RIDERSHIP TRENDS

April 2017
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Executive Summary

Estimated passenger trips decreased by 3.0 percent in April 2017 compared to April 2016. April 2017 had one less weekday, the same number of Saturdays, and one additional Sunday compared to April 2016. Year-to-date, estimated passenger trips in 2017 have decreased 1.8 percent compared to 2016, and 2017 has had one less weekday, one less Saturday, and one additional Sunday/holiday compared to 2016. Easter weekend fell in March in 2016 and in April in 2017. This affects year-to-year comparisons in that one low-ridership weekday (Good Friday) occurred in April 2017 and not April 2016. Similarly, a high-ridership weekend (Easter weekend) occurred in April 2017 and not April 2016.

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<th>Table 1: Estimated Passenger Trips by Month</th>
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For the 2017 budget year, Metra estimated total annual passenger trips to be 80.0 million. To track how well ridership is comparing to this budgeted amount, monthly estimates have been calculated by distributing the budgeted trips throughout the year. Table 2 shows the estimated monthly passenger trips compared to this distribution.

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<th></th>
<th>2017 Budget (thousands)</th>
<th>2017 Actual (thousands)</th>
<th>Variance</th>
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<tr>
<td>Jan</td>
<td>6,553</td>
<td>6,762</td>
<td>3.2%</td>
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<tr>
<td>Feb</td>
<td>6,251</td>
<td>5,985</td>
<td>-4.3%</td>
</tr>
<tr>
<td>Mar</td>
<td>6,604</td>
<td>6,474</td>
<td>-2.0%</td>
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<tr>
<td><strong>1st Quarter</strong></td>
<td><strong>19,409</strong></td>
<td><strong>19,220</strong></td>
<td><strong>-1.0%</strong></td>
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<tr>
<td>Apr</td>
<td>6,437</td>
<td>6,305</td>
<td>-2.0%</td>
</tr>
<tr>
<td>May</td>
<td>6,619</td>
<td>-</td>
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</tr>
<tr>
<td>Jun</td>
<td>7,001</td>
<td>-</td>
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<tr>
<td><strong>2nd Quarter</strong></td>
<td><strong>20,057</strong></td>
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<tr>
<td>Jul</td>
<td>7,044</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Aug</td>
<td>6,714</td>
<td>-</td>
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</tr>
<tr>
<td>Sep</td>
<td>6,874</td>
<td>-</td>
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<tr>
<td><strong>3rd Quarter</strong></td>
<td><strong>20,632</strong></td>
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<tr>
<td>Oct</td>
<td>6,927</td>
<td>-</td>
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<tr>
<td>Nov</td>
<td>6,585</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Dec</td>
<td>6,365</td>
<td>-</td>
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<td><strong>4th Quarter</strong></td>
<td><strong>19,877</strong></td>
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<tr>
<td>Year-to-date</td>
<td>25,846</td>
<td>25,526</td>
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<tr>
<td>Total</td>
<td>79,974</td>
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**Ridership**

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

**Estimated Passenger Trips by Line**

Table 3 shows estimated passenger trips by line for April, the last three months, and the last 12 months. Estimated passenger trips decreased by 3.6 percent in the last three months compared to the previous year, and decreased 1.5 percent in the last 12 months compared to the previous year.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>BNSF</td>
<td>1,322,683</td>
<td>1,303,403</td>
<td>-1.5%</td>
<td>3,949,389</td>
<td>3,869,842</td>
<td>-2.0%</td>
<td>16,347,097</td>
<td>16,306,598</td>
<td>-0.2%</td>
</tr>
<tr>
<td>ME</td>
<td>713,862</td>
<td>669,795</td>
<td>-6.2%</td>
<td>2,144,929</td>
<td>2,002,531</td>
<td>-6.6%</td>
<td>8,925,978</td>
<td>8,525,696</td>
<td>-4.5%</td>
</tr>
<tr>
<td>HC</td>
<td>58,902</td>
<td>59,234</td>
<td>0.6%</td>
<td>174,756</td>
<td>179,301</td>
<td>2.6%</td>
<td>689,733</td>
<td>731,142</td>
<td>6.0%</td>
</tr>
<tr>
<td>MD-N</td>
<td>550,450</td>
<td>531,317</td>
<td>-3.5%</td>
<td>1,656,734</td>
<td>1,586,288</td>
<td>-4.3%</td>
<td>7,012,583</td>
<td>6,887,585</td>
<td>-1.8%</td>
</tr>
<tr>
<td>MD-W</td>
<td>538,345</td>
<td>515,202</td>
<td>-4.3%</td>
<td>1,615,632</td>
<td>1,532,149</td>
<td>-5.2%</td>
<td>6,747,972</td>
<td>6,541,815</td>
<td>-3.1%</td>
</tr>
<tr>
<td>NCS</td>
<td>140,975</td>
<td>133,953</td>
<td>-5.0%</td>
<td>424,862</td>
<td>400,594</td>
<td>-5.7%</td>
<td>1,751,225</td>
<td>1,710,499</td>
<td>-2.3%</td>
</tr>
<tr>
<td>RI</td>
<td>660,513</td>
<td>641,869</td>
<td>-2.8%</td>
<td>1,985,942</td>
<td>1,925,401</td>
<td>-3.0%</td>
<td>8,234,983</td>
<td>8,067,704</td>
<td>-2.0%</td>
</tr>
<tr>
<td>SWS</td>
<td>212,336</td>
<td>200,610</td>
<td>-5.5%</td>
<td>640,260</td>
<td>605,263</td>
<td>-5.5%</td>
<td>2,587,594</td>
<td>2,503,696</td>
<td>-3.2%</td>
</tr>
<tr>
<td>UP-N</td>
<td>739,617</td>
<td>713,239</td>
<td>-3.6%</td>
<td>2,204,196</td>
<td>2,119,712</td>
<td>-3.8%</td>
<td>9,246,888</td>
<td>9,172,512</td>
<td>-0.8%</td>
</tr>
<tr>
<td>UP-NW</td>
<td>889,479</td>
<td>871,474</td>
<td>-2.0%</td>
<td>2,674,354</td>
<td>2,578,430</td>
<td>-3.6%</td>
<td>11,233,711</td>
<td>11,114,017</td>
<td>-1.1%</td>
</tr>
<tr>
<td>UP-W</td>
<td>669,875</td>
<td>665,227</td>
<td>-0.7%</td>
<td>2,001,582</td>
<td>1,964,430</td>
<td>-1.9%</td>
<td>8,344,515</td>
<td>8,381,146</td>
<td>0.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>6,497,034</td>
<td>6,305,319</td>
<td>-3.0%</td>
<td>19,472,634</td>
<td>18,763,939</td>
<td>-3.6%</td>
<td>81,122,276</td>
<td>79,942,408</td>
<td>-1.5%</td>
</tr>
</tbody>
</table>
Estimated Passenger Trips by Fare Zone Pair

