

# **RIDERSHIP TRENDS**

**December 2016**



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Prepared by the Division of Strategic Capital Planning  
February 2017

## **Table of Contents**

Executive Summary.....	1
Ridership .....	3
Estimated Passenger Trips by Line .....	3
Estimated Passenger Trips by Fare Zone Pair .....	4
Estimated Passenger Trips by Ticket Type .....	4
Passenger Loads .....	5
Free Trips .....	5
Accessible Trips .....	6
Bicycle Trips .....	6
Ridership Influences.....	7
Employment .....	7
Gas Prices .....	8
Road Construction.....	8
Service Changes .....	9
Special Events and Promotions .....	9
Passenger Revenue and Ticket Sales.....	10
Passenger Revenue .....	10
Ticket Sales .....	12
Link-Up and PlusBus Sales .....	17
Reduced Fare Sales.....	18

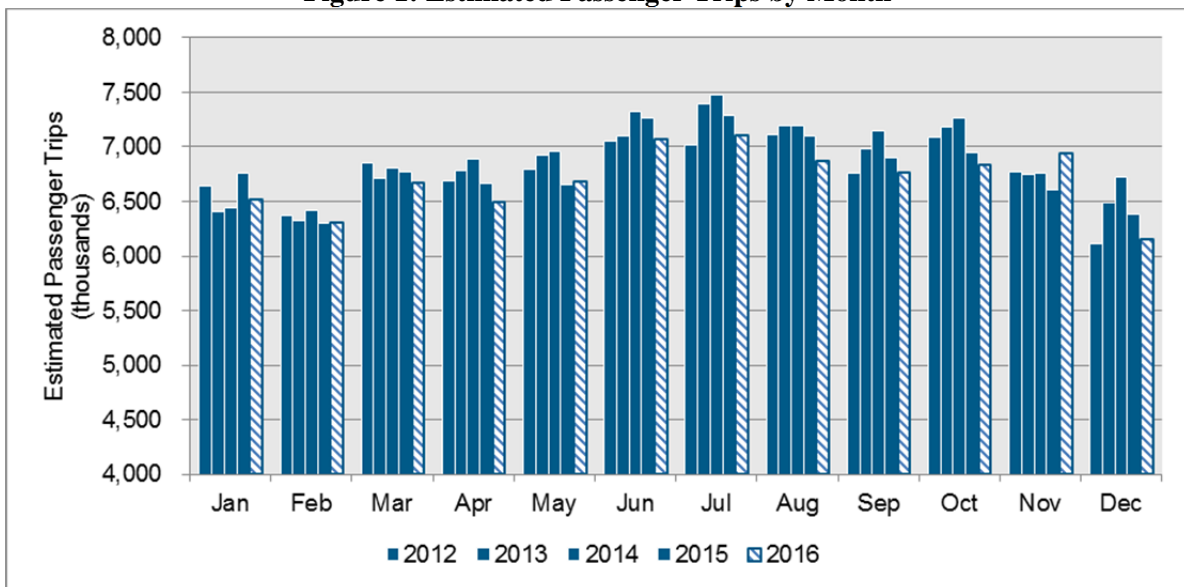
**Executive Summary**

Estimated passenger trips decreased by 3.6 percent in December 2016 compared to December 2015. December 2016 had one less weekday, one additional Saturday, and the same number of Sunday/holidays compared to December 2015. 2016 had one less weekday, one additional Saturday, and one additional Sunday/holiday compared to 2015.

**Table 1: Estimated Passenger Trips by Month**

	Estimated Passenger Trips (thousands)					Change	
	2012	2013	2014	2015	2016	2012-2016	2015-2016
Jan	6,638	6,412	6,437	6,764	6,513	-1.9%	-3.7%
Feb	6,371	6,329	6,419	6,297	6,310	-1.0%	0.2%
Mar	6,856	6,707	6,805	6,770	6,666	-2.8%	-1.5%
Apr	6,694	6,783	6,885	6,663	6,497	-2.9%	-2.5%
May	6,792	6,928	6,953	6,656	6,681	-1.6%	0.4%
Jun	7,056	7,103	7,318	7,260	7,066	0.2%	-2.7%
Jul	7,017	7,399	7,473	7,286	7,110	1.3%	-2.4%
Aug	7,113	7,194	7,192	7,100	6,866	-3.5%	-3.3%
Sep	6,756	6,987	7,144	6,896	6,766	0.1%	-1.9%
Oct	7,091	7,187	7,260	6,949	6,832	-3.7%	-1.7%
Nov	6,773	6,750	6,760	6,606	6,943	2.5%	5.1%
Dec	6,113	6,489	6,724	6,385	6,153	0.7%	-3.6%
Last 3 Months	19,977	20,426	20,744	19,939	19,928	-0.2%	-0.1%
Annual Total	81,270	82,267	83,370	81,630	80,402	-1.1%	-1.5%

**Figure 1: Estimated Passenger Trips by Month**



For the 2016 budget year, Metra estimated total annual passenger trips to be 81.8 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**

	<b>2016 Budget</b> (thousands)	<b>2016 Actual</b> (thousands)	<b>Variance</b>
Jan	6,739	6,513	-3.4%
Feb	6,241	6,310	1.1%
Mar	6,709	6,666	-0.6%
<b>1st Quarter</b>	<b>19,690</b>	<b>19,489</b>	<b>-1.0%</b>
Apr	6,603	6,497	-1.6%
May	6,596	6,681	1.3%
Jun	7,195	7,066	-1.8%
<b>2nd Quarter</b>	<b>20,394</b>	<b>20,244</b>	<b>-0.7%</b>
Jul	7,221	7,110	-1.5%
Aug	6,945	6,866	-1.1%
Sep	7,055	6,766	-4.1%
<b>3rd Quarter</b>	<b>21,221</b>	<b>20,742</b>	<b>-2.3%</b>
Oct	7,169	6,832	-4.7%
Nov	6,675	6,943	4.0%
Dec	6,640	6,153	-7.3%
<b>4th Quarter</b>	<b>20,483</b>	<b>19,928</b>	<b>-2.7%</b>
Annual Total	81,788	80,402	-1.7%

## Ridership

Estimated ridership figures are based on the number of ticket sales multiplied by a standard ridership factor unique to each ticket type, in addition to the number of Benefit Access free passenger trips reported by conductors.

