RIDERSHIP TRENDS

March 2017

Prepared by the Division of Strategic Capital Planning
May 2017

Table of Contents

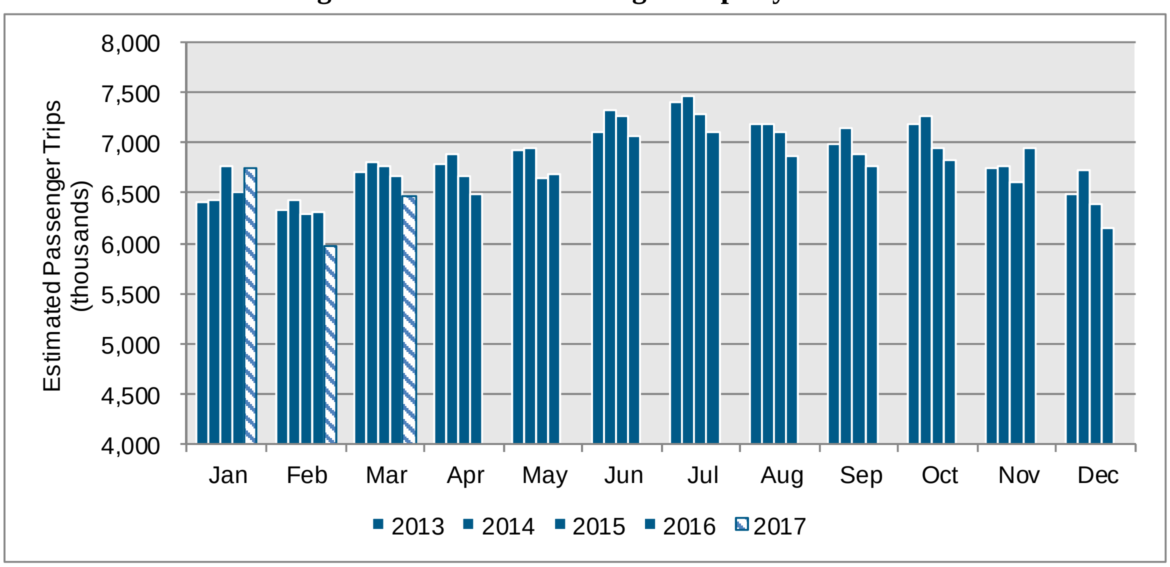
Executive Summary

Estimated passenger trips decreased by 2.9 percent in March 2017 compared to March 2016. March 2017 had the same number of weekdays, Saturdays, and Sundays. Year-to-date, estimated passenger trips in 2017 have decreased 1.4 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. Easter weekend fell in March in 2016 and in April in 2017. This affects year-to-year comparisons in that one low-ridership weekday (Good Friday) occurred in March 2016 and not March 2017. Similarly, a high-ridership weekend (Easter weekend) occurred in March 2016 and not March 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	-	-	-
May	6,928	6,953	6,656	6,681	-	-	-
Jun	7,103	7,318	7,260	7,066	-	-	-
Jul	7,399	7,473	7,286	7,110	-	-	-
Aug	7,194	7,192	7,100	6,866	-	-	-
Sep	6,987	7,144	6,896	6,766	-	-	-
Oct	7,187	7,260	6,949	6,832	-	-	-
Nov	6,750	6,760	6,606	6,943	-	-	-
Dec	6,489	6,724	6,385	6,153	-	-	-
Last 3 Months	**19,448**	**19,661**	**19,831**	**19,489**	**19,220**	**-1.2%**	**-1.4%**
Last 12 Months	**80,853**	**82,480**	**83,540**	**81,288**	**80,134**	**-0.9%**	**-1.4%**

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	-	-
May	6,619	-	-
Jun	7,001	-	-
2nd Quarter	**20,057**	**-**	**-**
Jul	7,044	-	-
Aug	6,714	-	-
Sep	6,874	-	-
3rd Quarter	**20,632**	**-**	**-**
Oct	6,927	-	-
Nov	6,585	-	-
Dec	6,365	-	-
4th Quarter	**19,877**	**-**	**-**
Year-to-date	**19,409**	**19,220**	**-1.0%**
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 March, 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 1.4 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

	March			Last 3 Months			Last 12 Months		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	1,348,061	1,333,488	-1.1%	3,949,226	3,949,785	0.0%	16,377,740	16,325,878	-0.3%
MED	732,959	686,455	-6.3%	2,132,869	2,060,267	-3.4%	8,957,655	8,569,763	-4.3%
HC	59,211	61,823	4.4%	171,941	184,736	7.4%	689,879	730,810	5.9%
MD-N	567,894	550,105	-3.1%	1,666,212	1,638,246	-1.7%	7,029,984	6,906,718	-1.8%
MD-W	555,981	528,377	-5.0%	1,609,821	1,553,675	-3.5%	6,763,216	6,564,958	-2.9%
NCS	145,092	138,407	-4.6%	426,788	413,816	-3.0%	1,756,543	1,717,521	-2.2%
RID	679,110	666,555	-1.8%	1,987,329	1,960,893	-1.3%	8,255,112	8,086,348	-2.0%
SWS	216,937	208,113	-4.1%	643,091	620,240	-3.6%	2,594,618	2,515,422	-3.1%
UP-N	750,820	730,474	-2.7%	2,217,795	2,196,208	-1.0%	9,247,128	9,198,890	-0.5%
UP-NW	920,795	892,034	-3.1%	2,683,492	2,631,775	-1.9%	11,260,393	11,132,022	-1.1%
UP-W	689,186	677,892	-1.6%	1,999,993	2,010,721	0.5%	8,355,526	8,385,794	0.4%
Total	**6,666,044**	**6,473,720**	**-2.9%**	**19,488,555**	**19,220,359**	**-1.4%**	**81,287,792**	**80,134,123**	**-1.4%**