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

<table>
<thead>
<tr>
<th></th>
<th>April (thousands)</th>
<th>Last 3 Months (thousands)</th>
<th>Last 12 Months (thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-A</td>
<td>23</td>
<td>22</td>
<td>-6.0%</td>
</tr>
<tr>
<td>A-B</td>
<td>488</td>
<td>465</td>
<td>-4.7%</td>
</tr>
<tr>
<td>A-C</td>
<td>885</td>
<td>858</td>
<td>-3.0%</td>
</tr>
<tr>
<td>A-D</td>
<td>1,083</td>
<td>1,050</td>
<td>-3.1%</td>
</tr>
<tr>
<td>A-E</td>
<td>1,357</td>
<td>1,331</td>
<td>-1.9%</td>
</tr>
<tr>
<td>A-F</td>
<td>829</td>
<td>802</td>
<td>-3.2%</td>
</tr>
<tr>
<td>A-G</td>
<td>496</td>
<td>488</td>
<td>-1.6%</td>
</tr>
<tr>
<td>A-H</td>
<td>416</td>
<td>397</td>
<td>-4.4%</td>
</tr>
<tr>
<td>A-I</td>
<td>140</td>
<td>133</td>
<td>-5.0%</td>
</tr>
<tr>
<td>A-J</td>
<td>26</td>
<td>23</td>
<td>-11.5%</td>
</tr>
<tr>
<td>A-K</td>
<td>29</td>
<td>28</td>
<td>-3.9%</td>
</tr>
<tr>
<td>A-M</td>
<td>9</td>
<td>7</td>
<td>-19.0%</td>
</tr>
<tr>
<td>Intermediate</td>
<td>216</td>
<td>198</td>
<td>-8.5%</td>
</tr>
<tr>
<td>No Zone Pair</td>
<td>501</td>
<td>502</td>
<td>0.4%</td>
</tr>
<tr>
<td>Total</td>
<td>6,497</td>
<td>6,305</td>
<td>-3.0%</td>
</tr>
</tbody>
</table>
Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for April, the last three months, and the last 12 months.

Table 5: Estimated Passenger Trips by Ticket Type

<table>
<thead>
<tr>
<th></th>
<th>April (thousands)</th>
<th>Share 2016</th>
<th>Share 2017</th>
<th>Change</th>
<th>Last 3 Months (thousands)</th>
<th>Share 2016</th>
<th>Share 2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>4,177</td>
<td>3,957</td>
<td>-5.3%</td>
<td>64.2%</td>
<td>62.7%</td>
<td>-5.2%</td>
<td>12,549</td>
<td>11,894</td>
</tr>
<tr>
<td>Ten-Ride</td>
<td>1,355</td>
<td>1,367</td>
<td>0.9%</td>
<td>20.8%</td>
<td>21.7%</td>
<td>0.0%</td>
<td>4,046</td>
<td>4,046</td>
</tr>
<tr>
<td>One-Way</td>
<td>674</td>
<td>657</td>
<td>-2.5%</td>
<td>10.4%</td>
<td>10.4%</td>
<td>-0.0%</td>
<td>2,005</td>
<td>1,926</td>
</tr>
<tr>
<td>Weekend</td>
<td>216</td>
<td>257</td>
<td>19.1%</td>
<td>3.3%</td>
<td>4.1%</td>
<td>4.8%</td>
<td>656</td>
<td>687</td>
</tr>
<tr>
<td>Special Event &amp; Ravinia</td>
<td>-</td>
<td>0</td>
<td>-</td>
<td>0.0%</td>
<td>0.0%</td>
<td>-</td>
<td>-</td>
<td>0</td>
</tr>
<tr>
<td>Benefit Access (free)</td>
<td>81</td>
<td>76</td>
<td>-6.7%</td>
<td>1.2%</td>
<td>1.2%</td>
<td>1.3%</td>
<td>244</td>
<td>230</td>
</tr>
<tr>
<td>Total *</td>
<td>6,504</td>
<td>6,315</td>
<td>-2.9%</td>
<td></td>
<td></td>
<td></td>
<td>19,502</td>
<td>18,783</td>
</tr>
</tbody>
</table>

Table 6: Average Daily Passenger Loads

<table>
<thead>
<tr>
<th></th>
<th>April (thousands)</th>
<th>Share 2016</th>
<th>Share 2017</th>
<th>Change</th>
<th>Last 3 Months (thousands)</th>
<th>Share 2016</th>
<th>Share 2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Last 12 Months (thousands)</td>
<td>Share 2016</td>
<td>Share 2017</td>
<td>Change</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td>49,902</td>
<td>47,999</td>
<td>-3.8%</td>
<td>61.4%</td>
<td>60.2%</td>
<td>-1.2%</td>
<td>81,217</td>
<td>79,734</td>
</tr>
<tr>
<td>Ten-Ride</td>
<td>16,980</td>
<td>17,865</td>
<td>5.2%</td>
<td>20.9%</td>
<td>22.4%</td>
<td>2.0%</td>
<td>224</td>
<td>222</td>
</tr>
<tr>
<td>One-Way</td>
<td>9,532</td>
<td>9,404</td>
<td>-1.3%</td>
<td>11.7%</td>
<td>11.8%</td>
<td>0.1%</td>
<td>331</td>
<td>338</td>
</tr>
<tr>
<td>Weekend</td>
<td>3,443</td>
<td>3,393</td>
<td>-1.5%</td>
<td>4.2%</td>
<td>4.3%</td>
<td>0.1%</td>
<td>244</td>
<td>230</td>
</tr>
<tr>
<td>Special Event &amp; Ravinia</td>
<td>321</td>
<td>338</td>
<td>5.3%</td>
<td>0.4%</td>
<td>0.4%</td>
<td>0.0%</td>
<td>1,041</td>
<td>735</td>
</tr>
<tr>
<td>Benefit Access (free)</td>
<td>1,041</td>
<td>735</td>
<td>-29.4%</td>
<td>1.3%</td>
<td>0.9%</td>
<td>0.0%</td>
<td>1,041</td>
<td>735</td>
</tr>
<tr>
<td>Total *</td>
<td>81,217</td>
<td>79,734</td>
<td>-1.8%</td>
<td></td>
<td></td>
<td></td>
<td>81,217</td>
<td>79,734</td>
</tr>
</tbody>
</table>

Passenger Loads

Table 6 shows the average daily passenger loads by service period for April, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads remained stable in April compared to the previous year, and total weekday passenger loads decreased by 1.3 percent in the same period. Easter weekend fell in March in 2016 and in April in 2017, which had a positive impact on April 2017 Saturday passenger loads, resulting in a 1.1 percent increase in overall weekend passenger loads.