### **Estimated Passenger Trips by Line**

Table 3 shows estimated passenger trips by line for December, the last three months, and the last 12 months. Estimated passenger trips decreased 0.1 percent in the last three months compared to the previous year, and decreased 1.5 percent in the last 12 months compared to the previous year. Due to a reporting anomaly, Heritage Corridor passenger trips are overstated in 2015, while the other lines traveling to Chicago Union Station are understated.

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

	December			Last 3 Months			Annual Total		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
BNSF	1,270,737	1,246,239	-1.9%	3,986,830	4,057,682	1.8%	16,400,290	16,325,320	-0.5%
MED	708,197	647,134	-8.6%	2,244,120	2,126,526	-5.2%	9,054,649	8,642,365	-4.6%
HC	52,862	56,341	6.6%	166,216	182,427	9.8%	723,803	718,015	-0.8%
MD-N	548,963	535,930	-2.4%	1,714,068	1,726,604	0.7%	7,094,564	6,934,684	-2.3%
MD-W	526,669	497,264	-5.6%	1,653,488	1,633,149	-1.2%	6,771,637	6,621,104	-2.2%
NCS	135,518	129,164	-4.7%	429,936	423,603	-1.5%	1,758,118	1,730,494	-1.6%
RID	655,764	634,093	-3.3%	2,027,257	2,023,120	-0.2%	8,305,273	8,112,784	-2.3%
SWS	204,892	192,120	-6.2%	643,628	622,561	-3.3%	2,604,292	2,538,273	-2.5%
UP-N	712,593	690,634	-3.1%	2,262,120	2,256,379	-0.3%	9,248,834	9,220,477	-0.3%
UP-NW	899,699	867,565	-3.6%	2,761,857	2,777,359	0.6%	11,301,755	11,183,739	-1.0%
UP-W	668,647	656,385	-1.8%	2,049,799	2,098,525	2.4%	8,367,264	8,375,067	0.1%
Total	6,384,538	6,152,866	-3.6%	19,939,318	19,927,934	-0.1%	81,630,476	80,402,319	-1.5%

## Estimated Passenger Trips by Fare Zone Pair

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

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

	December (thousands)			Last 3 Months (thousands)			Annual Total (thousands)		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
A-A	19	18	-8.3%	64	62	-2.6%	261	266	1.9%
A-B	447	431	-3.6%	1,488	1,498	0.6%	5,835	5,826	-0.2%
A-C	843	823	-2.3%	2,706	2,713	0.3%	10,656	10,729	0.7%
A-D	1,023	1,002	-2.0%	3,338	3,348	0.3%	13,232	13,164	-0.5%
A-E	1,297	1,261	-2.8%	4,234	4,222	-0.3%	16,866	16,645	-1.3%
A-F	771	757	-1.8%	2,537	2,574	1.5%	10,047	10,100	0.5%
A-G	462	452	-2.3%	1,523	1,528	0.3%	6,071	6,037	-0.6%
A-H	396	394	-0.4%	1,286	1,278	-0.5%	5,163	5,103	-1.2%
A-I	135	136	0.2%	431	432	0.4%	1,741	1,716	-1.4%
A-J	25	25	-2.5%	78	79	1.1%	324	318	-1.8%
A-K	28	27	-2.7%	89	85	-4.2%	360	346	-3.8%
A-M	10	8	-20.5%	28	24	-14.8%	118	107	-9.8%
Intermediate	192	183	-4.4%	661	671	1.5%	2,584	2,585	0.0%
No Zone Pair	736	609	-17.2%	1,986	2,020	1.7%	8,712	7,690	-11.7%
<b>Total</b>	<b>6,385</b>	<b>6,153</b>	<b>-3.6%</b>	<b>19,939</b>	<b>19,928</b>	<b>-0.1%</b>	<b>81,630</b>	<b>80,402</b>	<b>-1.5%</b>

## Estimated Passenger Trips by Ticket Type

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

**Table 5: Estimated Passenger Trips by Ticket Type**

	December (thousands)				Last 3 Months (thousands)				Annual Total (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share	2015	2016	Change	Share
Monthly	3,760	3,588	-4.6%	58.3%	12,289	11,871	-3.4%	59.6%	50,707	48,739	-3.9%	60.6%
Ten-Ride	1,362	1,369	0.5%	22.2%	4,247	4,389	3.3%	22.0%	16,565	17,533	5.8%	21.8%
One-Way	825	803	-2.7%	13.0%	2,300	2,294	-0.3%	11.5%	9,706	9,458	-2.6%	11.8%
Weekend	327	275	-15.9%	4.5%	822	856	4.1%	4.3%	3,404	3,381	-0.7%	4.2%
Special Event & Ravinia	-	0	-	0.0%	-	241	-	1.2%	321	338	5.2%	0.4%
Benefit Access (free)	81	75	-8.0%	1.2%	259	238	-8.2%	1.2%	1,056	994	-5.9%	1.2%
<b>Total</b>	<b>6,385</b>	<b>6,153</b>	<b>-3.6%</b>		<b>19,939</b>	<b>19,928</b>	<b>-0.1%</b>		<b>81,630</b>	<b>80,402</b>	<b>-1.5%</b>	

## Passenger Loads

Table 6 shows the average daily passenger loads by service period for December, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 3.0 percent in December compared to the previous year, and total weekday passenger loads decreased by 4.3 percent in the same period.