Estimated Passenger Trips by Fare Zone Pair

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

Table 4: Estimated Passenger Trips by Fare Zone Pair

	March (thousands)			**Last 3 Months** (thousands)			**Last 12 Months** (thousands)		
	2016	**2017**	**Change**	**2016**	**2017**	**Change**	**2016**	**2017**	**Change**
A-A	27	21	-22.3%	71	61	-14.4%	266	256	-3.8%
A-B	489	483	-1.2%	1,441	1,450	0.6%	5,799	5,819	0.3%
A-C	891	887	-0.4%	2,649	2,652	0.1%	10,672	10,713	0.4%
A-D	1,096	1,083	-1.1%	3,234	3,243	0.3%	13,147	13,152	0.0%
A-E	1,384	1,362	-1.6%	4,081	4,066	-0.4%	16,726	16,595	-0.8%
A-F	847	829	-2.2%	2,489	2,470	-0.8%	10,025	10,066	0.4%
A-G	507	499	-1.6%	1,484	1,482	-0.1%	6,025	6,024	0.0%
A-H	431	411	-4.6%	1,249	1,217	-2.6%	5,129	5,069	-1.2%
A-I	145	139	-4.6%	420	410	-2.5%	1,718	1,706	-0.7%
A-J	27	25	-8.9%	78	73	-6.3%	320	313	-2.1%
A-K	31	28	-9.6%	87	82	-5.8%	357	340	-4.6%
A-M	11	8	-29.8%	28	21	-25.4%	119	98	-17.8%
Intermediate	**217**	**209**	**-3.6%**	**646**	**623**	**-3.6%**	**2,550**	**2,553**	**0.1%**
No Zone Pair	**562**	**488**	**-13.2%**	**648**	**502**	**-22.4%**	**3,739**	**2,744**	**-26.6%**
Total	**6,666**	**6,474**	**-2.9%**	**19,489**	**19,220**	**-1.4%**	**81,288**	**80,134**	**-1.4%**

Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for March, the last three months, and the last 12 months. Passenger trip totals are adjusted for group sales, marketing sales, and refunds.

Table 5: Estimated Passenger Trips by Ticket Type

	March (thousands)					**Last 3 Months** (thousands)				
				Share					**Share**	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Monthly	4,197	3,999	-4.7%	63.0%	61.8%	12,441	11,920	-4.2%	63.8%	62.0%
Ten-Ride	1,397	1,461	4.5%	21.0%	22.6%	4,224	4,545	7.6%	21.7%	23.6%
One-Way	743	703	-5.4%	11.1%	10.9%	1,940	1,904	-1.9%	10.0%	9.9%
Weekend	249	230	-7.9%	3.7%	3.6%	675	645	-4.4%	3.5%	3.4%
Special Event & Ravinia	-	-	-	0.0%	0.0%	-	0	-	0.0%	0.0%
Benefit Access (free)	86	81	-6.2%	1.3%	1.2%	240	227	-5.5%	1.2%	1.2%
Total	**6,666**	**6,474**	**-2.9%**			**19,489**	**19,220**	**-1.4%**		

	Last 12 Months (thousands)				
				Share	
	2016	**2017**	**Change**	**2016**	**2017**
Monthly	50,050	48,219	-3.7%	61.6%	60.2%
Ten-Ride	16,949	17,853	5.3%	20.9%	22.3%
One-Way	9,592	9,421	-1.8%	11.8%	11.8%
Weekend	3,432	3,351	-2.3%	4.2%	4.2%
Special Event & Ravinia	321	338	5.3%	0.4%	0.4%
Benefit Access (free)	1,047	980	-6.4%	1.3%	1.2%
Total	**81,288**	**80,134**	**-1.4%**		

Passenger Loads

Table 6 shows the average daily passenger loads by service period for March, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 1.3 percent in March compared to the previous year, and total weekday passenger loads decreased by 1.8 percent in the same period. Easter weekend fell in March in 2016 and in April in 2017, which had a negative impact on March 2017 weekend passenger loads since Easter weekend typically sees higher than normal ridership.