Table 6: Average Daily Passenger Loads

<table>
<thead>
<tr>
<th></th>
<th>April (thousands)</th>
<th>Last 3 Months (thousands)</th>
<th>Last 12 Months (thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peak - Peak Direction</td>
<td>224</td>
<td>224</td>
<td>0.0%</td>
</tr>
<tr>
<td>Peak - Reverse Direction</td>
<td>20</td>
<td>19</td>
<td>-5.9%</td>
</tr>
<tr>
<td>Midday</td>
<td>31</td>
<td>30</td>
<td>-2.6%</td>
</tr>
<tr>
<td>Evening</td>
<td>17</td>
<td>15</td>
<td>-10.3%</td>
</tr>
<tr>
<td>Weekday</td>
<td>291</td>
<td>287</td>
<td>-1.3%</td>
</tr>
<tr>
<td>Saturday</td>
<td>58</td>
<td>60</td>
<td>4.9%</td>
</tr>
<tr>
<td>Sunday</td>
<td>37</td>
<td>35</td>
<td>-4.9%</td>
</tr>
</tbody>
</table>
Free Trips

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

Figure 2: Benefit Access Free Passenger Trips
Accessible Trips

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

![Figure 3: Accessible Trips](image)

Bicycle Trips

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

![Figure 4: Bicycle Trips](image)
Ridership Influences

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

Employment

Figure 5 shows the number of persons employed in the six-county Chicago Region. The number of persons employed decreased 1.5 percent in April 2017 compared to April 2016.

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

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Year-to-date Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>3,922</td>
<td>3,927</td>
<td>3,972</td>
<td>3,960</td>
<td>3,980</td>
<td>4,045</td>
<td>4,068</td>
<td>4,032</td>
<td>4,033</td>
<td>4,076</td>
<td>4,075</td>
<td>4,075</td>
<td>3,945</td>
</tr>
<tr>
<td>2015</td>
<td>4,010</td>
<td>4,014</td>
<td>4,016</td>
<td>4,038</td>
<td>4,066</td>
<td>4,122</td>
<td>4,134</td>
<td>4,108</td>
<td>4,084</td>
<td>4,107</td>
<td>4,078</td>
<td>4,072</td>
<td>4,020</td>
</tr>
<tr>
<td>2016</td>
<td>4,033</td>
<td>4,078</td>
<td>4,115</td>
<td>4,128</td>
<td>4,150</td>
<td>4,192</td>
<td>4,218</td>
<td>4,155</td>
<td>4,125</td>
<td>4,106</td>
<td>4,105</td>
<td>4,087</td>
<td>4,089</td>
</tr>
<tr>
<td>2017</td>
<td>4,044</td>
<td>4,070</td>
<td>4,098</td>
<td>4,065</td>
<td>4,065</td>
<td>4,065</td>
<td>4,065</td>
<td>4,065</td>
<td>4,065</td>
<td>4,065</td>
<td>4,065</td>
<td>4,065</td>
<td>4,069</td>
</tr>
</tbody>
</table>

**Change** 0.3% -0.2% -0.4% -1.5% -0.5%

*Source: Illinois Department of Employment Security*
Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Gary-Kenosha area. The average price of a gallon of regular unleaded gas was $2.55 in April 2017, $0.31 higher compared to April 2016.

![Figure 6: Chicago Region Average Gas Prices](image)

<table>
<thead>
<tr>
<th>Year-to-date Average</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>$3.39</td>
<td>$3.85</td>
<td>$3.90</td>
<td>$3.90</td>
<td>$4.18</td>
<td>$4.23</td>
<td>$3.92</td>
<td>$3.79</td>
<td>$3.74</td>
<td>$3.54</td>
<td>$3.34</td>
<td>$3.30</td>
</tr>
<tr>
<td>2014</td>
<td>$3.45</td>
<td>$3.52</td>
<td>$3.83</td>
<td>$3.95</td>
<td>$3.86</td>
<td>$3.99</td>
<td>$3.71</td>
<td>$3.57</td>
<td>$3.61</td>
<td>$3.30</td>
<td>$3.00</td>
<td>$2.57</td>
</tr>
<tr>
<td>2015</td>
<td>$2.07</td>
<td>$2.36</td>
<td>$2.60</td>
<td>$2.67</td>
<td>$2.88</td>
<td>$3.12</td>
<td>$2.95</td>
<td>$3.04</td>
<td>$2.64</td>
<td>$2.56</td>
<td>$2.23</td>
<td>$2.03</td>
</tr>
<tr>
<td>2016</td>
<td>$1.89</td>
<td>$1.61</td>
<td>$2.00</td>
<td>$2.24</td>
<td>$2.40</td>
<td>$2.61</td>
<td>$2.30</td>
<td>$2.29</td>
<td>$2.31</td>
<td>$2.14</td>
<td>$2.33</td>
<td>$1.93</td>
</tr>
<tr>
<td>2017</td>
<td>$2.45</td>
<td>$2.32</td>
<td>$2.35</td>
<td>$2.55</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Change</strong></td>
<td>$0.56</td>
<td>$0.71</td>
<td>$0.35</td>
<td>$0.31</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Year-to-date Average</strong></td>
<td>$3.76</td>
<td>$3.69</td>
<td>$2.43</td>
<td>$1.93</td>
<td>$2.41</td>
<td>$0.48</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in April. The following projects are either under construction or recently were completed:

- **Jane Byrne Interchange Reconfiguration** – In 2015, work began on a major reconfiguration of the Jane Byrne Interchange. The project is expected to last through early 2017.
- **Union Station Access** - The Adams Street Bridge Reconstruction project was completed in early 2017. The project periodically restricted pedestrian access to Union Station via Adams Street in 2016.
Service Changes

No service changes occurred in April.

Special Events and Promotions

No special events prompted Metra to add additional service in April.
Passenger Revenue and Ticket Sales

