

RIDERSHIP TRENDS

ANNUAL REPORT 2017



I. OVERVIEW

This report details the trends that influenced Metra system ridership in 2017; a year with lower employment levels in the region and a continuation of historically low gas prices. 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 about 78.6 million passenger trips in 2017, which is 1.7% unfavorable to the budgeted forecast of 80.0 million passenger trips. When compared to 2016, ridership decreased 2.2 percent. This decrease is greater than the budgeted 0.5 percent decrease. The 78.6 million passenger trips reported in 2017 is comparable to ridership in 2001.

Figure 1: 2017 Passenger Trips by Line (Millions of Trips)

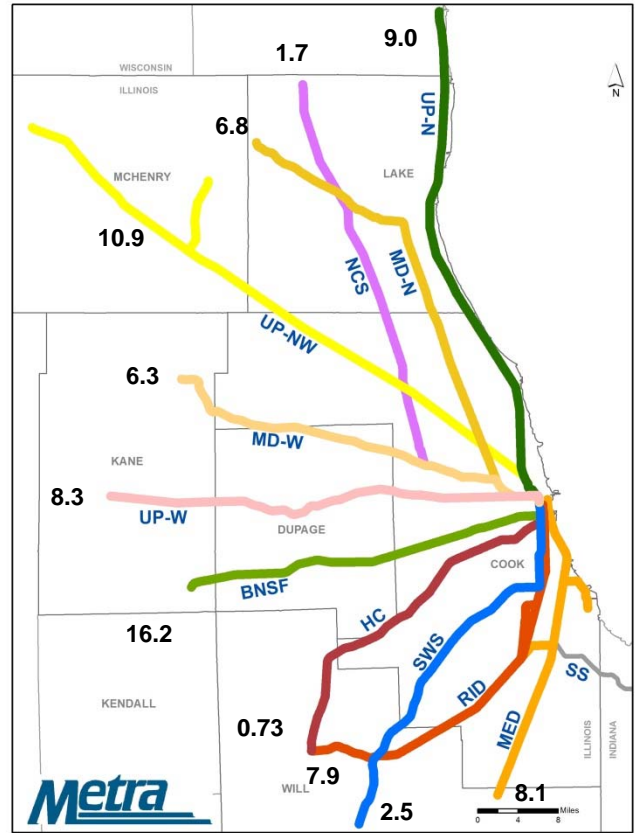
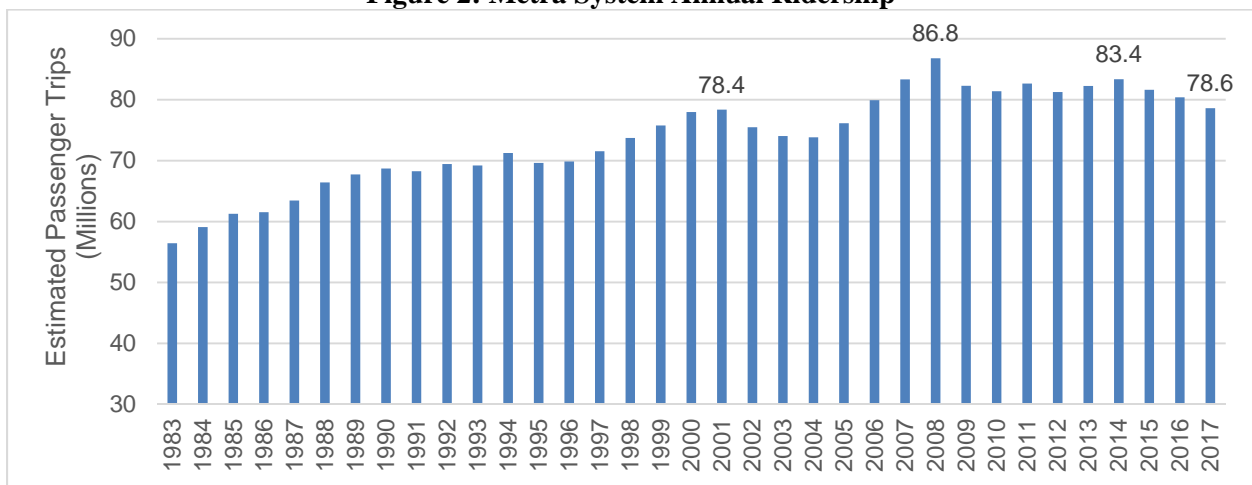


Figure 2: Metra System Annual Ridership



II. 2017 RIDERSHIP TRENDS

In 2017 estimated passenger trips were 78,610,262, a decrease of 1,792,057 (2.2 percent) and 1.7 percent unfavorable to budget.

Table 1: Estimated Passenger Trips Actual Compared to Budget

Month	2016 Actual	2017 Budget	2017 Actual	Variance
Jan	6,512,955	6,553,116	6,761,739	3.2%
Feb	6,309,556	6,251,224	5,984,900	-4.3%
Mar	6,666,044	6,604,416	6,473,720	-2.0%
Apr	6,497,034	6,436,969	6,305,319	-2.0%
May	6,680,580	6,618,817	6,607,944	-0.2%
Jun	7,066,372	7,001,043	6,941,185	-0.9%
Jul	7,109,786	7,044,056	6,758,614	-4.1%
Aug	6,866,069	6,713,757	7,055,462	5.1%
Sep	6,765,991	6,874,127	6,530,423	-5.0%
Oct	6,831,818	6,927,398	6,740,029	-2.7%
Nov	6,943,251	6,584,877	6,474,539	-1.7%
Dec	6,152,866	6,364,517	5,976,391	-6.1%
Annual Total	80,402,319	79,974,318	78,610,262	-1.7%

Ridership by Quarter

Estimated passenger trips decreased during all four quarters of 2017. Table 2 shows the changes in ridership between 2016 and 2017.

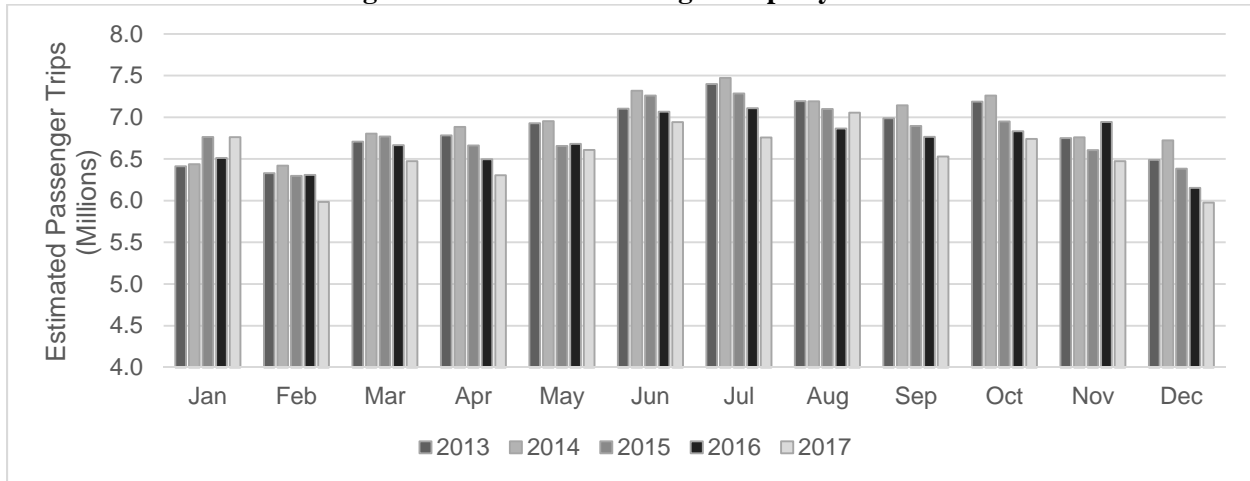
Table 2: Estimated Passenger Trips by Quarter

Quarter	2016	2017	Change
1st	19,488,555	19,220,359	-1.4%
2nd	20,243,986	19,854,447	-1.9%
3rd	20,741,845	20,344,498	-1.9%
4th	19,927,934	19,190,959	-3.7%
Annual Total	80,402,319	78,610,262	-2.2%

Ridership by Month

Apart from January and August, monthly ridership was consistently lower in 2017 than 2016. The trend of ridership peaking in the summer and falling in the winter remained consistent. 10-ride ticket sales increased 21.7 percent in January 2017 compared to January 2016, suggesting significant amounts of ticket stockpiling occurred prior to the February 1 fare increase. This ticket stockpiling likely depressed 10-Ride sales through April. In 2016, the Cubs won the World Series and a parade and rally was held on November 4th. This one event accounts for approximately 200,000 fewer trips in November 2017 compared to 2016.

Figure 3: Estimated Passenger Trips by Month



Ridership by Line

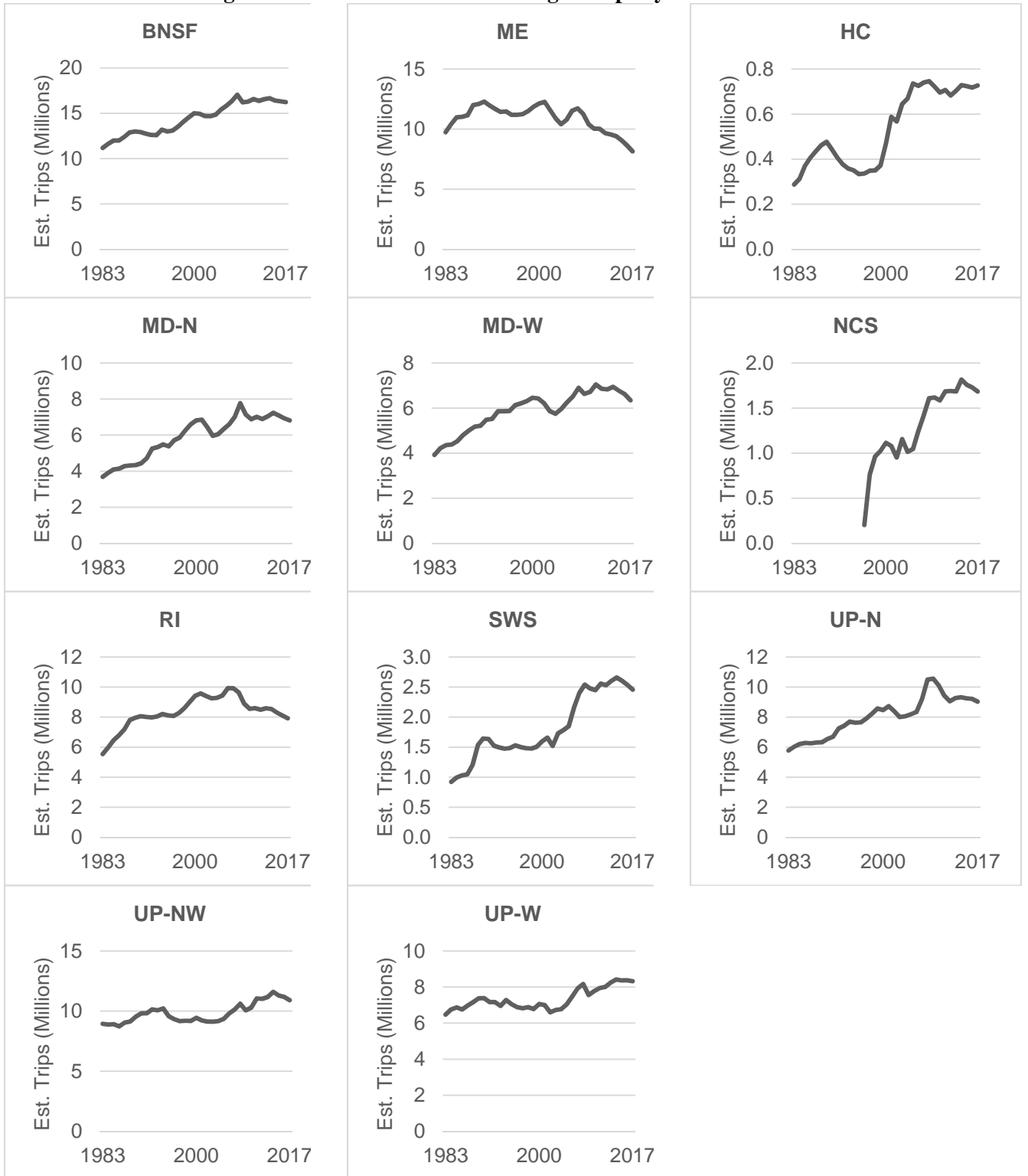
Ten of the eleven rail lines experienced decreases in ridership in 2017 compared to 2016. Ridership on the Heritage Corridor Line (HC) increased 1.3 percent. The Metra Electric Line (ME) had the largest decrease (5.7 percent). Table 3 shows estimated passenger trips by line for the last five years.

Table 3: Estimated Passenger Trips by Rail Line

Line	2013	2014	2015	2016	2017	Change '13-'17	Change '16-'17
BNSF	16,553,518	16,658,357	16,400,290	16,325,320	16,227,453	-2.0%	-0.6%
ME	9,556,211	9,415,916	9,054,649	8,642,365	8,149,693	-14.7%	-5.7%
HC	703,870	729,139	723,803	718,015	727,202	3.3%	1.3%
MD-N	7,040,846	7,237,913	7,094,564	6,934,684	6,818,808	-3.2%	-1.7%
MD-W	6,830,682	6,946,268	6,771,637	6,621,104	6,349,815	-7.0%	-4.1%
NCS	1,684,586	1,817,335	1,758,118	1,730,494	1,684,357	0.0%	-2.7%
RI	8,589,524	8,544,753	8,305,273	8,112,784	7,923,588	-7.8%	-2.3%
SWS	2,605,839	2,659,040	2,604,292	2,538,273	2,457,418	-5.7%	-3.2%
UP-N	9,270,220	9,328,441	9,248,834	9,220,477	9,028,965	-2.6%	-2.1%
UP-NW	11,180,435	11,609,358	11,301,755	11,183,739	10,910,483	-2.4%	-2.4%
UP-W	8,251,587	8,423,188	8,367,264	8,375,067	8,332,483	1.0%	-0.5%
Annual Total	82,267,316	83,369,706	81,630,476	80,402,319	78,610,262	-4.4%	-2.2%

Figure 4 shows the ridership by rail line since 1983.