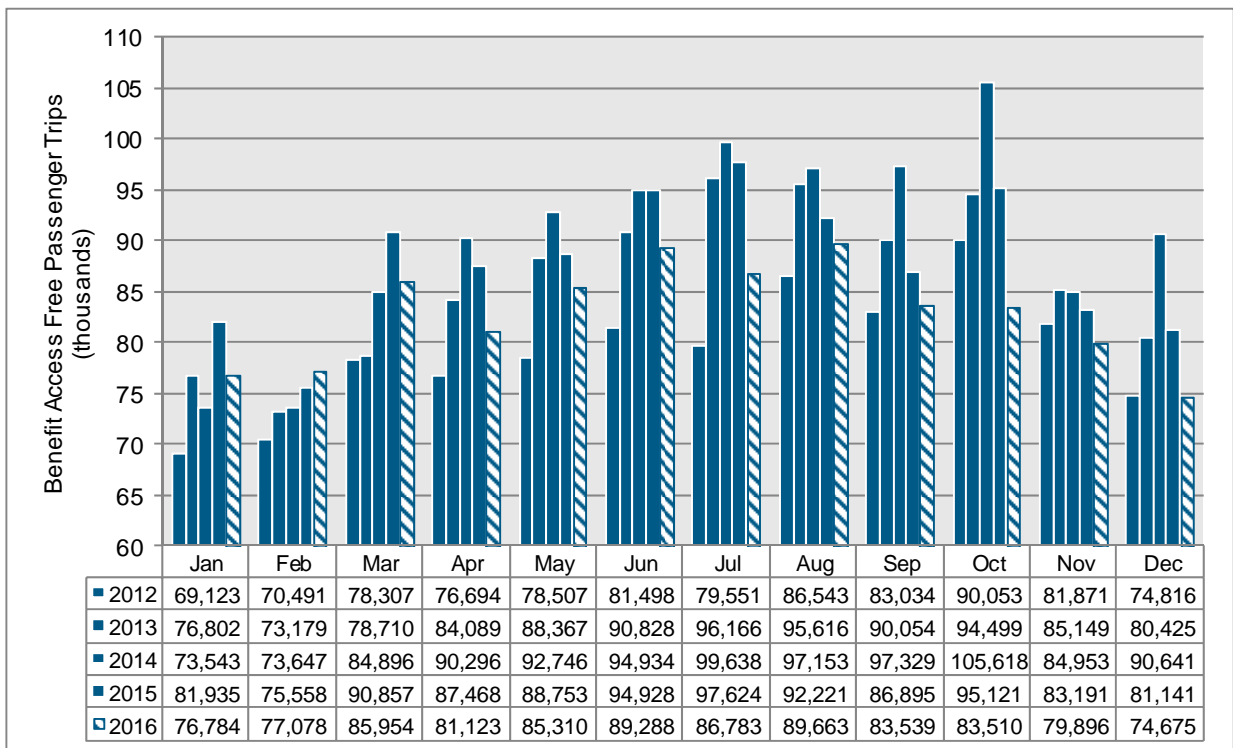
**Table 6: Average Daily Passenger Loads**

	December (thousands)			Last 3 Months (thousands)			Annual Total (thousands)		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
Peak - Peak Direction	210	203	-3.0%	222	217	-1.9%	223	223	-0.1%
Peak - Reverse Direction	21	18	-12.1%	21	19	-8.0%	21	20	-5.0%
Midday	33	31	-5.0%	32	31	-2.6%	32	32	-2.0%
Evening	18	16	-8.9%	18	16	-9.2%	18	17	-6.3%
Weekday	281	269	-4.3%	292	284	-2.8%	294	291	-1.0%
Saturday	70	70	-1.1%	65	67	2.0%	67	65	-3.6%
Sunday	40	36	-9.8%	39	38	-2.0%	42	41	-2.2%

## Free Trips

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

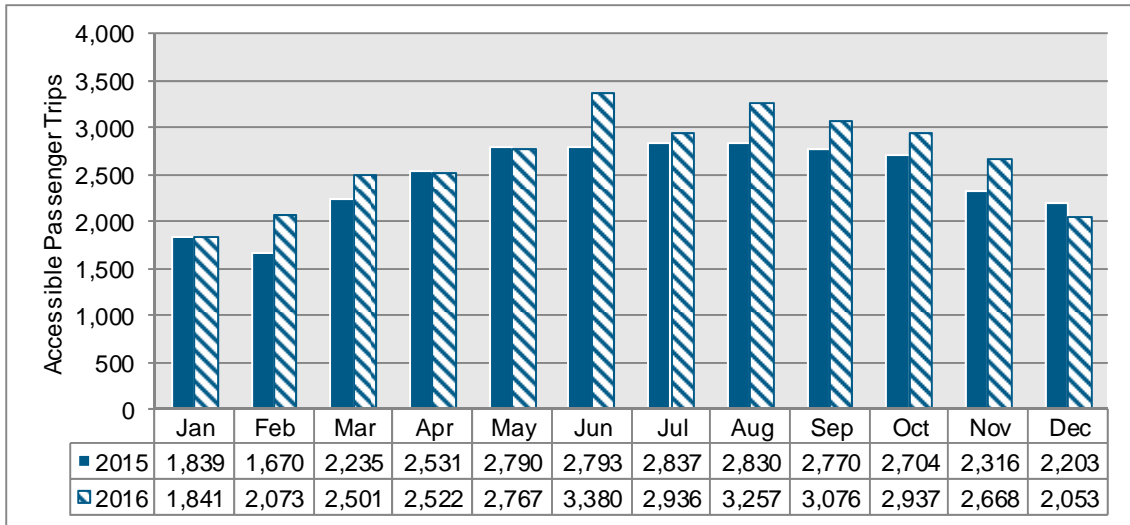
**Figure 2: Benefit Access Free Passenger Trips**



### Accessible Trips

Figure 3 shows the number of trips provided using accessible equipment. Accessible equipment consists of bridge plates on the Metra Electric and wheelchair lifts on all other lines.