Passenger Revenue

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

<table>
<thead>
<tr>
<th></th>
<th>April (thousands)</th>
<th></th>
<th></th>
<th>Last 3 Months (thousands)</th>
<th></th>
<th></th>
<th>Last 12 Months (thousands)</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>BNSF</td>
<td>$5,767</td>
<td>$6,027</td>
<td>4.5%</td>
<td>$17,211</td>
<td>$17,910</td>
<td>4.1%</td>
<td>$70,483</td>
<td>$72,761</td>
<td>3.2%</td>
</tr>
<tr>
<td>ME</td>
<td>$2,778</td>
<td>$2,782</td>
<td>0.1%</td>
<td>$8,366</td>
<td>$8,326</td>
<td>-0.5%</td>
<td>$34,313</td>
<td>$33,982</td>
<td>-1.0%</td>
</tr>
<tr>
<td>HC</td>
<td>$271</td>
<td>$290</td>
<td>7.1%</td>
<td>$805</td>
<td>$881</td>
<td>9.4%</td>
<td>$3,123</td>
<td>$3,441</td>
<td>10.2%</td>
</tr>
<tr>
<td>MD-N</td>
<td>$2,413</td>
<td>$2,482</td>
<td>2.8%</td>
<td>$7,283</td>
<td>$7,395</td>
<td>1.5%</td>
<td>$30,426</td>
<td>$30,968</td>
<td>1.8%</td>
</tr>
<tr>
<td>MD-W</td>
<td>$2,369</td>
<td>$2,398</td>
<td>1.2%</td>
<td>$7,119</td>
<td>$7,120</td>
<td>0.0%</td>
<td>$29,383</td>
<td>$29,402</td>
<td>0.1%</td>
</tr>
<tr>
<td>NCS</td>
<td>$713</td>
<td>$715</td>
<td>0.2%</td>
<td>$2,149</td>
<td>$2,137</td>
<td>-0.6%</td>
<td>$8,762</td>
<td>$8,833</td>
<td>0.8%</td>
</tr>
<tr>
<td>RI</td>
<td>$2,713</td>
<td>$2,811</td>
<td>3.6%</td>
<td>$8,149</td>
<td>$8,411</td>
<td>3.2%</td>
<td>$33,401</td>
<td>$33,907</td>
<td>1.5%</td>
</tr>
<tr>
<td>SWS</td>
<td>$865</td>
<td>$876</td>
<td>1.3%</td>
<td>$2,606</td>
<td>$2,638</td>
<td>1.2%</td>
<td>$10,418</td>
<td>$10,475</td>
<td>0.5%</td>
</tr>
<tr>
<td>UP-N</td>
<td>$2,842</td>
<td>$2,921</td>
<td>2.8%</td>
<td>$8,464</td>
<td>$8,677</td>
<td>2.5%</td>
<td>$35,254</td>
<td>$36,234</td>
<td>2.8%</td>
</tr>
<tr>
<td>UP-NW</td>
<td>$4,000</td>
<td>$4,133</td>
<td>3.3%</td>
<td>$12,040</td>
<td>$12,244</td>
<td>1.7%</td>
<td>$49,999</td>
<td>$51,137</td>
<td>2.3%</td>
</tr>
<tr>
<td>UP-W</td>
<td>$2,895</td>
<td>$3,048</td>
<td>5.3%</td>
<td>$8,653</td>
<td>$8,998</td>
<td>4.0%</td>
<td>$35,667</td>
<td>$37,108</td>
<td>4.0%</td>
</tr>
<tr>
<td>Total</td>
<td>$27,627</td>
<td>$28,481</td>
<td>3.1%</td>
<td>$82,845</td>
<td>$84,736</td>
<td>2.3%</td>
<td>$341,229</td>
<td>$348,246</td>
<td>2.1%</td>
</tr>
</tbody>
</table>
Table 8 shows passenger revenue by ticket type for April, the last three months, and the last 12 months.

### Table 8: Passenger Revenue by Ticket Type

<table>
<thead>
<tr>
<th></th>
<th>April (thousands)</th>
<th>Share 2016</th>
<th>Share 2017</th>
<th>Last 3 Months (thousands)</th>
<th>Share 2016</th>
<th>Share 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>$16,192</td>
<td>$16,398</td>
<td>1.3%</td>
<td>58.5%</td>
<td>57.5%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Ten-Ride</td>
<td>$6,924</td>
<td>$7,381</td>
<td>6.6%</td>
<td>25.0%</td>
<td>25.9%</td>
<td>0.9%</td>
</tr>
<tr>
<td>One-Way</td>
<td>$3,863</td>
<td>$3,934</td>
<td>1.9%</td>
<td>14.0%</td>
<td>13.8%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Weekend</td>
<td>$692</td>
<td>$810</td>
<td>17.1%</td>
<td>2.5%</td>
<td>2.8%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Special Event &amp; Ravinia</td>
<td>$ -</td>
<td>$ 810</td>
<td>-</td>
<td>0.0%</td>
<td>0.0%</td>
<td>-</td>
</tr>
<tr>
<td>Total *</td>
<td>$27,670</td>
<td>$28,523</td>
<td>3.1%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Passenger revenue totals differ from those presented in other tables in this report due to adjustments made for group sales, marketing sales, and refunds.
Table 9 shows passenger revenue by ticket type and sales channel for April 2016 and 2017. Passenger revenue totals are adjusted for group sales, marketing sales, and refunds. The commuter benefit category includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Benefit</td>
<td>$5,341</td>
<td>$5,264</td>
<td>-1.4%</td>
<td>$33.0%</td>
<td>$32.1%</td>
<td>$630</td>
<td>$606</td>
<td>-3.8%</td>
</tr>
<tr>
<td>Conductor</td>
<td>$-</td>
<td>$-</td>
<td>-</td>
<td>0.0%</td>
<td>0.0%</td>
<td>$-</td>
<td>$-</td>
<td>-</td>
</tr>
<tr>
<td>Internet</td>
<td>$608</td>
<td>$425</td>
<td>-30.1%</td>
<td>$3.8%</td>
<td>2.6%</td>
<td>$79</td>
<td>$55</td>
<td>-30.6%</td>
</tr>
<tr>
<td>Mail</td>
<td>$632</td>
<td>$507</td>
<td>-19.7%</td>
<td>3.9%</td>
<td>3.1%</td>
<td>$0</td>
<td>$0</td>
<td>-60.9%</td>
</tr>
<tr>
<td>Ticket Agent</td>
<td>$5,799</td>
<td>$5,312</td>
<td>-8.4%</td>
<td>35.8%</td>
<td>32.4%</td>
<td>$3,091</td>
<td>$2,490</td>
<td>-19.5%</td>
</tr>
<tr>
<td>Vending Machine</td>
<td>$852</td>
<td>$670</td>
<td>-21.4%</td>
<td>5.3%</td>
<td>4.1%</td>
<td>$809</td>
<td>$554</td>
<td>-31.6%</td>
</tr>
<tr>
<td>Ventra Mobile App</td>
<td>$2,960</td>
<td>$4,220</td>
<td>42.6%</td>
<td>18.3%</td>
<td>25.7%</td>
<td>$2,314</td>
<td>$3,677</td>
<td>58.9%</td>
</tr>
<tr>
<td>Total</td>
<td>$16,192</td>
<td>$16,398</td>
<td>1.3%</td>
<td>$6,924</td>
<td>$7,381</td>
<td>$6,924</td>
<td>$7,381</td>
<td>6.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Benefit</td>
<td>$-</td>
<td>$-</td>
<td>-</td>
<td>-</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>Conductor</td>
<td>$1,118</td>
<td>$985</td>
<td>-11.9%</td>
<td>28.9%</td>
<td>25.0%</td>
<td>$427</td>
</tr>
<tr>
<td>Internet</td>
<td>$-</td>
<td>$-</td>
<td>-</td>
<td>0.0%</td>
<td>0.0%</td>
<td>$-</td>
</tr>
<tr>
<td>Mail</td>
<td>$-</td>
<td>$-</td>
<td>-</td>
<td>0.0%</td>
<td>0.0%</td>
<td>$-</td>
</tr>
<tr>
<td>Ticket Agent</td>
<td>$1,639</td>
<td>$1,340</td>
<td>-18.2%</td>
<td>42.4%</td>
<td>34.1%</td>
<td>$136</td>
</tr>
<tr>
<td>Vending Machine</td>
<td>$344</td>
<td>$206</td>
<td>-40.1%</td>
<td>8.9%</td>
<td>5.2%</td>
<td>$40</td>
</tr>
<tr>
<td>Ventra Mobile App</td>
<td>$762</td>
<td>$1,403</td>
<td>84.1%</td>
<td>19.7%</td>
<td>35.7%</td>
<td>$88</td>
</tr>
<tr>
<td>Total</td>
<td>$3,863</td>
<td>$3,934</td>
<td>1.9%</td>
<td>$692</td>
<td>$810</td>
<td>17.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total (thousands)</th>
<th>Share 2016</th>
<th>Share 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Benefit</td>
<td>$5,971</td>
<td>$5,870</td>
</tr>
<tr>
<td>Conductor</td>
<td>$1,545</td>
<td>$1,407</td>
</tr>
<tr>
<td>Internet</td>
<td>$687</td>
<td>$480</td>
</tr>
<tr>
<td>Mail</td>
<td>$632</td>
<td>$507</td>
</tr>
<tr>
<td>Ticket Agent</td>
<td>$10,664</td>
<td>$9,269</td>
</tr>
<tr>
<td>Vending Machine</td>
<td>$2,045</td>
<td>$1,462</td>
</tr>
<tr>
<td>Ventra Mobile App</td>
<td>$6,124</td>
<td>$9,527</td>
</tr>
<tr>
<td>Total</td>
<td>$27,670</td>
<td>$28,523</td>
</tr>
</tbody>
</table>
Ticket Sales

