### January 2020 System Performance Dashboard

**PREPARED BY THE DIVISION OF STRATEGIC PLANNING & PERFORMANCE**

#### Ridership and Revenue Compared to Budget

**YTD 2020 AND 2019**

<table>
<thead>
<tr>
<th></th>
<th>2020 GOAL</th>
<th>2020 ACTUAL</th>
<th>2019 ACTUAL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RIDERSHIP</strong></td>
<td>5.90M</td>
<td>5.95M</td>
<td>5.85M</td>
</tr>
<tr>
<td><strong>PASSENGER REVENUE</strong></td>
<td>$29.0M</td>
<td>$29.6M</td>
<td>$28.7M</td>
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</tbody>
</table>

#### Average Daily Passenger Loads

**YTD 2020 COMPARED TO 2019**

- **WEEKDAY PEAK**: 4%
- **WEEKDAY OFF-PEAK**: 0%
- **WEEKEND**: -9%

#### On-Time Performance by Service Period

**CURRENT MONTH AND ROLLING 12-MONTH TOTAL**

- **WEEKDAY PEAK**: 95.3% (Current Month), 94.4% (Rolling 12-Month Total)
- **WEEKDAY OFF-PEAK**: 96.5% (Current Month), 95.4% (Rolling 12-Month Total)
- **WEEKEND**: 95.8% (Current Month), 94.7% (Rolling 12-Month Total)
- **ALL PERIODS**: 95.9% (Current Month), 94.9% (Rolling 12-Month Total)

#### Line Performance

<table>
<thead>
<tr>
<th>Line</th>
<th>Rolling 12-Month Total</th>
<th>Ridership</th>
<th>On-Time Performance Compared to 95% Goal</th>
<th>Ventra App Adoption</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Metra System</strong></td>
<td></td>
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<tr>
<td></td>
<td><strong>RIDERSHIP</strong></td>
<td>JAN 2019-JAN 2020</td>
<td>COMPARED TO 95% GOAL</td>
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</tr>
<tr>
<td><strong>ME Metra Electric Line</strong></td>
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<tr>
<td><strong>RI Rock Island Line</strong></td>
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<tr>
<td><strong>SWS Southwest Service Line</strong></td>
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<tr>
<td><strong>HC Heritage Corridor Line</strong></td>
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</tbody>
</table>

**PRELIMINARY DATA, SUBJECT TO CHANGE IN FINAL REPORTING**

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## Definitions

**Average Daily Passenger Loads**
Daily average of the number of passengers counted by onboard personnel at each train's maximum load point

**Passenger Revenue**
Income from ticket sales

**Ridership**
Number of passengers based on tickets sold multiplied by a ridership factor unique to each ticket type

**On-Time Performance**
Percent of trains that arrived at their final destination within 5:59 of the scheduled time

**Ventra App Adoption**
Percent of estimated passenger trips taken using the Ventra App, based on ticket sales