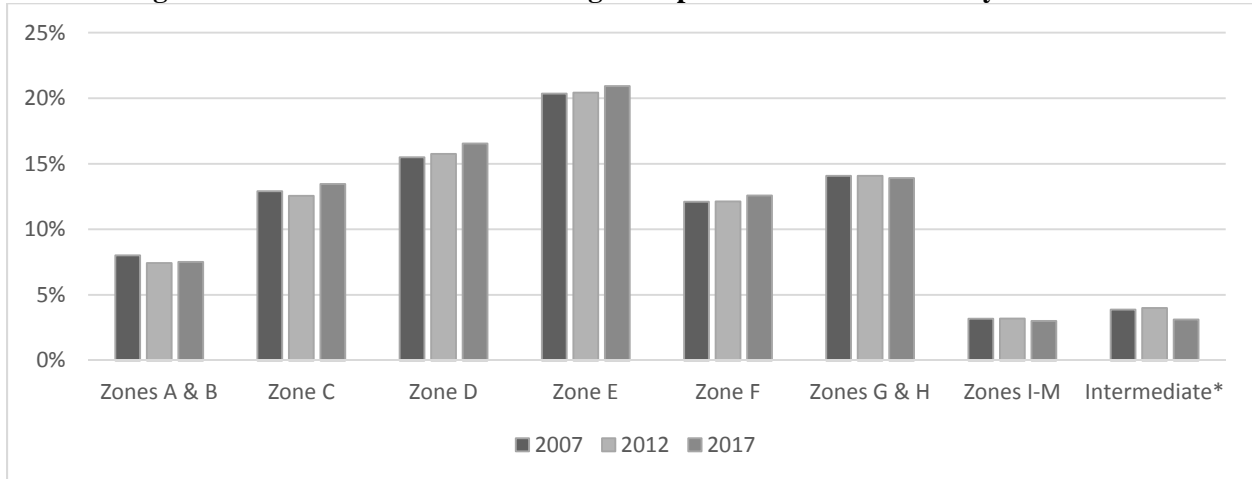
Figure 4: Annual Estimated Passenger Trips by Rail Line



Ridership by Fare Zone

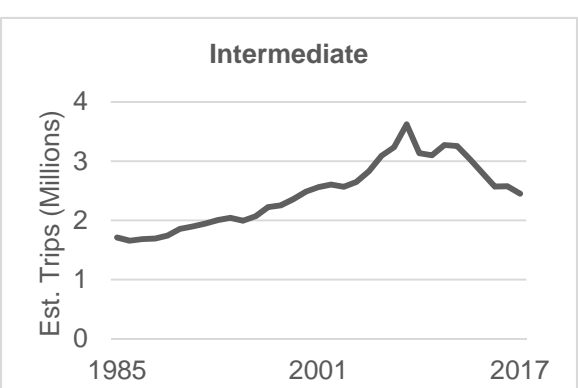
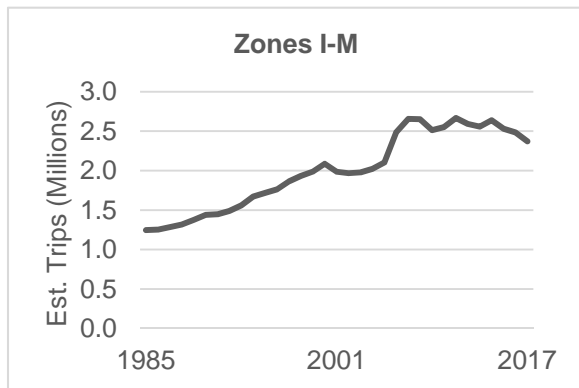
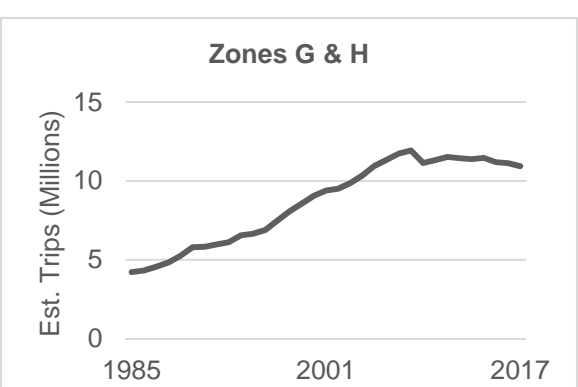
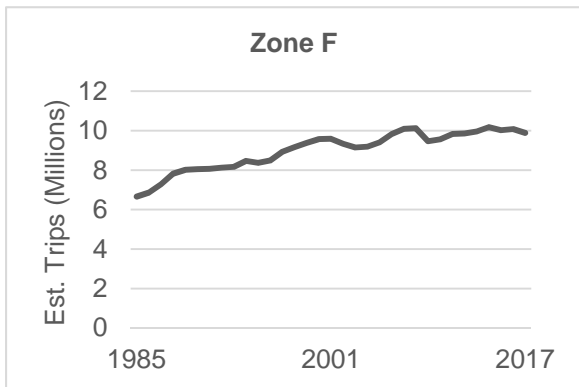
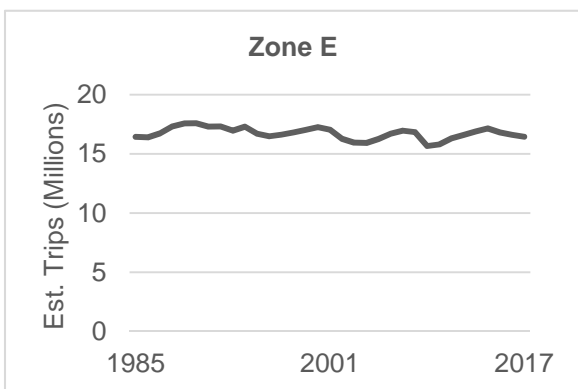
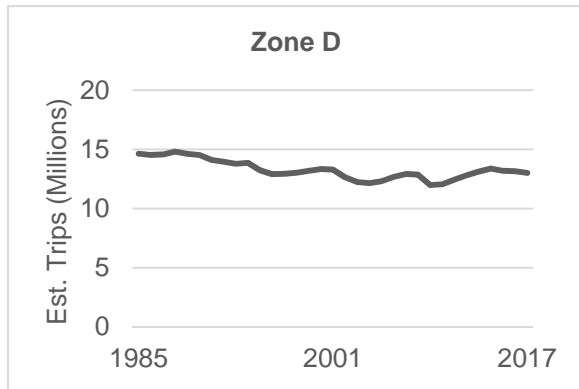
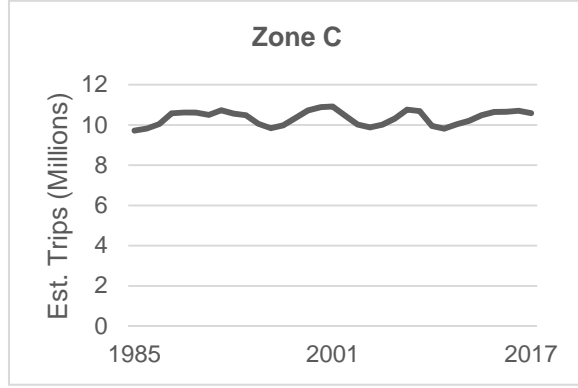
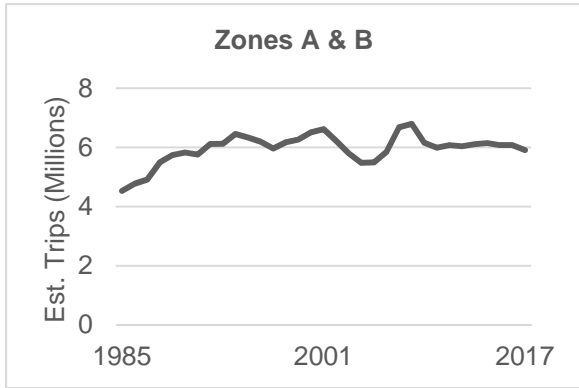
The share of system ridership by fare zone remained mostly unchanged when compared to 2012 and 2017. Slight increases were experienced in Zones C, D, E, and F, while the remaining zones experienced slight decreases or no change in share of ridership.

Figure 5: Share of Estimated Passenger Trips to and from Zone A by Fare Zone



*Intermediate trips do not begin or end in Zone A

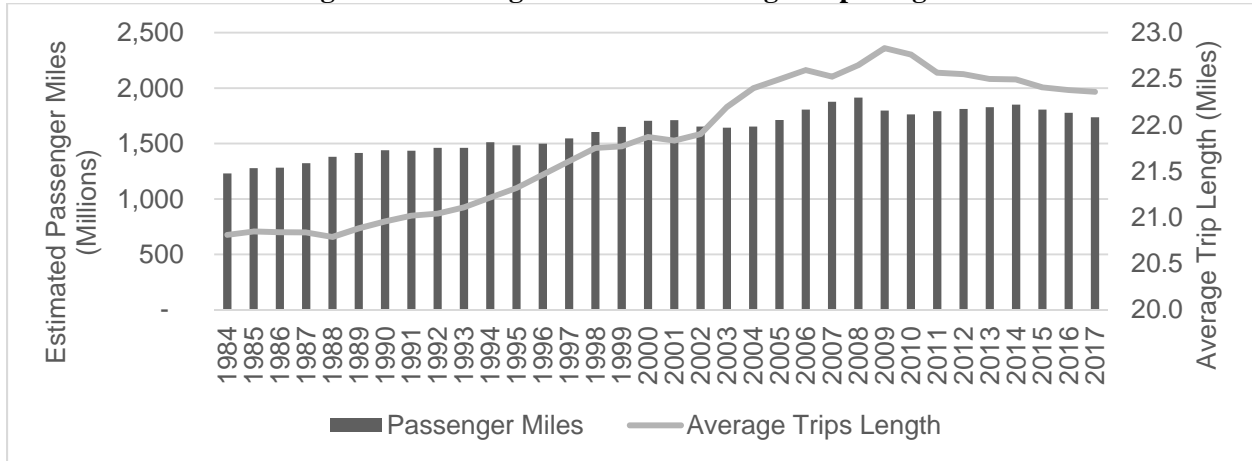
Figure 6: Estimated Passenger Trips to and From Zone A by Fare Zone



Passenger Miles

Each year, Metra calculates the number of passenger miles traveled and the average trip length by line. The total number of passenger miles decreased by 2.3 percent in 2017 when compared to 2016. Average trip length changed less than 0.01 mile in 2017 compared to 2016, remaining at 22.4.

Figure 7: Passenger Miles and Average Trip Length*



*Free RTA Ride Free Permit rides are not included.

Passenger Loads by Service Period

The average daily passenger loads for each service period in 2017 indicate that Metra provided about 1.5 million passenger trips per week. The peak-period/peak-direction remained Metra's largest market, accounting for about 72 percent of all trips. Figure 8 shows the share of the average weekly passenger loads for the last five years. Peak period/peak direction passenger loads were roughly unchanged while weekday off-peak, Saturday, and Sunday loads were lower than 2017.

Figure 8: Average Weekly Passenger Loads by Period

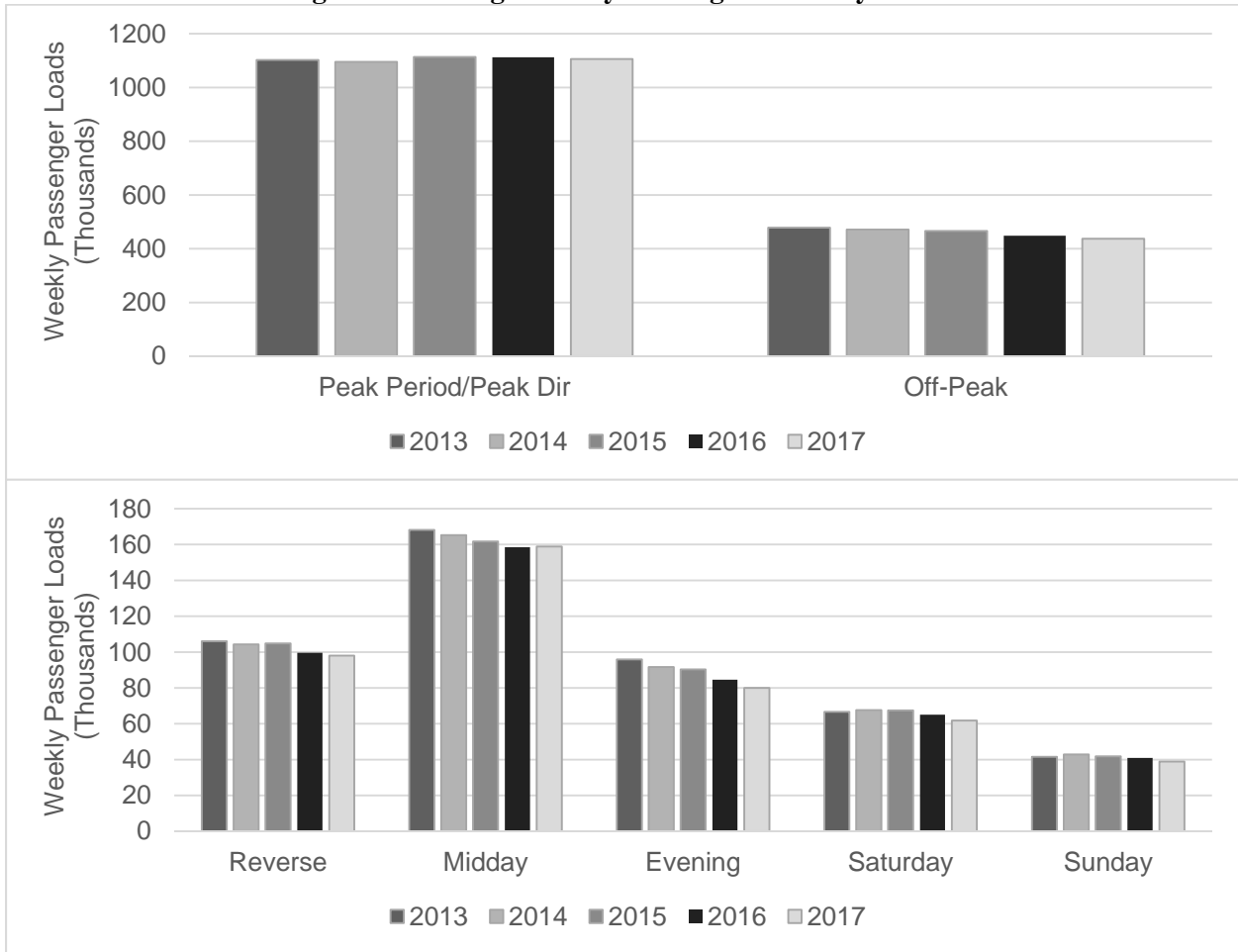
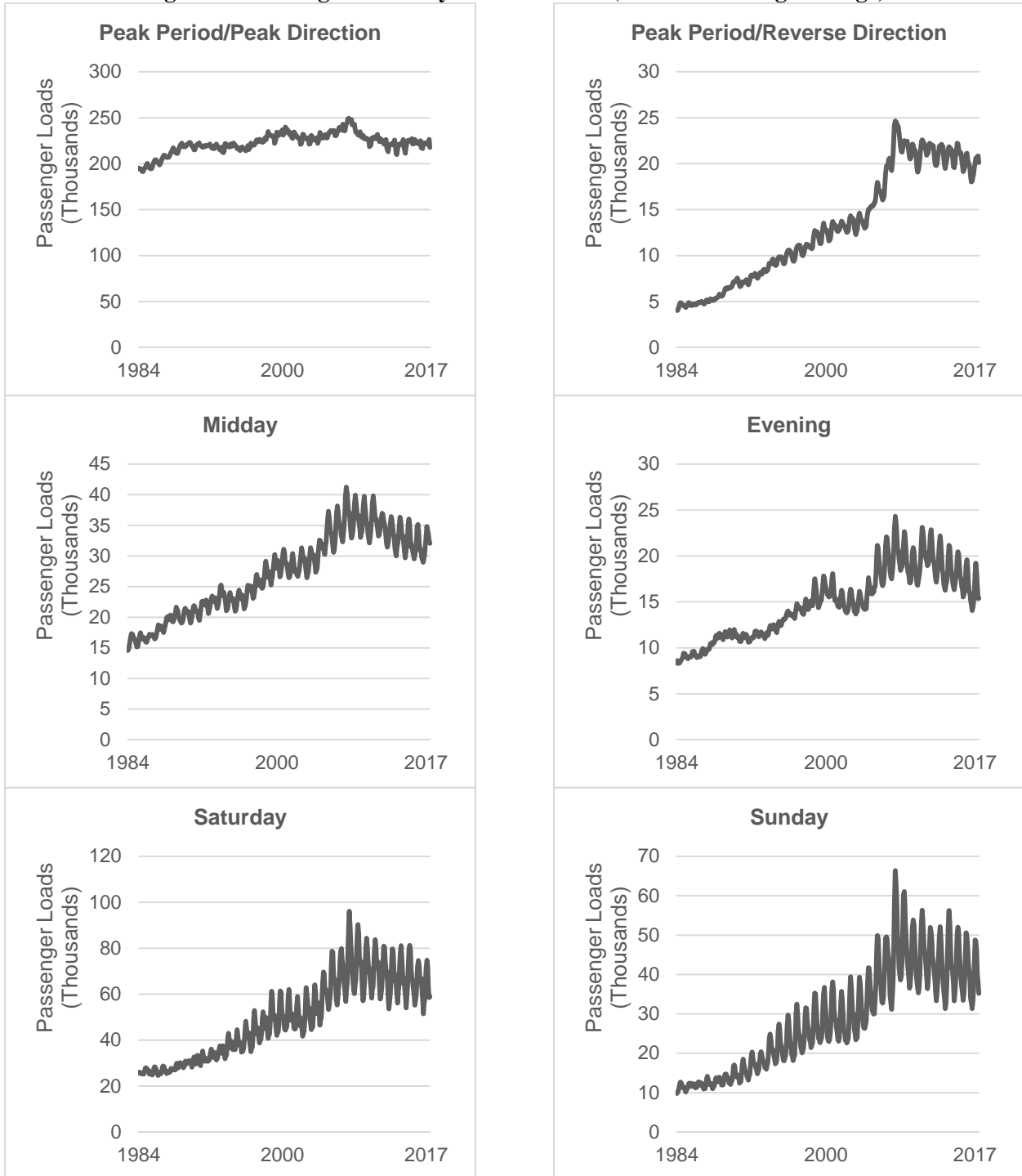