Table 10 shows ticket sales by ticket type for April, the last three months, and the last 12 months. Monthly ticket sales decreased by 5.3 percent in April compared to the previous year, while ten-ride ticket sales increased by 0.9 percent in the same period.

<table>
<thead>
<tr>
<th>Ticket Type</th>
<th>April (thousands)</th>
<th>Share 2016</th>
<th>Share 2017</th>
<th>Last 3 Months (thousands)</th>
<th>Share 2016</th>
<th>Share 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>97</td>
<td>92</td>
<td>-5.3%</td>
<td>9.8%</td>
<td>9.3%</td>
<td>-5.2%</td>
</tr>
<tr>
<td>Ten-Ride</td>
<td>136</td>
<td>137</td>
<td>0.9%</td>
<td>13.7%</td>
<td>13.8%</td>
<td>0.0%</td>
</tr>
<tr>
<td>One-Way</td>
<td>674</td>
<td>657</td>
<td>-2.5%</td>
<td>67.9%</td>
<td>66.5%</td>
<td>-4.0%</td>
</tr>
<tr>
<td>Weekend</td>
<td>86</td>
<td>103</td>
<td>19.1%</td>
<td>8.7%</td>
<td>10.4%</td>
<td>4.8%</td>
</tr>
<tr>
<td>Special Event &amp; Ravinia</td>
<td>-</td>
<td>0</td>
<td>-</td>
<td>0.0%</td>
<td>0.0%</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>993</td>
<td>989</td>
<td>-0.4%</td>
<td>2,964</td>
<td>2,882</td>
<td>-2.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ticket Type</th>
<th>Last 12 Months (thousands)</th>
<th>Share 2016</th>
<th>Share 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016</td>
<td>2017</td>
<td>Change</td>
</tr>
<tr>
<td>Monthly</td>
<td>1,161</td>
<td>1,116</td>
<td>-3.8%</td>
</tr>
<tr>
<td>Ten-Ride</td>
<td>1,698</td>
<td>1,787</td>
<td>5.2%</td>
</tr>
<tr>
<td>One-Way</td>
<td>9,532</td>
<td>9,404</td>
<td>-1.3%</td>
</tr>
<tr>
<td>Weekend</td>
<td>1,377</td>
<td>1,357</td>
<td>-1.5%</td>
</tr>
<tr>
<td>Special Event &amp; Ravinia</td>
<td>122</td>
<td>143</td>
<td>17.1%</td>
</tr>
<tr>
<td>Total</td>
<td>13,890</td>
<td>13,808</td>
<td>-0.6%</td>
</tr>
</tbody>
</table>

Tables 11-16 detail ticket sales by line and ticket type.
### Table 11: Monthly Ticket Sales by Line