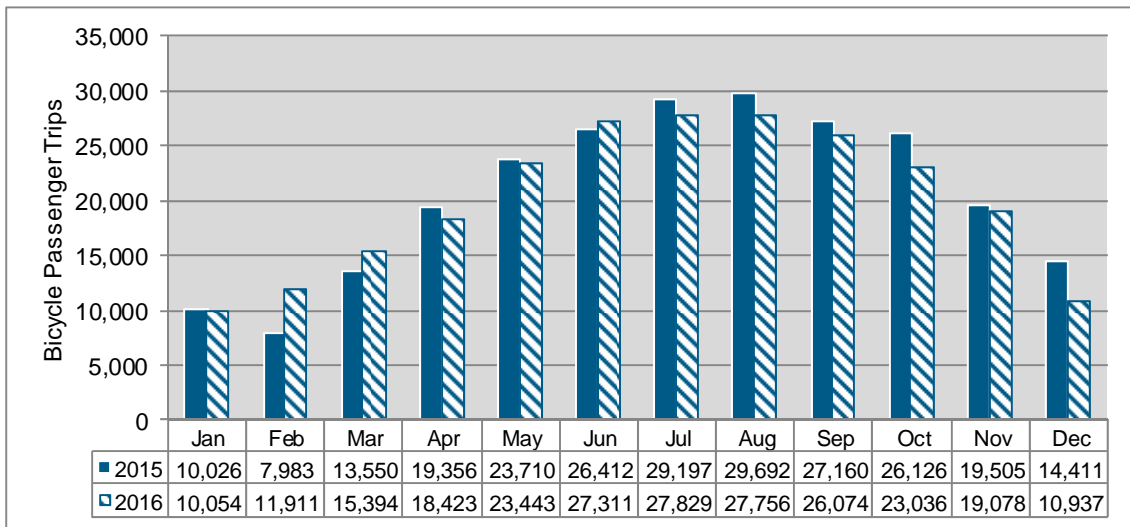
**Figure 3: Accessible Trips**



### Bicycle Trips

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

**Figure 4: Bicycle Trips**





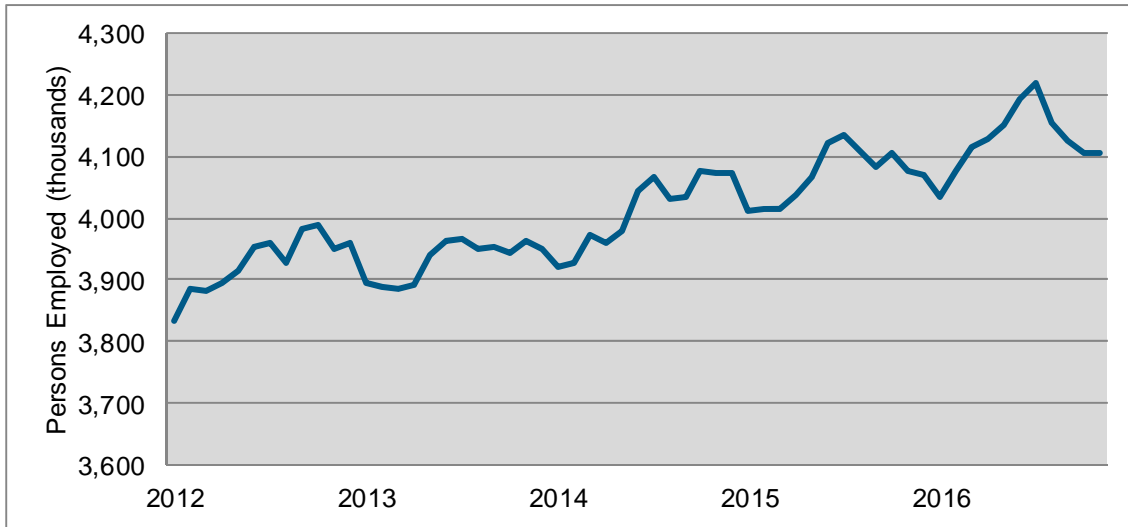
**Ridership Influences**

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

**Employment**

Figure 5 shows the number of persons employed in the six-county Chicago Region. The number of persons employed in December 2016 increased 0.4 percent compared to December 2015.

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



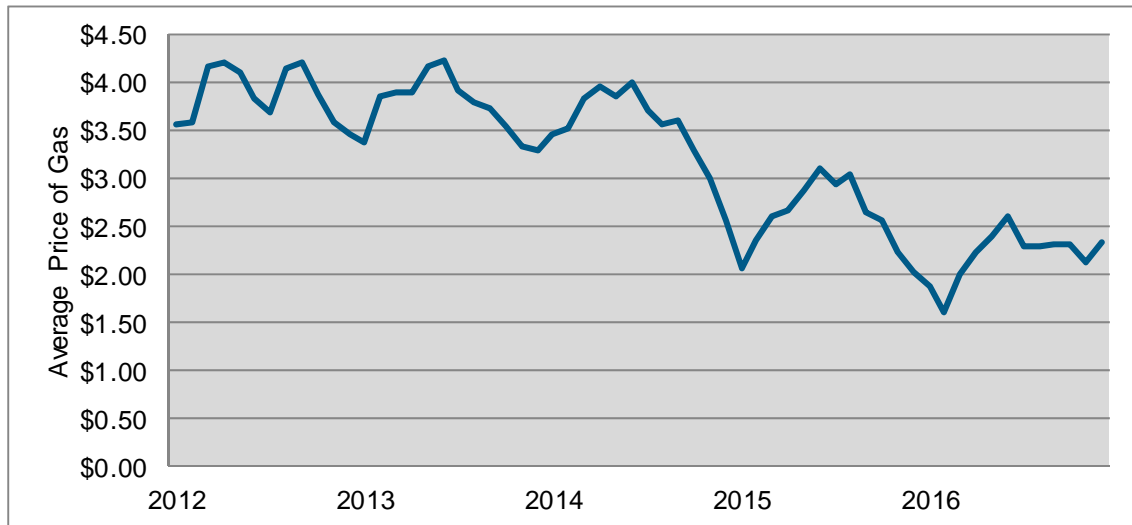
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2012	3,834	3,886	3,881	3,896	3,915	3,954	3,961	3,928	3,984	3,989	3,951	3,960	3,928
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,933
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	4,014
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,071
2016	4,033	4,078	4,115	4,128	4,150	4,192	4,218	4,155	4,125	4,106	4,105	4,087	4,124
Change	0.6%	1.6%	2.5%	2.2%	2.1%	1.7%	2.0%	1.2%	1.0%	0.0%	0.7%	0.4%	1.3%

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 in December 2016 was \$2.33, \$0.30 higher compared to December 2015.

**Figure 6: Chicago Region Average Gas Prices**



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2012	\$3.56	\$3.59	\$4.17	\$4.22	\$4.11	\$3.84	\$3.69	\$4.15	\$4.21	\$3.89	\$3.59	\$3.46	\$ 3.87
2013	\$3.39	\$3.85	\$3.90	\$3.90	\$4.18	\$4.23	\$3.92	\$3.79	\$3.74	\$3.54	\$3.34	\$3.30	\$ 3.76
2014	\$3.45	\$3.52	\$3.83	\$3.95	\$3.86	\$3.99	\$3.71	\$3.57	\$3.61	\$3.30	\$3.00	\$2.57	\$ 3.53
2015	\$2.07	\$2.36	\$2.60	\$2.67	\$2.88	\$3.12	\$2.95	\$3.04	\$2.64	\$2.56	\$2.23	\$2.03	\$ 2.60
2016	\$1.89	\$1.61	\$2.00	\$2.24	\$2.40	\$2.61	\$2.30	\$2.29	\$2.31	\$2.31	\$2.14	\$2.33	\$ 2.20
Change	-\$0.19	-\$0.75	-\$0.60	-\$0.43	-\$0.48	-\$0.51	-\$0.65	-\$0.75	-\$0.33	-\$0.25	-\$0.10	\$0.30	-\$0.39

Source: Bureau of Labor Statistics

## Road Construction

No new roadway construction projects of regional significance began in December. 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 2016.
- 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 December 2016.

