

COMMUTER RAIL SYSTEM

RIDERSHIP TRENDS

ANNUAL REPORT 2015



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I. OVERVIEW

This report details the trends that influenced Metra system ridership in 2015; a year that began with harsh weather and ended with higher employment levels and the lowest gas prices in five years. Metra is the Commuter Rail Division of the Regional Transportation Authority and provides commuter rail passenger service on eleven service lines throughout metropolitan Chicago (see Figure 1). The ridership statistics used throughout this report are for Metra services only; as such, they do not include Amtrak or NICTD South Shore (SS) passenger statistics. Ridership is estimated on a monthly basis based on the number and types of tickets sold. These tickets are assumed to be used during the month of purchase or for the valid month in the case of monthly passes.

Metra provided nearly 81.6 million passenger trips in 2015, which is 1.0% unfavorable to the budgeted forecast of 82.4 million passenger trips. When compared to 2014, ridership decreased 2.1%. This decrease is 1% greater than the anticipated 1.1% decrease budgeted. The 81.6 million passenger trips reported in 2015 is comparable to ridership in 2012 (see Figure 2). Since beginning with a low of 56.5 million passenger trips in 1983 on the services that would become Metra in 1984, Metra ridership has increased by 45%, averaging 1.2% growth per year.

Figure 1: 2015 Passenger Trips by Line (Millions of Trips)

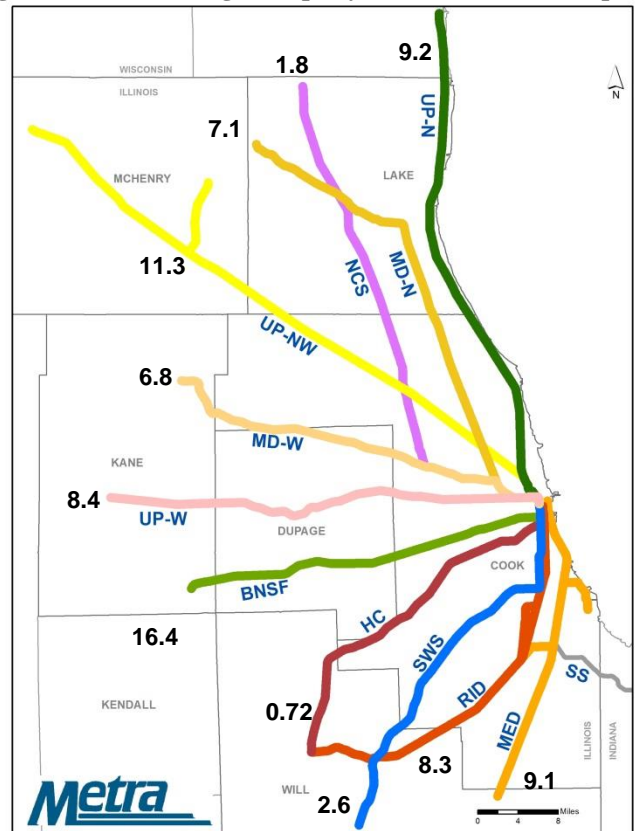
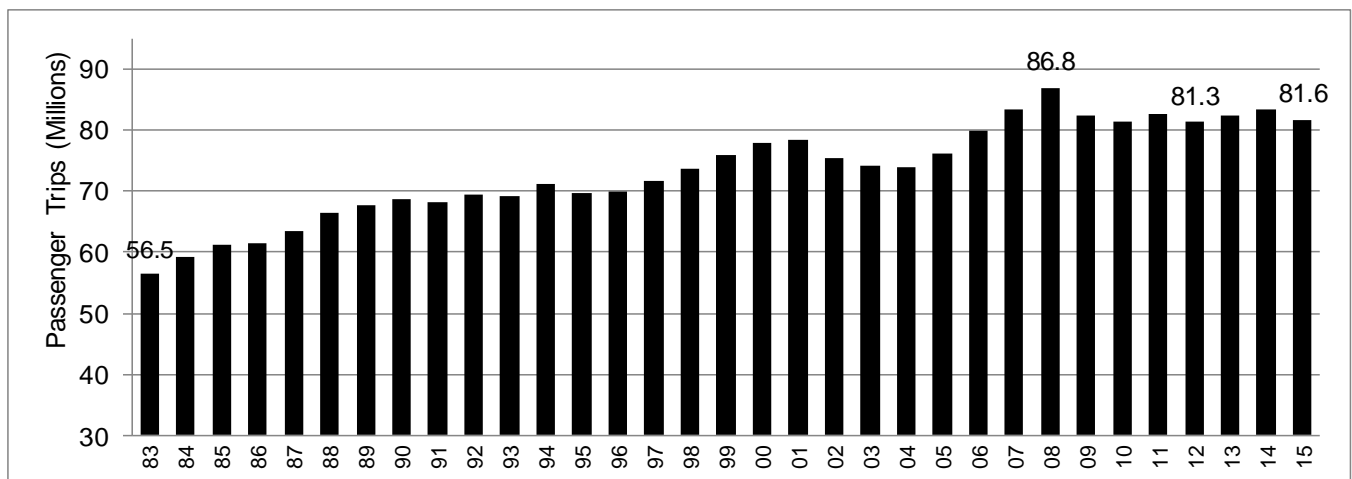


Figure 2: Metra System Annual Ridership (January through December Total Reported and Free Passenger Trips)



II. 2015 RIDERSHIP TRENDS

In 2015, reported ridership with free trips decreased by 1,102,390 or 2.1% compared to 2014 (see Table 1). This is greater than the 1.1% decrease forecasted in the 2015 budget. Actual ridership in 2015 was 81,630,476.

Table 1: Passenger Trips (Reported + Free Trips) Actual Compared to Budget

Month	2014 Actual	2015 Budget	2015 Actual	% Chg
JAN	6,436,920	6,540,073	6,764,204	3.4%
FEB	6,419,380	6,334,245	6,297,426	-0.6%
MAR	6,804,750	6,714,503	6,769,610	0.8%
APR	6,885,403	6,794,087	6,662,551	-1.9%
MAY	6,953,347	6,861,130	6,655,682	-3.0%
JUN	7,317,507	7,220,460	7,259,878	0.5%
JUL	7,472,590	7,373,487	7,285,907	-1.2%
AUG	7,191,682	7,096,304	7,100,153	0.1%
SEP	7,144,488	7,004,977	6,895,751	-1.6%
OCT	7,259,784	7,205,669	6,949,189	-3.6%
NOV	6,759,719	6,766,839	6,605,591	-2.4%
DEC	6,724,138	6,505,682	6,384,538	-1.9%
Annual Total	83,369,706	82,417,456	81,630,476	-1.0%

Quarterly Ridership Trends

Ridership decreased during the last three quarters of 2015. Table 2 shows the changes in the number of reported and free trips between 2014 and 2015.

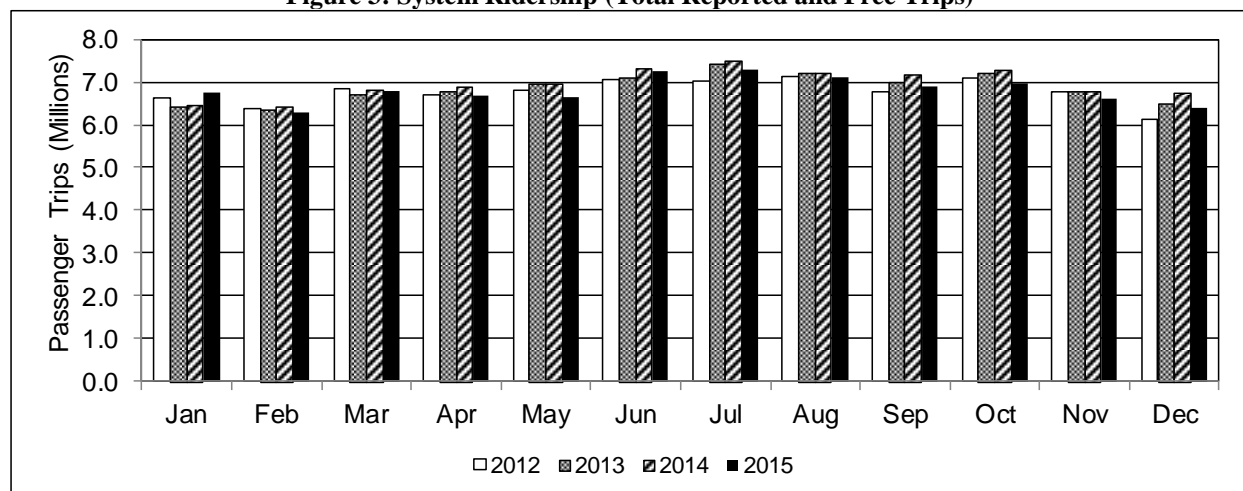
Table 2: System Ridership by Quarter

Quarter	Reported Ridership			Reported w/ Free Trips		
	2014	2015	14 vs. 15	2014	2015	14 vs. 15
1st	19,428,964	19,582,889	0.8%	19,661,050	19,831,239	0.9%
2nd	20,878,280	20,306,961	-2.7%	21,156,256	20,578,110	-2.7%
3rd	21,514,640	21,005,070	-2.4%	21,808,760	21,281,810	-2.4%
4th	20,462,429	19,679,865	-3.8%	20,743,641	19,939,318	-3.9%
Total	82,284,312	80,574,784	-2.1%	83,369,706	81,630,476	-2.1%

Monthly Ridership Trends

Apart from January, monthly ridership was consistently lower in 2015 than 2014 (see Figure 3). The graph shows a consistent trend of ridership generally peaking in summer and then falling in winter.

Figure 3: System Ridership (Total Reported and Free Trips)



Ridership by Line

All eleven service lines experienced decreases in ridership (reported and free trips) in 2015 compared to 2014. The Heritage (HER) and the Union Pacific West (UP-W) lines decreased the least while the Metra Electric District (MED) and North Central Service (NCS) lines decreased the most. Table 3 presents reported passenger trips and total reported and free trips for 2014 and 2015 based on ticket sales.

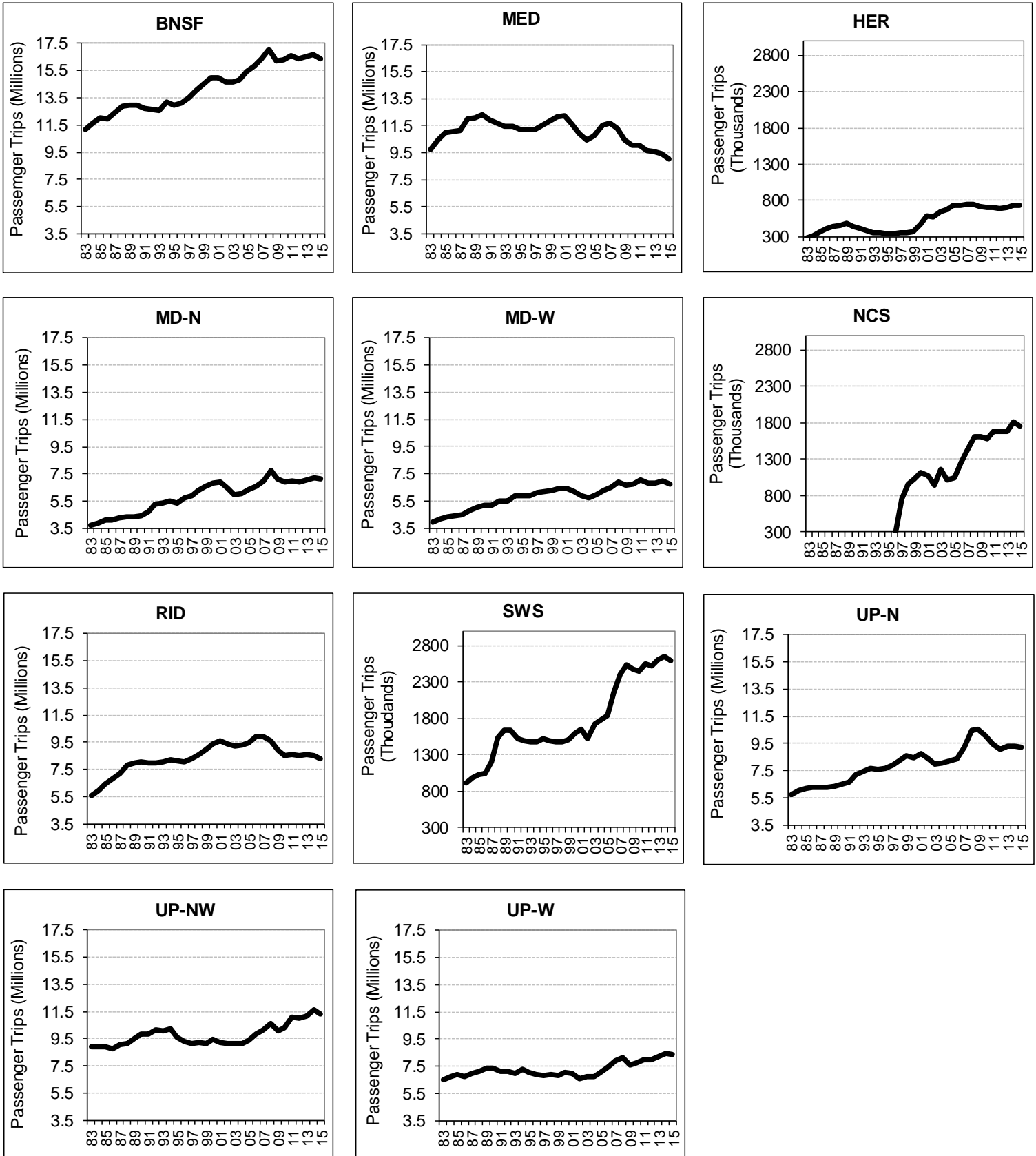
Table 3: Passenger Trips by Rail Line

January - December	2014 Reported	2015 Reported	2014 w/ Free Trips	2015 w/ Free Trips	2014 vs. 2015 %Change
BNSF	16,537,026	16,284,903	16,658,357	16,400,290	-1.5%
Electric Lines (MED)	9,153,444	8,794,772	9,415,916	9,054,649	-3.8%
Heritage (HER)	728,593	723,580	729,139	723,803	-0.7%
Milwaukee District North (MD-N)	7,167,184	7,013,194	7,237,913	7,094,564	-2.0%
Milwaukee District West (MD-W)	6,806,832	6,638,692	6,946,268	6,771,637	-2.5%
North Central Service (NCS)	1,806,641	1,749,244	1,817,335	1,758,118	-3.3%
Rock Island District (RID)	8,448,054	8,214,174	8,544,753	8,305,273	-2.8%
SouthWest Service (SWS)	2,650,116	2,589,678	2,659,040	2,604,292	-2.1%
Union Pacific North (UP-N)	9,156,073	9,078,741	9,328,441	9,248,834	-0.9%
Union Pacific Northwest (UP-NW)	11,489,051	11,195,162	11,609,358	11,301,755	-2.6%
Union Pacific West (UP-W)	8,341,300	8,292,647	8,423,188	8,367,264	-0.7%
METRA SYSTEM	82,284,312	80,574,784	83,369,706	81,630,476	-2.1%

Note: Over Metra's 30-year history, policies regarding free trips have changed. To enable accurate comparison from one-year to the next, reported passenger trips and total reported with free trips are separately detailed.

Figure 4, on the next page, shows the ridership trends for each Rail Line since 1983.

Figure 4: Annual Rail Line Ridership (Reported and Free Passenger Trips), 1983 – 2015



Ridership by Fare Zone

The share of system ridership by fare zone remained mostly unchanged when compared with 2005 and 2010 data. Slight decreases were experienced in Zones A&B, Zones AG-H, Zones AI-M, and Intermediate zones (rides that neither originate nor end in Zone A), while the remaining zones experienced slight increases or no change in share of ridership compared to 2010.

Figure 5 shows changes in the share of system ridership by fare zone. Increases in the share of ridership by fare zone from 2010 to 2015 are concentrated in the middle zones (Zones AC, AD, AE, and AF). In the outer zones (AG, AH, AI through AM), the inner zones (AA and AB), and in between zones (Intermediate) the share of ridership from 2010 to 2015 has slightly decreased.