<table>
<thead>
<tr>
<th>April</th>
<th>2016</th>
<th>2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>BNSF</td>
<td>21,090</td>
<td>20,472</td>
<td>-2.9%</td>
</tr>
<tr>
<td>MED</td>
<td>10,001</td>
<td>9,290</td>
<td>-7.1%</td>
</tr>
<tr>
<td>HC</td>
<td>1,090</td>
<td>1,072</td>
<td>-1.7%</td>
</tr>
<tr>
<td>MD-N</td>
<td>7,616</td>
<td>7,057</td>
<td>-7.3%</td>
</tr>
<tr>
<td>MD-W</td>
<td>8,177</td>
<td>7,585</td>
<td>-7.2%</td>
</tr>
<tr>
<td>NCS</td>
<td>2,312</td>
<td>2,137</td>
<td>-7.6%</td>
</tr>
<tr>
<td>RID</td>
<td>10,913</td>
<td>10,383</td>
<td>-5.3%</td>
</tr>
<tr>
<td>SWS</td>
<td>3,710</td>
<td>3,445</td>
<td>-7.1%</td>
</tr>
<tr>
<td>UP-N</td>
<td>9,282</td>
<td>8,652</td>
<td>-6.8%</td>
</tr>
<tr>
<td>UP-NW</td>
<td>13,085</td>
<td>12,388</td>
<td>-5.3%</td>
</tr>
<tr>
<td>UP-W</td>
<td>9,871</td>
<td>9,547</td>
<td>-3.3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>97,147</td>
<td>92,028</td>
<td>-5.3%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>April</th>
<th>2016</th>
<th>2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>BNSF</td>
<td>26,925</td>
<td>27,032</td>
<td>0.4%</td>
</tr>
<tr>
<td>MED</td>
<td>13,982</td>
<td>13,281</td>
<td>-5.0%</td>
</tr>
<tr>
<td>HC</td>
<td>974</td>
<td>1,070</td>
<td>9.9%</td>
</tr>
<tr>
<td>MD-N</td>
<td>13,683</td>
<td>13,713</td>
<td>0.2%</td>
</tr>
<tr>
<td>MD-W</td>
<td>9,038</td>
<td>9,459</td>
<td>4.7%</td>
</tr>
<tr>
<td>NCS</td>
<td>2,796</td>
<td>2,868</td>
<td>2.6%</td>
</tr>
<tr>
<td>RID</td>
<td>11,184</td>
<td>11,117</td>
<td>-0.6%</td>
</tr>
<tr>
<td>SWS</td>
<td>3,681</td>
<td>3,562</td>
<td>-3.2%</td>
</tr>
<tr>
<td>UP-N</td>
<td>20,944</td>
<td>20,783</td>
<td>-0.8%</td>
</tr>
<tr>
<td>UP-NW</td>
<td>18,287</td>
<td>18,952</td>
<td>3.6%</td>
</tr>
<tr>
<td>UP-W</td>
<td>14,036</td>
<td>14,889</td>
<td>6.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>135,530</td>
<td>136,726</td>
<td>0.9%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>April</th>
<th>2016</th>
<th>2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>BNSF</td>
<td>78,079</td>
<td>82,479</td>
<td>5.6%</td>
</tr>
<tr>
<td>MED</td>
<td>86,868</td>
<td>75,133</td>
<td>-13.5%</td>
</tr>
<tr>
<td>HC</td>
<td>1,714</td>
<td>1,998</td>
<td>16.6%</td>
</tr>
<tr>
<td>MD-N</td>
<td>37,348</td>
<td>40,825</td>
<td>9.3%</td>
</tr>
<tr>
<td>MD-W</td>
<td>41,320</td>
<td>41,885</td>
<td>1.4%</td>
</tr>
<tr>
<td>NCS</td>
<td>6,583</td>
<td>7,459</td>
<td>13.3%</td>
</tr>
<tr>
<td>RID</td>
<td>40,574</td>
<td>44,627</td>
<td>10.0%</td>
</tr>
<tr>
<td>SWS</td>
<td>9,183</td>
<td>10,533</td>
<td>14.7%</td>
</tr>
<tr>
<td>UP-N</td>
<td>50,441</td>
<td>56,484</td>
<td>12.0%</td>
</tr>
<tr>
<td>UP-NW</td>
<td>62,614</td>
<td>65,423</td>
<td>4.5%</td>
</tr>
<tr>
<td>UP-W</td>
<td>49,126</td>
<td>51,510</td>
<td>4.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>463,850</td>
<td>478,356</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>April</th>
<th>2016</th>
<th>2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>BNSF</td>
<td>21,792</td>
<td>18,613</td>
<td>-14.6%</td>
</tr>
<tr>
<td>MED</td>
<td>22,186</td>
<td>24,040</td>
<td>8.4%</td>
</tr>
<tr>
<td>HC</td>
<td>614</td>
<td>461</td>
<td>-24.9%</td>
</tr>
<tr>
<td>MD-N</td>
<td>20,576</td>
<td>17,024</td>
<td>-17.3%</td>
</tr>
<tr>
<td>MD-W</td>
<td>22,611</td>
<td>18,085</td>
<td>-20.0%</td>
</tr>
<tr>
<td>NCS</td>
<td>6,808</td>
<td>5,656</td>
<td>-16.9%</td>
</tr>
<tr>
<td>RID</td>
<td>17,266</td>
<td>14,621</td>
<td>-15.3%</td>
</tr>
<tr>
<td>SWS</td>
<td>4,780</td>
<td>3,875</td>
<td>-18.9%</td>
</tr>
<tr>
<td>UP-N</td>
<td>40,658</td>
<td>33,039</td>
<td>-18.7%</td>
</tr>
<tr>
<td>UP-NW</td>
<td>31,332</td>
<td>26,437</td>
<td>-15.6%</td>
</tr>
<tr>
<td>UP-W</td>
<td>21,285</td>
<td>16,808</td>
<td>-21.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>209,908</td>
<td>178,659</td>
<td>-14.9%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>April</th>
<th>2016</th>
<th>2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>BNSF</td>
<td>7,304</td>
<td>10,846</td>
<td>48.5%</td>
</tr>
<tr>
<td>MED</td>
<td>5,338</td>
<td>6,039</td>
<td>13.1%</td>
</tr>
<tr>
<td>HC</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>MD-N</td>
<td>3,458</td>
<td>4,960</td>
<td>43.4%</td>
</tr>
<tr>
<td>MD-W</td>
<td>2,884</td>
<td>4,290</td>
<td>48.8%</td>
</tr>
<tr>
<td>NCS</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>RID</td>
<td>1,539</td>
<td>2,735</td>
<td>77.7%</td>
</tr>
<tr>
<td>SWS</td>
<td>59</td>
<td>97</td>
<td>64.4%</td>
</tr>
<tr>
<td>UP-N</td>
<td>3,411</td>
<td>5,126</td>
<td>50.3%</td>
</tr>
<tr>
<td>UP-NW</td>
<td>5,203</td>
<td>8,116</td>
<td>57.8%</td>
</tr>
<tr>
<td>UP-W</td>
<td>3,817</td>
<td>6,116</td>
<td>60.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>33,013</td>
<td>48,420</td>
<td>46.7%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>April</th>
<th>2016</th>
<th>2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>BNSF</td>
<td>8,378</td>
<td>7,343</td>
<td>-12.4%</td>
</tr>
<tr>
<td>MED</td>
<td>1,377</td>
<td>2,370</td>
<td>72.1%</td>
</tr>
<tr>
<td>HC</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>MD-N</td>
<td>6,057</td>
<td>6,654</td>
<td>9.9%</td>
</tr>
<tr>
<td>MD-W</td>
<td>6,085</td>
<td>6,009</td>
<td>-1.2%</td>
</tr>
<tr>
<td>NCS</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>RID</td>
<td>4,490</td>
<td>4,905</td>
<td>9.2%</td>
</tr>
<tr>
<td>SWS</td>
<td>163</td>
<td>256</td>
<td>57.1%</td>
</tr>
<tr>
<td>UP-N</td>
<td>6,960</td>
<td>7,766</td>
<td>11.6%</td>
</tr>
<tr>
<td>UP-NW</td>
<td>11,808</td>
<td>12,035</td>
<td>1.9%</td>
</tr>
<tr>
<td>UP-W</td>
<td>8,125</td>
<td>7,173</td>
<td>-11.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>53,443</td>
<td>54,511</td>
<td>2.0%</td>
</tr>
</tbody>
</table>
Table 17 shows ticket sales by ticket type, sales channel, and tender type for April 2016 and 2017. Table 18 shows ticket sales by ticket type, sales channel, and tender type for January-April 2016 and 2017. The commuter benefit category includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

<table>
<thead>
<tr>
<th>April</th>
<th>Monthly (thousands)</th>
<th>Ten-Ride (thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Benefit</td>
<td>31</td>
<td>29</td>
</tr>
<tr>
<td>Conductor</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Internet</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Mail</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Ticket Agent</td>
<td>35</td>
<td>30</td>
</tr>
<tr>
<td>Cash &amp; Other</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>Credit Card</td>
<td>29</td>
<td>25</td>
</tr>
<tr>
<td>Vending Machine</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Cash</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Credit Card</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Ventra Mobile App</td>
<td>18</td>
<td>24</td>
</tr>
<tr>
<td>Credit Card</td>
<td>16</td>
<td>22</td>
</tr>
<tr>
<td>Mixed &amp; Other</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Ventra</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>97</td>
<td>92</td>
</tr>
</tbody>
</table>