### **Special Events and Promotions**

An \$8.00 unlimited ride pass was sold for the December 24-26 holiday period, and for the December 31-January 2 New Year's holiday. Family Fares were in effect from December 17-January 2.

**Passenger Revenue and Ticket Sales**

**Passenger Revenue**

Table 7 shows passenger revenue by line for December, the last three months, and the last 12 months. Due to a reporting anomaly, Heritage Corridor passenger revenues are overstated in 2015, while the other lines traveling to Chicago Union Station are understated.

**Table 7: Passenger Revenue by Line**

	December (thousands)			Last 3 Months (thousands)			Annual Total (thousands)		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
BNSF	\$ 5,475	\$ 5,522	0.9%	\$ 17,134	\$ 17,772	3.7%	\$ 69,761	\$ 71,581	2.6%
MED	\$ 2,738	\$ 2,564	-6.4%	\$ 8,574	\$ 8,301	-3.2%	\$ 34,271	\$ 33,834	-1.3%
HC	\$ 238	\$ 262	9.9%	\$ 747	\$ 842	12.7%	\$ 3,228	\$ 3,314	2.7%
MD-N	\$ 2,376	\$ 2,396	0.8%	\$ 7,399	\$ 7,607	2.8%	\$ 30,349	\$ 30,651	1.0%
MD-W	\$ 2,278	\$ 2,209	-3.0%	\$ 7,164	\$ 7,187	0.3%	\$ 29,073	\$ 29,311	0.8%
NCS	\$ 673	\$ 655	-2.7%	\$ 2,135	\$ 2,139	0.2%	\$ 8,689	\$ 8,799	1.3%
RID	\$ 2,650	\$ 2,624	-1.0%	\$ 8,182	\$ 8,333	1.8%	\$ 33,251	\$ 33,490	0.7%
SWS	\$ 821	\$ 794	-3.3%	\$ 2,579	\$ 2,557	-0.9%	\$ 10,322	\$ 10,413	0.9%
UP-N	\$ 2,707	\$ 2,697	-0.4%	\$ 8,549	\$ 8,736	2.2%	\$ 34,875	\$ 35,768	2.6%
UP-NW	\$ 4,001	\$ 3,980	-0.5%	\$ 12,229	\$ 12,524	2.4%	\$ 49,578	\$ 50,682	2.2%
UP-W	\$ 2,854	\$ 2,889	1.3%	\$ 8,720	\$ 9,102	4.4%	\$ 35,231	\$ 36,474	3.5%
Total	\$ 26,810	\$ 26,591	-0.8%	\$ 83,412	\$ 85,100	2.0%	\$338,627	\$344,318	1.7%

Table 8 shows passenger revenue by ticket type for December, 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**

	December (thousands)				Last 3 Months (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Monthly	\$ 14,324	\$ 13,864	-3.2%	52.1%	\$ 46,875	\$ 45,944	-2.0%	54.0%
Ten-Ride	\$ 6,779	\$ 7,050	4.0%	26.5%	\$ 21,100	\$ 22,493	6.6%	26.4%
One-Way	\$ 4,648	\$ 4,722	1.6%	17.8%	\$ 12,859	\$ 13,279	3.3%	15.6%
Weekend	\$ 1,046	\$ 879	-15.9%	3.3%	\$ 2,631	\$ 2,739	4.1%	3.2%
Special Event & Ravinia	\$ -	\$ 0	-	0.0%	\$ 0	\$ 603	547701.8%	0.7%
Total	\$ 26,810	\$ 26,591	-0.8%		\$ 83,412	\$ 85,100	2.0%	

	Annual Total (thousands)			
	2015	2016	Change	Share
Monthly	\$191,836	\$188,610	-1.7%	54.8%
Ten-Ride	\$ 82,221	\$ 89,764	9.2%	26.1%
One-Way	\$ 53,684	\$ 54,568	1.6%	15.8%
Weekend	\$ 10,798	\$ 10,821	0.2%	3.1%
Special Event & Ravinia	\$ 771	\$ 921	19.5%	0.3%
Total	\$338,627	\$344,318	1.7%	

Table 9 shows passenger revenue by ticket type and sales channel for December 2015 and 2016. 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**

December	Monthly (thousands)				Ten-Ride (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	\$ 5,133	\$ 4,897	-4.6%	35.3%	\$ 645	\$ 588	-8.8%	8.3%
Conductor	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Internet	\$ 772	\$ 405	-47.6%	2.9%	\$ 107	\$ 66	-38.3%	0.9%
Mail	\$ 673	\$ 512	-23.9%	3.7%	\$ 0	\$ 0	0.0%	0.0%
Ticket Agent	\$ 5,691	\$ 4,525	-20.5%	32.6%	\$ 3,760	\$ 2,701	-28.2%	38.3%
Vending Machine	\$ 851	\$ 382	-55.1%	2.8%	\$ 1,087	\$ 553	-49.1%	7.9%
Ventra Mobile App	\$ 1,204	\$ 3,142	161.0%	22.7%	\$ 1,180	\$ 3,141	166.2%	44.5%
<b>Total</b>	<b>\$ 14,324</b>	<b>\$ 13,864</b>	<b>-3.2%</b>		<b>\$ 6,779</b>	<b>\$ 7,050</b>	<b>4.0%</b>	