Figure 5: Share of System Ridership by Fare Zone

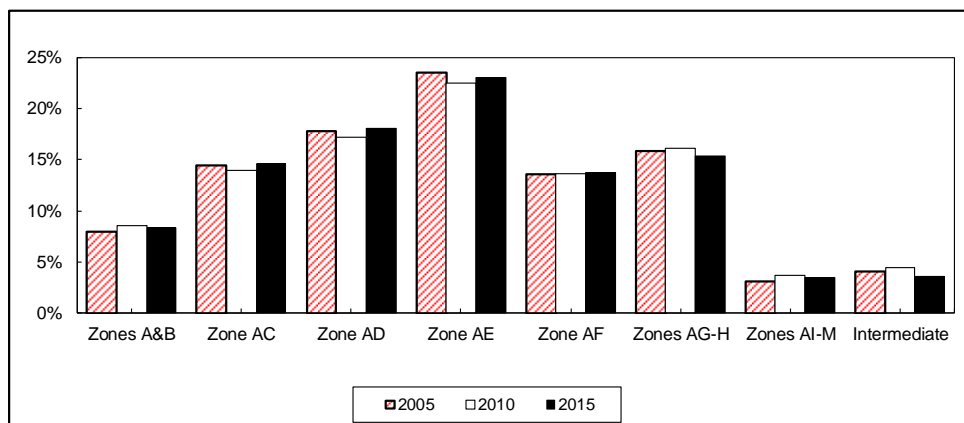
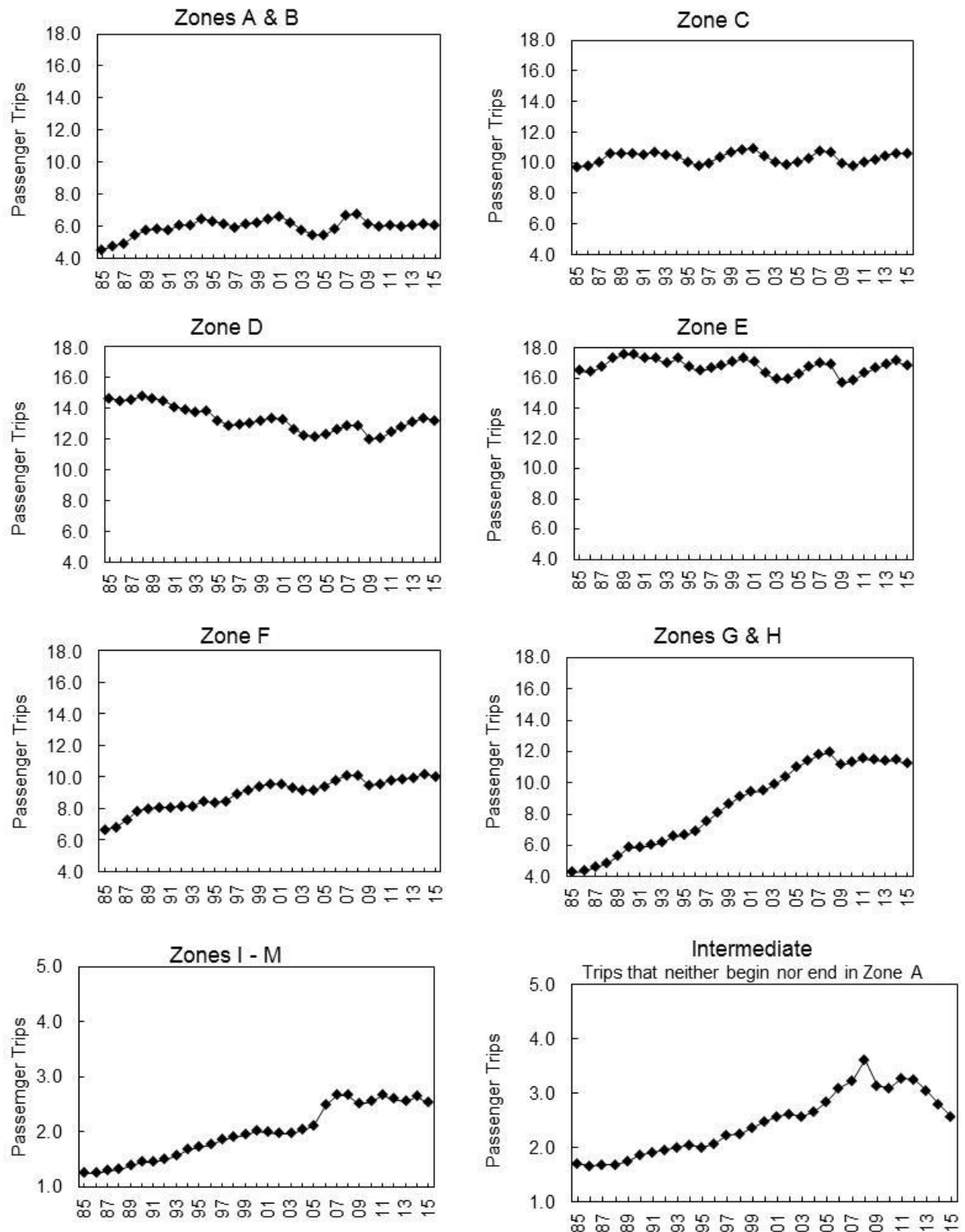


Figure 6 shows the annual system ridership for trips that either begin or end in Zone A and all intermediate trips since 1985. Zone AE ridership has always been and continues to account for Metra's highest number of passenger trips compared to the other zones. 2014 marked the fifth consecutive year for Zone AE ridership growth. For the third year in a row, intermediate ridership was lower in 2015. Overall, intermediate trips are down by 8% since 2014 and almost 17% since 2010.

Figure 6: Passenger Trips to or from Zone A by Fare Zone (in millions)

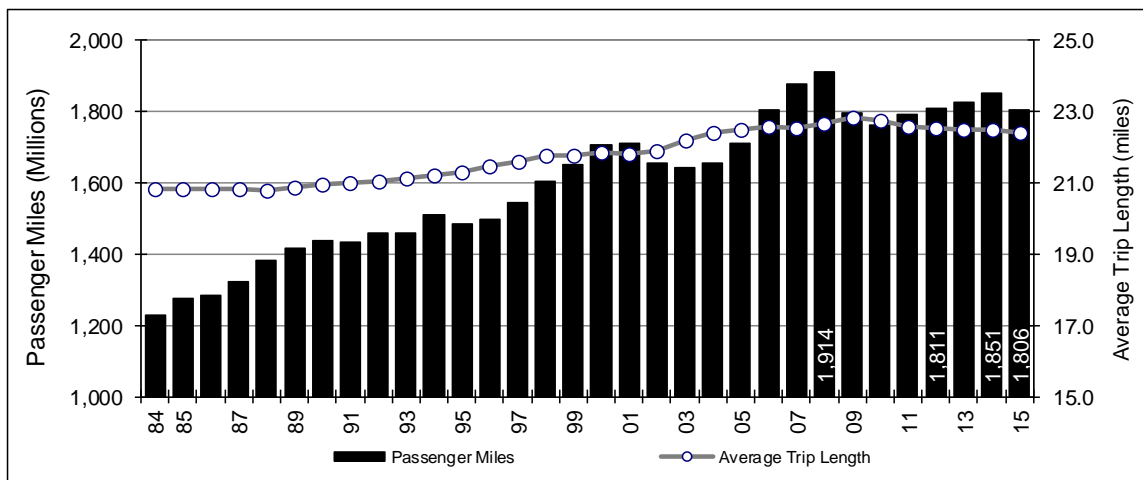


Note: Free senior, circuit breaker, and Benefit Access are not included. South Shore, conductor, weekend, and group sales are not included.

Passenger Miles

Each year, Metra calculates the number of passenger miles traveled and the average trip length by line. In 2015, the total number of passenger miles decreased by 2.4% when compared to 2014, discontinuing a positive trend that began in 2010. As shown in Figure 7, the average trip length also declined from 2014 to 2015 from 22.5 miles to 22.4 miles (totals do not include free trips).

Figure 7: Passenger Miles and Average Trip Length (in millions)*

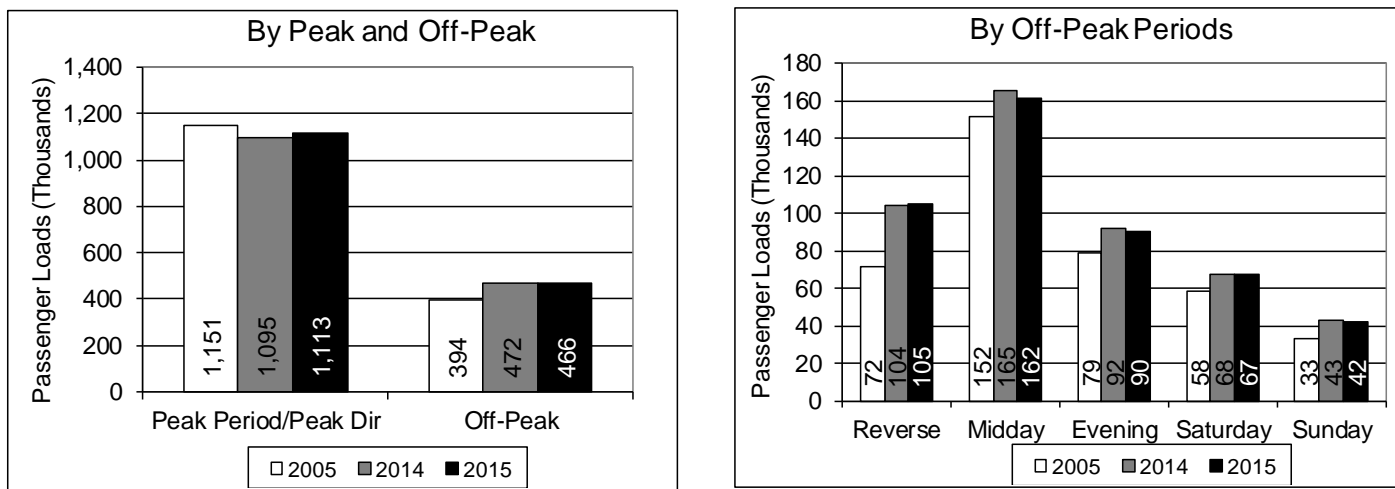


* Free RTA Circuit Permit/Benefit Access rides and South Shore are not included.

Passenger Loads by Service Period

The average daily passenger loads for each service period in 2015 indicate that Metra provided nearly 1.6 million passenger trips per week. The peak-period/peak-direction remained Metra's largest market, with about 71% of all trips taken in this service period; this is down from 75% of all trips in 2005. Figure 8 displays the shares of the average weekly passenger loads for 2005, 2014, and 2015. In 2015, peak-period/peak-direction and reverse peak average passenger loads were slightly higher while off-peak, Saturday, and Sunday loads were lower than 2014. This suggests that a reduction in discretionary travel is the primary reason for ridership declines in 2015. This is contrary to a larger trend in discretionary travel.

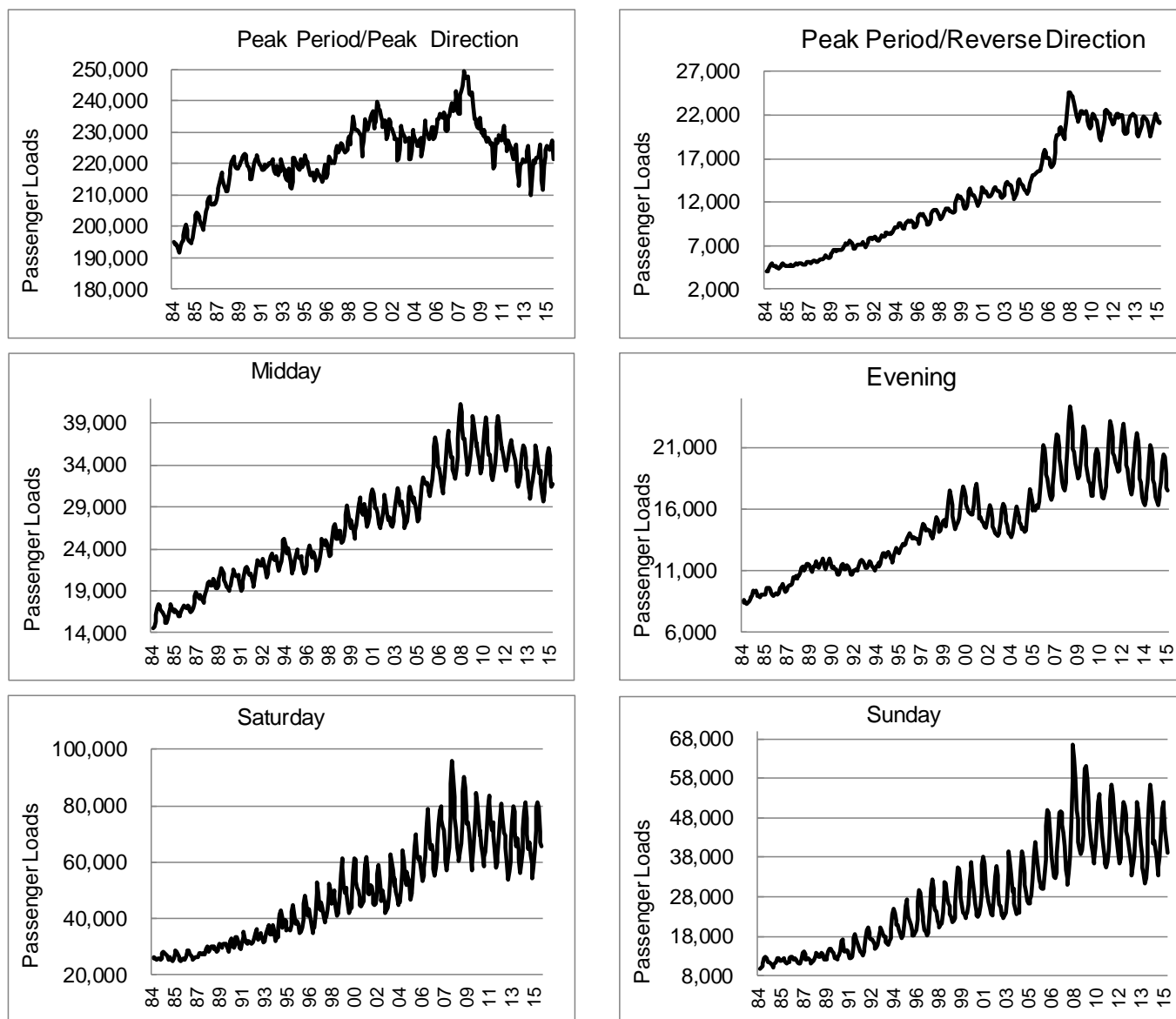
Figure 8: Average Weekly Passenger Loads by Period



Compared to 2005, off-peak ridership in 2015 is 18% greater, while peak-period ridership is 3% less over the same time period. In the last ten years, the largest percentage growth in off-peak ridership has occurred in the reverse-commute service periods (46%) and on Sundays (26%). Substantial growth has

also occurred on Saturdays (16%), Evenings (15%), and during the Midday (6%). Figure 9, shows the average daily passenger loads by service period since Metra's inception in 1984.

Figure 9: Passenger Loads by Service Period (3 Month Rolling Average)



Benefit Access Ridership

Senate Bill 1920 was signed into law in September 2008 granting free trips to riders with an issued Circuit Permit as part of the new People with Disabilities Ride Free Program. The legislation required free trips on fixed-route and regularly scheduled transit in the RTA's service region be made available to any Illinois resident who enrolled as a person with a disability in the Illinois Circuit Breaker Program. The People with Disabilities Ride Free Program officially began on October 24, 2008. As of September 6, 2011, the number of Circuit-Permit trips also included the low-income seniors who qualified for the program. Effective January 1, 2013, the state changed the name of the Circuit Breaker Program to the Benefit Access Program. This program grew rapidly from 2,431 trips in 2008 to over 1 million passenger trips in 2013 (see Table 4). In 2014, the rate of growth slowed; and, in 2015, the number of trips declined for the first time. Last year, the number of free trips provided under this program was 2.7% lower than 2014.

Table 4: Benefit Access (Circuit-Permit) Free Trips by Month

Month/Year	2008	2009	2010	2011	2012	2013	2014	2015
Jan		1,280	25,617	40,109	69,123	76,802	73,543	81,935
Feb		1,228	27,086	38,444	70,491	73,179	73,647	75,558
Mar		4,645	30,888	52,742	78,307	78,710	84,896	90,857
Apr		10,594	38,244	50,594	76,694	84,089	90,296	87,468
May		13,755	39,701	54,803	78,507	88,367	92,746	88,753
Jun		19,380	45,689	54,159	81,498	90,828	94,934	94,928
Jul		22,444	48,446	56,404	79,551	96,166	99,638	97,624
Aug		25,718	49,861	67,873	86,543	95,616	97,153	92,221
Sep*		27,273	48,334	86,219	83,034	90,054	97,329	86,895
Oct	88	30,387	51,927	86,297	90,053	94,499	105,618	95,121
Nov	474	28,796	46,085	73,961	81,871	85,149	84,953	83,191
Dec	1,869	27,800	41,654	73,917	74,816	80,425	90,641	81,141
Total	2,431	213,300	493,532	735,522	950,488	1,033,884	1,085,394	1,055,692

*Low-income seniors included in total as of 9/6/2011.

Police Officer and Firefighter Free Rides

Currently, Chicago-area uniformed police officers from any municipality, including sheriff's deputies, bailiffs, corrections officers, and Chicago firefighters are allowed free transportation on Metra. These free trips are not reimbursed by the State of Illinois. Metra conductors began recording the number of free trips taken by these uniformed police officers and firefighters as of April 2, 2012. The number counted has declined in recent years from 65,814 in 2013 to 57,215 in 2015. Table 5 presents the average daily conductor counts for "Police Officer and Firefighter" rides by service period as well as the total number of "Police Officer and Firefighter" rides recorded for each month.

Table 5: Average and Total Police Officers and Firefighters in Uniform Riding Free

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2014													
Avg Wkday	226	253	247	213	212	220	211	223	250	249	228	202	
Avg Sat	36	22	31	11	13	18	41	36	23	16	13	16	
Avg Sun/Hol	14	9	17	19	19	24	37	45	27	13	21	14	
Typical week	1,178	1,294	1,282	1,096	1,090	1,142	1,134	1,199	1,298	1,272	1,175	1,040	
Total Reported	5,179	5,174	5,421	4,809	4,603	4,814	4,995	5,101	5,470	5,833	4,526	4,578	60,503
2015													
Avg Wkday	219	207	216	222	232	256	236	239	204	188	184	182	
Avg Sat	19	13	10	24	33	22	38	49	23	18	21	19	
Avg Sun/Hol	10	22	10	11	10	11	14	26	22	11	7	11	
Typical week	1,126	1,067	1,103	1,144	1,203	1,312	1,233	1,272	1,066	966	947	938	
Total Reported	4,754	4,269	4,854	5,018	4,864	5,761	5,615	5,403	4,491	4,259	3,801	4,126	57,215

Reduced-Fare Trips

In collaboration with the Regional Transportation Authority's (RTA's) Reduced-Fare Permit Program, Metra allows qualified users to ride Metra at a reduced rate. The following types of users are eligible to receive a reduced-fare permit through the RTA's Reduced-Fare Permit Program. Metra is eligible for reimbursement of the lost revenue by the Illinois Department of Transportation (IDOT).

- All senior citizens who are within three weeks of their 65th birthday or older
- Medicare card recipients receiving Social Security benefits
- People with disabilities who receive Social Security benefits
- Veterans with disabilities who receive Service-connected disability benefits

- People with disabilities whose doctors validate their disability
- Full-time students enrolled in an accredited grade school or high school with a valid letter of certification from their school (on school stationery) or a valid school I.D. bearing the student's name, school name and authorized signature.

Metra also offers reduced-fare tickets to children ages 7 to 11 (saves 50 percent over one-way fares) and to U.S. military personnel (may purchase one-way or ten-ride tickets at a reduced fare provided they present proper military identification indicating they are on active duty). Prior to the fare change effective February 1, 2012, young adults (ages 12-17) were eligible for reduced fares on weekends and holidays. Table 6 shows all reduced-fare passenger trips (eligible and ineligible for reimbursement) by year for 2007 through 2015. There were nearly 3.65 million reduced-fare trips in 2015, which is a 1.6% increase compared to 2014.

