-	-
Dec	3,190	1,174	-	-	-	-	-	-
Last 3 Months	**10,163**	**3,751**	**9,007**	**3,485**	**-11.4%**	**-7.1%**	**19.4%**	**15.4%**
Last 12 Months	**42,524**	**15,600**	**38,545**	**14,763**	**-9.4%**	**-5.4%**	**14.8%**	**12.9%**
Year-to-date	**24,739**	**9,078**	**22,224**	**8,558**	**-10.2%**	**-5.7%**	**5.5%**	**4.4%**

Reduced Fare Sales

Seniors, some Medicare recipients, some persons with disabilities, primary and secondary school students, children, and military personnel are eligible for reduced fares on Metra. Table 22 shows the number of reduced fare tickets sold by month for 2016 and 2017.

Table 22: Reduced Fare Ticket Sales

	2016				2017			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
Jan	3,227	13,652	29,830	27,709	3,057	16,713	40,985	24,673
Feb	3,229	10,806	32,860	28,032	3,125	9,763	39,437	23,774
Mar	3,328	12,215	56,952	34,402	3,215	12,430	55,605	26,617
Apr	3,286	12,109	43,836	29,853	3,121	11,599	47,172	26,185
May	3,223	12,472	51,834	36,428	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	-	-	-	-
Sep	3,389	13,287	42,399	29,616	-	-	-	-
Oct	3,439	13,521	47,203	31,237	-	-	-	-
Nov	3,308	13,559	51,255	28,764	-	-	-	-
Dec	2,851	11,693	59,212	31,034	-	-	-	-
Last 3 Months	**9,391**	**38,170**	**213,495**	**124,059**	**8,818**	**39,246**	**222,805**	**102,918**
Last 12 Months	**38,203**	**149,753**	**611,967**	**425,675**	**37,126**	**154,752**	**673,810**	**363,129**
Year-to-date	**22,461**	**86,952**	**376,973**	**244,055**	**21,336**	**89,751**	**406,004**	**204,167**

	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	-	-	-	-
Sep	-	-	-	-
Oct	-	-	-	-
Nov	-	-	-	-
Dec	-	-	-	-
Last 3 Months	**-6.1%**	**2.8%**	**4.4%**	**-17.0%**
Last 12 Months	**-2.8%**	**3.3%**	**10.1%**	**-14.7%**
Year-to-date	**-5.0%**	**3.2%**	**7.7%**	**-16.3%**