Figure 9 shows a rolling three month average of daily passenger loads by service period since 1984.

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



RTA Ride Free Program

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. The RTA now refers to this program as the RTA Ride Free Program. This program grew rapidly from 2,431 trips in 2008 to over 1 million passenger trips in 2013. In 2014, the rate of growth slowed; and in 2017 the number of free trips provided under this program was 4.8 percent lower than 2016.

Table 4: RTA Ride Free Permit Trips (2008-2017)

Month	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan		1,280	25,617	40,109	69,123	76,802	73,543	81,935	76,784	72,726
Feb		1,228	27,086	38,444	70,491	73,179	73,647	75,558	77,078	73,158
Mar		4,645	30,888	52,742	78,307	78,710	84,896	90,857	85,954	80,628
Apr		10,594	38,244	50,594	76,694	84,089	90,296	87,468	81,123	75,719
May		13,755	39,701	54,803	78,507	88,367	92,746	88,753	85,310	84,406
Jun		19,380	45,689	54,159	81,498	90,828	94,934	94,928	89,288	84,381
Jul		22,444	48,446	56,404	79,551	96,166	99,638	97,624	86,783	81,781
Aug		25,718	49,861	67,873	86,543	95,616	97,153	92,221	89,663	89,173
Sep		27,273	48,334	86,219	83,034	90,054	97,329	86,895	83,539	78,708
Oct	88	30,387	51,927	86,297	90,053	94,499	105,618	95,121	83,510	82,745
Nov	474	28,796	46,085	73,961	81,871	85,149	84,953	83,191	79,896	73,628
Dec	1,869	27,800	41,654	73,917	74,816	80,425	90,641	81,141	74,675	69,206
Total	2,431	213,300	493,532	735,522	950,488	1,033,884	1,085,394	1,055,692	993,603	946,259

Police Officer and Firefighter Free Rides

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. Conductors began recording the number of free trips taken by these uniformed police officers and firefighters as of April 2012. The number has declined in recent years from 65,814 in 2013 to 52,553 in 2017.

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
2016												
Avg Wkday	194	186	211	220	216	212	218	209	211	214	186	191
Avg Sat	10	9	18	16	7	21	35	43	25	24	12	17
Avg Sun/Hol	6	8	11	9	9	15	20	14	22	17	13	13
Typical week	985	948	1,082	1,125	1,094	1,095	1,146	1,103	1,103	1,113	957	983
Total Reported	3,961	3,977	4,960	4,738	4,609	4,804	4,659	5,040	4,645	4,705	4,029	4,152
2017												
Avg Wkday	199	202	209	202	182	202	212	204	209	211	191	161
Avg Sat	11	20	26	20	20	32	20	35	22	19	13	15
Avg Sun/Hol	12	19	14	11	11	40	23	23	14	18	3	10
Typical week	1,018	1,049	1,087	1,041	943	1,083	1,104	1,078	1,080	1,091	973	829
Total Reported	4,296	4,197	4,977	4,193	4,148	4,736	4,484	4,923	4,357	4,804	4,088	3,350

Reduced Fare Trips

In collaboration with the Regional Transportation Authority'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.

- 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 2017. In 2008, state legislation required Metra to provide free rides to seniors under the Seniors Ride Free Program. This caused a -39.9 percent drop in the number of reduced fare passenger trips in that year. This decision was reversed in September 2011 and the use of the reduced fare tickets surged 50.2 percent.

There were an estimated 3.84 million reduced fare passenger trips in 2017, a 0.7 percent increase compared to 2016.

Table 6: Reduced Fare Passenger Trips by Year*

Year	Estimated 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%
2016	3,809,102	4.4%
2017	3,835,018	0.7%

*Includes all eligible and ineligible reduced-fare rides for reimbursement and does not include conductor or group sales

Table 7 shows total free trips and all reduced-fare passenger trips by month.

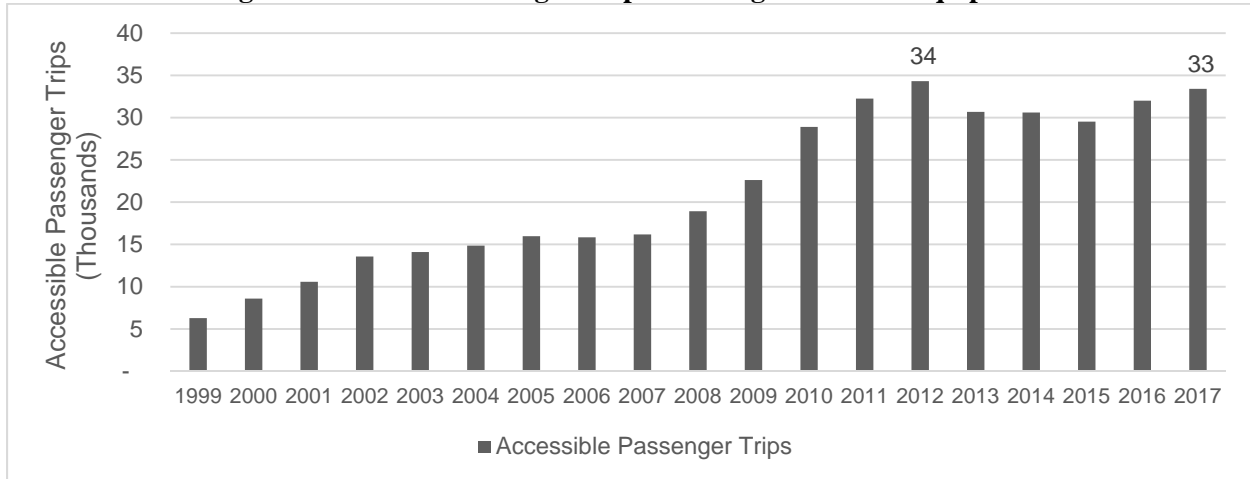
Table 7: Estimated Reduced Fare Passenger Trips by Month

	2016			2017		
	Free	Reduced	Total	Free	Reduced	Total
Jan	76,784	305,111	381,895	72,726	339,566	412,292
Feb	77,078	279,767	356,845	73,158	271,442	344,600
Mar	85,954	322,206	408,160	80,628	318,150	398,778
Apr	81,123	306,224	387,347	75,719	297,365	373,084
May	85,310	315,143	400,453	84,406	321,573	405,979
Jun	89,288	343,182	432,470	84,381	343,964	428,345
Jul	86,783	340,683	427,466	81,781	328,902	410,683
Aug	89,663	317,676	407,339	89,173	337,301	426,474
Sep	83,539	320,996	404,535	78,708	316,243	394,951
Oct	83,510	330,290	413,800	82,745	341,602	424,347
Nov	79,896	329,089	408,985	73,628	327,327	400,955
Dec	74,675	298,735	373,410	69,206	291,583	360,789
Total	993,603	3,809,102	4,802,705	946,259	3,835,018	4,781,277

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). On a typical weekday, over 95 percent of boardings occur at fully accessible or partially accessible stations. In 2017, Metra provided over 33,000 passenger trips that utilized ADA equipment, the second highest number recorded. Figure 10 shows the annual number of passenger trips utilizing the accessible equipment since 1999.

Figure 10: Annual Passenger Trips Utilizing Accessible Equipment

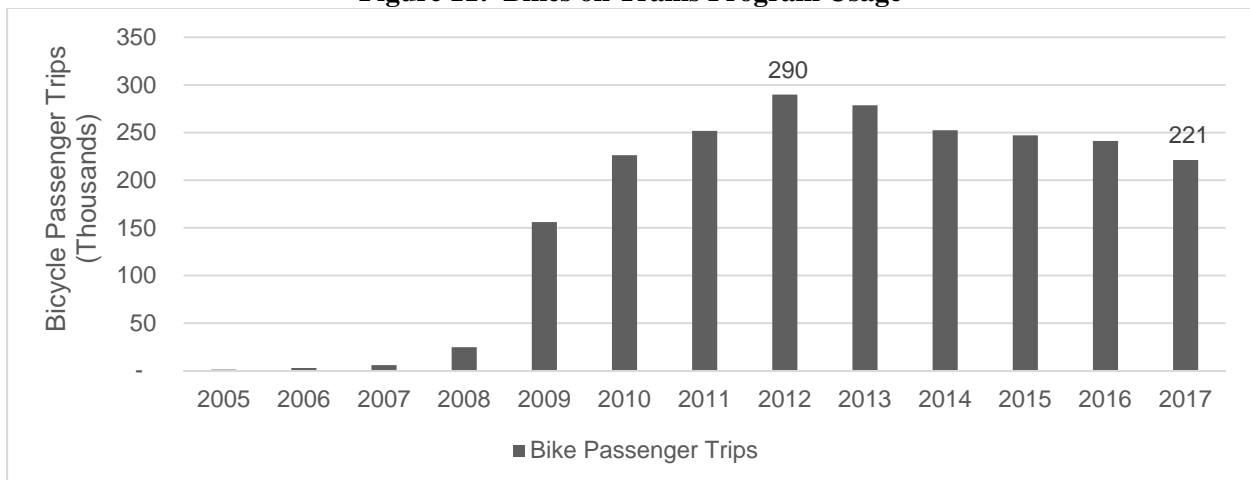


Bikes on Trains Program

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 2016, Metra conductors reported 221,198 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 were installed in Evanston and Oak Park in 2016. The valet docking service provided by Divvy at Union Station and Ogilvie Transportation Center suggests the growing demand for bicycles on Metra has been partially met by bikeshare.

Figure 11: Bikes on Trains Program Usage



III. 2016 RIDERSHIP INFLUENCES

Metra provided about 78.6 million passenger trips in 2017, a 2.2 percent decrease when compared to 2016. Many factors contribute to year-over-year ridership changes. Some of these factors are under Metra's control (fare and service changes) while others are not (changes in employment and fuel prices).

In 2017, 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 in a continuation of previous years' trend.

Winter Weather

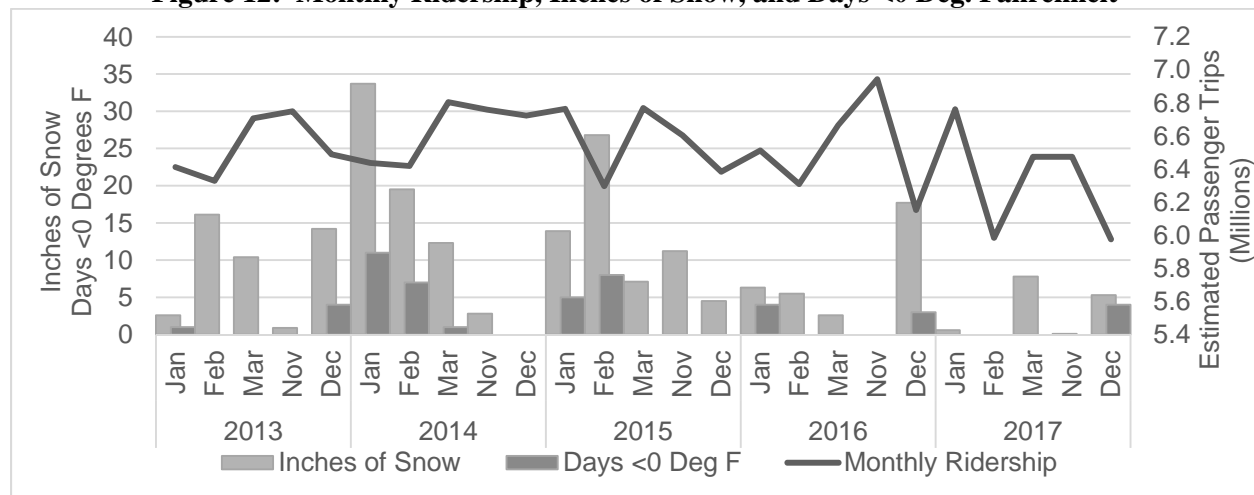
Metra ridership is generally impacted during times of severe winter weather as commuters choose whether or not to ride Metra depending on driving conditions and/or school closures. The 2016-2017 winter season was somewhat milder than the 2015-2016 season. Compared to the last five years, the winter of 2016-2017 had low snow accumulations (26.1 inches total) and a low number of frigid days (4 days <0 deg. Fahrenheit).

Table 8: Chicago Snowfall (inches)

Season	Nov	Dec	Jan	Feb	Mar	Nov-Mar	Difference from 30-year Average
2013-14	0.9	14.2	33.7	19.5	12.3	80.6	43.0
2014-15	2.8	0.0	13.9	26.8	7.1	50.6	13.0
2015-16	11.2	4.5	6.3	5.5	2.6	30.1	-7.5
2016-17	0.0	17.7	0.6	0.0	7.8	26.1	-11.5
2017-18	0.1	5.3					
30-year Average	1.6	8.4	11.4	10.3	5.9	37.6	

Figure 12, shows that high snow accumulations and cold temperatures contributed to lower ridership in February 2015, December 2016, and December 2017.