Table 6: Reduced-Fare Passenger Trips by Year*

Year	Passenger Trips	% Change
2007	3,033,277	--
2008	1,822,246	-39.9%
2009	1,423,241	-21.9%
2010	1,565,633	10.0%
2011**	2,352,122	50.2%
2012	3,736,638	58.9%
2013	3,677,516	-1.6%
2014	3,591,620	-2.3%
2015	3,649,846	1.6%

*Includes all eligible and ineligible reduced-fare rides for reimbursement and does not include conductor, weekend, and group sales. **Seniors Ride Free Program began in 2008 and was discontinued on 9/1/11; grace period for program expired on 9/6/11.

Table 7 shows total free trips and all reduced-fare passenger trips by month. Total free and reduced-fare trips increased 0.5% in 2015.

Table 7: Total Free and Reduced-Fare Passenger Trips by Month (2014-2015)

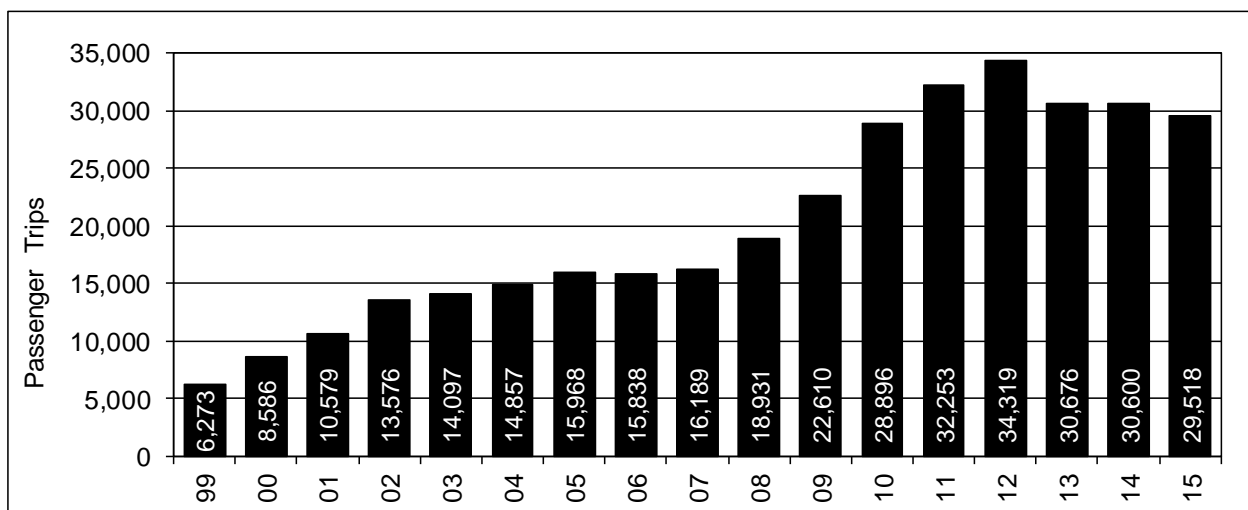
Month	2014			2015			2014 v. 2015
	Free	Reduced*	Total	Free	Reduced*	Total	Total %
January	78,722	258,058	336,780	86,689	294,104	380,793	13.1%
February	78,821	264,684	343,505	79,827	248,528	328,355	-4.4%
March	90,317	296,680	386,997	95,711	301,640	397,351	2.7%
April	95,105	302,257	397,362	92,486	300,994	393,480	-1.0%
May	97,349	299,459	396,808	93,617	290,241	383,858	-3.3%
June	99,748	318,580	418,328	100,689	330,814	431,503	3.1%
July	104,633	334,915	439,548	103,239	343,615	446,854	1.7%
August	102,254	301,396	403,650	97,624	316,262	413,886	2.5%
September	102,799	305,856	408,655	91,386	304,969	396,355	-3.0%
October	111,451	329,955	441,406	99,380	321,420	420,800	-4.7%
November	89,479	290,191	379,670	86,992	302,531	389,523	2.6%
December	95,219	289,589	384,808	85,267	294,728	379,995	-1.3%
Total	1,145,897	3,591,620	4,737,517	1,112,907	3,649,846	4,762,753	0.5%

*Includes all reduced-fare passenger trips but does not include conductor, weekend, and group sales.

Accessible Equipment Usage

Metra's trains became fully accessible in April 1998, providing at least one accessible car per train consistent with the Americans with Disabilities Act (ADA equipment). 100% of key stations are accessible. Over 87% of all stations are fully or partially accessible. In 2015, Metra provided nearly 30,000 passenger trips that utilized ADA equipment, the lowest since 2010. Figure 10 shows the annual number of passenger trips utilizing the accessible equipment since 1999.

Figure 10: Annual Passenger Trips Utilizing Accessible Equipment

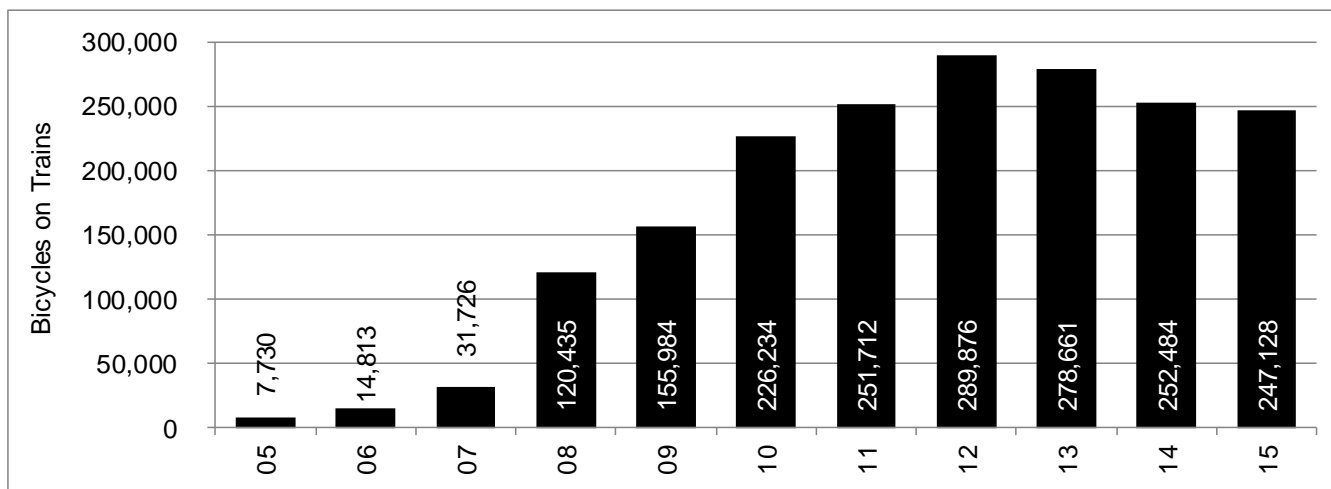


Bikes on Trains Program

Beginning in June 2005, Metra implemented the Bikes-on-Trains program, permitting a limited number of bicycles in each passenger car during weekday off-peak and weekend service periods. Since October 2014, bicycles have also been permitted on weekday inbound trains that arrive downtown before 6:30 a.m. and during special events at the discretion of the conductors. In 2015, Metra conductors reported 247,000 bicycles brought onto Metra trains (see Figure 11).

Divvy bikeshare stations were first installed in downtown in June 2013. Since then, their use has continued to climb and docking stations are being planned in Evanston and Oak Park. The valet docking service provided by Divvy at Union Station and Ogilvie Transportation Center suggests that some of the growing demand for bicycles on Metra has been met by this bikeshare service.

Figure 11: Bikes on Trains Program Usage



III. 2015 RIDERSHIP INFLUENCES

Metra provided over 81.6 million passenger trips in 2015, which is a 2.1% decrease from 2014. This followed a 1.3% increase in ridership from 2013 to 2014. Many factors contribute to year-over-year ridership changes. Some of these factors are under Metra's control (e.g. fare and service changes) while others are not (e.g. changes in employment and fuel prices). The following is a series of factors that have influenced annual ridership and an examination of how these factors impacted Metra's ridership in 2015.

In 2015, weather, on-time performance, employment, and gas prices were the influencing factors that changed the most from last year. Population and parking were stable. Additionally, riders purchased a higher percentage of ten-ride tickets and a lower percentage of monthly tickets as the price was reduced to be equal to nine one-way trips. In 2013 and 2014, this had the effect of skewing the ridership higher while in 2015 it had the effect of skewing the ridership estimates lower.

Winter Weather

Metra ridership is generally impacted in a positive manner during times of severe winter weather as commuters choose Metra over the harsh driving conditions. The 2014-2015 winter season was somewhat milder than the 2013-2014 season, which was the snowiest and coldest winter since Metra was formed in 1984. Compared to the last five years, the winter of 2014-2015 had high snow accumulations (50.6 inches total, 26.8 inches in February, 19.3 inches on Groundhog Day February 2nd) and a high number of frigid days (13 days <0 deg. Fahrenheit).

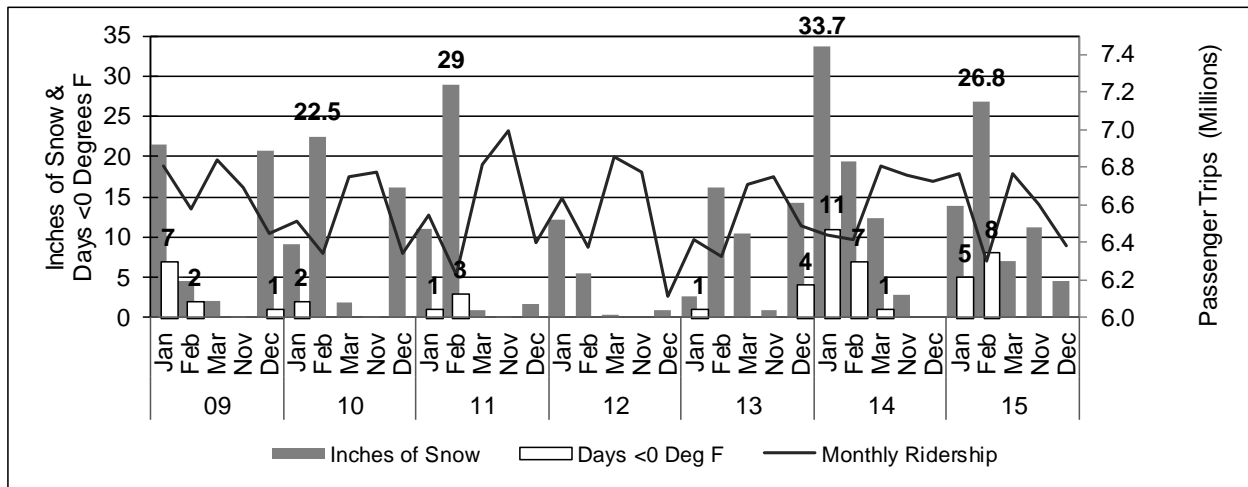
Table 8: Chicago Snowfall

Season	Inches of Snowfall					Diff. from	
	Nov	Dec	Jan	Feb	Mar	Nov-Mar	Normal
2011-12	trace	1.7	12.2	5.6	0.3	19.8	-15.7
2012-13	0.0	0.9	2.6	16.1	10.4	30.0	-5.5
2013-14	0.9	14.2	33.7	19.5	12.3	80.6	45.1
2014-15	2.8	0.0	13.9	26.8	7.1	50.6	15.1
2015-16	11.2	4.5				15.7	
30-Yr. Avg	1.4	7.9	11.7	9.8	5.1	35.5	

Winter weather was historically harsh in February 2015. The average temperature of 14.6 degrees tied with February 1875 as the all-time lowest average temperature on record for February. The 26.8 inches of snow represented the third snowiest February on record. Chicago Public Schools were closed for two separate days due to the harsh weather.

According to National Weather Service records, the December 2014 to March 2015 winter period had a total of 13 days when the temperature was below zero down from 23 last winter. As seen in Figure 12, the high snow accumulations and frigid temperatures contributed to lower ridership in February 2015.

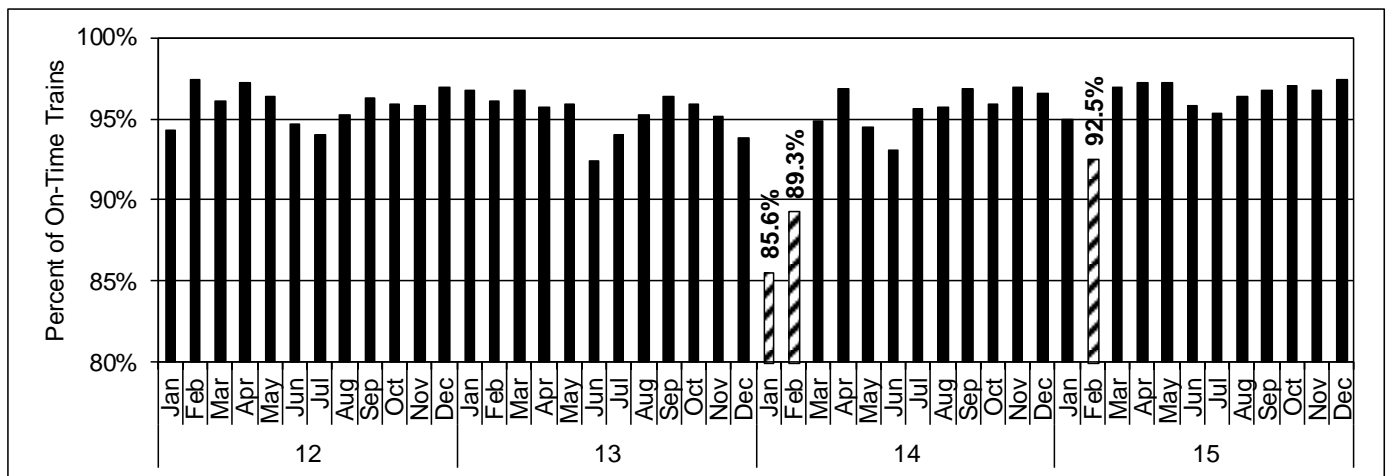
Figure 12: Monthly Ridership, Inches of Snow, and Days <0 Deg. Fahrenheit



On-Time Performance

The winter weather's effect on Metra's on-time performance in February 2015 was substantial but performance was notably better than February 2014. The on-time performance of the system is the percentage of scheduled trains that arrived on-time each month. Metra considers a train late if it arrives six minutes or more after its scheduled arrival at its last stop. Metra system reliability over the past several years has tracked at a very high level, usually exceeding 95% on-time performance in any given month. In Figure 13, the effects of heavy snowfall and frigid temperatures in 2014 and 2015 on on-time performance are evident. In 2014, system on-time performance was 85.6% in January and 89.3% in February. In February 2015, system on-time performance was 92.5%

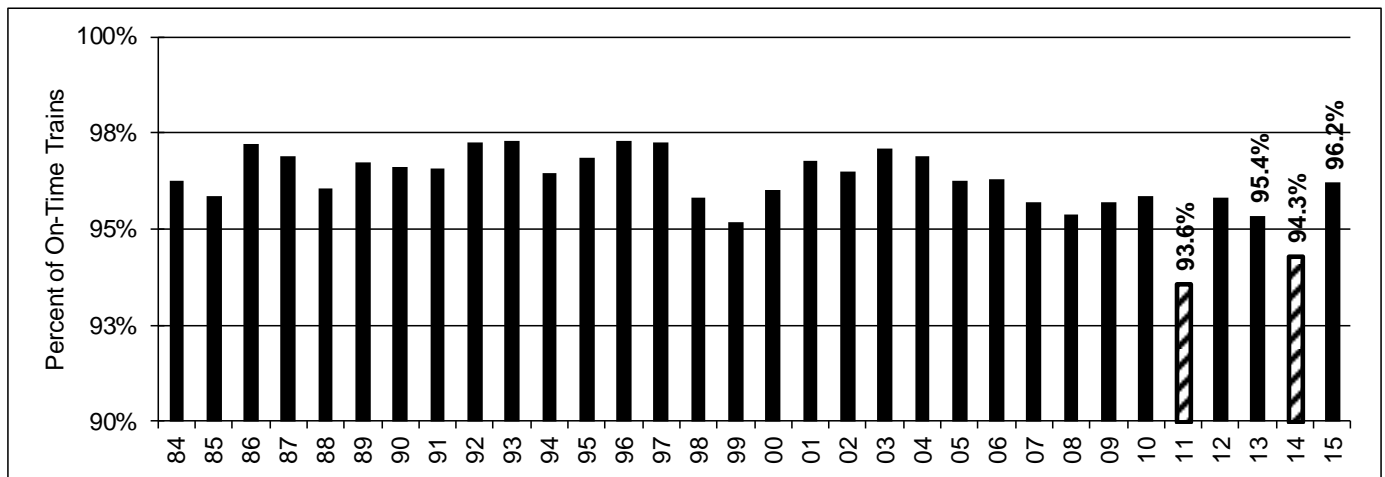
Figure 13: The Impacts of Severe Winter Weather on On-Time Performance



Note: A striped bar is used for 2015 to show the Groundhog Day Blizzard's impact on on-time performance and for 2014 to highlight the influence of the polar vortex.

On-time performance was better in 2015 than 2014 in all but three months (July, September, and November), and good enough to increase the average for the year to be the best it has been since 2006. In 2015, on-time performance averaged 96.2%, which is above the 2010-2014 average on-time performance of 95.0% (see Figure 14). The blizzard that occurred on Groundhog Day in 2015 did not have as much of an effect on the annual on-time performance as the Groundhog Day blizzard of 2011.