One-Way (thousands)

<table>
<thead>
<tr>
<th>April</th>
<th>Share 2016</th>
<th>Share 2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Benefit</td>
<td>0.0%</td>
<td>0.0%</td>
<td>-</td>
</tr>
<tr>
<td>Conductor</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Internet</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Mail</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Ticket Agent</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Cash &amp; Other</td>
<td>0.0%</td>
<td>0.0%</td>
<td>-</td>
</tr>
<tr>
<td>Credit Card</td>
<td>0.0%</td>
<td>0.0%</td>
<td>-</td>
</tr>
<tr>
<td>Vending Machine</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Cash</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Credit Card</td>
<td>0.0%</td>
<td>0.0%</td>
<td>-</td>
</tr>
<tr>
<td>Ventra Mobile App</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>0.0%</td>
<td>0.0%</td>
<td>-</td>
</tr>
</tbody>
</table>

Weekend, Special Event & Ravinia (thousands)

<table>
<thead>
<tr>
<th>April</th>
<th>Share 2016</th>
<th>Share 2017</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Benefit</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Conductor</td>
<td>53</td>
<td>55</td>
<td>2.0%</td>
</tr>
<tr>
<td>Internet</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Mail</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Ticket Agent</td>
<td>17</td>
<td>16</td>
<td>-6.9%</td>
</tr>
<tr>
<td>Cash &amp; Other</td>
<td>17</td>
<td>16</td>
<td>-6.9%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>10</td>
<td>9</td>
<td>-6.9%</td>
</tr>
<tr>
<td>Vending Machine</td>
<td>5</td>
<td>4</td>
<td>-17.6%</td>
</tr>
<tr>
<td>Cash</td>
<td>23</td>
<td>20</td>
<td>-14.3%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>7</td>
<td>7</td>
<td>-6.9%</td>
</tr>
<tr>
<td>Ventra Mobile App</td>
<td>12</td>
<td>11</td>
<td>-8.9%</td>
</tr>
<tr>
<td>Total</td>
<td>87</td>
<td>103</td>
<td>18.2%</td>
</tr>
</tbody>
</table>
Table 18: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date)

<table>
<thead>
<tr>
<th>Year-to-date</th>
<th>Monthly (thousands)</th>
<th>Ten-Ride (thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Benefit</td>
<td>125 116 -7.2%</td>
<td>32.4% 31.5%</td>
</tr>
<tr>
<td>Conductor</td>
<td>- -</td>
<td>0.0% 0.0%</td>
</tr>
<tr>
<td>Internet</td>
<td>16 9 -40.0%</td>
<td>4.0% 2.5%</td>
</tr>
<tr>
<td>Mail</td>
<td>16 12 -23.7%</td>
<td>4.1% 3.3%</td>
</tr>
<tr>
<td>Ticket Agent</td>
<td>146 123 -15.8%</td>
<td>37.7% 33.2%</td>
</tr>
<tr>
<td>Cash &amp; Other</td>
<td>34 23 -33.7%</td>
<td>5.4% 4.5%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>111 100 -10.3%</td>
<td>21 17 -20.0%</td>
</tr>
<tr>
<td>Vending Machine</td>
<td>21 17 -20.0%</td>
<td>5.4% 4.5%</td>
</tr>
<tr>
<td>Cash</td>
<td>- -</td>
<td>2 1 -39.1%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>21 17 -20.0%</td>
<td>70 46 -34.6%</td>
</tr>
<tr>
<td>Ventra Mobile App</td>
<td>63 92 46.0%</td>
<td>16.3% 24.9%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>56 83 49.5%</td>
<td>153 268 75.5%</td>
</tr>
<tr>
<td>Mixed &amp; Other</td>
<td>7 7 6.7%</td>
<td>3 4 36.5%</td>
</tr>
<tr>
<td>Ventra</td>
<td>1 2 129.3%</td>
<td>5 10 111.7%</td>
</tr>
<tr>
<td>Total</td>
<td>386 369 -4.5%</td>
<td>558 591 6.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year-to-date</th>
<th>One-Way (thousands)</th>
<th>Weekend, Special Event. &amp; Ravinia (thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Benefit</td>
<td>- - -</td>
<td>0.0% 0.0%</td>
</tr>
<tr>
<td>Conductor</td>
<td>858 681 -20.6%</td>
<td>32.8% 26.6%</td>
</tr>
<tr>
<td>Internet</td>
<td>- - -</td>
<td>0.0% 0.0%</td>
</tr>
<tr>
<td>Mail</td>
<td>- - -</td>
<td>0.0% 0.0%</td>
</tr>
<tr>
<td>Ticket Agent</td>
<td>1,079 856 -20.7%</td>
<td>41.3% 33.4%</td>
</tr>
<tr>
<td>Cash &amp; Other</td>
<td>651 506 -22.3%</td>
<td>38 33 -13.3%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>428 350 -18.2%</td>
<td>29 24 -15.4%</td>
</tr>
<tr>
<td>Vending Machine</td>
<td>240 147 -38.6%</td>
<td>20 15 -25.1%</td>
</tr>
<tr>
<td>Cash</td>
<td>89 52 -41.9%</td>
<td>5 3 -35.6%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>151 96 -36.7%</td>
<td>15 11 -21.5%</td>
</tr>
<tr>
<td>Ventra Mobile App</td>
<td>437 876 100.4%</td>
<td>36 90 147.5%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>377 766 103.4%</td>
<td>31 80 158.3%</td>
</tr>
<tr>
<td>Mixed &amp; Other</td>
<td>6 9 61.6%</td>
<td>1 1 82.2%</td>
</tr>
<tr>
<td>Ventra</td>
<td>55 101 83.9%</td>
<td>4 8 109.0%</td>
</tr>
<tr>
<td>Total</td>
<td>2,614 2,561 -2.0%</td>
<td>357 361 1.1%</td>
</tr>
</tbody>
</table>
Table 19 shows total ticket sales by sales channel and tender type for April 2016 and 2017. Table 20 shows total ticket sales by sales channel and tender type for January-April 2016 and 2017. The commuter benefit category includes only direct ticket sales through third party employee benefit providers; it does not include purchases made with the RTA Transit Benefit Prepaid MasterCard through the internet, ticket agents, vending machines, and the Ventra Mobile App.