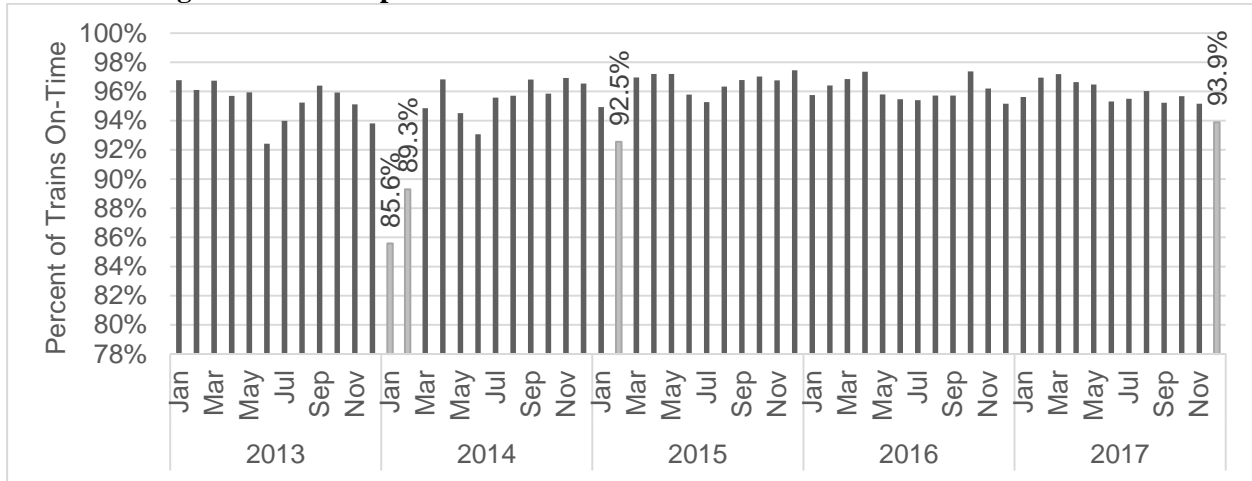
Figure 12: Monthly Ridership, Inches of Snow, and Days <0 Deg. Fahrenheit



On-Time Performance

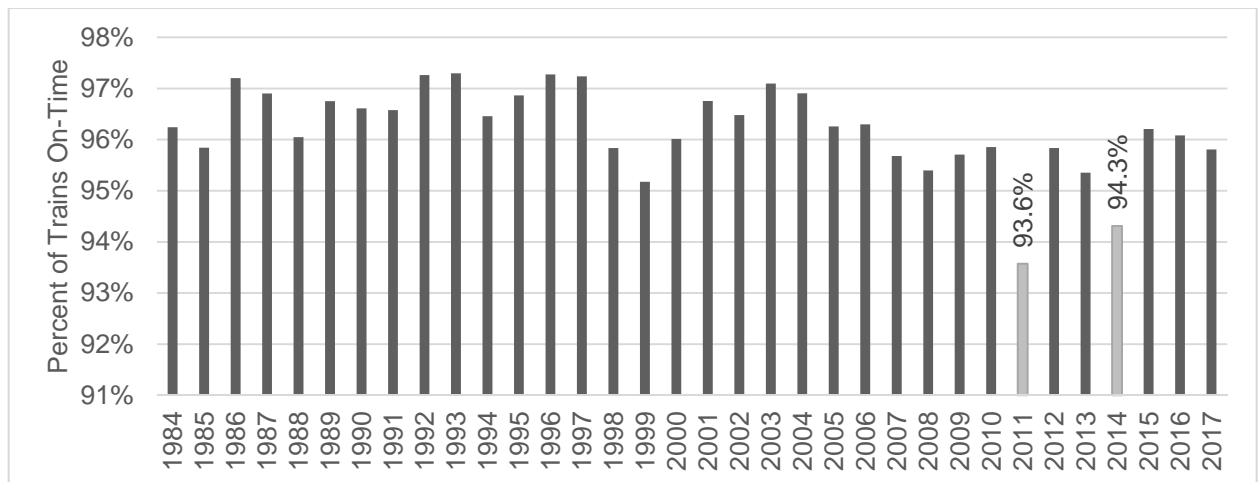
The on-time performance of the system is the percentage of scheduled trains that arrived on-time each month. Metra considers a train late if it arrives six minutes or more after its scheduled arrival at its last stop. Metra system reliability over the past several years has tracked at a very high level, usually exceeding 95 percent on-time performance in any given month. Figure 13 shows the effects of heavy snowfall and frigid temperatures in 2013-2017.

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



In 2017, on-time performance averaged 95.8 percent, which is the lowest annual average since 2014. In Figure 14, 2011 and 2014 are highlighted to indicate the impact of the Groundhog Day Blizzard and Polar Vortex, respectively.

Figure 14: Annual On-Time Performance

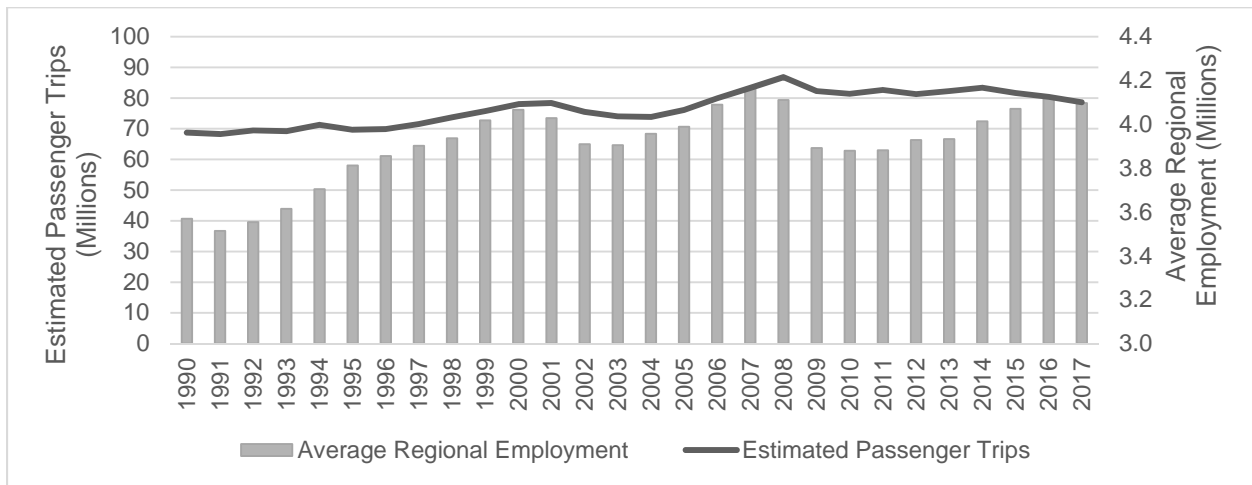


Metra on-time performance in 2017 was adversely affected by increases in human error delays (10.5% of delays in 2017 compared to 7.9% in 2016), freight interference delays (11.8% of delays in 2017 compared to 10.5% in 2016), and lift deployment delays (2.9% of delays in 2017 compared to 1.8% in 2016). These increases were partially offset by decreases in signal and switch failure delays (14.3% of delays in 2017 compared to 17.3% in 2016), track work delays (11.1% of delays in 2017 compared to 12.4% in 2016), and mechanical failure delays (11.9% of delays in 2017 compared to 13.1% in 2016). Metra exceeded its on-time performance goal of 95.0% in every month in 2017, except December. Except for April and September through December, system monthly on-time performance in 2017 exceeded the average on-time performance for each month of the previous five years, even for July and August. Major outdoor events during these months, including the Taste of Chicago in July and Lollapalooza in July/August, negatively affected on-time performance due to heavy passenger loads.

Employment

Since approximately 90% 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 2017 was 0.7% lower compared to 2016. Employment remains below pre-recession levels. In 2017, approximately 4.09 million persons were employed in the Chicago region. This is comparable to 2000, 2006, and 2015.

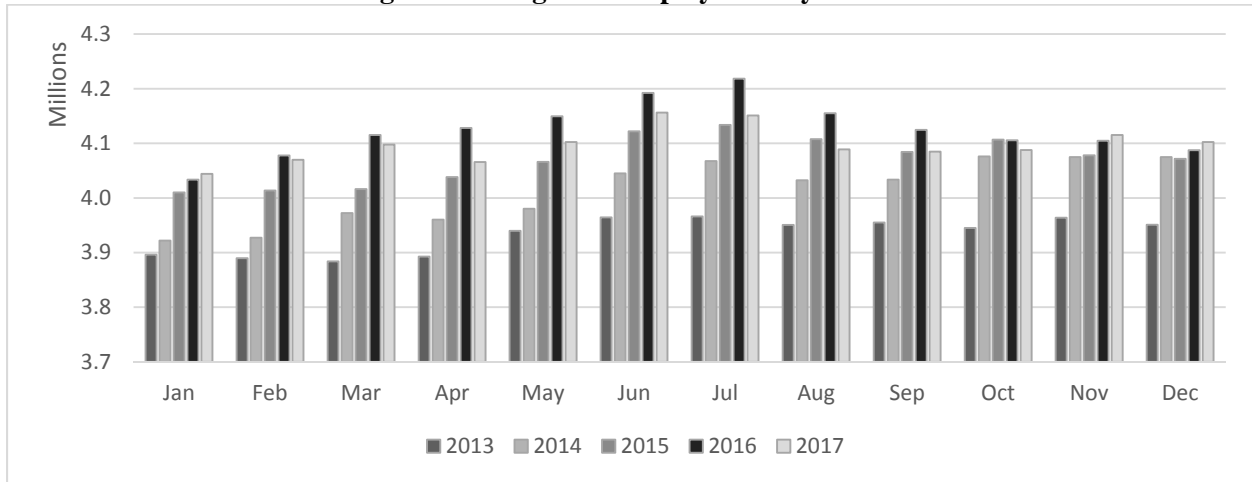
Figure 15: Annual Average Regional Employment



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 2013 through 2017. In 2017, regional employment was down in nine months compared to 2016. This reverses a positive trend of year-over-year gains in regional employment that began in mid-2012.

Figure 16: Regional Employment by Month



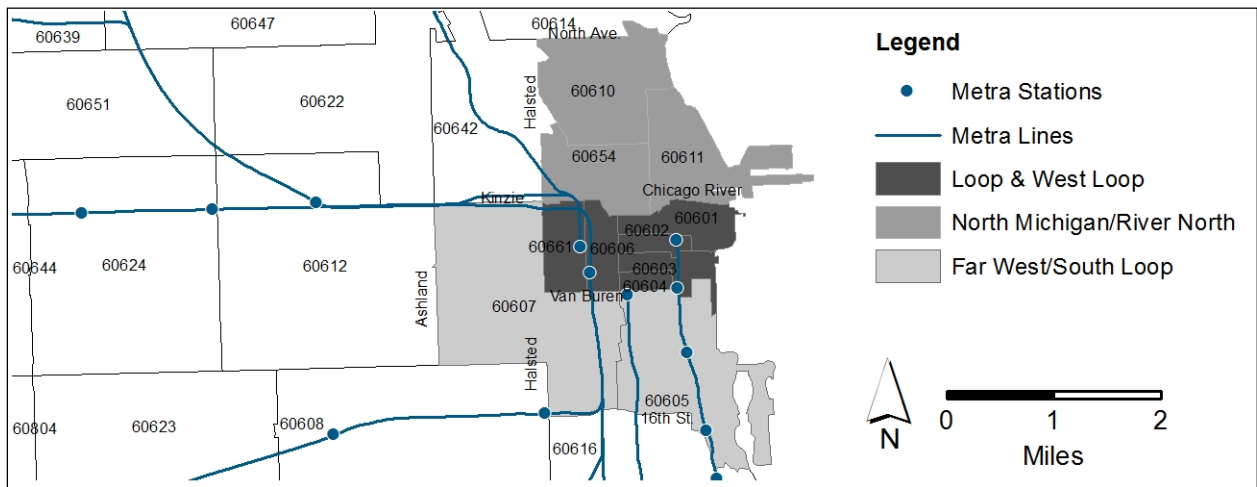
Source: Illinois Department of Economic Security. Includes employees covered under the State’s Unemployment Insurance Act. Government workers are not included.

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 593,665, up 3.4% from 574,216 in 2016. For the fourth consecutive year, this is the highest amount recorded since these statistics have been calculated.

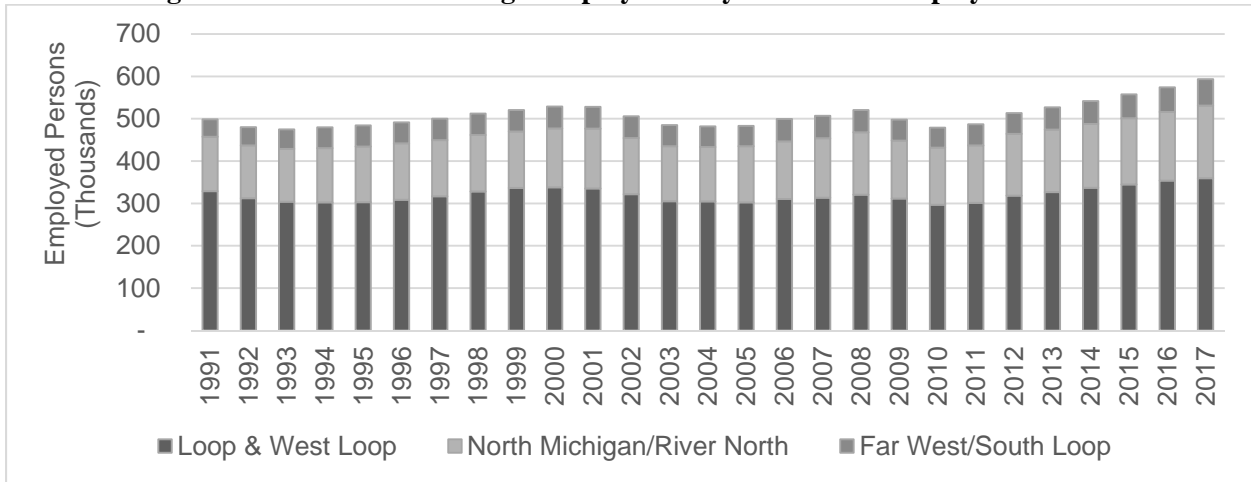
The ZIP codes for the Loop, West Loop, North Michigan/River North, Far West/South Loop areas are shown in Figure 17. The Loop & West Loop is bordered Halsted Street in the west, Lake Michigan in the east, Van Buren Street in the south, and the Chicago River in the north. The Far West/South Loop is from 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 2017 than 2016 in all downtown employment zones (See Figure 18). Downtown had over 19,550 more jobs in 2017 than 2016. The Loop & West Loop gained 5,630 jobs, the North Michigan/River North area gained 9,470 jobs, and the Far West/South Loop gained 4,350.