Figure 14: Annual On-Time Performance



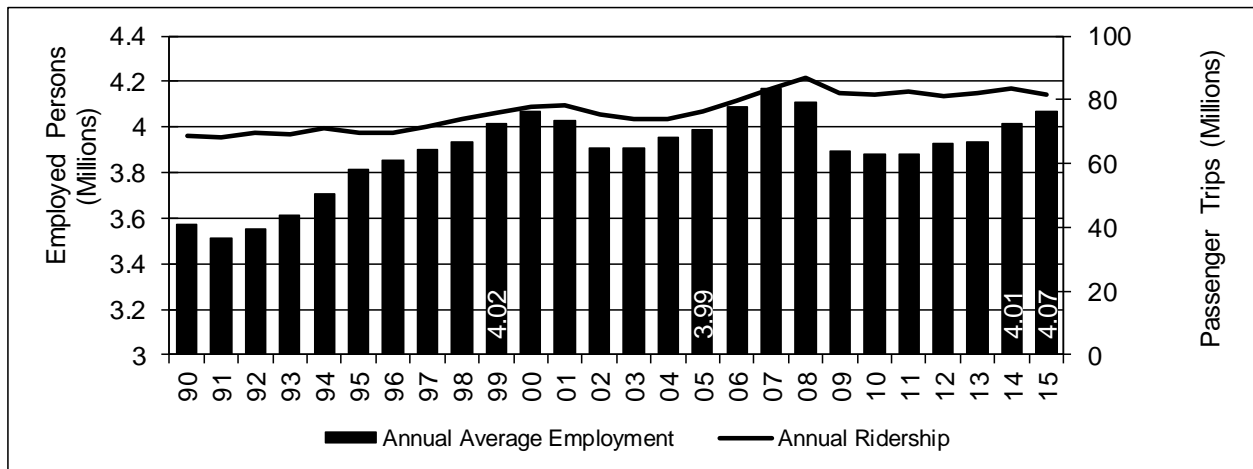
Note: A striped bar is used for 2011 to show the 2011 Groundhog Day Blizzard's impact on on-time performance and for 2014 to highlight the influence of the polar vortex. The method for calculating on-time performance changed in May 2011.

Metra took additional measures that contributed to the increase in on-time performance in 2015, such as working to avoid weather-related delays (13.0% of delays in 2015 compared to 20.5% in 2014), freight train interference delays (14.0% of delays in 2015 compared to 15.8% in 2014), and mechanical failure delays (10.6% of delays in 2015 compared to 10.7% in 2014). In January and February of 2015, Metra had 730 weather delays, compared to 1,918 in January and February of 2014, a difference of 1,188. For each of the remaining months in 2015, on-time performance exceeded Metra's goal of 95.0%. Except for February, system monthly on-time performance in 2015 exceeded the average on-time performance for each month of the previous five years, even for June through August. Major outdoor events during these months, including the Blackhawks rally in June, the Taste of Chicago in July, and Lollapalooza in August, negatively affected on-time performance due to heavy passenger loads.

Employment

Even during the harshest weather conditions, most businesses and institutions in the Chicago region are opened as scheduled. Since approximately 86% of passenger trips taken on Metra are for work, the health of the regional economy, especially in terms of employment levels, greatly influences Metra ridership (see Figure 15). Regional employment has generally grown since 1990. The economic downturn following the September 11th attacks and the 2007 to 2009 economic recession (affecting 2008 through 2010 employment averages) are the exceptions. Average regional employment for 2015 was 1.4% higher compared to 2014. Although regional employment has increased in each of the past three years, employment remains below pre-recession levels. In 2015, approximately 4.07 million persons were employed in the Chicago region. This is comparable to 1999 and 2005.

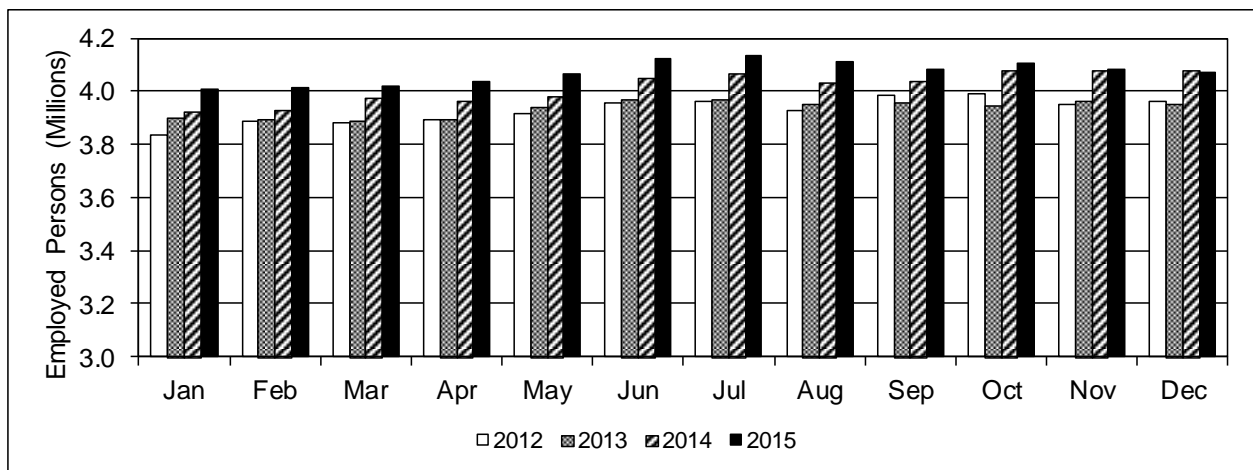
Figure 15: Annual Average Regional Employment



Source: Illinois Department of Economic Security. Includes employees covered under the State's Unemployment Insurance Act. Includes employment figures for Cook, DuPage, Kane, Lake, McHenry and Will County. Government workers are not included in these estimates.

Figure 16 shows regional employment by month for 2012 through 2015. Similar to 2014, 2015 was a banner year for employment in the region with monthly totals higher than the previous four years in all but the month of December. This continues a positive trend of year-over-year gains in regional employment that began in mid-2012.

Figure 16: Regional Employment by Month



Source: Illinois Department of Economic Security. Includes employees covered under the State's Unemployment Insurance Act. Government workers are not included.

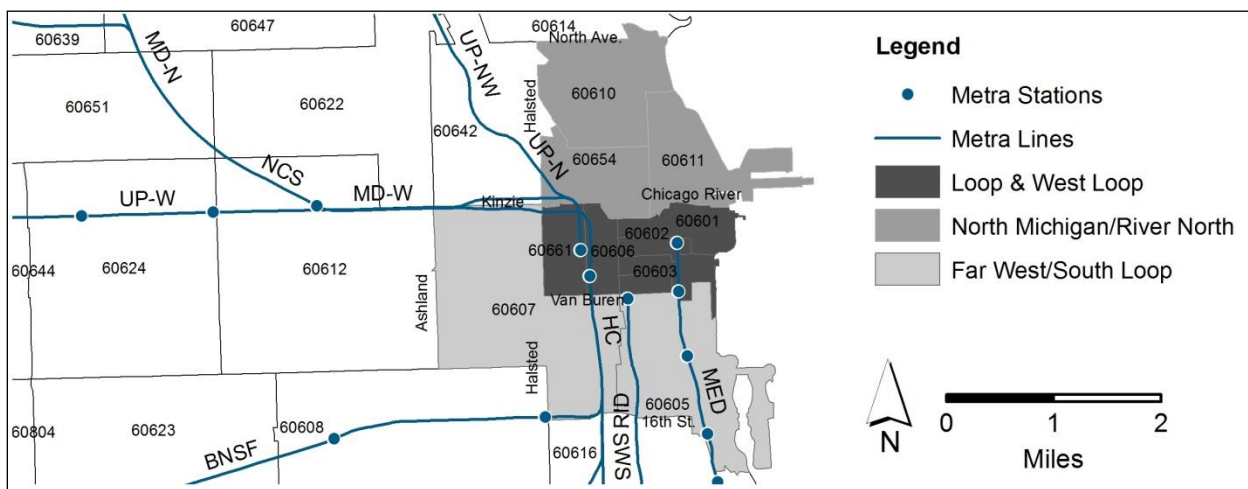
Employment in Downtown Chicago

As all of Metra's terminals are located in downtown Chicago, changes in downtown employment influence ridership more than regional trends. The Illinois Department of Economic Security publishes employment statistics by ZIP code in the Chicago region each year for the month of March. In March of 2015, non-government employment in the ZIP codes that make up downtown was 557,635, up 2.9% from 541,752 in 2014. For the second consecutive year, this is the highest amount recorded since these statistics have been calculated.

The ZIP codes for the Loop, West Loop, North Michigan/River North, Far West/South Loop areas are shown in Figure 17. The Loop & West Loop is bordered Halsted Street in the west, Lake Michigan in the east, Van Buren Street in the south, and the Chicago River in the north. The Far West/South Loop is from Ashland Avenue in the west to Halsted Street and then Lake Michigan between 16th Street and Van Buren

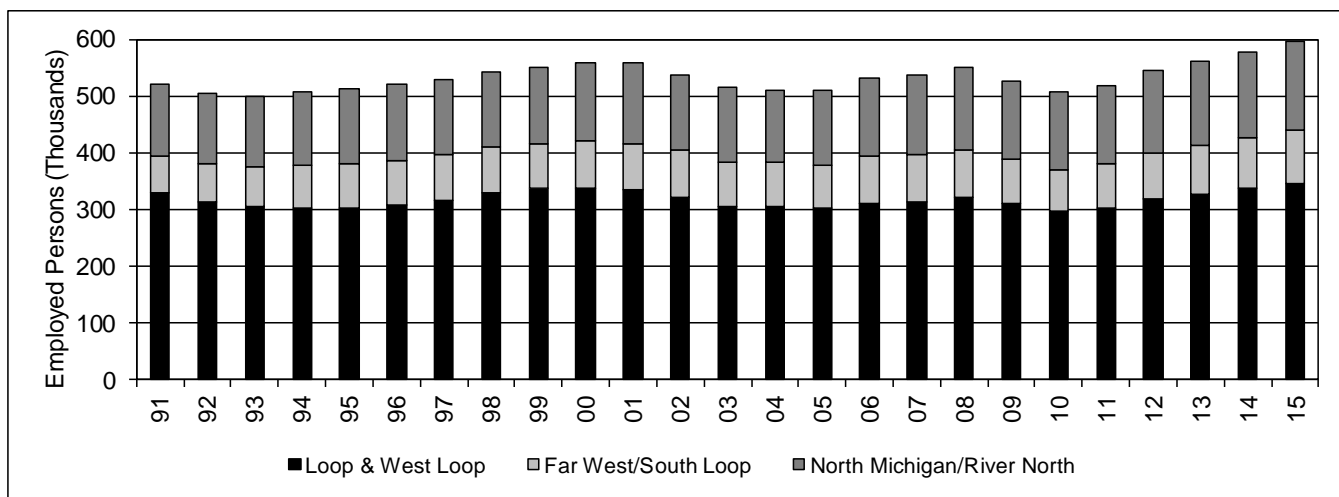
Street. North Michigan/River North is from Halsted Street in the west to Lake Michigan in the east between the Chicago River and Kinzie Street in the south and North Avenue in the north.

Figure 17: Downtown Chicago Employment Zones by ZIP Code



Employment was higher in 2015 than 2014 in all downtown employment zones (See Figure 18). Compared to 2014 job totals, the Loop & West Loop had over 8,000 more jobs, the North Michigan/River North had approximately 5,600 more jobs, and the Far West/South Loop had almost 2,000 more.

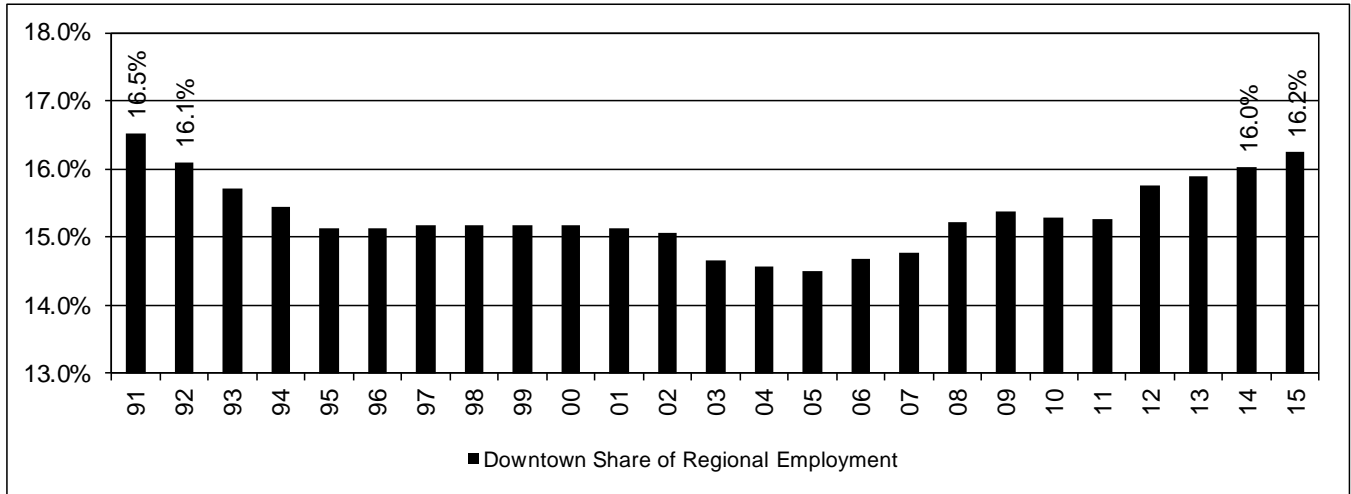
Figure 18: Downtown Chicago Employment by Downtown Employment Zone



Source: Illinois Department of Economic Security. Includes employees covered under the State's Unemployment Insurance Act. Government workers are not included.

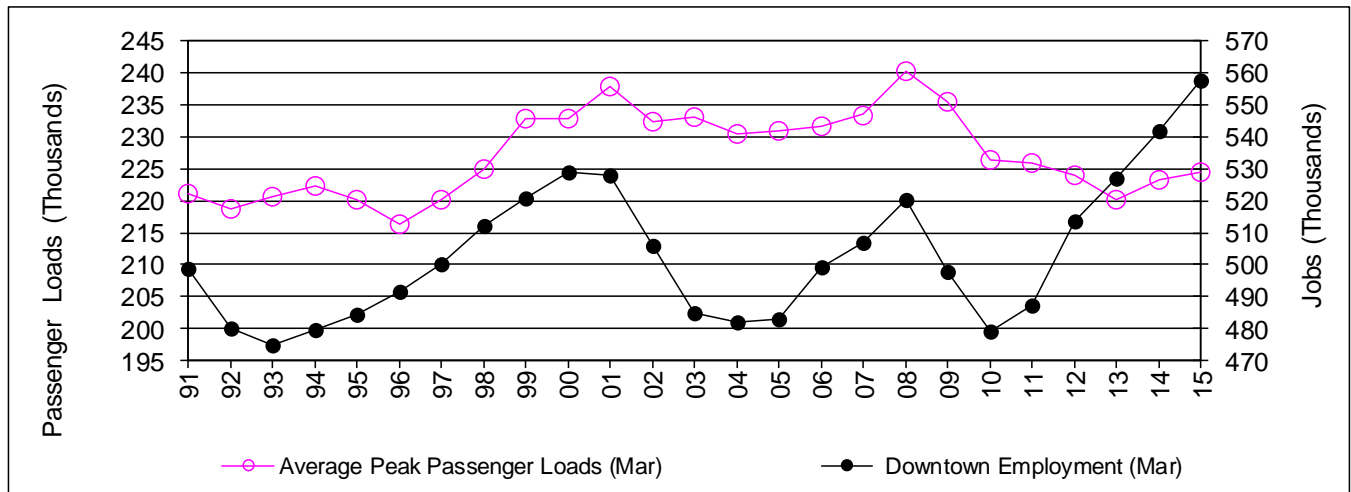
The percentage of regional jobs located in downtown has grown from a low of 14.5% in 2005 to 16.2% in 2015. This is second highest percentage recorded since 1991 (16.5%) continuing a trend that began in 2011 (see Figure 19).

Figure 19: Downtown Share of Regional Employment (1991 through 2015)



Nearly 90% of Metra's morning passenger trips are destined for the five stations located downtown (Union Station, Ogilvie Transportation Center, LaSalle Street, Van Buren, and Millennium). Metra's peak-period/peak-direction (AM Peak inbound trains and PM Peak outbound trains) average weekday ridership has followed trends in non-government employment downtown. As employment downtown rose in the 1990s and dropped between 2008 and 2010, passenger loads followed suit (see Figure 20).

Figure 20: Average Peak Hour and Peak Direction Weekday Passenger Loads in March & Downtown Chicago Employment (Private)



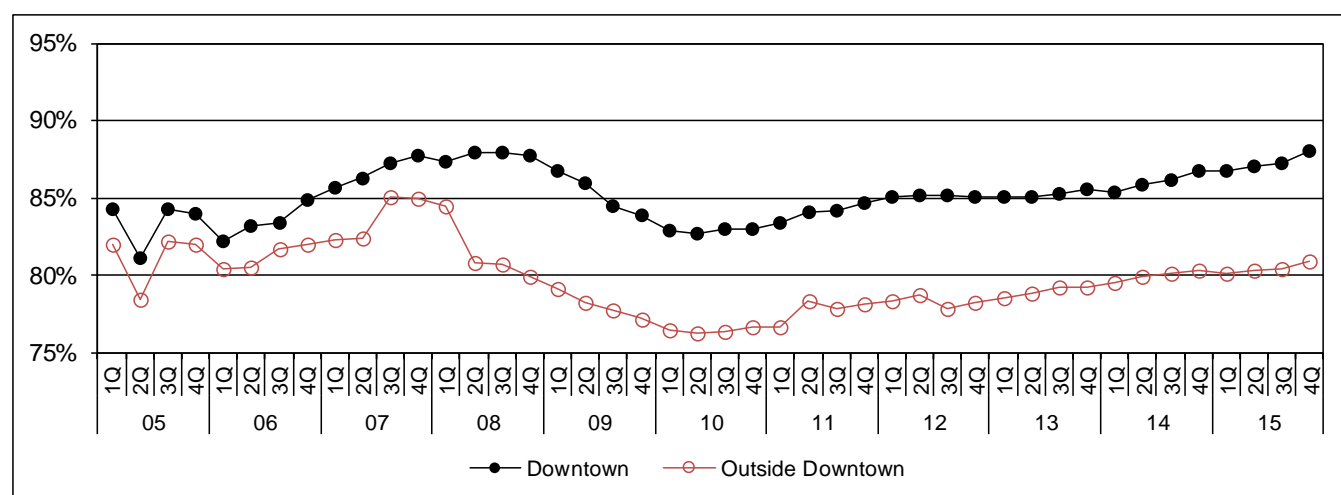
For the last six years, Chicago's CBD has experienced sizable shifts in employee populations, resulting from a number of corporate relocations (both within the region and from beyond Illinois borders). Of greatest significance have been United (3,500+) and Motorola Mobility (2,000+), with a number of other companies such as Hillshire Brands, BP, Nokia, Capital One, moving populations of under 1,000 employees. During 2015, a number of mid-sized companies relocated, included GoGo Air which moved more than 500 to their new Loop office, and several other companies moved populations of up to a few hundred.