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

<table>
<thead>
<tr>
<th>April</th>
<th>2016 (thousands)</th>
<th>2017 (thousands)</th>
<th>Change</th>
<th>Share 2016</th>
<th>Share 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Benefit</td>
<td>43</td>
<td>39</td>
<td>-8.0%</td>
<td>4.3%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Conductor</td>
<td>263</td>
<td>233</td>
<td>-11.5%</td>
<td>26.5%</td>
<td>23.6%</td>
</tr>
<tr>
<td>Internet</td>
<td>5</td>
<td>3</td>
<td>-34.5%</td>
<td>0.5%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Mail</td>
<td>4</td>
<td>3</td>
<td>-24.5%</td>
<td>0.4%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Ticket Agent</td>
<td>389</td>
<td>311</td>
<td>-20.1%</td>
<td>39.1%</td>
<td>31.4%</td>
</tr>
<tr>
<td>Cash &amp; Other</td>
<td>192</td>
<td>150</td>
<td>-22.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit Card</td>
<td>197</td>
<td>161</td>
<td>-18.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vending Machine</td>
<td>86</td>
<td>52</td>
<td>-39.5%</td>
<td>8.7%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Cash</td>
<td>25</td>
<td>9</td>
<td>-64.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit Card</td>
<td>61</td>
<td>43</td>
<td>-29.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ventra Mobile App</td>
<td>203</td>
<td>347</td>
<td>70.7%</td>
<td>20.5%</td>
<td>35.1%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>180</td>
<td>310</td>
<td>72.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mixed &amp; Other</td>
<td>4</td>
<td>5</td>
<td>32.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ventra</td>
<td>19</td>
<td>32</td>
<td>67.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>993</td>
<td>989</td>
<td>-0.5%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Table 20: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date)

<table>
<thead>
<tr>
<th>Year-to-date</th>
<th>2016 (thousands)</th>
<th>2017 (thousands)</th>
<th>Change</th>
<th>Share 2016</th>
<th>Share 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Benefit</td>
<td>172</td>
<td>159</td>
<td>-7.7%</td>
<td>4.4%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Conductor</td>
<td>1,093</td>
<td>881</td>
<td>-19.4%</td>
<td>27.9%</td>
<td>22.7%</td>
</tr>
<tr>
<td>Internet</td>
<td>23</td>
<td>14</td>
<td>-37.5%</td>
<td>0.6%</td>
<td>0.4%</td>
</tr>
<tr>
<td>Mail</td>
<td>16</td>
<td>12</td>
<td>-23.8%</td>
<td>0.4%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Ticket Agent</td>
<td>1,563</td>
<td>1,251</td>
<td>-20.0%</td>
<td>39.9%</td>
<td>32.2%</td>
</tr>
<tr>
<td>Cash &amp; Other</td>
<td>772</td>
<td>599</td>
<td>-22.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit Card</td>
<td>791</td>
<td>651</td>
<td>-17.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vending Machine</td>
<td>352</td>
<td>225</td>
<td>-36.0%</td>
<td>9.0%</td>
<td>5.8%</td>
</tr>
<tr>
<td>Cash</td>
<td>95</td>
<td>56</td>
<td>-41.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit Card</td>
<td>256</td>
<td>169</td>
<td>-33.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ventra Mobile App</td>
<td>697</td>
<td>1,340</td>
<td>92.3%</td>
<td>17.8%</td>
<td>34.5%</td>
</tr>
<tr>
<td>Credit Card</td>
<td>616</td>
<td>1,198</td>
<td>94.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mixed &amp; Other</td>
<td>16</td>
<td>21</td>
<td>34.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ventra</td>
<td>65</td>
<td>122</td>
<td>88.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3,916</td>
<td>3,882</td>
<td>-0.9%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Sales of CTA Link-Up passes declined by 9.1 percent in April compared to the previous year, and sales of Pace PlusBus passes declined by 7.1 percent in the same period. Table 21 shows Link-Up and PlusBus sales by month for 2016 and 2017.

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>3,686</td>
<td>1,314</td>
<td>3,414</td>
<td>1,276</td>
<td>-7.4%</td>
<td>-2.9%</td>
<td>18.4%</td>
<td>14.9%</td>
</tr>
<tr>
<td>Feb</td>
<td>3,737</td>
<td>1,333</td>
<td>3,346</td>
<td>1,284</td>
<td>-10.5%</td>
<td>-3.7%</td>
<td>17.9%</td>
<td>14.5%</td>
</tr>
<tr>
<td>Mar</td>
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<td>-5.4%</td>
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<td>14.1%</td>
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<td>Last 12 Months</td>
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<td>15,796</td>
<td>39,701</td>
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<td>-4.9%</td>
<td>14.3%</td>
<td>12.6%</td>
</tr>
<tr>
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<td>14,576</td>
<td>5,327</td>
<td>13,217</td>
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<td>-4.8%</td>
<td>9.3%</td>
<td>7.4%</td>
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</tbody>
</table>
Reduced Fare Sales

Seniors, some Medicare recipients, some persons with disabilities, primary and secondary school students, children, and military personnel are eligible for reduced fares on Metra. Table 22 shows the number of reduced fare tickets sold by month for 2016 and 2017.

### Table 22: Reduced Fare Ticket Sales

<table>
<thead>
<tr>
<th></th>
<th>2016 Monthly</th>
<th>Ten-Ride</th>
<th>One-Way Station &amp; Mobile</th>
<th>One-Way Conductor</th>
<th>2017 Monthly</th>
<th>Ten-Ride</th>
<th>One-Way Station &amp; Mobile</th>
<th>One-Way Conductor</th>
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<tr>
<td>Jan</td>
<td>3,227</td>
<td>13,652</td>
<td>29,830</td>
<td>27,709</td>
<td>3,057</td>
<td>16,713</td>
<td>40,985</td>
<td>24,673</td>
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<td>10,806</td>
<td>32,860</td>
<td>28,032</td>
<td>3,125</td>
<td>9,763</td>
<td>39,437</td>
<td>23,774</td>
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<td>12,215</td>
<td>56,952</td>
<td>34,402</td>
<td>3,215</td>
<td>12,430</td>
<td>55,605</td>
<td>26,617</td>
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<td>12,109</td>
<td>43,836</td>
<td>29,853</td>
<td>3,121</td>
<td>11,599</td>
<td>47,172</td>
<td>26,185</td>
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<td>36,428</td>
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<td>9,461</td>
<td>33,792</td>
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<td>Last 12 Months</td>
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<td>37,699</td>
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<tr>
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<td>119,996</td>
<td>12,518</td>
<td>50,505</td>
<td>183,199</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>Change Monthly</th>
<th>Ten-Ride</th>
<th>Change One-Way Station &amp; Mobile</th>
<th>One-Way Conductor</th>
</tr>
</thead>
<tbody>
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<td>-5.3%</td>
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<td>37.4%</td>
<td>-11.0%</td>
</tr>
<tr>
<td>Feb</td>
<td>-3.2%</td>
<td>-9.7%</td>
<td>20.0%</td>
<td>-15.2%</td>
</tr>
<tr>
<td>Mar</td>
<td>-3.4%</td>
<td>1.8%</td>
<td>-2.4%</td>
<td>-22.6%</td>
</tr>
<tr>
<td>Apr</td>
<td>-5.0%</td>
<td>-4.2%</td>
<td>7.6%</td>
<td>-12.3%</td>
</tr>
<tr>
<td>May</td>
<td>-</td>
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<tr>
<td>Jun</td>
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