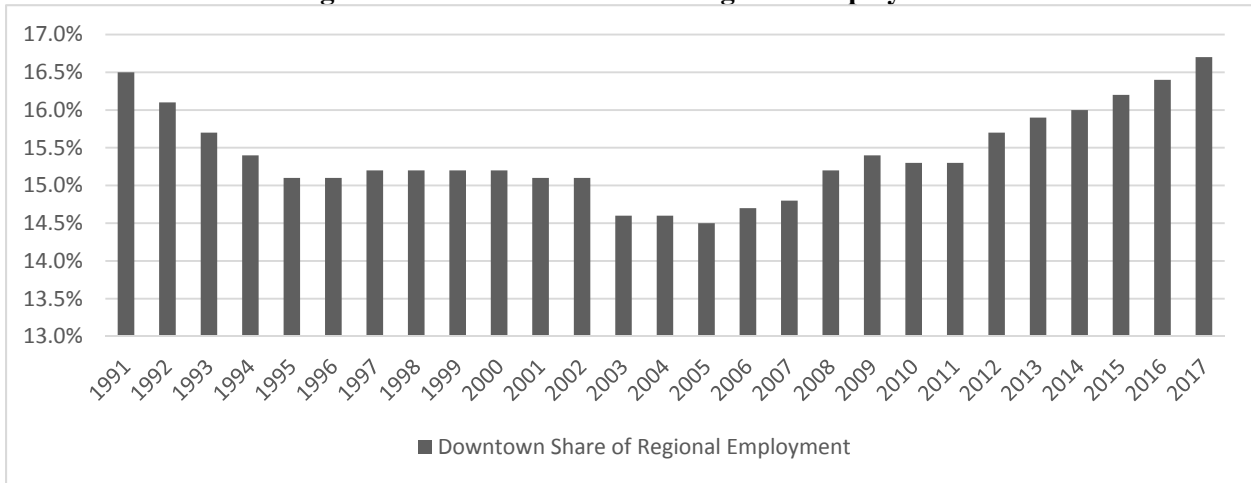
Figure 18: Downtown Chicago Employment by Downtown Employment Zone



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

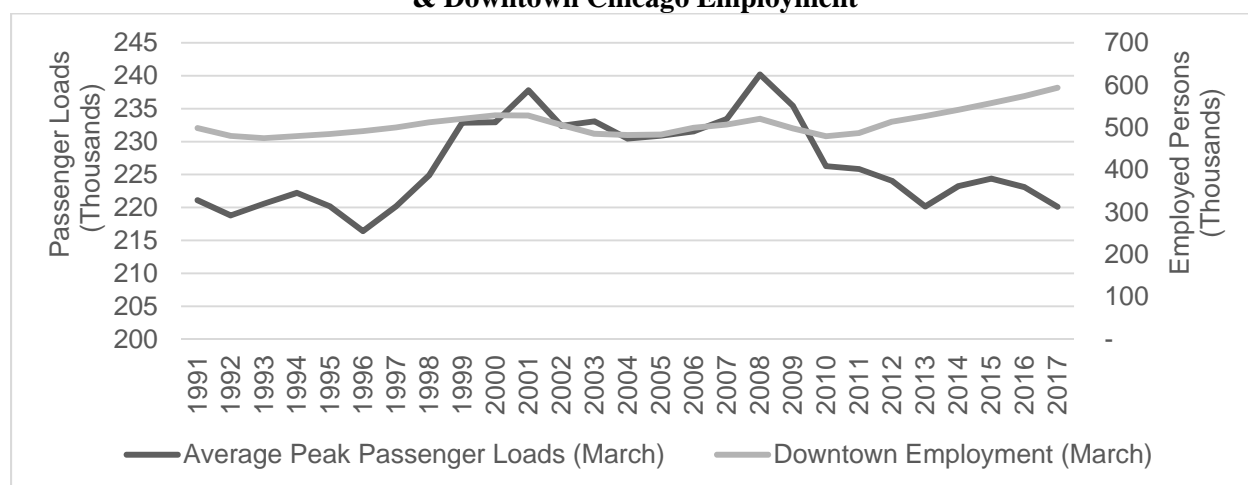
The percentage of regional jobs located in downtown has grown from a low of 14.5% in 2005 to 16.7% in 2017. This is highest percentage recorded since 1991 (16.5%) continuing a trend that began in 2011 (see Figure 19).

Figure 19: Downtown Share of Regional Employment



Approximately 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 historically 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). In the last few years, steady increases in the number of downtown jobs have occurred while ridership remains flat.

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



Despite several budgetary challenges in 2017, Metra continued its efforts to increase awareness of and ridership on its commuter rail services.

In spring 2017, Pulsar, Metra’s Marketing Agency, planned an employer outreach campaign aimed at increasing ridership through direct outreach and employer engagement. Market research shows that when an employer promotes or supports transit, use can increase by as much as 300 percent.

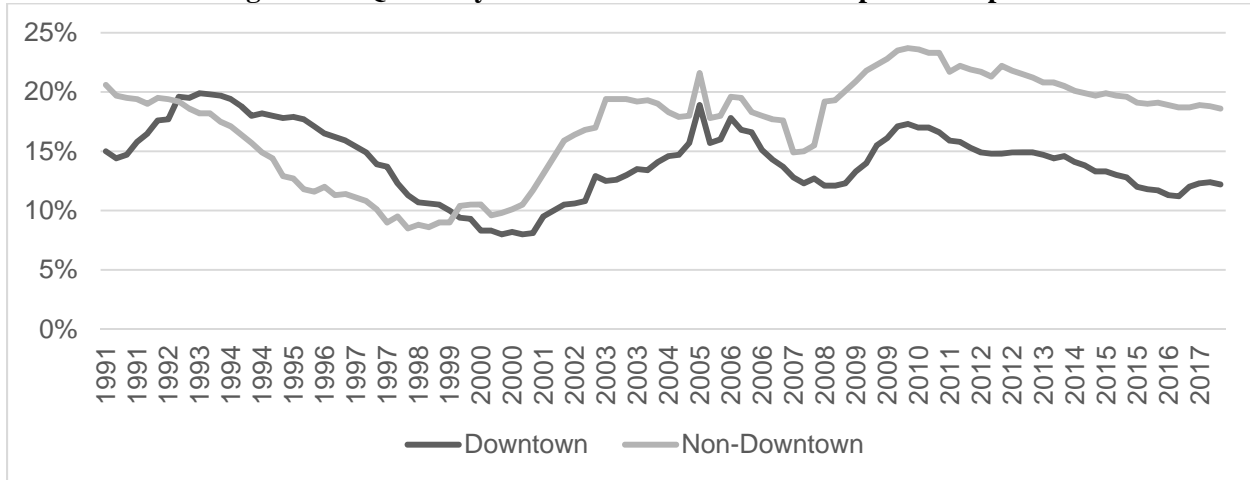
A direct mail effort was targeted to Chicago Central Business District (CBD) and select reverse commute locations. Letters were sent to relevant companies and targeted to senior levels staff members, such as, Chief Human Resources Officers. The initiative encouraged employers to help their staff strike a healthy work/life balance by utilizing Metra as a way for employees to get to the office “rested and ready.”

The campaign offered a free Metra information kit, consisting of brochures, posters, digital banner for intranet sites, and other educational pieces focused on the benefits of riding Metra. Follow up phone calls were also made and contacts were made with companies including AbbVie (200 employees), Horizon Pharm, Inc. (250 employees), Shure (80) and SC Johnson (200 employees). The most notable contact was with the McDonalds Corporation who is relocating its corporate headquarters (1,000 employees) to Chicago’s West Loop neighborhood in spring 2018. In October 2017, Metra participated in a three day “lunch and learn” transit event held at McDonalds’ headquarters, currently located in Oak Brook, where more than 1,000 employees had an opportunity to learn more about their new commute.

The trend of companies moving back into the CBD, while diminishing somewhat from prior years, continues into 2017/2018. In 2018, Wilson (150) is relocating downtown from Rosemont, and Peapod (250) is moving from Skokie.

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 2016, the rate had gone up to 89%. Occupancy rates dropped slightly to 87.8% by the Fourth Quarter of 2017. Office occupancy rates outside of downtown were relatively unchanged in 2017 compared to 2016. The Fourth Quarter of 2016 was 81.3% and the Fourth Quarter of 2017 was 81.4%. The difference between downtown and outside-of-downtown occupancy has been steady since the Second Quarter of 2008 (see Figure 21).

Figure 21: Quarterly Percent of Available Office 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 five years, Kane County has seen the highest percentage growth.

Table 9: Northeastern Illinois Regional Population Growth

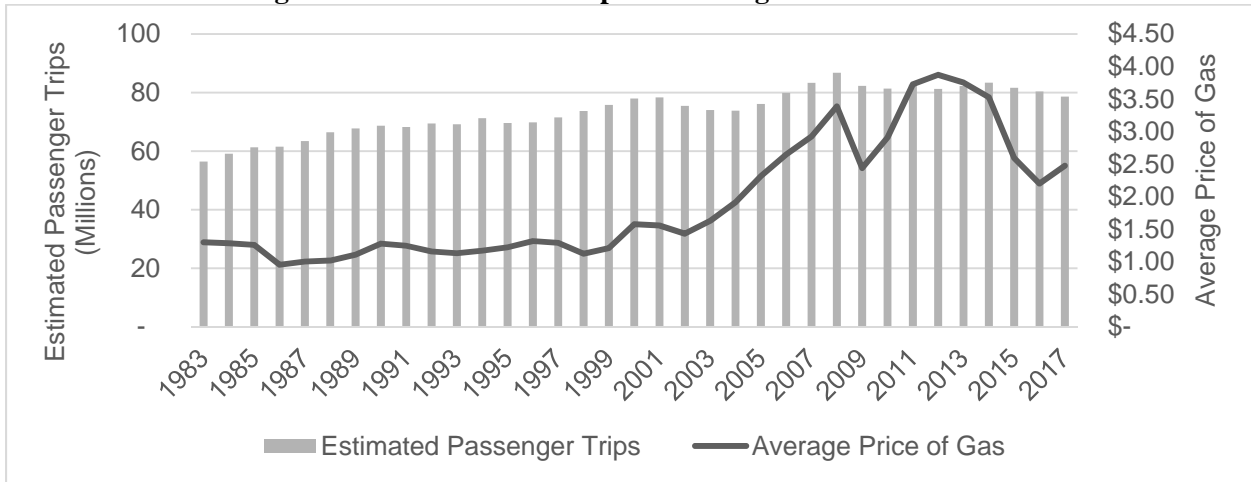
	2000	2010	2016 Est.	00 vs. 10	10 vs. 16	2040 Projections	% Change (2010-2040)
Cook County	5,376,741	5,194,675	5,203,499	-3.4%	0.2%	5,960,242	15%
City of Chicago	2,896,016	2,695,598	2,704,958	-6.9%	0.9%	3,054,654	13%
Other	2,480,725	2,499,077	2,498,541	0.7%	0.7%	2,905,588	16%
DuPage County	904,161	916,924	929,368	1.4%	1.4%	1,104,089	20%
Kane County	404,119	515,269	531,715	27.5%	3.2%	789,295	53%
Lake County	644,356	703,462	703,047	9.2%	-0.1%	896,341	27%
McHenry County	260,077	308,760	307,004	18.7%	-0.6%	508,918	65%
Will County	502,266	677,560	687,263	34.9%	1.8%	1,175,218	73%
NE Illinois Region	8,091,720	8,316,650	8,361,896	2.8%	1.0%	10,434,103	25%
City Share	35.8%	32.4%	32.3%			29.3%	
Suburban Share	64.2%	67.6%	67.7%			70.7%	

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

Automobile Operation Costs

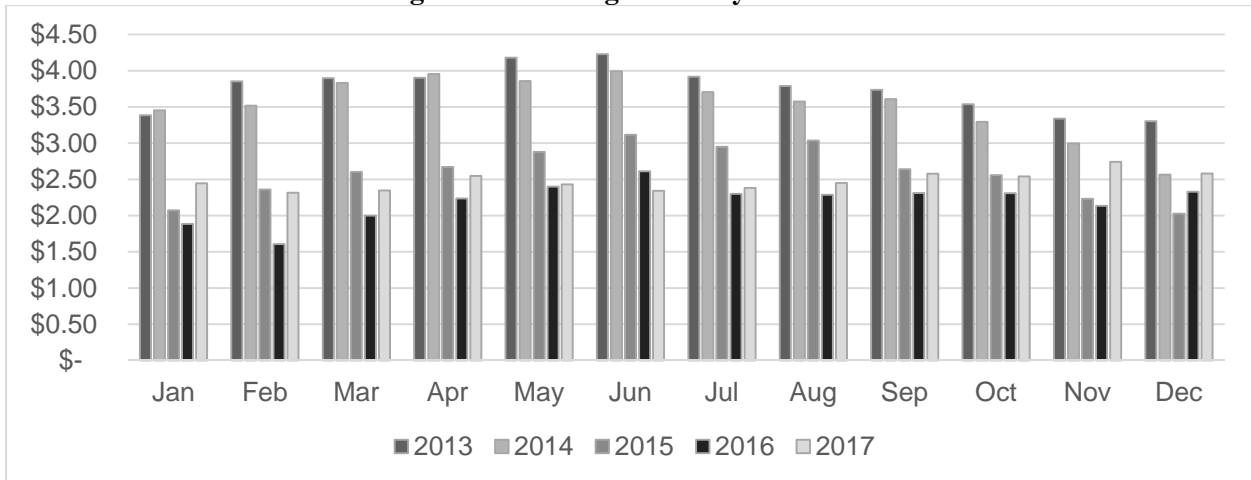
Congestion, highway tolls, parking rates, and the cost of automobile ownership and operation are factors that people consider as they choose to travel throughout the Chicago region. The price of gasoline is the biggest factor driving the costs of operating a vehicle. Metra ridership has trended along 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 2017 (\$2.48 per gallon) was \$0.28 higher than in 2016 (\$2.20 per gallon).

Figure 22: Annual Ridership and Average Annual Gas Price



At the beginning of the decade, gas prices fluctuated between \$3.50 and \$4.00 per gallon (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, 2016, and 2017, the lower ridership appears to correlate with the sustained lower gas prices. This effect is most noticeable on discretionary ridership, infrequent trips that occur during less congested periods. Off-peak passenger loads were down in 2017 while peak-period passenger loads remained roughly the same.

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 2017.

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	2015-2017
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

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. In December 2016, a new flyover linking the inbound Dan Ryan Expressway to the outbound Eisenhower Expressway was completed. Work completed in 2017 enabled improvements to be made on the section that connects to Interstate 290 in 2018. The project will continue through 2021.

Marketing

Metra markets its services to a wide variety of audiences. Its customer base includes traditional commuters and reverse commuters as well as recreational customers, weekend riders and occasional users, all of which represent important market segments for future ridership growth. Metra uses a proactive, customer-driven marketing approach to build on successful programs to meet passenger travel needs. While some of the marketing is tailored to specific market segments, other efforts are geared toward the general population to reinforce brand identity throughout the region while sending a call to action that resonates with all potential customers.

In 2017, Metra deployed single-execution promotional programs to support transit benefits, auto show and weekend travel initiatives (Taste of Chicago, Flower Show, St. Patrick's Parade, etc.) via email blasts, posters, the website (metrarail.com) and social channels. Targeted campaigns also promoted new schedules on the Metra Electric and Rock Island and lines.

During the summer, Metra's continued to promote its weekend pass to recreational riders through a mix of radio, print, billboard and multiple digital tactics. Creative introduced a "larger-than-life" themed travel experience aboard Metra. The summer campaign maintained the same theme to support Metra's seasonal recreational travel program, including the expansion of Family Fares to weekdays during the summer months. The program also offered Metra customers a travel tool kit containing information about online discounts and deals offered by promotional partners as well as a calendar of popular events and a downtown connections guide.