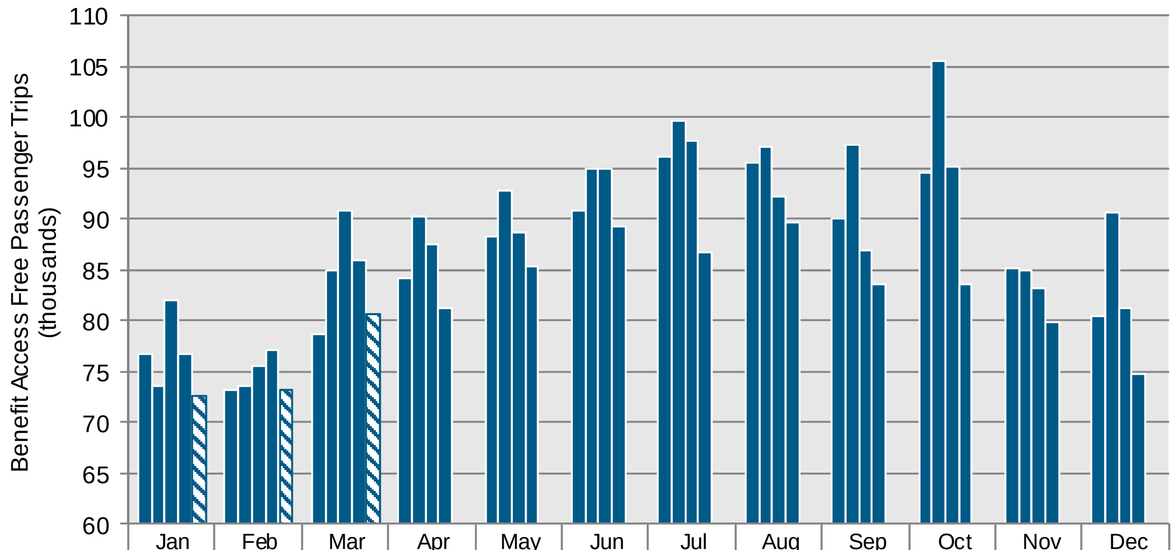
Table 6: Average Daily Passenger Loads

	March (thousands)			**Last 3 Months** (thousands)			**Last 12 Months** (thousands)		
	2016	**2017**	**Change**	**2016**	**2017**	**Change**	**2016**	**2017**	**Change**
Peak - Peak Direction	223	220	-1.3%	226	222	-1.9%	224	221	-1.4%
Peak - Reverse Direction	19	18	-2.0%	19	18	-5.5%	21	20	-5.8%
Midday	30	30	-2.9%	30	29	-1.9%	32	32	-2.2%
Evening	16	15	-6.9%	16	14	-9.6%	18	17	-7.3%
Weekday	**288**	**283**	**-1.8%**	**291**	**283**	**-2.6%**	**296**	**289**	**-2.1%**
Saturday	57	52	-7.7%	55	52	-6.7%	68	64	-5.4%
Sunday	35	32	-8.7%	33	31	-6.3%	42	40	-3.5%

Free Trips

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

Figure 2: Benefit Access Free Passenger Trips

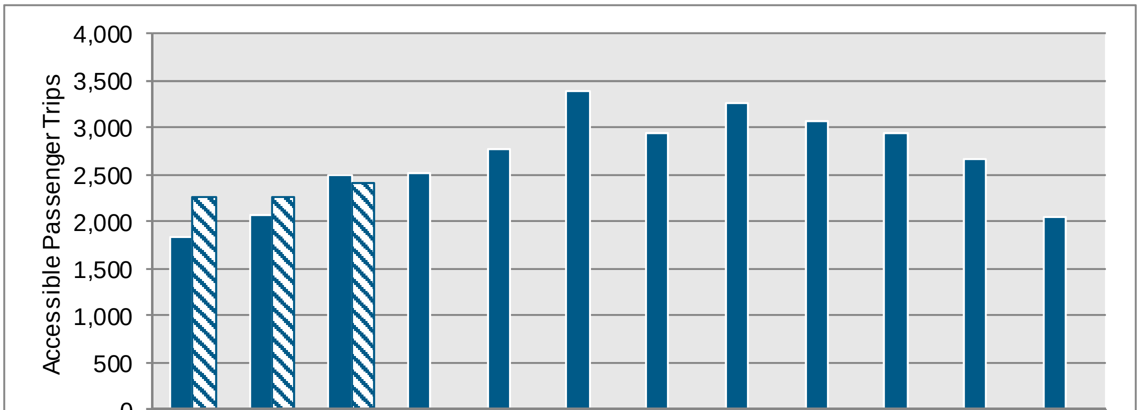


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	76,802	73,179	78,710	84,089	88,367	90,828	96,166	95,616	90,054	94,499	85,149	80,425
2014	73,543	73,647	84,896	90,296	92,746	94,934	99,638	97,153	97,329	105,618	84,953	90,641
2015	81,935	75,558	90,857	87,468	88,753	94,928	97,624	92,221	86,895	95,121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

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

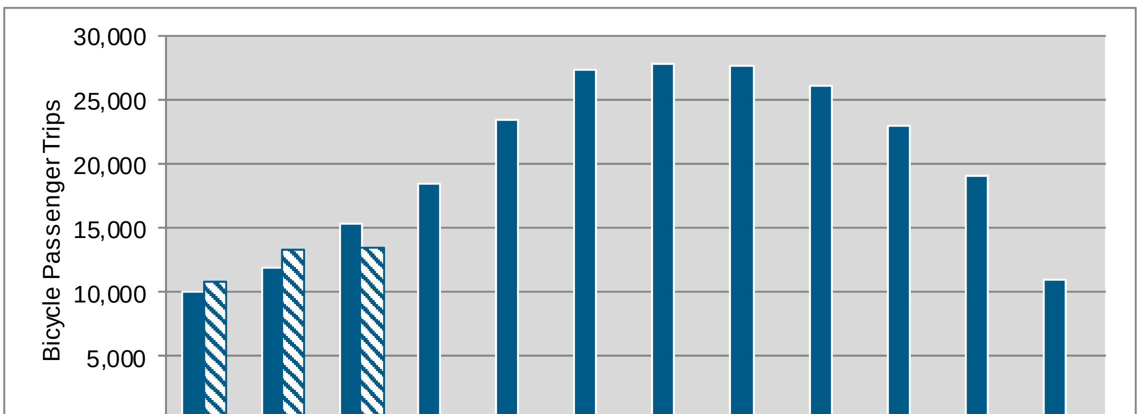


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	1,841	2,073	2,501	2,522	2,767	3,380	2,936	3,257	3,076	2,937	2,668	2,053
2017	2,259	2,274	2,418									