	One-Way (thousands)				Weekend, Special Event. & Ravinia (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Conductor	\$ 1,597	\$ 1,188	-25.6%	25.2%	\$ 754	\$ 500	-33.7%	56.9%
Internet	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Mail	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Ticket Agent	\$ 2,160	\$ 1,785	-17.4%	37.8%	\$ 181	\$ 120	-34.0%	13.6%
Vending Machine	\$ 465	\$ 312	-33.0%	6.6%	\$ 50	\$ 40	-20.6%	4.5%
Ventra Mobile App	\$ 443	\$ 1,437	224.4%	30.4%	\$ 44	\$ 220	397.6%	25.0%
<b>Total</b>	<b>\$ 4,665</b>	<b>\$ 4,722</b>	<b>1.2%</b>		<b>\$ 1,029</b>	<b>\$ 879</b>	<b>-14.6%</b>	

	Total (thousands)			
	2015	2016	Change	Share
Commuter Benefit	\$ 5,777	\$ 5,486	-5.1%	20.7%
Conductor	\$ 2,351	\$ 1,688	-28.2%	6.4%
Internet	\$ 880	\$ 471	-46.5%	1.8%
Mail	\$ 673	\$ 512	-23.9%	1.9%
Ticket Agent	\$ 11,792	\$ 9,131	-22.6%	34.4%
Vending Machine	\$ 2,452	\$ 1,286	-47.5%	4.9%
Ventra Mobile App	\$ 2,871	\$ 7,940	176.6%	29.9%
<b>Total</b>	<b>\$ 26,810</b>	<b>\$ 26,591</b>	<b>-0.8%</b>	

## Ticket Sales

Table 10 shows ticket sales by ticket type for December, the last three months, and the last 12 months. Monthly ticket sales decreased by 4.6 percent in December compared to the previous year, while ten-ride ticket sales increased by 0.5 percent in the same period. The shift from monthly tickets to ten-ride tickets has been gradual and continued throughout 2015 and 2016.

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

	December (thousands)				Last 3 Months (thousands)				Annual Total (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share	2015	2016	Change	Share
Monthly	87	83	-4.6%	7.4%	286	276	-3.4%	8.0%	1,179	1,133	-3.9%	8.2%
Ten-Ride	136	137	0.5%	12.1%	425	439	3.3%	12.6%	1,656	1,753	5.8%	12.7%
One-Way	825	803	-2.7%	70.9%	2,300	2,294	-0.3%	66.1%	9,706	9,458	-2.6%	68.3%
Weekend	131	110	-15.9%	9.7%	329	342	4.1%	9.9%	1,362	1,353	-0.7%	9.8%
Special Event & Ravinia	-	0	-	0.0%	-	120	-	3.5%	122	143	17.1%	1.0%
<b>Total</b>	<b>1,179</b>	<b>1,133</b>	<b>-3.9%</b>		<b>3,339</b>	<b>3,471</b>	<b>4.0%</b>		<b>14,026</b>	<b>13,840</b>	<b>-1.3%</b>	

Tables 11-16 detail ticket sales by line and ticket type. Due to a reporting anomaly, Heritage Corridor ticket sales are overstated in 2015, while the other lines traveling to Chicago Union Station are understated.

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

December	2015	2016	Change
BNSF	18,873	18,321	-2.9%
MED	9,254	8,328	-10.0%
HC	981	1,001	2.0%
MD-N	6,767	6,454	-4.6%
MD-W	7,124	6,697	-6.0%
NCS	2,078	1,910	-8.1%
RID	10,131	9,760	-3.7%
SWS	3,381	3,156	-6.7%
UP-N	8,344	7,956	-4.7%
UP-NW	11,798	11,220	-4.9%
UP-W	8,702	8,630	-0.8%
Total	87,433	83,433	-4.6%

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

December	2015	2016	Change
BNSF	27,471	27,989	1.9%
MED	13,448	12,794	-4.9%
HC	881	1,079	22.5%
MD-N	13,476	13,651	1.3%
MD-W	9,294	9,255	-0.4%
NCS	2,765	2,885	4.3%
RID	11,837	11,492	-2.9%
SWS	3,811	3,643	-4.4%
UP-N	20,155	20,277	0.6%
UP-NW	18,599	18,912	1.7%
UP-W	14,419	14,875	3.2%
Total	136,156	136,852	0.5%

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

December	2015	2016	Change
BNSF	89,394	100,746	12.7%
MED	92,270	89,122	-3.4%
HC	1,375	2,035	48.0%
MD-N	45,450	54,249	19.4%
MD-W	46,924	51,390	9.5%
NCS	6,515	8,578	31.7%
RID	47,044	51,277	9.0%
SWS	10,186	11,714	15.0%
UP-N	48,423	60,828	25.6%
UP-NW	81,521	91,476	12.2%
UP-W	58,307	65,870	13.0%
Total	527,409	587,285	11.4%

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

December	2015	2016	Change
BNSF	32,511	23,417	-28.0%
MED	29,574	20,559	-30.5%
HC	634	407	-35.8%
MD-N	31,601	22,948	-27.4%
MD-W	30,741	22,608	-26.5%
NCS	9,319	6,624	-28.9%
RID	21,860	17,813	-18.5%
SWS	7,034	4,772	-32.2%
UP-N	55,075	38,032	-30.9%
UP-NW	45,605	35,004	-23.2%
UP-W	33,519	23,138	-31.0%
Total	297,473	215,322	-27.6%

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

December	2015	2016	Change
BNSF	7,430	8,990	21.0%
MED	6,550	6,454	-1.5%
HC	7	13	85.7%
MD-N	4,524	6,538	44.5%
MD-W	3,015	4,055	34.5%
NCS	41	63	53.7%
RID	1,702	2,469	45.1%
SWS	95	118	24.2%
UP-N	3,206	4,311	34.5%
UP-NW	5,751	8,740	52.0%
UP-W	4,163	5,640	35.5%
Total	36,484	47,391	29.9%

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

December	2015	2016	Change
BNSF	14,162	8,997	-36.5%
MED	2,864	1,994	-30.4%
HC	-	-	-
MD-N	10,841	7,367	-32.0%
MD-W	10,681	7,292	-31.7%
NCS	-	-	-
RID	6,840	5,033	-26.4%
SWS	259	210	-18.9%
UP-N	11,087	8,266	-25.4%
UP-NW	22,392	14,116	-37.0%
UP-W	15,106	9,255	-38.7%
Total	94,232	62,530	-33.6%