By the end of 2015, a number of companies had also announced plans to move in 2016 or later. Already Metra's Marketing Department is working with ConAgra, Motorola Solutions and Mead Johnson to prepare their employees for new commuting patterns. Also moving to downtown is Kraft which has not

yet announced its actual date or final headcount. Beyond downtown Chicago, Metra has also worked with a number of companies to help them relocate in suburban markets, particularly those that have good access to suburban Metra stations, such as Allstate, HSBC, Textura and others.

The shift in the share of total employment towards downtown Chicago is evident in office occupancy rates (see Figure 21). Downtown Chicago office occupancy rates remained constant near 85.1% between the First Quarter of 2012 through the first half of 2013. Beginning in the Third Quarter of 2013, the occupancy rate began to climb. By the Fourth Quarter of 2015, the rate had gone up to 88%. Office occupancy rates outside of downtown continued a slow and steady increase in 2015 that began in the Fourth Quarter of 2012, starting the year at 80.4% and rising to 80.9% by the Fourth Quarter. The difference between downtown and outside-of-downtown occupancy has been steady since the Second Quarter of 2008 (see Figure 21).

Figure 21: Quarterly Office Space Occupancy Rates (% of Available Space Occupied)



Source: CB Richard Ellis

Regional Population

Total demand for transportation services can be broadly measured by population. Northeastern Illinois' regional population increased by 2.8% between 2000 and 2010, with Cook County decreasing in population and the collar counties steadily growing, as shown in Table 9. In the last four years, McHenry County has had slightly negative growth while other areas have increased population by a small percentage.

Table 9: Northeastern Illinois Regional Population Growth

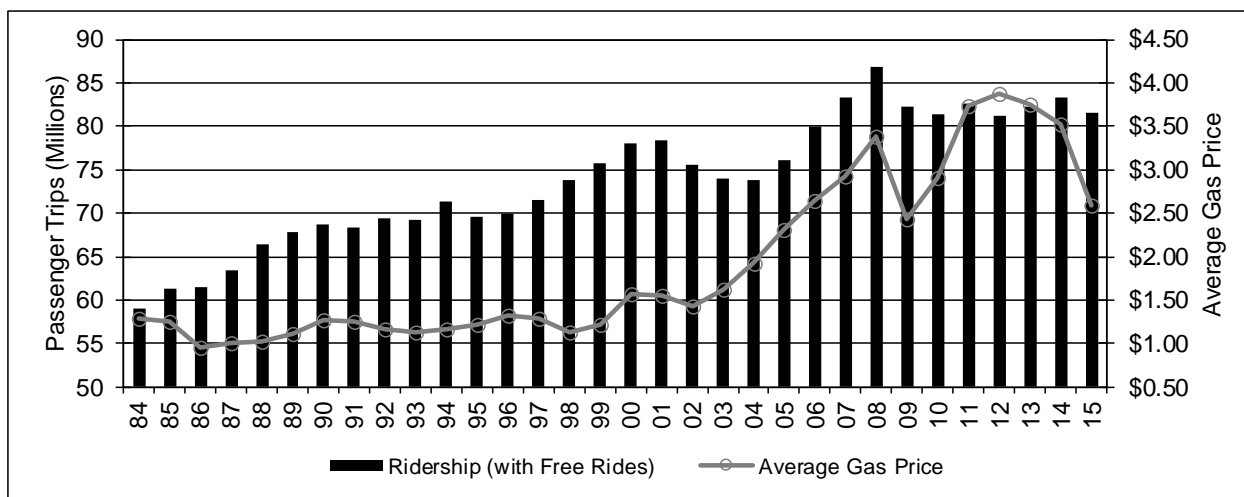
	2000	2010	2014 Est.	00 vs. 10	10 vs. 14	2040 Projections	% Change (2010-2040)
Cook County	5,376,741	5,194,675	5,246,456	-3.4%	1.0%	5,960,242	15%
City of Chicago	2,896,016	2,695,598	2,722,389	-6.9%	1.0%	3,054,653	13%
Other	2,480,725	2,499,077	2,524,067	0.7%	1.0%	2,905,589	16%
DuPage County	904,161	916,924	932,708	1.4%	1.7%	1,104,089	20%
Kane County	404,119	515,269	527,306	27.5%	2.3%	789,295	53%
Lake County	644,356	703,462	705,186	9.2%	0.2%	896,341	27%
McHenry County	260,077	308,760	307,283	18.7%	-0.5%	508,918	65%
Will County	502,266	677,560	685,419	34.9%	1.2%	1,175,218	73%
NE Illinois Region	8,091,720	8,316,650	8,404,358	2.8%	1.1%	10,434,103	25%
City Share	35.8%	32.4%	32.4%			29.3%	
Suburban Share	64.2%	67.6%	67.6%			70.7%	

Source: U.S. Census Bureau; Projections from the Chicago Metropolitan Agency for Planning October 2014 Updates.

Automobile Operation Costs

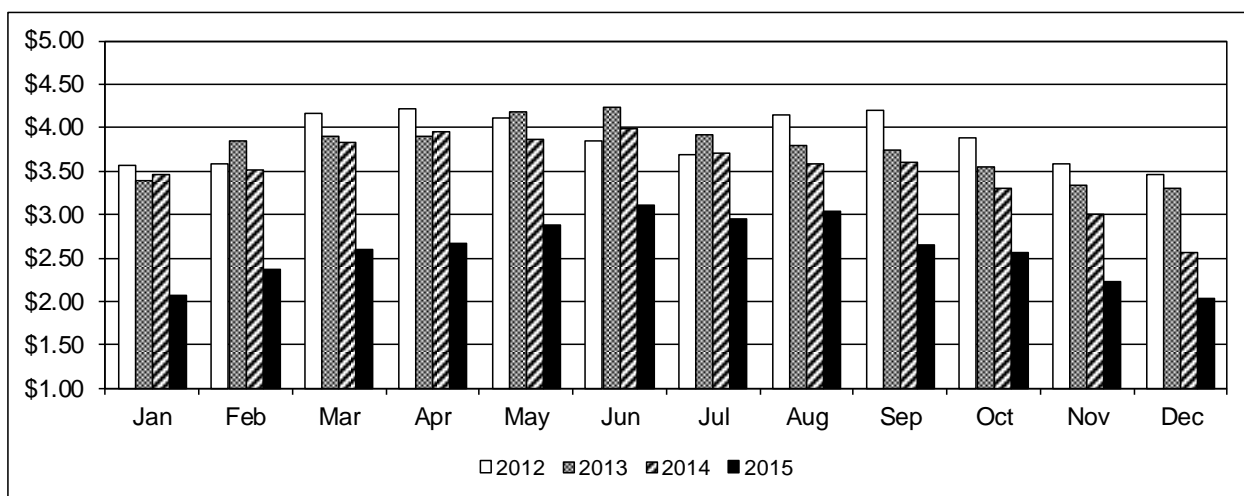
Congestion, highway tolls, parking rates, and the cost of automobile ownership and operation are factors that people consider as they choose to travel throughout the Chicago region. The price of gasoline is the biggest factor driving the costs of operating a vehicle. Metra ridership has trended along with the average gasoline price as reported by the Bureau of Labor Statistics for Regular Gasoline sold in the greater Chicago-Gary-Kenosha region (see Figure 22). The average annual gas price in 2015 (\$2.60 per gallon) was \$0.93 lower than in 2014 (\$3.53).

Figure 22: Annual Ridership and Average Annual Gas Price



In recent years, gas prices have fluctuated between \$3.50 and \$4.00 per gallon until (see Figure 23). In 2014, a dramatic drop in gas prices at the end of the year did not lead to a corresponding drop in Metra ridership. In 2015, the lower ridership does appear to correlate with the sustained lowering of gas prices.

Figure 23: Average Monthly Gas Price



Major Construction Projects

Metra provides a reliable option for many of its riders, enabling them to avoid chronically congested roadways and to ride transit when other services are disrupted. When Metra's transportation partners undertake construction on any of the region's major transportation facilities, Metra service can play an important role in mitigating construction disruptions. Many who use Metra during construction revert

back to their previous travel patterns after construction. As such, the timing of major construction projects can significantly influence Metra's annual ridership estimates one way or the other.

Table 10 lists all major construction projects that have occurred since 2000. The shaded projects likely influenced ridership in 2015.

Table 10: Major Roadway Construction Projects

Major Roadway	Affected Lines	Years
Congress Pkwy	Milw-W, UP-W, BNSF	2010-2012
Dan Ryan	Elec, RI, So. Shore	1988-1989, 2003-2007
Edens	UP-N, Milw-N	1979, 2007-2008
Edens Spur	UP-N, Milw-N	2010
Eisenhower	Milw-W, UP-W, BNSF	1984-1985, 2010
Hillside Strangler	BNSF, Milw-W, UP-W	2000-2001
I-355	Milw-W, UP-W, BNSF	2010
I-57 Rehab	Elec, RI	2002-2003
I-90 Jane Addams Tollway	Milw-W, UP-NW	2013-2016
IL Route 59	BNSF	2013-2015
Jane Byrne Interchange	Elec., RI, BNSF, Heritage, SWS, Milw-N, Milw-W, NCS, UP-N, UP-NW, UP-W	2015-2016
Kennedy	UP-N, Milw-N, UP-NW	1992-1994
Lake Shore Drive	Elec	1996
Stevenson	BNSF, Heritage, SWS	1998-2000
South Lake Shore Drive	Elec	2001-2004
Wacker Drive	BNSF, Heritage, SWS, Milw-N, Milw-W, NCS, UP-N, UP-NW, UP-W	2010-2012

The replacement of the Ohio Street structure on I-90/94 was completed in 2014. Two other major roadway construction projects (I-90 and IL Route 59) in the Chicago region began in 2013 and may impact Metra ridership through at least 2015. Further information about the projects is below:

Kennedy Expressway (I-90/94) Ohio St. Structure Replacement and Rehabilitation – Major construction and demolition caused multiple weekend closures and detours during Summer 2014. In anticipation of increased weekend ridership due to the project, Metra added seating capacity to many weekend trains on the BNSF, Milwaukee District-North, Milwaukee District-West, Union Pacific-Northwest, and Union Pacific-West lines. The project began in the summer of 2013 and was completed by the end of 2014.

I-90 Corridor Construction: In 2013, the Illinois Tollway began major reconstruction of the Jane Addams Memorial Tollway (I-90) in two segments, Chicago to Elgin and Elgin to Rockford. In April 2013, work began on the western segment from Elgin to Rockford. Phase I of the project, between Rockford and Elgin was completed in December 2014. The second phase of the project, between Elgin and the Kennedy Expressway, began in Spring 2015 and is scheduled for completion in 2016.

IL Route 59 Reconstruction: In August of 2013, the Illinois Department of Transportation began the reconstruction and widening of IL Route 59. The project's multiple phases caused significant traffic

delays and restricted access to the Route 59 Station on the BNSF Line. Construction was completed in late November 2015.

Jane Byrne Interchange Reconfiguration – In March 2015, work began on a major reconfiguration of the Jane Byrne Interchange. During the first phase of the construction, the number of lanes was reduced on several ramps and the inbound Dan Ryan Expressway, and access to Congress Parkway from the Dan Ryan was via a detour. The project is expected to last until Summer 2016.

2015 Marketing Campaigns

Metra markets its services to a wide variety of audiences. Its customer base includes not only traditional commuters, but also recreational customers, weekend riders, occasional users and reverse commuters. Therefore, all riders represent important market segments to future ridership growth. Metra's proactive customer-driven marketing approach builds upon successful programs to meet the needs of our passengers. While some of the marketing is tailored to specific market segments, other efforts are geared toward general audience populations to reinforce brand identity throughout the region while sending a call to action that resonates with all potential customers.

Through the years, Metra's marketing techniques have proven to have a positive effect on ridership on a system-wide level. In early spring we created a campaign targeted to commuters that focused on the re-introduction of the 10-Ride ticket discount using a mix of on-train, radio, desktop, geo-targeted online and mobile campaigns. Recreational riders were also targeted during spring when the Weekend Pass was promoted through a mix of desktop, online and mobile campaigns.

The summer campaign maintained the same umbrella theme to support the seasonal recreational travel program, which included the extension of Weekend Family Fares to weekdays and offered Metra customers a summer fun travel kit. The kit featured coupons to downtown attractions along with a calendar of popular events and a downtown connections guide. To effectively reach the younger demographic, the media mix included a slightly higher focus on digital tactics, while also incorporating digital outdoor, radio, geo-targeted online, print and email. Additionally, Metra partnered with the CTA and Pace to market the new Ventra Mobile App and Metra mobile ticketing.

Rock Island Express Service introduction was supported and promoted through a mix of print, mobile, email, direct mail, digital outdoor, traditional and internet radio components.

Niche marketing opportunities continue to present themselves. With ICE funds we provided extra service for the Shamrock Shuffle and supported that with print ads; Partnered with the Shedd Aquarium who wanted to alleviate traffic and parking issues at their venue during the Grateful Dead shows July 3, 4, 5, a ticket package give-away was offered. Online banner ads targeted Electric line riders. Annually, Lollapalooza continues to offer ridership opportunities, we support this by offering a special ticket; Blackhawks parade and rally also added to the special ridership opportunities.

During the holiday season, additional promotional opportunities included the Magnificent Mile Lights Festival, Holiday Weekend Pass campaign, and extending weekend Family Fares to coincide with the school holiday break. An added New Year's Eve promotion supported extra early morning service. Holiday Lights and Weekend Pass also had Rock Island specific messaging components.

Business Development

Continually endeavoring to cultivate new riders across all market segments, in addition to Marketing Campaigns, we also work through various partners such as employers, civic groups, property managers, event managers and more to reach their various audiences. In particular, emphasis was directed to promoting Metra to both traditional and reverse commuters by working directly with employers and commercial property managers. In 2015 and going forward, a key component of our work to build our commuter market is promotion transit benefits to individuals and to employers throughout the six-county area. Chief to these efforts has been the maintenance of dedicated phone/email lines and a webpage about the benefits. With late 2015 legislation passed to establish parity between parking and transit benefits, the

cap on transit benefits for 2016 has been raised to \$255.00 per month, per eligible employee. The entire Communications team has pursued a number of channels to further elevate awareness and encourage participation. Also, an ongoing initiative is working with commercial property managers and employers to stage Transit Events that can reach individual employees as well as the public. In addition to reaching employees at their workplaces, we also pursue opportunities to reach them at home, via outreach to realtors and apartment managers. Working with RTA and Pace, we also work with TMAs and other organizations to build our reverse commute ridership by promoting last mile connections in suburban employment markets.

With a number of convention and conference centers in our region, Marketing also continuously reaches out to a number of meeting planners to promote Metra service for convention attendees and exhibitors, resulting in special ticket arrangements for several major conventions at McCormick Place each year. And, as opportunities present themselves, Metra continue to work collaboratively with recreational and sporting venues to promote Metra to select events and/or destinations.

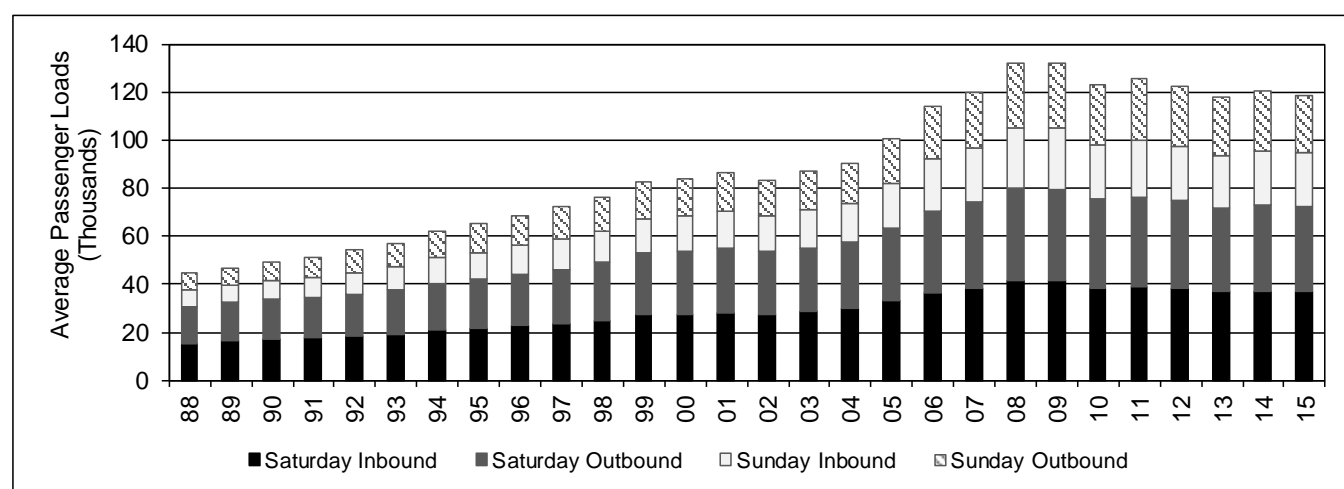
Cultural Attractions

Metra provides direct access to many of the region's top cultural attractions. The downtown area is home to internationally renowned museums, world-class theaters and music venues, award winning restaurants, and is one of the premier shopping destinations in North America. Chicago-area residents and many travelers from outside the region use Metra as it provides direct access to these attractions without the need to navigate the region's congested highways, and without the need to locate and pay for parking.

Beyond the immediate downtown area, several of Metra's outlying stations are close to a number of popular attractions such as the Ravinia Festival, Chicago Botanic Garden, Brookfield Zoo, Museum of Science and Industry, Arlington Park Race Track, Schaumburg Boomers Stadium, Joliet Slammers Silver Cross Field, and U.S. Cellular Field to name a few.

Metra's direct access to many of Chicago's cultural attractions causes Metra's weekend train loads to be heavy at times. Average weekend passenger loads climbed from approximately 90,000 per weekend to 130,000 per weekend between 2004 and 2008 (see Figure 24). This volume dropped since 2009 to below 120,000 per weekend in 2013. In 2015, weekend loads averaged 119,000.