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									

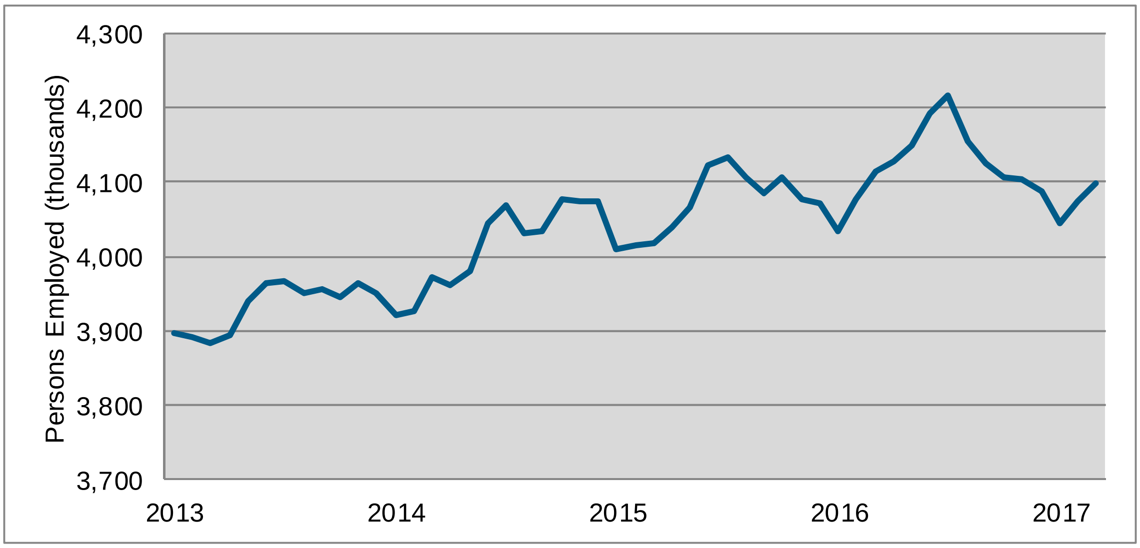
Ridership Influences

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 0.4 percent in March 2017 compared to March 2016.

Figure 5: Persons Employed in the Chicago Region



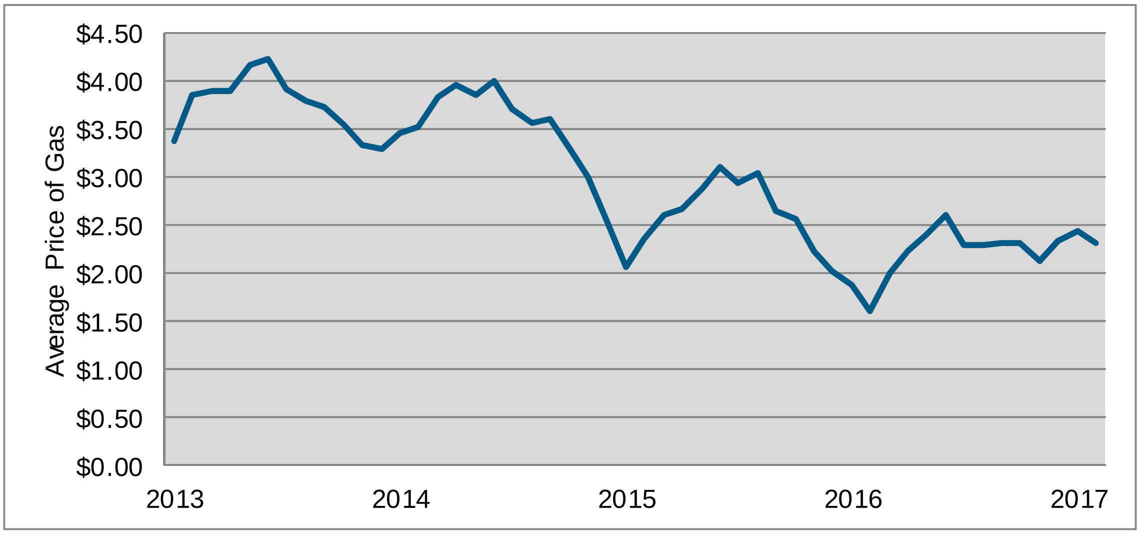
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,890
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	3,940
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,013
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	4,076
2017	4,044	4,073	4,098										4,072
Change	**0.3%**	**-0.1%**	**-0.4%**										**-0.1%**

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 $2.35 in March 2017, $0.35 higher compared to March 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	$ 3.71
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	$ 3.60
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	$ 2.35
2016	$1.89	$1.61	$2.00	$2.24	$2.40	$2.61	$2.30	$2.29	$2.31	$2.31	$2.14	$2.33	$ 1.83
2017	$2.45	$2.32	$2.35	-	-	-	-	-	-	-	-	-	$ 2.37
Change	**$0.56**	**$0.71**	**$0.35**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**$ 0.54**

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in March. Work continues on the following projects:

- Jane Byrne Interchange Reconfiguration – In 2015, work began on a major reconfiguration of the Jane Byrne Interchange. The project is expected to last through early 2017.
- Jane Addams Memorial Tollway (I-90) Reconstruction and Widening – Phase 1 of the project, between Rockford and Elgin, was completed in 2014. The second phase of the project, between Elgin and the Kennedy Expressway, began in 2015 and was completed in 2016.
- Union Station Access - The Adams Street Bridge Reconstruction project began in January 2016 and is scheduled for completion in early 2017. The project will periodically restrict pedestrian access to Union Station via Adams Street throughout 2016. The Union Station Transit Center, a component of the Loop Link project, opened in September 2016. The center consolidated CTA bus connections for Metra passengers at Union Station.