Table 17 shows ticket sales by ticket type, sales channel, and tender type for December 2015 and 2016. Table 18 shows ticket sales by ticket type, sales channel, and tender type for January-December 2015 and 2016. 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 (December)**

December	Monthly (thousands)				Ten-Ride (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	31	29	-6.0%	34.6%	12	11	-12.0%	7.8%
Conductor	-	-	-	0.0%	-	-	-	0.0%
Internet	5	2	-48.2%	2.9%	2	1	-40.1%	0.9%
Mail	4	3	-24.6%	3.8%	0	0	-33.3%	0.0%
Ticket Agent	35	28	-21.5%	33.2%	77	54	-29.6%	39.7%
<i>Cash &amp; Other</i>	9	5	-51.4%	-	14	10	-31.2%	-
<i>Credit Card</i>	26	23	-10.8%	-	63	45	-29.2%	-
Vending Machine	5	2	-56.1%	2.8%	22	11	-51.3%	7.7%
<i>Cash</i>	-	-	-	-	0	0	-27.7%	-
<i>Credit Card</i>	5	2	-56.1%	-	21	10	-51.7%	-
Ventra Mobile App	7	19	160.2%	22.8%	23	60	159.7%	43.9%
<i>Credit Card</i>	6	18	181.5%	-	2	57	3142.5%	-
<i>Mixed &amp; Other</i>	1	1	3.7%	-	0	1	1338.7%	-
<i>Ventra</i>	0	0	-	-	0	2	775.2%	-
<b>Total</b>	<b>87</b>	<b>83</b>	<b>-4.6%</b>		<b>136</b>	<b>137</b>	<b>0.5%</b>	

December	One-Way (thousands)				Weekend, Special Event, & Ravinia (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	-	-	-	0.0%	-	-	-	0.0%
Conductor	297	215	-27.6%	26.8%	94	63	-33.6%	56.9%
Internet	-	-	-	0.0%	-	-	-	0.0%
Mail	-	-	-	0.0%	-	-	-	0.0%
Ticket Agent	372	295	-20.8%	36.7%	23	15	-34.0%	13.6%
<i>Cash &amp; Other</i>	224	172	-23.0%	-	12	9	-29.6%	-
<i>Credit Card</i>	148	122	-17.5%	-	10	6	-39.2%	-
Vending Machine	82	52	-36.2%	6.5%	6	5	-20.6%	4.5%
<i>Cash</i>	25	20	-20.0%	-	2	2	4.6%	-
<i>Credit Card</i>	56	32	-43.5%	-	5	3	-28.6%	-
Ventra Mobile App	74	241	225.8%	30.0%	8	27	262.1%	25.0%
<i>Credit Card</i>	63	211	237.4%	-	22	25	13.5%	-
<i>Mixed &amp; Other</i>	1	2	116.3%	-	1	0	-48.8%	-
<i>Ventra</i>	10	27	166.6%	-	1	2	232.9%	-
<b>Total</b>	<b>825</b>	<b>803</b>	<b>-2.7%</b>		<b>131</b>	<b>110</b>	<b>-15.9%</b>	



**Table 18: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Annual Total)**

Annual Total	Monthly (thousands)				Ten-Ride (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	389	368	-5.5%	32.5%	143	139	-2.6%	7.9%
Conductor	-	-	-	0.0%	-	-	-	0.0%
Internet	61	38	-38.1%	3.3%	36	19	-49.0%	1.1%
Mail	58	44	-24.5%	3.9%	0	0	-25.6%	0.0%
Ticket Agent	581	403	-30.6%	35.6%	1,122	767	-31.6%	43.7%
<i>Cash &amp; Other</i>	145	78	-45.9%	-	198	138	-30.7%	-
<i>Credit Card</i>	436	325	-25.4%	-	923	629	-31.8%	-
Vending Machine	83	57	-31.1%	5.0%	328	188	-42.5%	10.7%
<i>Cash</i>	-	-	-	-	5	4	-18.1%	-
<i>Credit Card</i>	83	57	-31.1%	-	323	184	-42.9%	-
Ventra Mobile App	8	224	2884.2%	19.7%	29	641	2084.1%	36.5%
<i>Credit Card</i>	6	204	3096.6%	-	8	609	8013.8%	-
<i>Mixed &amp; Other</i>	1	16	1470.2%	-	0	10	3910.0%	-
<i>Ventra</i>	0	3	4410.5%	-	0	21	4177.8%	-
<b>Total</b>	<b>1,179</b>	<b>1,133</b>	<b>-3.9%</b>		<b>1,656</b>	<b>1,753</b>	<b>5.8%</b>	
	One-Way (thousands)				Weekend, Special Event. & Ravinia (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	-	-	-	0.0%	-	-	-	0.0%
Conductor	3,933	2,890	-26.5%	30.6%	1,042	893	-14.3%	59.7%
Internet	-	-	-	0.0%	-	-	-	0.0%
Mail	-	-	-	0.0%	-	-	-	0.0%
Ticket Agent	4,666	3,674	-21.3%	38.8%	354	283	-20.1%	18.9%
<i>Cash &amp; Other</i>	2,799	2,190	-21.8%	-	204	163	-19.9%	-
<i>Credit Card</i>	1,867	1,484	-20.5%	-	150	120	-20.4%	-
Vending Machine	1,017	729	-28.3%	7.7%	77	63	-18.8%	4.2%
<i>Cash</i>	267	248	-7.1%	-	13	14	9.6%	-
<i>Credit Card</i>	749	481	-35.8%	-	64	48	-24.7%	-
Ventra Mobile App	91	2,165	2278.8%	22.9%	11	257	2261.3%	17.2%
<i>Credit Card</i>	76	1,874	2359.8%	-	25	231	837.7%	-
<i>Mixed &amp; Other</i>	1	26	1706.7%	-	1	3	422.7%	-
<i>Ventra</i>	13	265	1879.5%	-	1	23	1821.7%	-
<b>Total</b>	<b>9,706</b>	<b>9,458</b>	<b>-2.6%</b>		<b>1,484</b>	<b>1,496</b>	<b>0.8%</b>	

Table 19 shows total ticket sales by sales channel and tender type for December 2015 and 2016. Table 20 shows total ticket sales by sales channel and tender type for January-December 2015-2016. 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 (December)**