Figure 24: Annual Average Weekend Passenger Loads by Day and Direction



Special Events

Special events often bring large crowds into Chicago during off-peak hours. Metra provided additional service for the following events in 2015: St. Patrick's Day Parade (March 14), Bank of America Shamrock Shuffle (March 29), Blackhawks Stanley Cup Victory Parade (June 18), Chicago Pride Parade (June 28), Taste of Chicago (July 8-12), Lollapalooza (July 31-August 2), Chicago Air & Water Show

(August 15-16), PGA 2015 BMW Championship (September 14-20), Chicago Half Marathon (September 27), Bank of America Chicago Marathon (October 11), and the Magnificent Mile Lights Festival and Parade (November 21).

The Blackhawks Stanley Cup Victory Parade on June 18 was the largest event to take place in Downtown Chicago in 2015. Local media outlets estimated that 2 million people attended the parade and rally that followed. Metra added significant additional service on most lines to accommodate the added ridership, and placed support staff at downtown stations to assist passengers and manage crowds. Passenger loads on June 18 were the third-highest in Metra history at 421,400. Metra sold nearly 85,000 \$5.00 special event tickets, valid for unlimited travel the day of the rally, resulting in 170,000 estimated rides and over \$425,000 in revenue.

Lollapalooza is also a significant event for Metra. Additional service was added from July 31-August 2 to accommodate added ridership, and 25,295 \$10.00 special event tickets were sold resulting in over 125,000 estimated rides and over \$250,000 in revenue. Lollapalooza special event ticket sales increased by 27% compared to 2014.

McCormick Place Marketing Efforts

Metra's McCormick Place Station is located at Chicago's largest convention facility. Metra works to arrange special Zone A tickets for conference attendees using the Metra Electric District to travel to and from McCormick Place and downtown locations. In 2015, the International Home and Housewares Show, National Restaurant Association, Neuroscience 2015, and the Radiological Society of North America arranged for special passes, resulting in nearly 44,000 estimated rides and over \$140,000 in revenue. Events that do not arrange for special passes often promote Metra by distributing flyers at their events and via their websites to encourage Metra as an alternative to congested hotel shuttle buses.

Fares

In December 2012, the Metra Board of Directors approved a fare policy change to the ten-ride ticket, increasing the price from 9 to 10 equivalent one-way fares to be effective February 2013. In February 2015, this policy was reversed along with a 10.8% average fare increase. The price of weekend tickets increased from \$7 to \$8. The next fare changes approved by the Metra Board of Directors will be effective on February 1, 2016. Table 11 lists the effective changes to commuter rail fares since 1981.

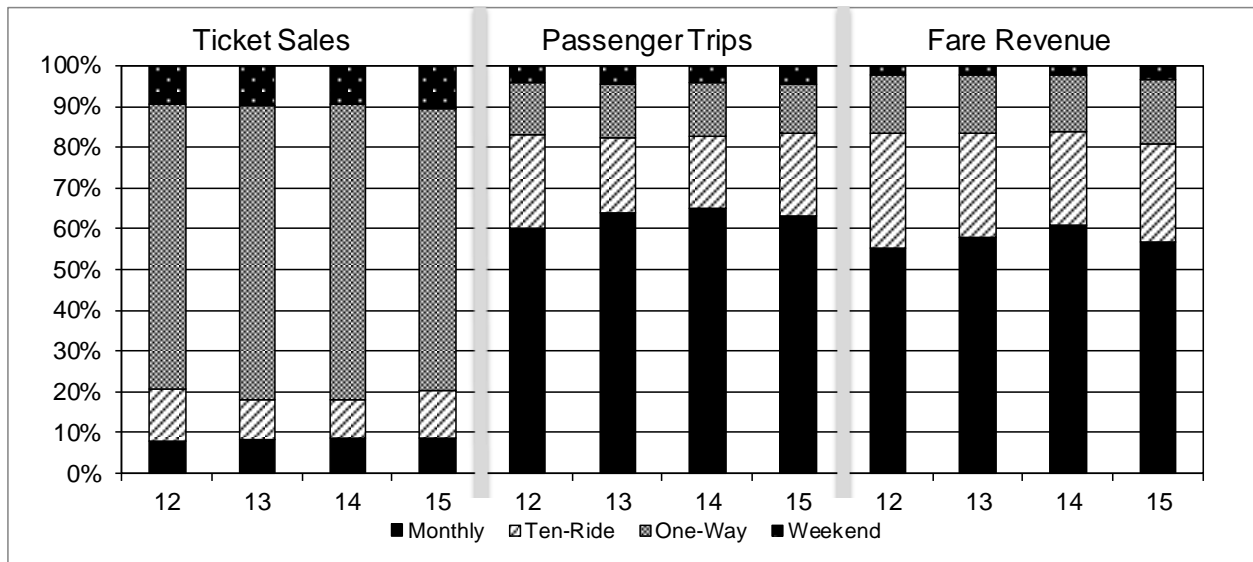
Table 11: Commuter Rail Fare Changes Over Time

Date	Action
Jan-81	across-the-board 33% increase
Jul-81	across-the-board 12.5% increase plus 40% surcharge
Oct-81	surcharge reduced to 33% (average -5%)
Feb-84	across-the-board 10% reduction
Aug-85	ten-ride ticket 15% discount & Family Fares introduced; Zone B reduced
Feb-86	across-the-board 5% increase
Feb-89	across-the-board 5% increase (Capital Farebox Financing program)
Apr-90	on-train cash fare penalty raised from 50¢ to \$1.00
May-91	weekend \$5 ticket introduced
Feb-96	across-the-board +20¢ per zone, +5½% overall; weekly discontinued
Jun-02	across-the-board 5% increase; cash fare penalty raised to \$2.00
Feb-06	across-the-board 5% increase
Feb-08	across-the-board 10% increase (\$10 million per year allocated to Capital)
Feb-10	approx. 6% increase to one-way fares (rounded to the nearest 25¢); weekend tickets increased to \$7; cash fare penalty raised to \$3
Feb-12	25.1% average fare increase (15.7% one-way; 30% ten-ride; 29.4% monthly); one-way tickets valid for 14 days from date of purchase and not eligible for refunds; monthly tickets valid only for the month issued and refunds subject to a \$5 handling fee
Feb-13	increase price of full-fare ten-ride ticket from 9.0 to 10.0 equivalent one-way fares (11.1% increase)
Feb-15	10.8% average fare increase; discount for full- and reduced-fare ten-ride tickets (priced at 9.0 equivalent one-way fares); weekend ticket increase from \$7 to \$8; on-train cash fare penalty increase from \$3 to \$5; various fare policy changes including extension of one-way valid period from 14 to 90 days, extension of monthly valid period to noon on 1st business day following valid month, and elimination of all refunds except by discretion of CEO

February 2013 and February 2015 Ten-Ride Fare Policy Change - Impact on Other Ticket Types

The change in the ten-ride ticket policy had an effect on the share of ticket sales, passenger trips, and fare revenue by ticket type. Figure 25 shows the share of ticket sales, passenger trips, and fare revenue by ticket type for 2012, 2013, 2014, and 2015. Because Metra estimates ridership based on ticket sales, small shifts in the share of the type of ticket sold can result in larger shifts in the share of passenger trips attributable to each ticket type. When the price of the ten-ride ticket was increased to equal the price of ten one-way tickets in February 2013, the share of trips attributable to monthly ticket holders increased while the share of ten-ride trips decreased. This trend continued in 2014 but to a lesser degree. In 2015, when the price of a ten-ride ticket was reduced to the price of a nine one-way tickets, the share of passenger trips attributable to monthly tickets decreased while the share for ten-ride tickets increased.

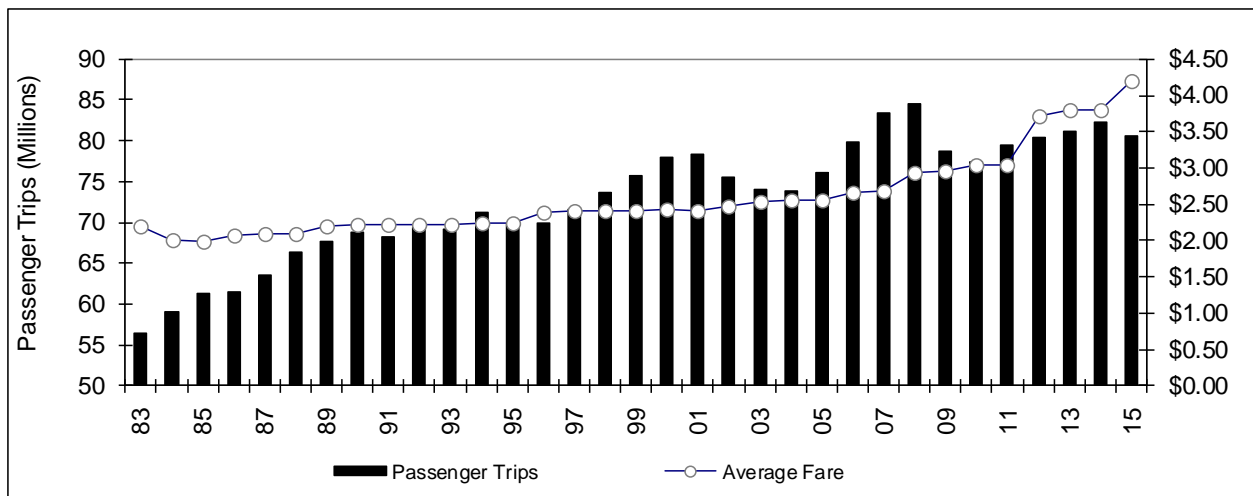
Figure 25: Ticket Sales, Passenger Trips, & Fare Revenue (in millions) & Share by Ticket Type



Average Fare

Each year, Metra calculates the average fare paid by fare-paying passengers. (The average fare calculation does not include free senior or Benefit-Access/Circuit-Permit rides.) In 2015, the average fare increased 10.5% compared to 2014 as a result of the 10.8% average fare increase approved in December 2014 and implemented in February 2015 (see Figure 26). In 2015, Metra budgeted for a 1.1 percent decrease in ridership as a result of the fare increase.

Figure 26: Average Fare and Annual Paid Trips



Note: Does not include free trips.

Table 12 illustrates the change in average fare paid from 2014 to 2015 for each rail line.

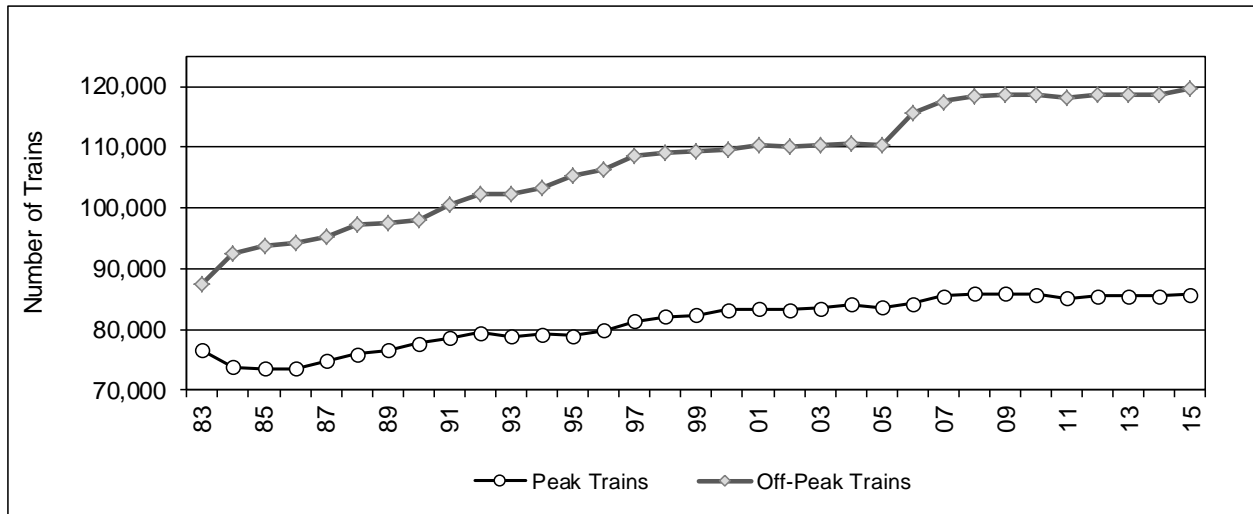
Table 12: Average Fare by Line

Line	2014	2015	% Chng
BNSF	\$3.88	\$4.28	10.3%
Electric Lines	\$3.50	\$3.90	11.3%
Heritage	\$4.06	\$4.46	9.9%
Milw-N	\$3.93	\$4.33	10.1%
Milw-W	\$3.96	\$4.38	10.5%
North Central	\$4.55	\$4.97	9.3%
Rock Island	\$3.66	\$4.05	10.7%
SouthWest	\$3.55	\$3.99	12.2%
UP-N	\$3.52	\$3.84	9.0%
UP-NW	\$4.01	\$4.43	10.5%
UP-W	\$3.82	\$4.25	11.3%
System	\$3.80	\$4.20	10.5%

Level of Service

In 2015, the level of service on most Metra lines was unchanged. There were temporary minor schedule changes to accommodate track construction throughout the year and to accommodate heavy ridership loads experienced during the summer and for the holidays. A minor permanent schedule change was put into effect on the BNSF Line, which had no influence on the total level of service on this line. A trial weekend schedule change on the Rock Island District, which added 12 Saturday and Sunday trains, was implemented in June. On November 30, 2015, the weekend service enhancement became permanent, an additional outbound express train was added on weekdays, and schedule times were adjusted on several weekday trains to reflect actual operating conditions and improve connections. Figure 27 shows the number of peak and off-peak trains on an annual basis since 1984. Since 1984, service has increased 16% in the peak period and 29% in the off-peak period.

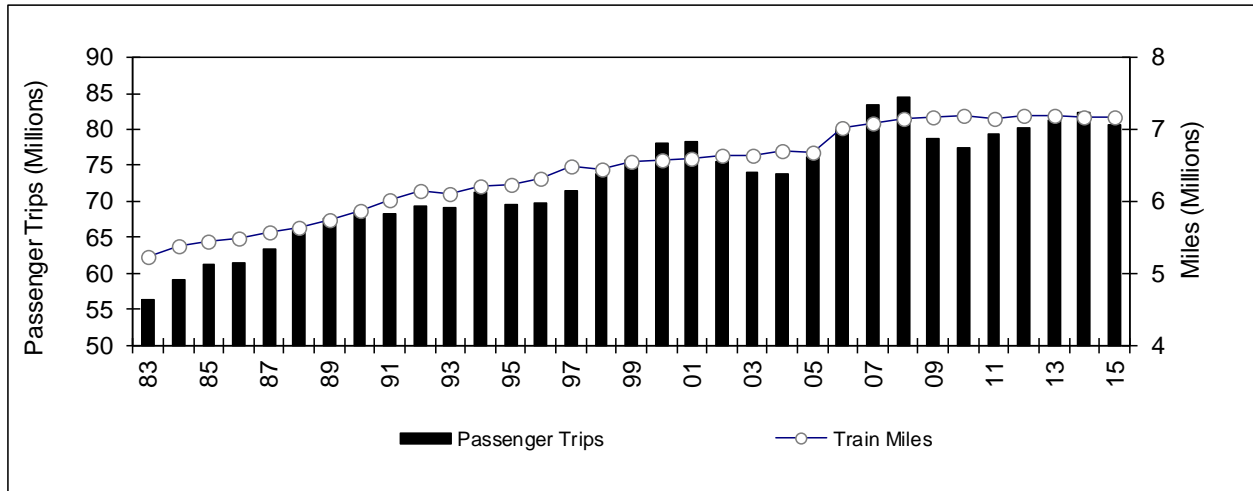
Figure 27: Trains per Year Peak vs. Off-Peak



Total Train Miles

Total train miles (revenue and non-revenue) are a useful measure of the quantity of service offered. Figure 28, combines annual train miles with ridership (including free trips) for the system, and illustrates the importance of service levels to the amount of passenger use. Since 1984, train miles have increased 33%, while passenger trips have increased 36%.

Figure 28: Annual Ridership vs. Annual Train Miles (in millions)



Stations

Metra did not open or close any stations in 2015. Since Metra began in 1984, 31 stations have been opened and 15 stations have been closed (see Table 13 and Table 14). The opening of stations tends to have a positive impact on Metra ridership as Metra becomes more accessible to commuters. The last station to be opened was the 35th Street “Lou” Jones Station on the Rock Island District’s Main Line in 2011.

Table 13: Stations Opened Since 1984

New Station	Line	Year	New Station	Line	Year
Big Timber	MD-N	1986	Antioch	NCS	1996
Route 59	BNSF	1989	Glen/N. Glenview	MD-N	2001
Orland Park/153rd	SWS	1990	Prairie Crossing/Libertyville	MD-N	2004
Hickory Creek	RID-ML	1993	Palos Heights	SWS	2004
Orland Park/179th	SWS	1995	Pingree Road	UP-NW	2005
Lake Cook Rd.	MD-N	1996	Manhattan	SWS	2006
O'Hare Transfer	NCS	1996	La Fox	UP-W	2006
Prospect Heights	NCS	1996	Elburn	UP-W	2006
Wheeling	NCS	1996	Franklin Park/Belmont Ave.	NCS	2006
Buffalo Grove	NCS	1996	Schiller Park	NCS	2006
Prairie View	NCS	1996	Rosemont	NCS	2006
Vernon Hills	NCS	1996	Grayslake/Washington St.	NCS	2006
Mundelein	NCS	1996	New Lenox, Laraway Rd.	SWS	2006
Prairie Crossing/Libertyville	NCS	1996	Grand/Cicero	MD-N	2006
Round Lake Beach	NCS	1996	35th Street/"Lou" Jones	RID-ML	2011
Lake Villa	NCS	1996			

Table 14: Stations Closed Since 1984

Closed Station	Line	Year	Closed Station	Line	Year
67th Street	MED	1984	Longwood/99th	RID-ML	1985
Halsted	HER	1984	Abbott Platform	UP-N	1986
Brighton Park	HER	1984	Lockport/5th	HER	1988
Rondout	MD-N	1984	Glenn	HER	1989
Wilson Road	MD-N	1984	Hermosa	MD-W	2006
Western Ave	SWS	1984	Cragin	MD-W	2006
Hartland	UP-NW	1984	Clyde	BNSF	2007
Givens	RID-ML	1984			

Parking Utilization

Since a majority of Metra riders drive to stations, parking utilization rates are usually consistent with changes in ridership. Knowing this, Metra has made a conscious effort to increase parking availability at stations. In 2015, the number of used parking spaces decreased by 874 or 1.3% (see Table 15). This is comparable to the 1.1% decline in ridership expected as a result of the fare increase but lower than the 2.1% decrease in the annual ridership between 2014 and 2015.