In order to maintain presence in the market, Metra implemented a campaign focused on Metra's 10-Ride Ticket in September. This continued the "larger-than-life" theme utilized in the summer and reinforced the message that the 10-Ride Ticket is ideal for commuters and recreational travelers. The campaign was promoted via billboard, digital and radio advertising.

Special event tickets were promoted through social media channels and website to support large ridership events such as Lollapalooza and Ravinia.

Metra's new resident campaign was expanded in 2017. The program, which debuted in 2016, offers up to four complimentary one-way tickets to new home owners in the region. The goal was to entice new homeowners to try Metra for their commute and potentially generate a new group of regular customers. The campaign was distributed through Welcome Wagon, email and direct mail to multiple list sources.

During the holiday season, promotional opportunities included the Magnificent Mile Lights Festival, holiday Weekend Pass campaign and the extension of weekend Family Fares to coincide with the school holiday break. A New Year's Eve promotion holding the last train to provide early morning service and was publicized through digital, radio, print, website and social channels.

Business Development

Working with a range of civic and business partners, Metra continuously strives to cultivate new riders across all market segments. One-to-one outreach efforts are directed to human resources managers, trade groups such as the Transportation Management Association (TMA) of Lake-Cook, chambers of commerce and others. Promoting Metra as a preferred option for both traditional and reverse commuters, Metra works with these civic groups, commercial property managers, and employers throughout the region to identify needs for connecting services. Metra then worked with Pace and/or an assortment of other providers, including Transportation Network Companies (TNCs), TMAs, local chambers and municipalities, to support both public transportation and innovative connecting services.

Metra continued to be directly involved in the support of a network of 11 Pace shuttles serving the Lake-Cook Corridor, and helped promote ridership on a number of other shuttle projects, including Conway Park businesses in Lake Forest, Esplanade office complex in Downers Grove, HSBC in Rolling Meadows, and more.

Throughout Metra's system, Metra has promoted (and continues to promote) transit benefits as a means for commuters to save on their transportation costs. In so doing, Metra champions all product offerings, while stressing the value of the RTA's program, which is offered at the lowest cost of any provider in the region.

In support of this IRS-approved benefit, Metra maintains a transit benefit info page on metrarail.com and periodically e-blasts info to chambers and others. Beyond the commute markets, Metra works with meeting planners, convention staff, residential and hotel property managers, as well as concierges and other tourism related entities to promote Metra as a preferred mode for accessing cultural, recreational, sporting, entertainment and conference/convention venues.

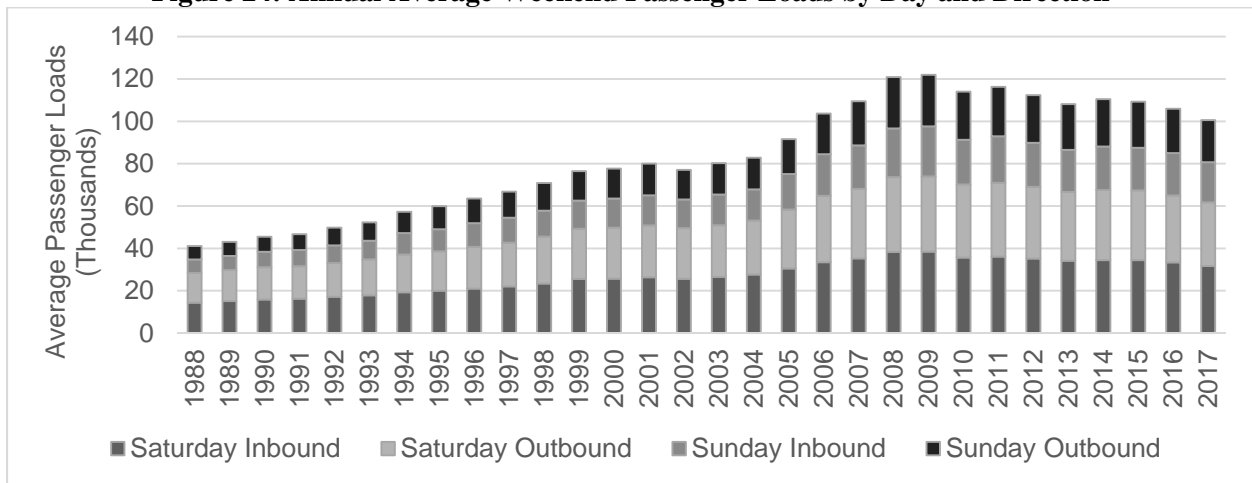
Cultural Attractions

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 80,000 per weekend to 120,000 per weekend between 2004 and 2008 (see Figure 24). This volume dropped since 2009. In 2017, weekend loads averaged 101,000 which is comparable to 2006.

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 or added capacity for the following events in 2017:

- President Obama's Farewell Address at McCormick Place (January 10)
- Women's March on Chicago (January 21)
- St. Patrick's Day Parade (March 11)
- South Side Irish Parade (March 12)
- Blues Fest and Spring Awakening (June 9-10)
- Chicago Pride Parade (June 25)
- Taste of Chicago (July 5-9)
- Lollapalooza August 3-6)
- Arlington Million (August 12)
- Chicago Air and Water Show (August 19-20)
- BMW Championship (September 12-17)
- Chicago Half Marathon (September 20)
- Bank of America Chicago Marathon (October 8)
- Magnificent Mile Lights Festival (November 18)

Fares

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. On February 1, 2016, Metra increased one-way fares by \$0.25, full-fare ten-ride fares by \$1.75, full-fare monthly fares by \$2.50, reduced ten-ride by \$0.75, and reduced monthly by \$1.25. The on-board penalty fee increase adopted in 2015 was implemented in 2016 increasing the penalty from \$3.00 to \$5.00. On February 1, 2017, Metra increased the one-way by \$0.25, full-fare ten-ride by \$2.75, full-fare monthly by \$11.75, reduced one-way by \$0.25, reduced ten-ride by \$1.50, and reduced monthly by \$7.50.

Effective February 1, 2017, Metra implemented a fare increase for the third consecutive year.

Table 11 lists the effective changes to commuter rail fares since 1981.

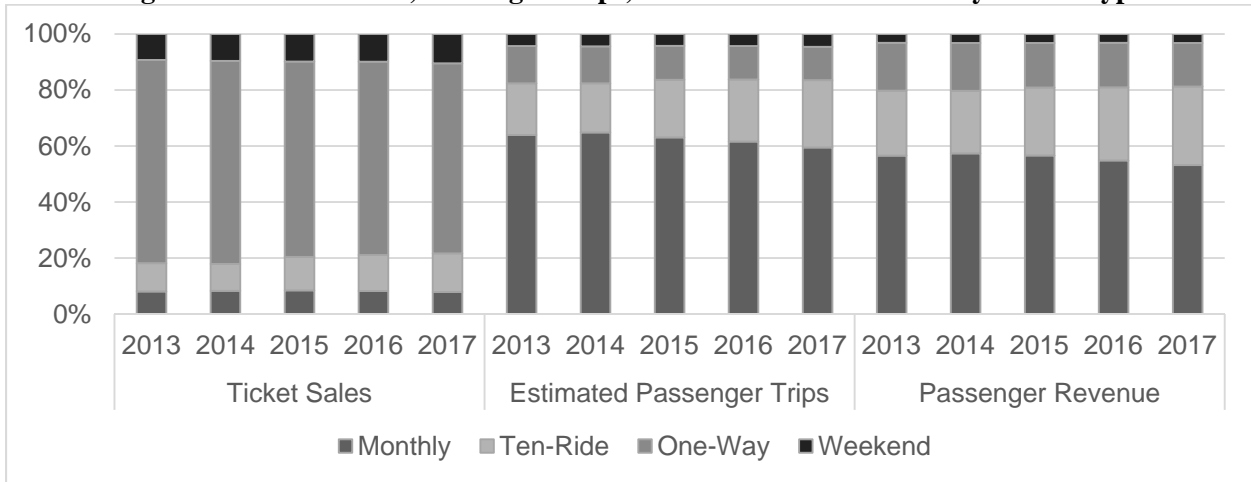
Table 11: Fare Changes over Time

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 (by Interim RTA Board)
Aug-85	discount ten-ride tickets by 15%; reduce Zone B fares by 18%; Family Fares
Feb-86	across-the-board 5% increase
Feb-89	across-the-board 5% increase (Capital Farebox Financing program)
Apr-90	raise on-train cash fare penalty from 50¢ to \$1.00
May-91	introduce Weekend \$5 Ticket
Feb-96	across-the-board increase, 20¢ per zone, +5½% overall
Jun-02	across-the-board 5% increase; raise on-train cash fare penalty from \$1.00 to \$2.00
Feb-06	across-the-board 5% increase
Feb-08	across-the-board 10% increase
Feb-10	increase one-way tickets by 6%, quarter-rounded; raise on-train cash fare penalty from \$2.00 to \$3.00; raise Weekend Ticket from \$5.00 to \$7.00
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 (implemented in 2016); 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
Feb-16	Increase One-Way Fares by \$0.25; Increase Full-Fare Ten-Ride by \$1.75, Full-Fare Monthly Fares by \$2.50, Reduced Ten-Ride by \$0.75, and Reduced Monthly by \$1.25, on-train cash fare penalty increase from \$3 to \$5 (adopted in 2015) was implemented.
Feb-17	Increase One-Way Fares by \$0.25, Full-Fare Ten-Ride by \$2.75, Full-Fare Monthly Fares by \$11.75, Reduced One-Way by \$0.25, Reduced Ten-Ride by \$1.50, and Reduced Monthly by \$7.50

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 through 2016. 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. 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. This trend continued through 2017.

Figure 25: Ticket Sales, Passenger Trips, and Fare Revenue 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 RTA Ride Free Permit rides.) In 2017, the average fare increased 6.1% compared to 2016 (from \$4.34 to \$4.60) as a result of the fare increase approved in December 2016 and implemented in February 2017 (see Figure 26).

Figure 26: Average Fare and Annual Paid Trips



Table 12 illustrates the change in average fare paid and average miles traveled in 2016 and 2017 for each rail line.

Table 12: Average Fare Paid and Miles Traveled by Line

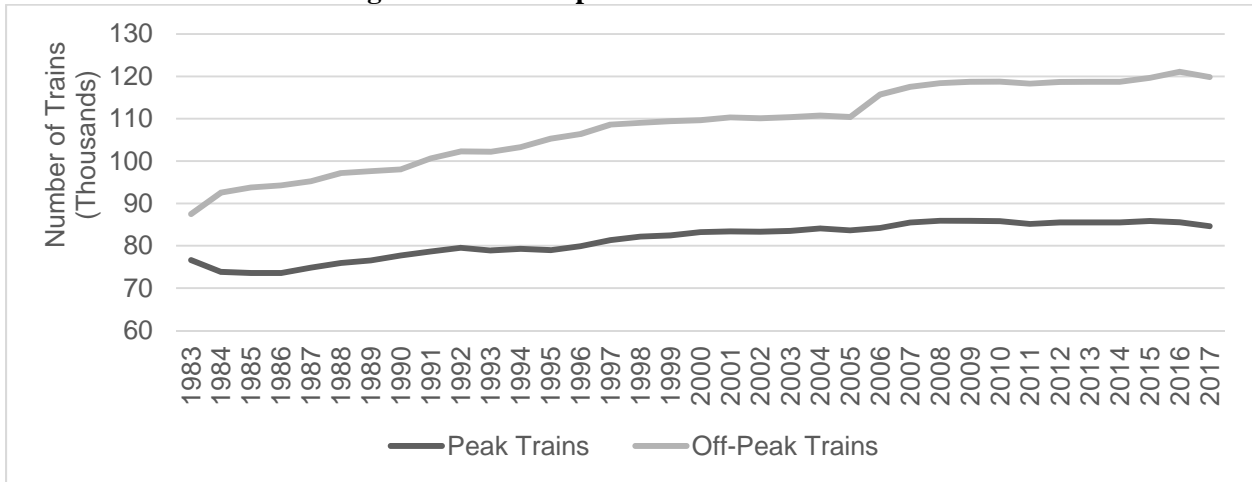
Line	2016		2017		% Change	
	Fare	Avg. Miles	Fare	Avg. Miles	Fare	Avg. Miles
BNSF	\$ 4.41	23.5	\$ 4.69	23.4	6.4%	-0.1%
ME	\$ 4.02	19.6	\$ 4.28	19.8	6.6%	1.2%
HC	\$ 4.62	27.8	\$ 4.93	27.7	6.8%	-0.1%
MD-N	\$ 4.47	23.1	\$ 4.74	23.1	6.0%	-0.2%
MD-W	\$ 4.51	24.7	\$ 4.76	24.7	5.5%	-0.3%
NCS	\$ 5.11	31.7	\$ 5.41	31.6	5.9%	-0.3%
RI	\$ 4.17	21.2	\$ 4.43	21.3	6.3%	0.2%
SWS	\$ 4.12	19.1	\$ 4.41	19.1	7.0%	-0.3%
UP-N	\$ 3.95	16.9	\$ 4.21	16.8	6.6%	-0.4%
UP-NW	\$ 4.57	25.3	\$ 4.83	25.1	5.7%	-0.6%
UP-W	\$ 4.39	22.5	\$ 4.65	22.4	5.9%	-0.3%
Total	\$ 4.34	22.4	\$ 4.60	22.4	6.1%	-0.1%

Level of Service

At the beginning of 2017, Metra operated 709 trains each weekday, 308 trains on Saturday, and 175 trains on Sunday. In September 2017, the level of service on weekdays was reduced from 709 trains to 691 and on Saturdays from 308 trains to 264. These changes were made on the Metra Electric and the Rock Island lines. On the Metra Electric Line, the number of weekday trains was reduced by 10 on the Blue Island branch and by 9 on the South Chicago branch and 5 weekday trains were added to the Main line. On Saturdays, the total number of trains operating on the Metra Electric Line was reduced from 124 to 80 trains. On the Rock Island Line, the number of off-peak weekday trains was reduced from 38 to 34.

As a result of these changes, the total number of peak service period trains (weekday a.m. and p.m. peak trains) operated by Metra each day in 2017 was reduced -2.1% from 336 to 329 and the total number of off-peak trains (weekday off-peak, Saturday and Sunday trains) was reduced -6.4% from 856 to 801. Figure 27 shows the number of peak and off-peak trains on an annual basis since 1984. Since 1984, service has increased +15% in the peak period and +30% in the off-peak period.