Service Changes

No service changes occurred in March.

Special Events and Promotions

Metra provided additional service and/or additional capacity on eight lines for the St. Patrick's Day Parade on March 11, and Rock Island District trains made additional stops for the South Side Irish Parade on March 12.

Passenger Revenue and Ticket Sales

Passenger Revenue

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

Table 7: Passenger Revenue by Line

	March (thousands)			**Last 3 Months** (thousands)			**Last 12 Months** (thousands)		
	2016	**2017**	**Change**	**2016**	**2017**	**Change**	**2016**	**2017**	**Change**
BNSF	$ 5,895	$ 6,205	5.3%	$ 17,109	$ 18,028	5.4%	$ 70,509	$ 72,500	2.8%
MED	$ 2,860	$ 2,864	0.1%	$ 8,269	$ 8,414	1.7%	$ 34,362	$ 33,978	-1.1%
HC	$ 274	$ 305	11.5%	$ 788	$ 895	13.6%	$ 3,118	$ 3,421	9.7%
MD-N	$ 2,505	$ 2,577	2.9%	$ 7,283	$ 7,531	3.4%	$ 30,458	$ 30,899	1.4%
MD-W	$ 2,460	$ 2,464	0.2%	$ 7,068	$ 7,129	0.9%	$ 29,397	$ 29,373	-0.1%
NCS	$ 738	$ 743	0.7%	$ 2,151	$ 2,182	1.5%	$ 8,780	$ 8,831	0.6%
RID	$ 2,790	$ 2,918	4.6%	$ 8,108	$ 8,428	3.9%	$ 33,435	$ 33,810	1.1%
SWS	$ 886	$ 911	2.9%	$ 2,607	$ 2,658	1.9%	$ 10,425	$ 10,463	0.4%
UP-N	$ 2,892	$ 3,007	4.0%	$ 8,452	$ 8,839	4.6%	$ 35,207	$ 36,155	2.7%
UP-NW	$ 4,166	$ 4,263	2.3%	$ 12,019	$ 12,340	2.7%	$ 50,032	$ 51,004	1.9%
UP-W	$ 2,994	$ 3,123	4.3%	$ 8,594	$ 9,075	5.6%	$ 35,649	$ 36,955	3.7%
Total	**$ 28,460**	**$ 29,382**	**3.2%**	**$ 82,447**	**$ 85,521**	**3.7%**	**$341,373**	**$347,392**	**1.8%**

Table 8 shows passenger revenue by ticket type for March, the last three months, and the last 12 months. Passenger revenue totals are adjusted for group sales, marketing sales, and refunds.

Table 8: Passenger Revenue by Ticket Type

	March (thousands)					**Last 3 Months** (thousands)				
				Share					**Share**	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Monthly	$ 16,265	$ 16,558	1.8%	57.2%	56.4%	$ 47,967	$ 48,288	0.7%	58.2%	56.5%
Ten-Ride	$ 7,173	$ 7,876	9.8%	25.2%	26.8%	$ 21,443	$ 24,011	12.0%	26.0%	28.1%
One-Way	$ 4,262	$ 4,217	-1.1%	15.0%	14.4%	$ 11,034	$ 11,251	2.0%	13.4%	13.2%
Weekend	$ 798	$ 735	-7.9%	2.8%	2.5%	$ 2,160	$ 2,064	-4.4%	2.6%	2.4%
Special Event & Ravinia	$ -	$ -	-	0.0%	0.0%	$ -	$ 0	-	0.0%	0.0%
Total	**$ 28,460**	**$ 29,382**	**3.2%**			**$ 82,447**	**$ 85,521**	**3.7%**		

	Last 12 Months (thousands)				
				Share	
	2016	**2017**	**Change**	**2016**	**2017**
Monthly	$191,704	$188,931	-1.4%	56.2%	54.4%
Ten-Ride	$ 84,747	$ 92,331	8.9%	24.8%	26.6%
One-Way	$ 53,790	$ 54,785	1.9%	15.8%	15.8%
Weekend	$ 10,981	$ 10,725	-2.3%	3.2%	3.1%
Special Event & Ravinia	$ 771	$ 922	19.5%	0.2%	0.3%
Total	**$341,373**	**$347,392**	**1.8%**		

Table 9 shows passenger revenue by ticket type and sales channel for March 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

March	**Monthly** (thousands)					**Ten-Ride** (thousands)				
				Share					Share	
	2016	2017	Change	2016	2017	2016	2017	Change	2016	2017
Commuter Benefit	$ 5,353	$ 5,301	-1.0%	32.9%	32.0%	$ 642	$ 610	-5.0%	9.0%	7.7%
Conductor	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Internet	$ 617	$ 414	-32.8%	3.8%	2.5%	$ 85	$ 64	-24.9%	1.2%	0.8%
Mail	$ 646	$ 526	-18.6%	4.0%	3.2%	$ 0	$ -	-100.0%	0.0%	0.0%
Ticket Agent	$ 5,949	$ 5,427	-8.8%	36.6%	32.8%	$ 3,311	$ 2,760	-16.7%	46.2%	35.0%
Vending Machine	$ 871	$ 713	-18.2%	5.4%	4.3%	$ 881	$ 608	-31.0%	12.3%	7.7%
Ventra Mobile App	$ 2,830	$ 4,177	47.6%	17.4%	25.2%	$ 2,254	$ 3,835	70.1%	31.4%	48.7%
Total	**$ 16,265**	**$ 16,558**	**1.8%**			**$ 7,173**	**$ 7,876**	**9.8%**		