Over 38,000 net parking spaces have been added to the system since 1987. In 2015, some commuter parking was lost due to either lot reconfigurations with spaces reduced or municipal conversion of some spaces to local short-term parking. The lost spaces were replaced in greater number, but not necessarily in the same locales, by either new lots built by Metra or the designation of existing parking for commuters by municipalities. Such annual gains and losses of commuter spaces is a normal occurrence. System-wide, 145 net spaces were added to the total parking capacity.

Table 15: Metra Commuter Parking

Year	Capacity	Used	Empty	% Used
1987	52,602	46,138	6,464	87.7%
1991	61,952	54,175	7,777	87.4%
1994	67,480	58,233	9,247	86.3%
1997	72,104	60,887	11,217	84.4%
1999	72,265	63,826	8,439	88.3%
2001	75,724	67,038	8,686	88.5%
2003	78,086	67,405	10,681	86.3%
2005	81,996	68,212	13,784	83.2%
2006	85,956	70,499	15,457	82.0%
2007	88,675	71,368	17,307	80.5%
2008	88,628	71,860	16,768	81.1%
2009	89,090	67,852	21,238	76.2%
2010	90,238	67,183	23,055	74.5%
2011	89,982	68,341	21,641	75.9%
2012	90,020	66,513	23,507	73.9%
2013	90,257	67,200	23,057	74.5%
2014	90,634	68,462	22,172	75.5%
2015	90,779	67,588	23,191	74.5%
difference (net)				
'87-'15	38,177	21,450	16,727	56.2%

Telecommuting, Flextime, and Compressed or Alternate Work Schedules

Human resources practices such as telecommuting, flextime, and compressed or alternate work schedules have gained momentum at many Chicago area employers. According to the 2006-2010 American Community Survey, Chicago ranked 11th in telecommuting among major metro areas with 3.99% of employees working primarily from home. In Metra's 2014 Customer Satisfaction Study, 50% of survey respondents reported that they sometimes telecommute, 32% reported working flextime hours, and 13% reported working compressed work weeks.

These changes in traditional five-day workdays have several potential implications for Metra ridership. First, riders commuting to work less than five days a week may opt to use ten-ride tickets instead of monthly passes. Second, Metra's service is heavily concentrated during peak periods. Riders commuting to work on flexible hours outside of the peak period may find Metra's off-peak service inconvenient, and therefore may opt to commute using an alternate mode. An indicator of this is that, according to the 2014 Customer Satisfaction Study, 36% of respondents reported driving to work when they expected to work late or have evening plans.

Calendar Differences

Since Metra's heaviest passenger loads are during the weekday commute hours, ridership is impacted by the number of weekdays in the year. As shown in Table 16, 2015 had one additional weekday, the same number of Saturdays, and one less Sunday/Holidays as 2014. Metra operates Sunday schedules on major holidays.

Table 16: Calendar Differences 2014 and 2015

	Weekday			Saturday			Sunday/Holiday			All Days		
	2014	2015	Diff	2014	2015	Diff	2014	2015	Diff	2014	2015	Diff
Jan	22	21	-1	4	5	1	5	5	0	31	31	0
Feb	20	20	0	4	4	0	4	4	0	28	28	0
Mar	21	22	1	5	4	-1	5	5	0	31	31	0
Apr	22	22	0	4	4	0	4	4	0	30	30	0
May	21	20	-1	5	5	0	5	6	1	31	31	0
Jun	21	22	1	4	4	0	5	4	-1	30	30	0
Jul	22	23	1	4	4	0	5	4	-1	31	31	0
Aug	21	21	0	5	5	0	5	5	0	31	31	0
Sep	21	21	0	4	4	0	5	5	0	30	30	0
Oct	23	22	-1	4	5	1	4	4	0	31	31	0
Nov	19	20	1	5	4	-1	6	6	0	30	30	0
Dec	22	22	0	4	4	0	5	5	0	31	31	0
YEAR-TO-DATE	255	256	1	52	52	0	58	57	-1	365	365	0

IV. 2015 TICKET SALES

Metra offers a wide array of ticket types including monthly, ten-ride, one-way, and weekend tickets. One-way tickets can be purchased on-board the train from the conductor or at a station with a ticket agent. The total number of tickets bought in 2015 declined by 6.6% compared to 2014 (see Table 17).

In 2015, ten-ride ticket sales increased 14.7%, monthly tickets sales decreased 5.1%, and total one-way tickets decreased 10.7%. The shift between ten-ride ticket and other sales in 2015 was attributable to the ten-ride ticket price change from ten to nine equivalent one-way fares, effective February 1, 2015. In 2015, station one-way ticket sales decreased by 11.4%, conductor one-way sales decreased 9.6%, and weekend ticket sales increased by 0.9%.

Table 17: Ticket Sales by Type

	January-December			Percent Change	
	2013	2014	2015	13 vs. 14	14 vs. 15
Monthly	1,209,844	1,242,471	1,179,231	2.7%	-5.1%
Ten-ride	1,504,105	1,444,553	1,656,461	-4.0%	14.7%
Station One-Way	6,479,673	6,514,736	5,771,648	0.5%	-11.4%
Conductor One-Way	4,362,168	4,352,262	3,934,718	-0.2%	-9.6%
<i>Total One-Way</i>	<i>10,841,841</i>	<i>10,866,998</i>	<i>9,706,366</i>	<i>0.2%</i>	<i>-10.7%</i>
Weekend	1,480,005	1,470,595	1,484,020	-0.6%	0.9%
Total	15,035,795	15,024,617	14,026,078	-0.1%	-6.6%

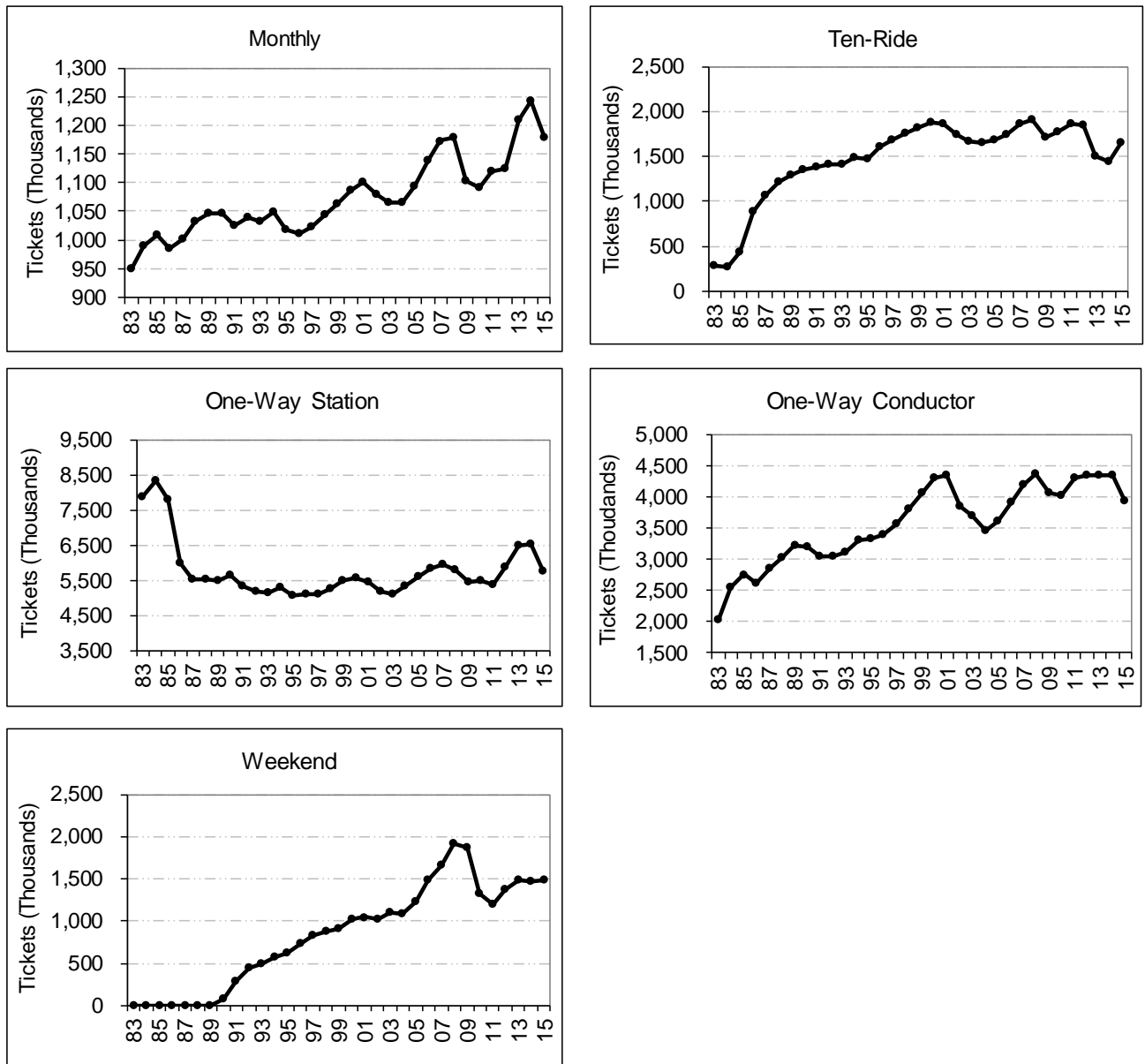
Table 18 shows the percent share of tickets, passenger trips, and revenue by ticket type for the last three years. As a result of the price of the ten-ride ticket being decreased to the cost of nine one-way rides in 2015, the percentage of ten-ride tickets has increased from 9.6% to 11.8%. This percentage shift in ticket sales by type translates into ten-ride ticket trips now making up 20.5% of the passenger trips, up from 17.5% in 2014.

Table 18: Percent Share by Ticket Type

Ticket Type	2013			2014			2015		
	Tickets	Trips	Revenues	Tickets	Trips	Revenues	Tickets	Trips	Revenues
Monthly	8.0%	63.7%	56.5%	8.3%	64.8%	57.4%	8.4%	62.8%	56.5%
Ten-Ride	10.0%	18.4%	23.2%	9.6%	17.5%	22.3%	11.8%	20.5%	24.2%
One-Way	72.1%	13.3%	17.1%	72.3%	13.2%	17.1%	69.2%	12.0%	15.8%
Weekend	9.8%	4.5%	3.3%	9.8%	4.5%	3.3%	10.6%	4.6%	3.4%

Figure 29 shows the total numbers of tickets by ticket type sold since 1984. A large increase in the number of monthly tickets sold corresponds with a large decrease in the number of ten-rides sold in 2013 compared to 2012. This continued in 2014 to a much smaller degree and was then reversed in 2015.

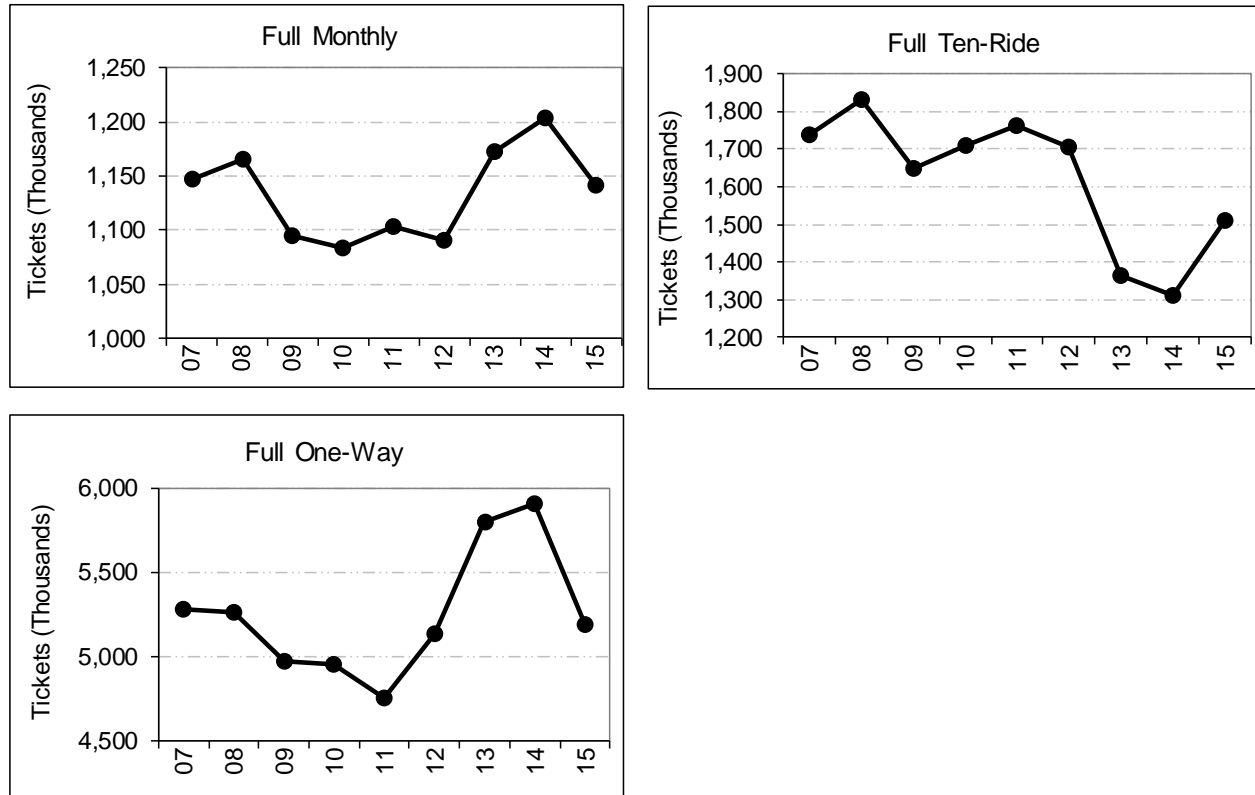
Figure 29: Total Ticket Sales by Type (in 000s)



Full-Fare Sales

Figure 30 shows the total numbers of full-priced tickets by ticket type (monthly, ten-ride, and one-way) sold since 2007.

Figure 30: Full-Priced Ticket Sales by Type (in 000s)



Reduced-Fare Sales

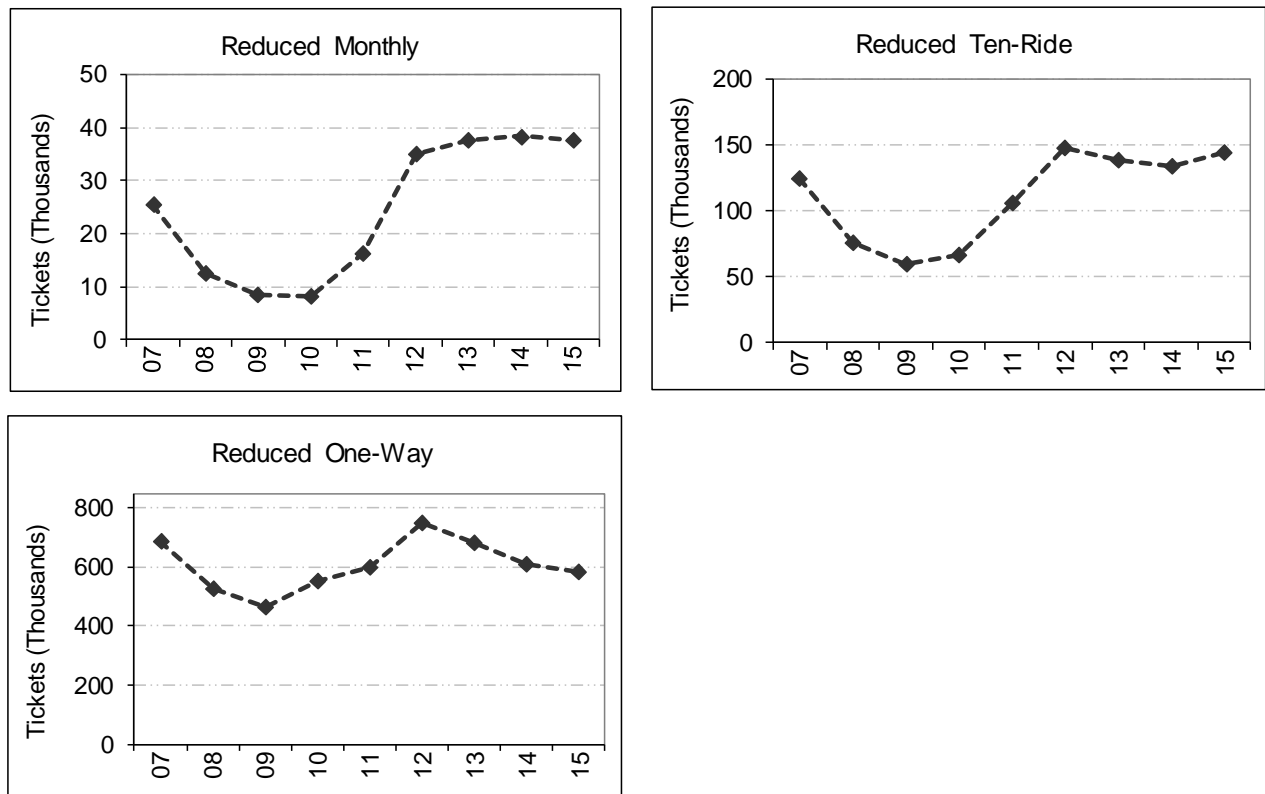
In 2015, reduced-fare ten-ride ticket sales increased while reduced-fare monthly, one-way, and conductor ticket sales decreased compared to 2014. Table 19 shows all reduced-fare ticket sales by month for 2013 and 2014. Reduced-fare ten-ride ticket sales increased 7.9%, reduced-fare monthly ticket sales decreased 1.6%, reduced-fare one-way ticket sales decreased 3.5%, and reduced-fare conductor ticket sales decreased 10.2% from 2014 to 2015.