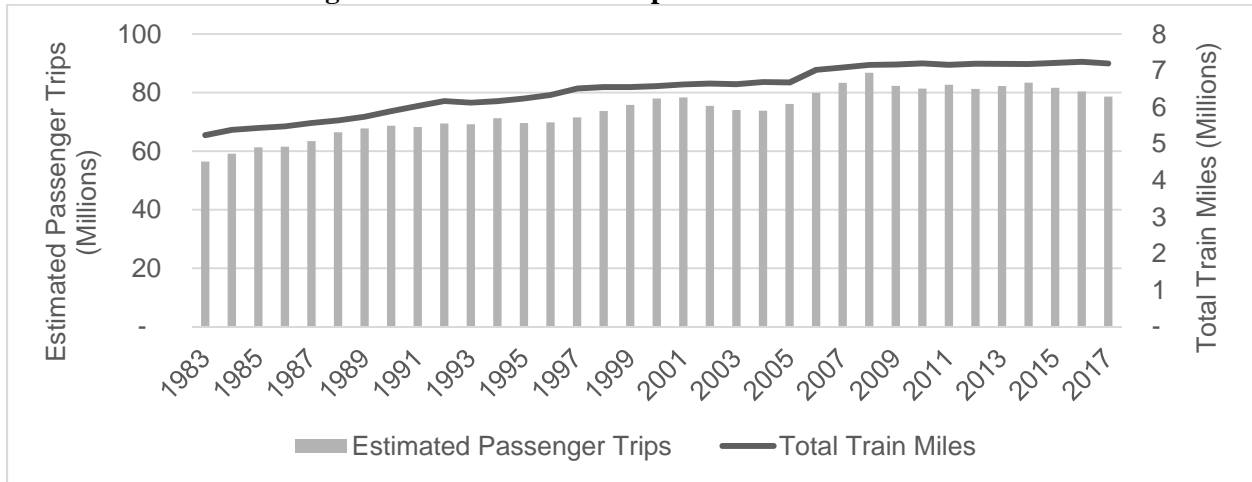
Figure 27: Trains per Year Peak vs. Off-Peak



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. Compared to 2016, the number of total train miles declined 0.6%. Since 1984, train miles have increased 33.8%, while passenger trips have increased 33%.

Figure 28: Annual Ridership vs. Annual Train Miles



Stations

Metra did not open or close any stations in 2017. 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

Opened Station	Line	Year	Opened Station	Line	Year
Big Timber	MD-N	1986	Antioch	NCS	1996
Route 59	BNSF	1989	Glen/N. Glenview	MD-N	2001
Orland Park/153 rd	SWS	1990	Prairie Crossing/Libertyville	MD-N	2004
Hickory Creek	RI	1993	Palos Heights	SWS	2004
Orland Park/179 th	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	35 th Street/”Lou” Jones	RI	2011
Lake Villa	NCS	1996			

Table 14: Stations Closed Since 1984

Closed Station	Line	Year	Closed Station	Line	Year
67 th Street	ME	1984	Longwood/99 th	RI	1985
Halsted	HC	1984	Abbott Platform	UP-N	1986
Brighton Park	HC	1984	Lockport/5 th	HC	1988
Rondout	MD-N	1984	Glenn	HC	1989
Wilson Road	MD-N	1984	Hermosa	MD-W	2006
Western Ave.	MD-N	1984	Cragin	MD-W	2006
Hartland	UP-NW	1984	Clyde	BNSF	2007
Givens	RI	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 2017, the number of used parking spaces decreased by 1,320 or 2.0 percent (see Table 15).

Over 38,000 net parking spaces have been added to the system since 1987. In 2017, 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, 369 net spaces were lost from 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	68,450	22,184	75.5%
2015	90,776	67,588	23,191	74.5%
2016	91,175	67,980	23,195	74.6%
2017	90,806	66,660	24,146	73.5%
Difference	(net)			
'87-'17	38,204	20,522	17,682	46.3%

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.

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.

According to the RTA's 2016 Customer Satisfaction Study, over half of Metra's respondents (56%) reported telecommuting at least one day per month. Of those, they telecommuted on average 9 days per month.

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, 2017 had one less weekday, one less Saturday, and one more Sunday/Holidays as 2016. Metra operates Sunday schedules on major holidays. Having one less weekday in 2017 likely had a slight negative effect on total annual ridership.

Table 16: Calendar Differences between 2016 and 2017

	Weekday			Saturday		
	2016	2017	Change	2016	2017	Change
Jan	20	21	1	5	4	-1
Feb	21	20	-1	4	4	0
Mar	23	23	0	4	4	0
Apr	21	20	-1	5	5	0
May	21	22	1	4	4	0
Jun	22	22	0	4	4	0
Jul	20	20	0	5	5	0
Aug	23	23	0	4	4	0
Sep	21	20	-1	4	5	1
Oct	21	22	1	5	4	-1
Nov	21	21	0	4	4	0
Dec	21	20	-1	5	5	0
Total	255	254	-1	53	52	-1
	Sunday/Holiday			All Days		
	2016	2017	Change	2016	2017	Change
Jan	6	6	0	31	31	0
Feb	4	4	0	29	28	-1
Mar	4	4	0	31	31	0
Apr	4	5	1	30	30	0
May	6	5	-1	31	31	0
Jun	4	4	0	30	30	0
Jul	6	6	0	31	31	0
Aug	4	4	0	31	31	0
Sep	5	5	0	30	30	0
Oct	5	5	0	31	31	0
Nov	5	5	0	30	30	0
Dec	5	6	1	31	31	0
Total	58	59	1	366	365	-1

IV. 2016 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 2017 declined by 1.6% compared to 2016 (see Table 17).

In 2017, ten-ride ticket sales increased 6.5%, monthly tickets sales decreased 5.3%, one-way tickets decreased 2.6%, and weekend and special event passes decreased 1.7%. The continued shift between ten-ride ticket and other sales in 2017 was attributable to the ten-ride ticket price change from ten to nine equivalent one-way fares, effective February 1, 2015 and mobile ticket adoption.

In 2017, station one-way ticket and weekend and special event sales were down while mobile one-way ticket and weekend and special event ticket sales were up. Together, station and mobile one-way ticket sales increased by 3.8% and weekend and special event ticket sales were up 15.1%. Conductor one-way sales decreased 17.2%, and conductor weekend and special event ticket sales decreased by 13%. Weekend ticket sales are down, in part, due to 2016 Cubs Rally special event pass sales.

Table 17: Ticket Sales by Type

Ticket Type	2013	2014	2015	2016	2017	Change 2013- 2017	Change 2016- 2017
Monthly Pass	1,209,844	1,242,471	1,179,231	1,133,464	1,072,941	-11.3%	-5.3%
10-Ride Ticket	1,504,105	1,444,553	1,656,461	1,753,264	1,866,371	24.1%	6.5%
One-Way Ticket	10,841,841	10,866,998	9,706,366	9,457,638	9,209,144	-15.1%	-2.6%
<i>Station & Mobile</i>	6,479,673	6,514,736	5,771,648	6,568,058	6,817,656	5.2%	3.8%
<i>Conductor</i>	4,362,168	4,352,262	3,934,718	2,889,580	2,391,488	-45.2%	-17.2%
Weekend and Special Event Pass	1,480,005	1,470,595	1,484,020	1,495,940	1,470,765	-0.6%	-1.7%
<i>Station & Mobile</i>	410,165	389,018	442,366	602,702	693,550	69.1%	15.1%
<i>Conductor</i>	1,069,840	1,081,577	1,041,654	893,238	777,215	-27.4%	-13.0%
Total	15,035,795	15,024,617	14,026,078	13,840,306	13,619,221	-9.4%	-1.6%

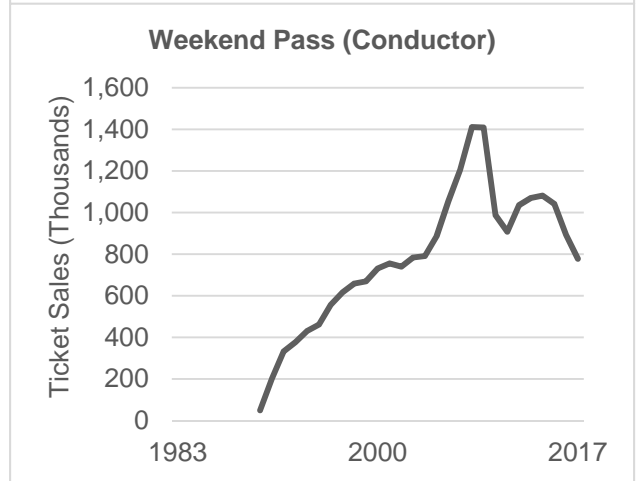
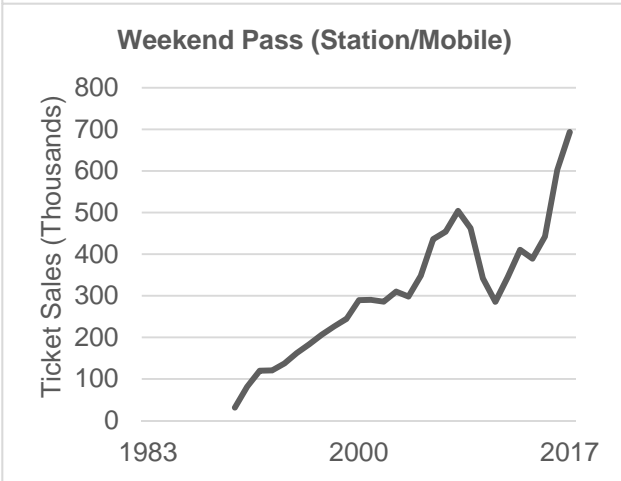
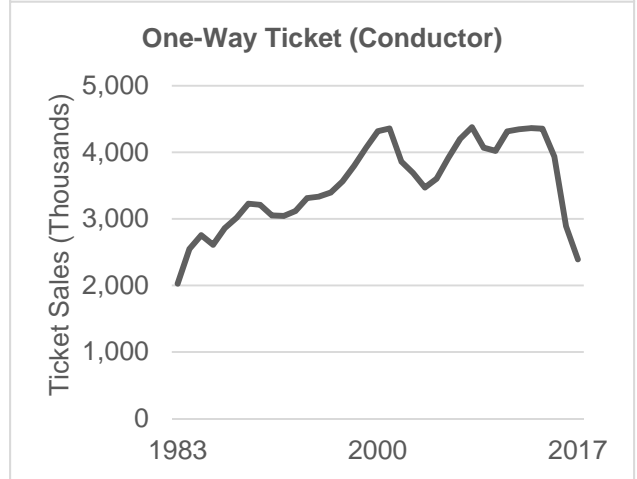
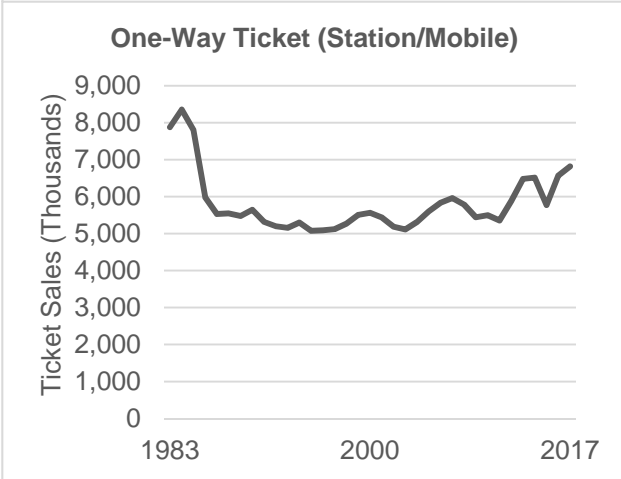
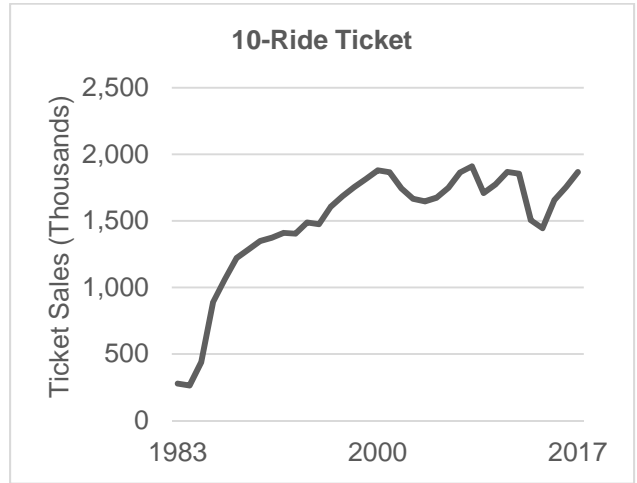
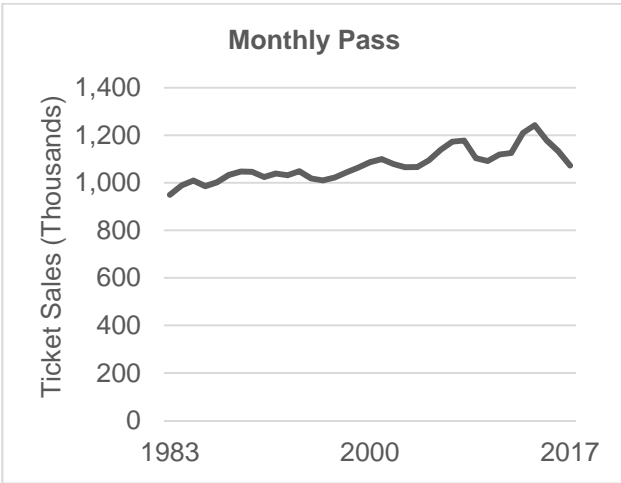
Table 18 shows the percent share of tickets, passenger trips, and revenue by ticket type for the last five years. As a result of the price of the ten-ride ticket being decreased to the cost of nine one-way tickets in 2015, the percentage of ten-ride tickets has increased from 10.1% to 13.8%. This percentage shift in ticket sales by type translates into ten-ride ticket trips now making up 24.1% of the passenger trips, up from 18.5% in 2013.

Table 18: Percent Share by Ticket Type

Ticket Type	Ticket Sales					Estimated Passenger Trips				
	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017
Monthly Pass	8.1%	8.3%	8.5%	8.3%	7.9%	63.9%	64.9%	63.1%	61.6%	59.5%
10-Ride Ticket	10.1%	9.6%	11.9%	12.8%	13.8%	18.5%	17.5%	20.6%	22.2%	24.1%
One-Way Ticket	72.6%	72.5%	69.8%	69.0%	67.9%	13.3%	13.2%	12.1%	12.0%	11.9%
Weekend Pass	9.3%	9.6%	9.8%	9.9%	10.4%	4.3%	4.4%	4.2%	4.3%	4.6%
	Passenger Revenue									
	2013	2014	2015	2016	2017					
Monthly Pass	56.6%	57.4%	56.7%	54.9%	53.2%					
10-Ride Ticket	23.2%	22.3%	24.3%	26.1%	28.1%					
One-Way Ticket	17.1%	17.1%	15.9%	15.9%	15.5%					
Weekend Pass	3.1%	3.2%	3.2%	3.1%	3.2%					

Figure 29 shows the total numbers of tickets by ticket type sold since 1984. A large decrease in the number of monthly tickets sold corresponds with a large increase in the number of ten-rides sold in 2015 compared to 2014. This continued in 2016 and 2017 to a much smaller degree. The number of one-way tickets sold by conductors dropped 17.2 percent in 2017 compared to 2016 as mobile ticketing was adopted.