	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	$ 1,248	$ 985	-21.0%	29.3%	23.4%	$ 508	$ 387	-23.9%	63.6%	52.6%
Internet	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Mail	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Ticket Agent	$ 1,885	$ 1,522	-19.2%	44.2%	36.1%	$ 170	$ 150	-11.8%	21.3%	20.4%
Vending Machine	$ 376	$ 233	-38.0%	8.8%	5.5%	$ 39	$ 23	-39.3%	4.8%	3.2%
Ventra Mobile App	$ 753	$ 1,476	95.9%	17.7%	35.0%	$ 81	$ 175	114.9%	10.2%	23.8%
Total	**$ 4,262**	**$ 4,217**	**-1.1%**			**$ 798**	**$ 735**	**-7.9%**		

	Total (thousands)				
				Share	
	2016	2017	Change	2016	2017
Commuter Benefit	$ 5,995	$ 5,911	-1.4%	21.0%	20.1%
Conductor	$ 1,756	$ 1,372	-21.8%	6.2%	4.7%
Internet	$ 702	$ 479	-31.8%	2.5%	1.6%
Mail	$ 646	$ 526	-18.6%	2.3%	1.8%
Ticket Agent	$ 11,315	$ 9,859	-12.9%	39.7%	33.5%
Vending Machine	$ 2,166	$ 1,577	-27.2%	7.6%	5.4%
Ventra Mobile App	$ 5,919	$ 9,662	63.2%	20.8%	32.9%
Total	**$ 28,460**	**$ 29,382**	**3.2%**		

Ticket Sales

Table 10 shows ticket sales by ticket type for March, the last three months, and the last 12 months. Monthly ticket sales decreased by 4.7 percent in March compared to the previous year, while ten-ride ticket sales increased by 4.5 percent in the same period.

Table 10: Ticket Sales by Ticket Type

	March (thousands)					**Last 3 Months** (thousands)				
				Share					**Share**	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Monthly	98	93	-4.7%	9.0%	9.0%	289	277	-4.2%	9.9%	9.6%
Ten-Ride	140	146	4.5%	12.9%	14.1%	422	454	7.6%	14.5%	15.7%
One-Way	743	703	-5.4%	68.8%	68.0%	1,940	1,904	-1.9%	66.4%	65.8%
Weekend	100	92	-7.9%	9.2%	8.9%	270	258	-4.4%	9.2%	8.9%
Special Event & Ravinia	-	-	-	0.0%	0.0%	-	0	-	0.0%	0.0%
Total	**1,080**	**1,034**	**-4.3%**			**2,922**	**2,894**	**-1.0%**		

	Last 12 Months (thousands)				
				Share	
	2016	**2017**	**Change**	**2016**	**2017**
Monthly	1,164	1,121	-3.7%	8.3%	8.1%
Ten-Ride	1,695	1,785	5.3%	12.2%	12.9%
One-Way	9,592	9,421	-1.8%	68.8%	68.2%
Weekend	1,373	1,341	-2.3%	9.8%	9.7%
Special Event & Ravinia	122	143	17.1%	0.9%	1.0%
Total	**13,946**	**13,812**	**-1.0%**		

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

.

Table 11: Monthly Ticket Sales by Line

March	2016	2017	Change
BNSF	21,155	20,566	-2.8%
MED	10,035	9,478	-5.6%
HC	1,093	1,093	0.0%
MD-N	7,622	7,167	-6.0%
MD-W	8,163	7,624	-6.6%
NCS	2,315	2,146	-7.3%
RID	11,173	10,691	-4.3%
SWS	3,780	3,529	-6.6%
UP-N	9,277	8,713	-6.1%
UP-NW	13,090	12,454	-4.9%
UP-W	9,910	9,546	-3.7%
Total	**97,613**	**93,007**	**-4.7%**

Table 12: Ten-Ride Ticket Sales by Line

March	2016	2017	Change
BNSF	27,755	29,222	5.3%
MED	14,308	13,985	-2.3%
HC	1,020	1,197	17.4%
MD-N	14,009	14,608	4.3%
MD-W	9,548	9,958	4.3%
NCS	2,961	3,105	4.9%
RID	11,641	12,193	4.7%
SWS	3,811	3,879	1.8%
UP-N	21,078	22,183	5.2%
UP-NW	19,192	20,116	4.8%
UP-W	14,391	15,619	8.5%
Total	**139,714**	**146,065**	**4.5%**

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

March	2016	2017	Change
BNSF	85,827	90,722	5.7%
MED	91,360	80,041	-12.4%
HC	1,618	2,405	48.6%
MD-N	43,271	45,907	6.1%
MD-W	47,649	46,618	-2.2%
NCS	7,346	8,348	13.6%
RID	42,760	46,338	8.4%
SWS	9,212	11,070	20.2%
UP-N	52,438	60,531	15.4%
UP-NW	73,165	74,980	2.5%
UP-W	54,561	57,207	4.8%
Total	**509,207**	**524,167**	**2.9%**

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

March	2016	2017	Change
BNSF	23,498	18,998	-19.2%
MED	26,616	21,912	-17.7%
HC	598	470	-21.4%
MD-N	22,964	17,916	-22.0%
MD-W	24,949	18,687	-25.1%
NCS	8,034	6,223	-22.5%
RID	17,171	13,441	-21.7%
SWS	5,348	4,027	-24.7%
UP-N	43,742	33,433	-23.6%
UP-NW	35,191	26,249	-25.4%
UP-W	25,431	17,387	-31.6%
Total	**233,542**	**178,743**	**-23.5%**