Table 19: Reduced-Fare Tickets Sales (2014-2015)

	2014				2015			
	Monthly	Ten-Ride	One-Way	Conductor	Monthly	Ten-Ride	One-Way	Conductor
January	3,051	9,692	29,945	31,156	3,194	12,701	29,752	31,566
February	3,152	9,860	30,548	34,483	3,136	8,722	26,460	30,165
March	3,282	10,900	46,554	38,804	3,337	11,446	43,689	38,790
April	3,270	11,405	47,597	44,151	3,134	11,848	47,752	38,249
May	3,237	11,217	48,098	48,319	3,174	11,078	42,979	40,082
June	2,928	11,800	74,676	54,207	2,970	12,989	73,214	50,145
July	3,071	11,425	88,612	53,630	3,050	12,526	87,205	49,640
August	2,819	11,281	67,369	45,113	2,822	12,792	66,996	41,582
September	3,518	11,786	36,722	40,443	3,342	12,529	35,973	33,656
October	3,647	12,896	44,174	42,353	3,438	13,325	40,336	36,099
November	3,424	10,404	38,919	35,529	3,320	12,238	37,391	32,810
December	2,933	10,913	54,340	44,471	2,820	11,917	54,298	37,473
YTD	38,332	133,579	607,554	512,659	37,737	144,111	586,045	460,257

Figure 31 shows the total number of reduced-fare tickets by ticket type (monthly, ten-ride, and one-way only) sold since 2007.

Figure 31: Reduced-Fare Ticket Sales by Type (in 000s)



Mobile Ticket Sales

The Ventra Mobile App launched on November 18, 2015. Table 20 below summarizes the number of tickets sold through the app by ticket type through January 2016. The number of tickets being sold on the Ventra Mobile App has increased rapidly.

Table 20: Mobile Tickets Sold by Ticket Type in November 2015, December 2015, and January 2016

	November 2015		December 2015		January 2016	
	Total	%	Total	%	Total	%
One-Way	16,283	64.1%	73,895	66.0%	82,761	59.4%
Ten-Ride	5,889	23.2%	23,134	20.7%	37,060	26.6%
Monthly	-	0.0%	7,295	6.5%	12,840	9.2%
Weekend	2,109	8.3%	5,630	5.0%	6,545	4.7%
Special Event	1,107	4.4%	2,067	1.8%	209	0.1%
<i>Thanksgiving Pass</i>	1,107		-		-	
<i>Christmas Pass</i>	-		809		-	
<i>New Year's Pass</i>	-		1,258		209	
Total	25,388	100%	112,021	100%	139,415	100%

Table 21 summarizes the share of ticket sales by ticket type and by sales channel for 2014 and 2015. Although mobile ticketing was only available for a month and a half, mobile ticketing accounted

for 2% of total ten-ride, 1% of monthly, 1% of total one-way, and 1% of total weekend ticket sales in 2015.

Table 21: Share of ticket sales by ticket type and by sales channel in 2014 and 2015

Sales Channel	Monthly		Ten-Ride		One-Way		Weekend	
	2014	2015	2014	2015	2014	2015	2014	2015
Ticket Agent	50%	49%	68%	68%	47%	48%	20%	22%
Ticket Vending Machine	7%	7%	21%	20%	13%	11	6%	6%
Commuter Benefit	32%	33%	9%	9%	-	-	-	-
On Train	-	-	-	-	40%	41%	74%	72%
Mobile Ticketing	0%	1%	0%	2%	0%	1%	0%	1%
Ticket by Internet	5%	5%	2%	2%	-	-	-	-
Total	100%	100%	100%	100%	100%	100%	100%	100%

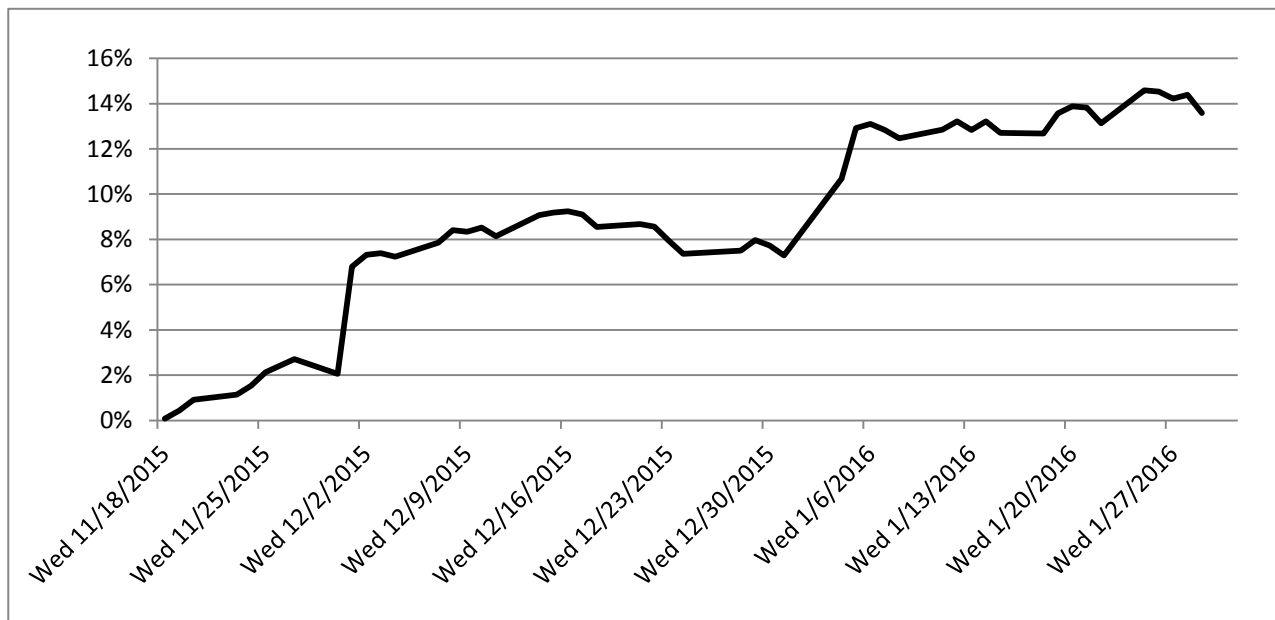
Figure 32 summarizes the estimated number of passenger trips taken by riders using the Mobile App by rail line. The percent of Mobile App users by line is consistent with ridership. The highest and lowest ridership lines are seeing the highest and lowest numbers of Mobile App adopters.

Table 22: Estimated Passenger Trips Using the Mobile App.

Sales Channel	November		December		January	
	Trips	%	Trips	%	Trips	%
BNSF Railway (BNSF)	5,499	16.0%	92,371	18.3%	153,481	19.1%
Heritage Corridor (HC)	255	0.7%	5,842	1.2%	8,480	1.1%
Metra Electric District (ME)	3,140	9.2%	43,233	8.5%	65,341	8.1%
Milwaukee District North (MD-N)	4,404	12.8%	57,893	11.4%	90,781	11.3%
Milwaukee District West (MD-W)	3,284	9.6%	46,457	9.2%	71,533	8.9%
North Central Service (NCS)	835	2.4%	16,571	3.3%	26,177	3.3%
Rock Island District (RI)	2,638	7.7%	41,160	8.1%	59,767	7.4%
SouthWest Service (SWS)	742	2.2%	18,149	3.6%	28,030	3.5%
Union Pacific North (UP-N)	4,852	14.2%	66,927	13.2%	112,128	13.9%
Union Pacific Northwest (UP-NW)	4,971	14.5%	66,730	13.2%	107,219	13.3%
Union Pacific West (UP-W)	3,668	10.7%	50,409	10.0%	81,604	10.1%
Total	34,288	100.0%	505,742	100.0%	804,541	100.0%

Figure 32 shows the adoption rate by day and month of the Mobile App. The percent of total daily passenger loads made up of riders using the Mobile App indicates rapid adoptions. By the end of December 2015, approximately 8% of all trips were taken using the Mobile App. By the end of January 2016, the percentage increased to approximately 14% of all trips.

Figure 32: Mobile App Adoption Rate (Percentage of Daily Loads)



Credit Card Sales

Metra began accepting major credit and debit cards at the LaSalle Street, Millennium, and Van Buren Street Stations on January 11, 2010 and at Chicago Union Station and Ogilvie Transportation Center on January 18, 2010. Seventy-six outlying stations where an agent is on duty and new ticket vending machines at the 14 busiest Metra Electric District stations began accepting credit and debit cards on February 8, 2010.

Each year, more riders are taking advantage of this payment option to purchase tickets. Table 23 shows the number of tickets sold via credit card through the Internet, Ticket Vending Machines, and Station Sales for 2014 and 2015. Note that this table does not include tickets sold through the Ventra Mobile App. In 2015, nearly 4.7 million tickets were sold via credit card compared to 4.5 million in 2014, 4.0 million in 2013, and 2.4 million in 2011.

Table 23: Number of Tickets Sold via Credit, Debit, and Pre-Paid Card

2014		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Ticket Type														
<i>Internet Sales</i>														
Monthly		4,769	4,951	5,091	5,114	5,000	5,136	5,175	5,144	5,473	5,453	5,449	5,187	61,942
Ten-Ride		3,042	2,455	2,713	2,537	2,755	2,881	2,800	2,843	2,994	3,083	2,521	2,643	33,267
<i>Station Sales</i>														
Monthly		35,243	35,949	36,966	38,122	37,127	38,015	38,060	35,855	39,266	41,092	38,634	32,769	447,098
Ten-Ride		61,177	58,368	61,426	63,972	65,363	68,735	69,203	63,394	66,657	68,151	58,436	62,696	767,578
One-Way		110,367	105,957	134,457	134,586	150,850	183,846	214,147	189,793	147,106	154,322	131,385	158,086	1,814,902
Weekend & Special Event		5,706	5,467	9,839	6,490	9,522	12,116	15,568	21,560	8,358	7,547	11,130	9,190	122,493
<i>Ticket Vending Machines</i>														
Monthly		5,573	6,722	6,995	7,157	6,846	6,802	7,359	7,567	8,051	8,704	8,106	7,640	87,522
Ten-Ride		21,697	21,206	22,602	23,986	22,119	25,331	26,571	24,235	26,629	27,188	22,288	24,415	288,267
One-Way		49,551	47,980	55,778	59,429	63,377	77,127	86,629	80,371	69,370	73,641	62,826	75,033	801,112
Weekend		2,551	3,466	4,441	4,323	5,563	5,776	5,438	5,866	4,475	3,789	5,664	5,465	56,817
Total		299,676	292,521	340,308	345,716	368,522	425,765	470,950	436,628	378,379	392,970	346,439	383,124	4,480,998
2015		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Ticket Type														
<i>Internet Sales</i>														
Monthly		5,344	5,137	5,054	5,046	5,047	5,132	5,013	5,050	5,252	5,279	5,180	4,652	61,186
Ten-Ride		3,848	2,728	2,885	2,787	2,825	3,317	3,291	3,143	3,220	3,425	2,900	2,039	36,408
<i>Station Sales</i>														
Monthly		37,510	37,126	38,541	38,146	35,517	37,309	36,740	34,414	38,646	39,213	36,512	25,988	435,662
Ten-Ride		81,799	62,151	75,408	74,547	73,476	84,976	83,655	82,836	81,556	83,207	76,533	63,254	923,398
One-Way		127,173	107,887	143,171	142,180	151,752	185,687	219,960	198,853	153,963	155,500	132,762	148,024	1,866,912
Weekend & Special Event		6,408	5,698	10,632	7,391	12,524	22,501	21,733	26,246	10,327	8,965	7,256	10,460	150,141
<i>Ticket Vending Machines</i>														
Monthly		7,566	5,057	6,075	7,184	7,346	6,983	7,508	7,333	6,830	7,864	7,513	5,312	82,571
Ten-Ride		22,427	21,716	26,742	26,746	25,030	29,755	30,869	30,570	28,944	30,954	27,527	21,362	322,642
One-Way		49,407	43,827	55,397	58,526	59,381	71,637	88,963	79,130	63,679	66,690	56,275	56,306	749,218
Weekend		3,608	3,576	4,324	4,381	6,027	5,928	7,808	7,395	5,544	5,127	5,612	4,750	64,080
Total		345,090	294,903	368,229	366,934	378,925	453,225	505,540	474,970	397,961	406,224	358,070	342,147	4,692,218

Note: Monthly ticket sales are reported based on the month the ticket was valid, not the date the ticket was purchased (e.g. a March monthly ticket purchased on February 22 is reported as a March sale.

Table 24, on the next page, shows the number of tickets purchased with cards at each of the five downtown stations beginning in January 2014. There were 903,000 tickets purchased at downtown TVMs with credit cards in 2015, down from nearly 955,000 tickets in 2014.

Table 24: Number of Tickets Sold via Credit, Debit, and Pre-Paid Card TVMs in Downtown Stations

2014		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Station	Ticket Type													
LaSalle Street Station	Monthly	426	465	447	517	517	534	617	569	577	665	450	623	6,407
	Ten-Ride	905	940	791	910	1,007	1,113	1,166	1,079	1,220	1,164	687	967	11,949
	One-Way	2,935	2,491	2,558	3,125	3,474	4,064	4,259	4,043	3,618	3,810	2,665	3,870	40,912
	Weekend	202	201	248	371	472	288	206	210	219	213	293	265	3,188
Millennium Station	Monthly	248	307	303	264	270	315	338	330	220	432	335	287	3,649
	Ten-Ride	1,633	1,688	1,542	1,705	1,669	1,490	1,273	1,186	1,525	1,740	1,462	1,377	18,290
	One-Way	5,621	5,709	6,270	6,775	7,771	8,794	9,538	8,337	8,305	8,828	7,414	9,197	92,559
	Weekend	97	137	157	167	223	230	194	215	182	166	206	122	2,096
Ogilvie Center	Monthly	1,411	1,841	2,072	1,879	1,995	1,461	2,332	2,322	2,573	2,774	2,565	2,222	25,447
	Ten-Ride	6,690	6,775	7,542	8,034	6,597	8,846	9,706	8,984	9,533	9,917	7,966	9,024	99,614
	One-Way	7,320	7,322	9,155	9,742	9,503	13,670	15,478	14,628	12,169	12,963	10,400	11,923	134,273
	Weekend	236	229	463	456	629	834	783	601	547	385	537	430	6,130
Union Station	Monthly	2,639	3,126	3,128	3,485	3,002	3,462	3,131	3,404	3,519	3,656	3,556	3,096	39,204
	Ten-Ride	9,402	8,975	9,792	10,230	10,142	10,893	11,546	10,274	11,123	11,321	9,455	10,263	123,416
	One-Way	17,868	17,147	20,526	21,818	23,883	28,730	33,463	30,996	24,764	26,152	23,219	28,139	296,705
	Weekend	795	1,079	1,340	1,435	1,788	1,806	1,753	1,661	1,443	1,238	1,588	1,261	17,187
Van Buren Street Station	Monthly	69	89	101	123	129	111	121	93	109	140	110	179	1,374
	Ten-Ride	354	339	371	356	390	409	381	326	425	370	330	308	4,359
	One-Way	1,950	1,776	1,992	2,041	2,180	2,289	2,753	2,403	2,640	2,728	2,516	2,110	27,378
	Weekend	16	44	46	49	45	45	61	44	61	58	87	46	602
Total		60,817	60,680	68,844	73,482	75,686	89,384	99,099	91,705	84,772	88,720	75,841	85,709	954,739
2015		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Station	Ticket Type													
LaSalle Street Station	Monthly	508	33	454	472	492	465	558	505	523	579	531	471	5,591
	Ten-Ride	674	747	1,467	1,200	1,134	1,420	1,369	1,417	1,406	1,343	1,349	1,147	14,673
	One-Way	1,864	1,845	3,136	2,899	3,337	3,801	4,129	3,435	3,249	3,313	3,093	2,949	37,050
	Weekend	142	168	282	298	304	352	317	237	268	267	371	252	3,258
Millennium Station	Monthly	308	217	374	354	372	325	335	279	300	397	350	337	3,948
	Ten-Ride	1,556	1,665	1,806	2,150	1,585	1,639	1,735	1,528	1,949	2,176	1,930	1,297	21,016
	One-Way	5,891	5,780	7,295	7,383	6,387	8,302	10,466	8,851	7,184	7,909	6,808	6,321	88,577
	Weekend	169	115	194	231	260	209	211	238	219	251	240	140	2,477
Ogilvie Center	Monthly	2,195	1,033	1,576	2,156	2,238	2,101	2,288	2,312	1,653	2,253	2,032	1,437	23,274
	Ten-Ride	6,099	7,055	8,479	8,549	7,871	10,063	10,012	10,522	8,698	10,210	9,260	7,031	103,849
	One-Way	5,635	5,415	6,589	7,702	7,567	10,509	12,245	12,729	8,677	9,057	7,792	7,539	101,456
	Weekend	233	191	304	421	595	704	763	846	578	510	583	373	6,101
Union Station	Monthly	3,200	2,672	2,877	3,273	3,273	3,081	3,303	3,186	3,312	3,531	3,443	2,165	37,316
	Ten-Ride	10,902	9,265	11,321	11,463	10,790	12,358	13,369	12,861	12,868	12,767	11,077	8,715	137,756
	One-Way	19,319	16,190	19,844	20,627	23,318	27,204	29,983	28,192	23,864	22,136	19,724	20,929	271,330
	Weekend	1,267	1,089	1,109	1,308	2,011	1,572	2,014	1,757	1,522	1,401	1,691	1,125	17,866
Van Buren Street Station	Monthly	99	62	134	24	96	53	100	92	109	101	98	130	1,098
	Ten-Ride	265	248	382	317	345	424	486	431	400	483	423	318	4,522
	One-Way	1,420	1,280	1,695	1,435	1,482	1,648	2,596	2,125	1,980	2,352	1,823	1,587	21,423
	Weekend	29	44	38	36	63	29	62	52	21	56	53	33	516
Total		61,775	55,114	69,356	72,298	73,520	86,259	96,341	91,595	78,780	81,092	72,671	64,296	903,097

Note: Monthly ticket sales are reported based on the month the ticket was valid, not the date the ticket was purchased (e.g. a March monthly ticket purchased on February 22 is reported as a March sale).