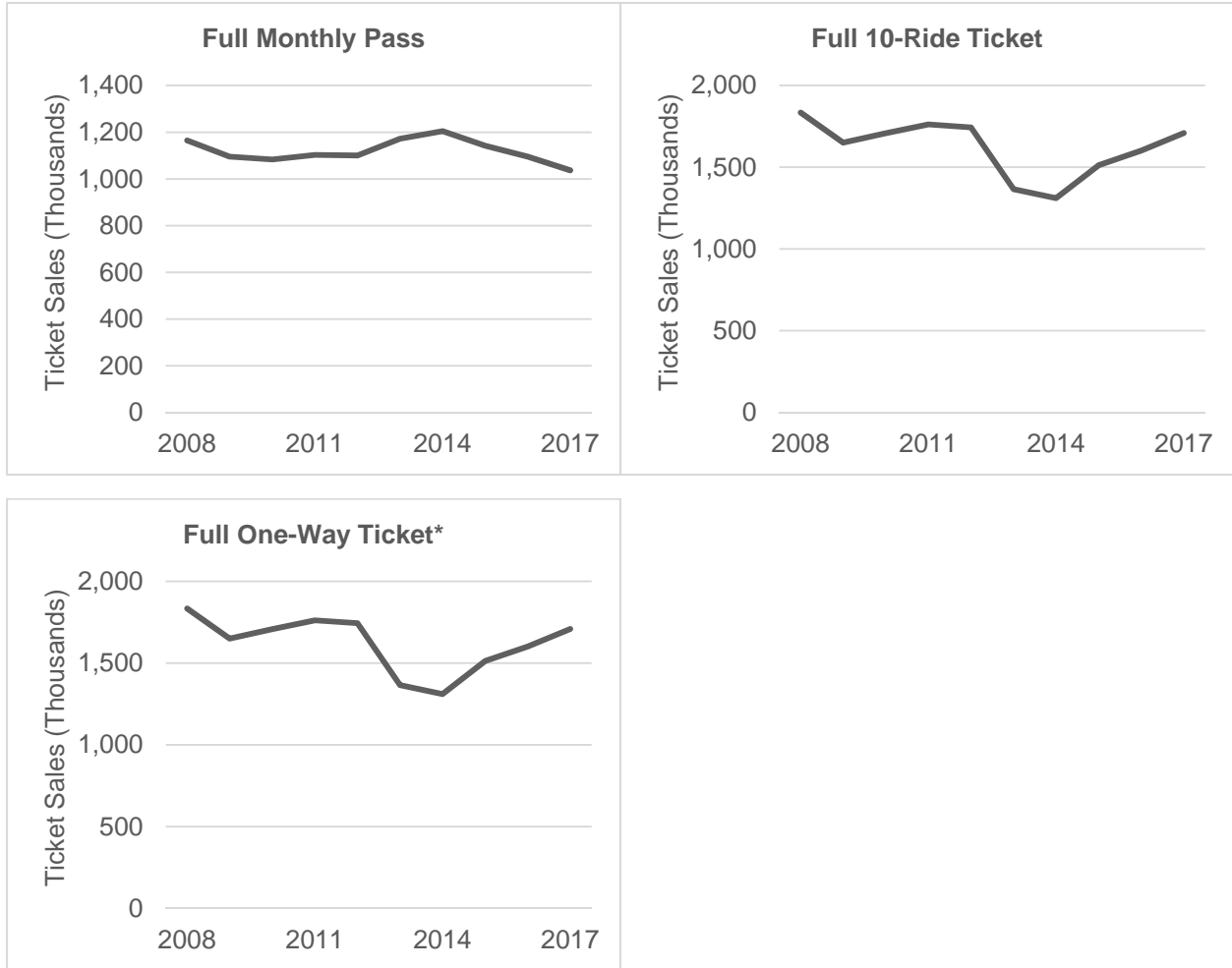
Figure 29: Total Ticket Sales by Type



Full Fare Sales

Figure 30 shows the total number of full fare tickets by ticket type since 2008.

Figure 30: Full Fare Ticket Sales by Type



*Does not include conductor or group sales

Reduced-Fare Sales

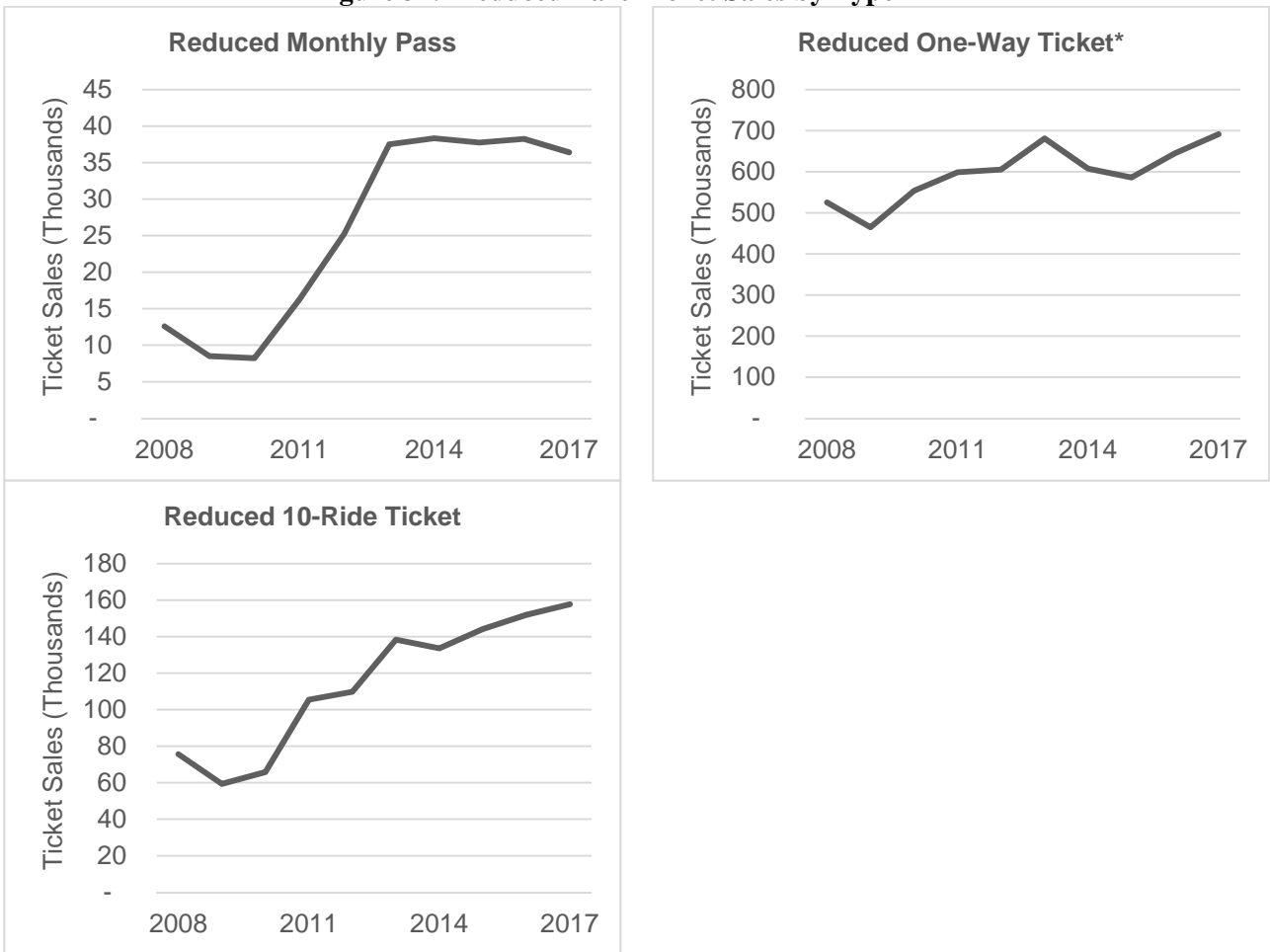
In 2017, reduced-fare one-way and 10-ride tickets increased while reduced-fare monthly, and conductor ticket sales decreased compared to 2016. Table 19 shows all reduced-fare ticket sales by month for 2016 and 2017. Reduced-fare one-way ticket sales increased 7.3%, reduced-fare ten-ride tickets increased 3.8%, reduced-fare monthly pass sales decreased 4.8%, and reduced-fare conductor ticket sales decreased 15.3% from 2016 to 2017. The reduction in reduced-fare conductor ticket sales is due to mobile ticket adoption.

Table 19: Reduced-Fare Tickets Sales (2016-2017)

	2016				2017			
	Monthly	10-Ride	One-Way	Conductor	Monthly	10-Ride	One-Way	Conductor
Jan	3,227	13,652	29,830	27,709	3,057	16,713	40,985	24,673
Feb	3,229	10,806	32,860	28,032	3,125	9,763	39,437	23,774
Mar	3,328	12,215	56,952	34,402	3,215	12,430	55,605	26,124
Apr	3,286	12,109	43,836	29,853	3,121	11,599	47,172	26,185
May	3,223	12,472	51,834	36,428	3,161	13,217	53,480	27,866
Jun	3,064	13,604	75,390	45,745	2,927	13,494	83,163	39,002
Jul	3,104	12,094	86,271	41,886	2,730	12,535	86,162	36,050
Aug	2,803	12,941	67,737	38,311	2,691	13,792	83,668	36,566
Sep	3,389	13,287	42,399	29,616	3,200	13,249	46,153	25,357
Oct	3,439	13,521	47,203	31,237	3,406	14,498	50,164	26,729
Nov	3,308	13,559	51,255	28,764	3,139	14,168	50,670	24,346
Dec	2,851	11,693	59,212	31,034	2,645	12,291	54,938	24,845
Total	38,251	151,953	644,779	403,017	36,417	157,749	691,597	341,517

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



*Includes all eligible and ineligible reduced-fare rides for reimbursement and does not include conductor or group sales

Mobile Ticketing Adoption

The Ventra App was launched in November 2015. Figure 32 shows the percentage of total tickets purchased using the app. Table 20 shows mobile ticketing adoption by ticket type.

Figure 32: Mobile Ticketing Adoption (% of total ticket sales)

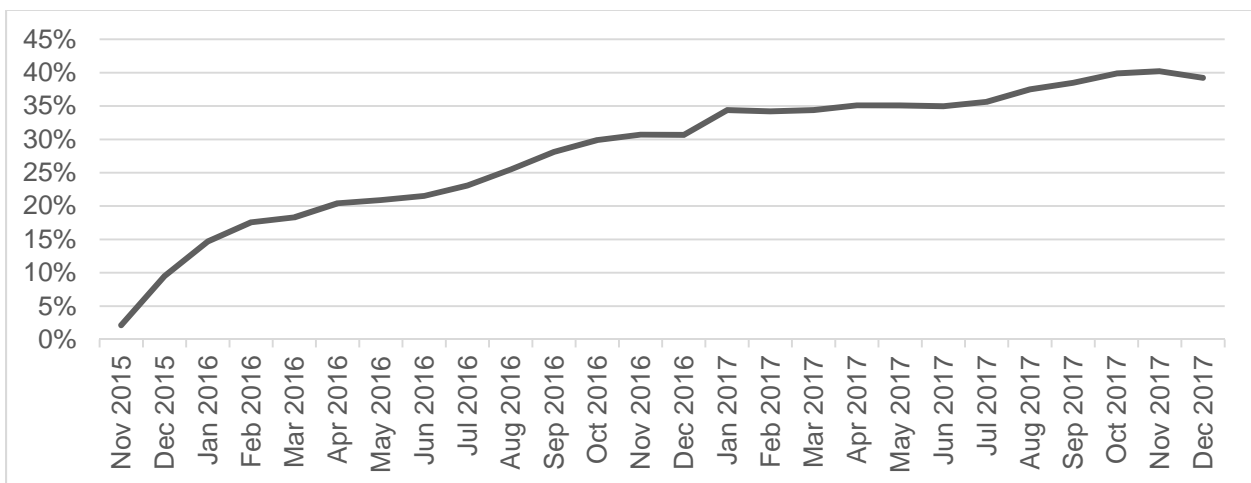


Table 20: Mobile Ticket Sales by Ticket Type (2017)

Month	Monthly Pass	10-Ride Ticket	One-Way Ticket	Weekend/Special Event Pass
Jan	22,350	87,133	215,115	19,369
Feb	22,495	57,625	193,901	19,737
Mar	23,507	70,300	239,871	21,881
Apr	23,744	67,331	227,453	28,523
May	24,410	77,007	271,448	22,505
Jun	24,898	81,053	332,046	38,007
Jul	21,738	87,579	344,705	47,857
Aug	24,328	93,450	386,502	40,667
Sep	25,069	82,909	286,994	35,797
Oct	27,669	88,192	298,141	27,806
Nov	26,002	84,710	289,135	26,087
Dec	21,102	78,218	298,579	32,397
Total	287,312	955,507	3,383,890	360,633

Table 21: Mobile Adoption by Ticket Type (2017)

Month	Monthly	10-Ride	One-Way	Weekend/Special Event	All Tickets	All Rides
Jan	24.1%	46.7%	33.9%	22.5%	34.4%	31.3%
Feb	24.6%	47.3%	34.3%	24.6%	34.2%	30.2%
Mar	25.3%	48.1%	34.1%	23.8%	34.4%	31.4%
Apr	25.8%	49.2%	34.6%	27.7%	35.1%	31.9%
May	26.7%	49.7%	35.2%	20.3%	35.1%	32.9%
Jun	27.3%	50.1%	34.4%	26.8%	35.0%	33.6%
Jul	25.8%	53.8%	35.3%	25.8%	35.6%	34.0%
Aug	27.7%	54.3%	38.7%	20.9%	37.5%	35.4%
Sep	28.1%	53.9%	38.8%	26.3%	38.5%	35.4%
Oct	29.6%	53.7%	39.6%	28.7%	39.9%	36.7%
Nov	29.2%	53.0%	41.5%	23.0%	40.2%	36.2%
Dec	27.2%	53.6%	40.1%	25.1%	39.2%	35.3%
2017 Average	26.8%	51.2%	36.7%	24.5%	36.6%	33.7%

Table 21 shows total ticket sales of all types by sales channel and tender type. In 2017, 37.0% of all ticket sales were made through the Ventra App: the app is now the largest sales channel.

Table 21: Total Ticket Sales by Sales Channel and Tender Type

Sales Channel	2015 (Thousands)	2016 (Thousands)	2017 (Thousands)	Change	2016 Share	2017 Share
Commuter Benefit	532	507	470	-7.3%	3.7%	3.4%
Conductor	4,975	3,783	3,169	-16.2%	27.3%	23.3%
Internet	98	56	46	-18.1%	0.4%	0.3%
Mail	58	44	17	-60.0%	0.3%	0.1%
Ticket Agent	6,723	5,127	4,258	-16.9%	37.0%	31.3%
<i>Cash & Other</i>	<i>3,347</i>	<i>2,569</i>	<i>2,128</i>	<i>-17.2%</i>		
<i>Credit Card</i>	<i>3,376</i>	<i>2,558</i>	<i>2,130</i>	<i>-16.7%</i>		
Vending Machine	1,504	1,037	629	-39.3%	7.5%	4.6%
<i>Cash</i>	<i>285</i>	<i>267</i>	<i>56</i>	<i>-79.1%</i>		
<i>Credit Card</i>	<i>1,219</i>	<i>770</i>	<i>573</i>	<i>-25.6%</i>		
Ventra Mobile App	137	3,286	5,029	53.0%	23.7%	36.9%
<i>Credit Card</i>	<i>118</i>	<i>2,918</i>	<i>4,476</i>	<i>53.4%</i>		
<i>Mixed & Other</i>	<i>3</i>	<i>56</i>	<i>90</i>	<i>61.2%</i>		
<i>Ventra</i>	<i>15</i>	<i>312</i>	<i>463</i>	<i>48.2%</i>		
Total	14,026	13,840	13,619	-1.6%		