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

March	2016	2017	Change
BNSF	7,551	9,093	20.4%
MED	5,081	3,977	-21.7%
HC	4	12	200.0%
MD-N	3,622	4,495	24.1%
MD-W	2,776	4,293	54.6%
NCS	22	71	222.7%
RID	1,624	2,896	78.3%
SWS	68	107	57.4%
UP-N	3,202	4,268	33.3%
UP-NW	7,304	8,310	13.8%
UP-W	5,026	6,046	20.3%
Total	**36,280**	**43,568**	**20.1%**

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

March	2016	2017	Change
BNSF	10,021	6,686	-33.3%
MED	2,041	1,797	-12.0%
HC	-	-	-
MD-N	8,051	6,246	-22.4%
MD-W	7,813	5,736	-26.6%
NCS	-	-	-
RID	5,094	4,692	-7.9%
SWS	306	388	26.8%
UP-N	9,043	6,397	-29.3%
UP-NW	12,617	9,809	-22.3%
UP-W	8,520	6,614	-22.4%
Total	**63,506**	**48,365**	**-23.8%**

Table 17 shows ticket sales by ticket type, sales channel, and tender type for March 2016 and 2017. Table 18 shows ticket sales by ticket type, sales channel, and tender type for January-March 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 (March)

March	**Monthly** (thousands)					**Ten-Ride** (thousands)				
				Share					Share	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Commuter Benefit	31	29	-7.3%	32.3%	31.4%	12	11	-9.7%	8.3%	7.2%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	4	2	-37.0%	3.7%	2.5%	2	1	-29.1%	1.2%	0.8%
Mail	4	3	-23.7%	4.0%	3.2%	0	-	-100.0%	0.0%	0.0%
Ticket Agent	36	31	-14.6%	37.2%	33.3%	66	53	-19.9%	47.4%	36.3%
Cash & Other	*8*	*6*	*-27.8%*			*12*	*9*	*-20.7%*		
Credit Card	*29*	*25*	*-11.1%*			*54*	*44*	*-19.8%*		
Vending Machine	5	4	-24.1%	5.5%	4.3%	17	11	-34.9%	12.2%	7.6%
Cash	-	-	-			*0*	*0*	*-36.3%*		
Credit Card	*5*	*4*	*-24.1%*			*17*	*11*	*-34.9%*		
Ventra Mobile App	17	24	38.9%	17.3%	25.3%	43	70	62.8%	30.9%	48.1%
Credit Card	*15*	*21*	*39.8%*			*41*	*67*	*62.5%*		
Mixed & Other	*2*	*2*	*20.5%*			*1*	*1*	*26.6%*		
Ventra	*0*	*0*	-			*1*	*3*	*91.7%*		
Total	**98**	**93**	**-4.7%**			**140**	**146**	**4.5%**		

	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	234	179	-23.5%	31.4%	25.4%	64	48	-23.8%	63.6%	52.6%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	317	246	-22.3%	42.6%	35.0%	21	19	-11.8%	21.3%	20.4%
Cash & Other	*187*	*141*	*-24.7%*			*12*	*11*	*-9.8%*		
Credit Card	*129*	*105*	*-18.7%*			*9*	*8*	*-14.6%*		
Vending Machine	65	38	-41.4%	8.8%	5.4%	5	3	-39.3%	4.8%	3.2%
Cash	*23*	*14*	*-40.4%*			*1*	*1*	*-42.8%*		
Credit Card	*42*	*24*	*-42.0%*			*4*	*2*	*-38.3%*		
Ventra Mobile App	127	240	88.3%	17.1%	34.1%	10	22	114.9%	10.2%	23.8%
Credit Card	*110*	*211*	*91.3%*			*9*	*20*	*121.7%*		
Mixed & Other	*2*	*2*	*44.3%*			*0*	*0*	*51.9%*		
Ventra	*15*	*26*	*71.8%*			*1*	*2*	*64.9%*		
Total	**743**	**703**	**-5.4%**			**100**	**92**	**-7.9%**		