December	Total (thousands)			
	2015	2016	Change	Share
Commuter Benefit	43	39	-7.7%	3.5%
Conductor	392	278	-29.1%	24.5%
Internet	7	4	-45.7%	0.3%
Mail	4	3	-24.6%	0.3%
Ticket Agent	507	392	-22.8%	34.6%
<i>Cash &amp; Other</i>	259	195	-24.8%	-
<i>Credit Card</i>	248	196.44	-20.7%	-
Vending Machine	115	70	-39.1%	6.2%
<i>Cash</i>	27	22	-18.8%	-
<i>Credit Card</i>	88	48	-45.4%	-
Ventra Mobile App	112	347	210.3%	30.7%
<i>Credit Card</i>	92	311	235.9%	-
<i>Mixed &amp; Other</i>	3	5	69.7%	-
<i>Ventra</i>	11	32	185.7%	-
<b>Total</b>	<b>1,179</b>	<b>1,133</b>	<b>-3.9%</b>	

**Table 20: Total Ticket Sales by Sales Channel and Tender Type (Annual Total)**

Annual Total	Total (thousands)			
	2015	2016	Change	Share
Commuter Benefit	532	507	-4.8%	3.7%
Conductor	4,975	3,783	-24.0%	27.3%
Internet	98	56	-42.2%	0.4%
Mail	58	44	-24.5%	0.3%
Ticket Agent	6,723	5,127	-23.7%	37.0%
<i>Cash &amp; Other</i>	3,347	2,569	-23.2%	-
<i>Credit Card</i>	3,376	2,558	-24.2%	-
Vending Machine	1,504	1,037	-31.0%	7.5%
<i>Cash</i>	285	267	-6.6%	-
<i>Credit Card</i>	1,219	770	-36.8%	-
Ventra Mobile App	139	3,286	2269.0%	23.7%
<i>Credit Card</i>	115	2,918	2444.2%	-
<i>Mixed &amp; Other</i>	3	56	1566.5%	-
<i>Ventra</i>	15	312	1962.3%	-
<b>Total</b>	<b>14,026</b>	<b>13,840</b>	<b>-1.3%</b>	

*Link-Up and PlusBus Sales*

Sales of CTA Link-Up passes declined by 7.4 percent in December compared to the previous year, and sales of Pace PlusBus passes declined by 3.7 percent in the same period. Table 21 shows Link-Up and PlusBus sales by month for 2015 and 2016.

**Table 21: Link-Up and PlusBus Sales**

	2015		2016		Change		Mobile Share (2016)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	Plus Bus
Jan	4,235	1,471	3,686	1,314	-13.0%	-10.7%	7.8%	6.1%
Feb	4,116	1,463	3,737	1,333	-9.2%	-8.9%	9.6%	8.9%
Mar	4,082	1,442	3,657	1,360	-10.4%	-5.7%	10.7%	10.1%
Apr	3,825	1,414	3,496	1,320	-8.6%	-6.6%	11.2%	10.4%
May	3,746	1,319	3,443	1,269	-8.1%	-3.8%	11.4%	10.7%
Jun	3,725	1,304	3,410	1,261	-8.5%	-3.3%	12.4%	11.6%
Jul	3,606	1,324	3,310	1,221	-8.2%	-7.8%	11.8%	11.1%
Aug	3,561	1,298	3,182	1,201	-10.6%	-7.5%	14.3%	13.5%
Sep	3,583	1,328	3,266	1,267	-8.8%	-4.6%	13.9%	12.8%
Oct	3,622	1,350	3,338	1,272	-7.8%	-5.8%	15.8%	13.7%
Nov	3,573	1,327	3,345	1,291	-6.4%	-2.7%	15.8%	13.6%
Dec	3,446	1,219	3,190	1,174	-7.4%	-3.7%	16.3%	13.5%
Last 3 Months	10,641	3,896	9,873	3,737	-7.2%	-4.1%	15.9%	13.6%
Annual Total	45,120	16,259	41,060	15,283	-9.0%	-6.0%	12.5%	11.3%

*Reduced Fare Sales*

Seniors, some Medicare recipients, some persons with disabilities, primary and secondary school students, children, and military personnel are eligible for reduced fares on Metra. Table 22 shows the number of reduced fare tickets sold by month for 2015 and 2016.

**Table 22: Reduced Fare Ticket Sales**

	2015				2016			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
January	3,194	12,701	29,752	31,566	3,227	13,652	29,830	27,709
February	3,136	8,722	26,460	30,165	3,229	10,806	32,860	28,032
March	3,337	11,446	43,689	38,790	3,328	12,215	56,952	34,402
April	3,134	11,848	47,752	38,249	3,286	12,109	43,836	29,853
May	3,174	11,078	42,979	40,082	3,223	12,472	51,834	36,428
June	2,970	12,989	73,214	50,145	3,064	13,604	75,390	45,745
July	3,050	12,526	87,205	49,640	3,104	12,094	86,271	41,886
August	2,822	12,792	66,996	41,582	2,803	12,941	67,737	38,311
September	3,342	12,529	35,973	33,656	3,389	13,287	42,399	29,616
October	3,438	13,325	40,336	36,099	3,439	13,521	47,203	31,237
November	3,320	12,238	37,391	32,810	3,308	13,559	51,255	28,764
December	2,820	11,917	54,298	37,473	2,851	11,693	59,212	31,034
Last 3 Months	9,578	37,480	132,025	106,382	9,598	38,773	157,670	91,035
Annual Total	37,737	144,111	586,045	460,257	38,251	151,953	644,779	403,017

	Change			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
January	1.0%	7.5%	0.3%	-12.2%
February	3.0%	23.9%	24.2%	-7.1%
March	-0.3%	6.7%	30.4%	-11.3%
April	4.9%	2.2%	-8.2%	-22.0%
May	1.5%	12.6%	20.6%	-9.1%
June	3.2%	4.7%	3.0%	-8.8%
July	1.8%	-3.4%	-1.1%	-15.6%
August	-0.7%	1.2%	1.1%	-7.9%
September	1.4%	6.0%	17.9%	-12.0%
October	0.0%	1.5%	17.0%	-13.5%
November	-0.4%	10.8%	37.1%	-12.3%
December	1.1%	-1.9%	9.1%	-17.2%
Last 3 Months	0.2%	3.4%	19.4%	-14.4%
Annual Total	1.4%	5.4%	10.0%	-12.4%