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	94	87	-7.0%	32.5%	31.5%	35	32	-9.1%	8.3%	7.0%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	12	7	-41.7%	4.2%	2.5%	6	4	-31.6%	1.4%	0.9%
Mail	12	9	-23.5%	4.2%	3.3%	0	-	-100.0%	0.0%	0.0%
Ticket Agent	110	92	-16.2%	38.1%	33.3%	210	167	-20.4%	49.7%	36.8%
Cash & Other	*28*	*18*	*-36.2%*			*38*	*30*	*-22.6%*		
Credit Card	*83*	*75*	*-9.5%*			*172*	*138*	*-19.9%*		
Vending Machine	15	13	-17.6%	5.4%	4.6%	55	36	-34.4%	13.1%	8.0%
Cash	-	-	-			*1*	*1*	*-30.7%*		
Credit Card	*15*	*13*	*-17.6%*			*54*	*36*	*-34.5%*		
Ventra Mobile App	45	68	50.7%	15.7%	24.7%	116	215	85.3%	27.5%	47.3%
Credit Card	*39*	*61*	*55.5%*			*110*	*204*	*84.9%*		
Mixed & Other	*5*	*6*	*5.6%*			*2*	*3*	*41.8%*		
Ventra	*1*	*1*	*137.7%*			*4*	*8*	*124.0%*		
Total	**289**	**277**	**-4.2%**			**422**	**454**	**7.6%**		
	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	648	502	-22.4%	33.4%	26.4%	182	146	-19.9%	67.3%	56.4%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	805	639	-20.6%	41.5%	33.6%	49	41	-16.7%	18.2%	15.9%
Cash & Other	*487*	*379*	*-22.2%*			*28*	*24*	*-15.5%*		
Credit Card	*319*	*261*	*-18.2%*			*21*	*17*	*-18.4%*		
Vending Machine	180	113	-37.0%	9.3%	5.9%	15	11	-27.7%	5.4%	4.1%
Cash	*65*	*43*	*-33.3%*			*4*	*2*	*-35.0%*		
Credit Card	*114*	*70*	*-39.1%*			*11*	*8*	*-25.1%*		
Ventra Mobile App	308	649	110.8%	15.9%	34.1%	25	61	148.8%	9.1%	23.6%
Credit Card	*265*	*568*	*114.0%*			*21*	*55*	*156.7%*		
Mixed & Other	*4*	*7*	*65.6%*			*0*	*1*	*76.0%*		
Ventra	*39*	*75*	*93.6%*			*3*	*5*	*97.9%*		
Total	**1,940**	**1,904**	**-1.9%**			**270**	**258**	**-4.4%**		

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

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

March	**Total** (thousands)				
				Share	
	2016	**2017**	**Change**	**2016**	**2017**
Commuter Benefit	43	40	-8.0%	4.0%	3.8%
Conductor	297	227	-23.5%	27.5%	22.0%
Internet	5	3	-34.6%	0.5%	0.3%
Mail	4	3	-23.8%	0.4%	0.3%
Ticket Agent	440	349	-20.8%	40.8%	33.7%
Cash & Other	*219*	*167*	*-23.8%*		
Credit Card	*221*	*182*	*-17.8%*		
Vending Machine	92	56	-39.1%	8.6%	5.4%
Cash	*25*	*15*	*-40.5%*		
Credit Card	*67*	*41*	*-38.6%*		
Ventra Mobile App	198	356	79.9%	18.3%	34.4%
Credit Card	*176*	*319*	*81.7%*		
Mixed & Other	*4*	*5*	*32.7%*		
Ventra	*18*	*31*	*73.1%*		
Total	**1,080**	**1,034**	**-4.3%**		

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	129	119	-7.6%	4.4%	4.1%
Conductor	829	648	-21.9%	28.4%	22.4%
Internet	18	11	-38.4%	0.6%	0.4%
Mail	12	9	-23.6%	0.4%	0.3%
Ticket Agent	1,175	940	-20.0%	40.2%	32.5%
Cash & Other	*580*	*450*	*-22.5%*		
Credit Card	*594*	*490*	*-17.5%*		
Vending Machine	265	173	-34.8%	9.1%	6.0%
Cash	*70*	*47*	*-33.3%*		
Credit Card	*195*	*126*	*-35.4%*		
Ventra Mobile App	494	993	101.2%	16.9%	34.3%
Credit Card	*436*	*888*	*103.4%*		
Mixed & Other	*12*	*16*	*35.0%*		
Ventra	*45*	*89*	*96.7%*		
Total	**2,922**	**2,894**	**-1.0%**		

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes declined by 10.4 percent in March compared to the previous year, and sales of Pace PlusBus passes declined by 5.4 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	-	-	-	-	-	-
May	3,443	1,269	-	-	-	-	-	-
Jun	3,410	1,261	-	-	-	-	-	-
Jul	3,310	1,221	-	-	-	-	-	-
Aug	3,182	1,201	-	-	-	-	-	-
Sep	3,266	1,267	-	-	-	-	-	-
Oct	3,338	1,272	-	-	-	-	-	-
Nov	3,345	1,291	-	-	-	-	-	-
Dec	3,190	1,174	-	-	-	-	-	-
Last 3 Months	**11,080**	**4,007**	**10,038**	**3,847**	**-9.4%**	**-4.0%**	**17.4%**	**13.9%**
Last 12 Months	**43,767**	**15,890**	**40,018**	**15,123**	**-8.6%**	**-4.8%**	**14.2%**	**12.6%**

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	-	-	-	-
May	3,223	12,472	51,834	36,428	-	-	-	-
Jun	3,064	13,604	75,390	45,745	-	-	-	-
Jul	3,104	12,094	86,271	41,886	-	-	-	-
Aug	2,803	12,941	67,737	38,311	-	-	-	-
Sep	3,389	13,287	42,399	29,616	-	-	-	-
Oct	3,439	13,521	47,203	31,237	-	-	-	-
Nov	3,308	13,559	51,255	28,764	-	-	-	-
Dec	2,851	11,693	59,212	31,034	-	-	-	-
Last 3 Months	**9,784**	**36,673**	**119,642**	**90,143**	**9,397**	**38,906**	**136,027**	**75,064**
Last 12 Months	**37,854**	**147,915**	**605,786**	**449,879**	**37,864**	**154,186**	**661,164**	**387,938**

	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	-	-	-	-
May	-	-	-	-
Jun	-	-	-	-
Jul	-	-	-	-
Aug	-	-	-	-
Sep	-	-	-	-
Oct	-	-	-	-
Nov	-	-	-	-
Dec	-	-	-	-
Last 3 Months	**-4.0%**	**6.1%**	**13.7%**	**-16.7%**
Last 12 Months	**0.0%**	**4.2%**	**9.1%**	**-13.8%**