# RIDERSHIP TRENDS

## January 2017

Metra

**Prepared by the Division of Strategic Capital Planning**
**March 2017**

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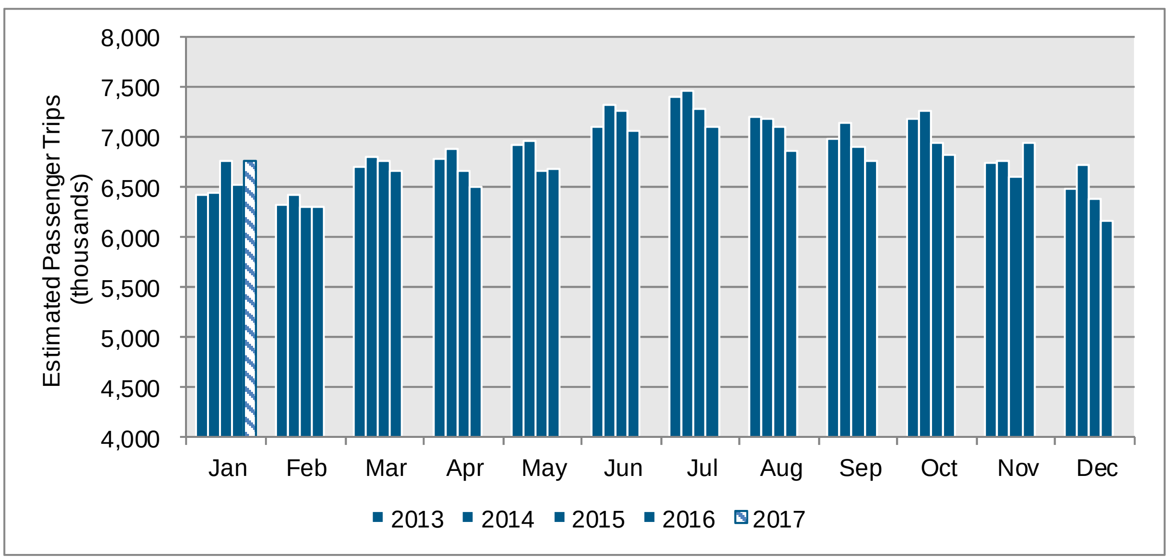
## Executive Summary

Estimated passenger trips increased by 3.8 percent in January 2017 compared to January 2016. January 2017 had one additional weekday, one less Saturday, and the same number of Sunday/holidays compared to January 2016.

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

| | **Estimated Passenger Trips** (thousands) | | | | | **Change** | |
|---|---|---|---|---|---|---|---|
| | **2013** | **2014** | **2015** | **2016** | **2017** | **2013-2017** | **2016-2017** |
| Jan | 6,412 | 6,437 | 6,764 | 6,513 | 6,762 | 5.5% | 3.8% |
| Feb | 6,329 | 6,419 | 6,297 | 6,310 | - | - | - |
| Mar | 6,707 | 6,805 | 6,770 | 6,666 | - | - | - |
| Apr | 6,783 | 6,885 | 6,663 | 6,497 | - | - | - |
| May | 6,928 | 6,953 | 6,656 | 6,681 | - | - | - |
| Jun | 7,103 | 7,318 | 7,260 | 7,066 | - | - | - |
| Jul | 7,399 | 7,473 | 7,286 | 7,110 | - | - | - |
| Aug | 7,194 | 7,192 | 7,100 | 6,866 | - | - | - |
| Sep | 6,987 | 7,144 | 6,896 | 6,766 | - | - | - |
| Oct | 7,187 | 7,260 | 6,949 | 6,832 | - | - | - |
| Nov | 6,750 | 6,760 | 6,606 | 6,943 | - | - | - |
| Dec | 6,489 | 6,724 | 6,385 | 6,153 | - | - | - |
| **Last 3 Months** | **19,298** | **19,298** | **19,676** | **20,248** | **19,503** | **2.9%** | **1.8%** |
| **Last 12 Months** | **81,044** | **81,044** | **82,292** | **83,697** | **81,379** | **-0.5%** | **-0.9%** |
| **Year-to-date** | **6,412** | **6,412** | **6,437** | **6,764** | **6,513** | **5.5%** | **3.8%** |

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



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.

**Table 2: Estimated vs. Budget Passenger Trips**

| | **2017 Budget** (thousands) | **2017 Actual** (thousands) | **Variance** |
|---|---|---|---|
| Jan | 6,553 | 6,762 | 3.2% |
| Feb | 6,251 | - | - |
| Mar | 6,604 | - | - |
| **1st Quarter** | **19,409** | **-** | **-** |
| Apr | 6,437 | - | - |
| May | 6,619 | - | - |
| Jun | 7,001 | - | - |
| **2nd Quarter** | **20,057** | **-** | **-** |
| Jul | 7,044 | - | - |
| Aug | 6,714 | - | - |
| Sep | 6,874 | - | - |
| **3rd Quarter** | **20,632** | **-** | **-** |
| Oct | 6,927 | - | - |
| Nov | 6,585 | - | - |
| Dec | 6,365 | - | - |
| **4th Quarter** | **19,877** | **-** | **-** |
| **Year-to-date** | **6,553** | **6,762** | **3.2%** |

## 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 January, the last three months, and the last 12 months. Estimated passenger trips increased by 1.8 percent in the last three months compared to the previous year, and decreased 0.9 percent in the last 12 months compared to the previous year.

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

| | January | | | Last 3 Months | | | Last 12 Months | | |
|---|---|---|---|---|---|---|---|---|---|
| | 2016 | 2017 | Change | 2016 | 2017 | Change | 2016 | 2017 | Change |
| BNSF | 1,322,520 | 1,383,346 | 4.6% | 3,917,853 | 4,044,966 | 3.2% | 16,367,906 | 16,386,145 | 0.1% |
| MED | 701,801 | 727,531 | 3.7% | 2,143,639 | 2,114,046 | -1.4% | 8,998,865 | 8,668,094 | -3.7% |
| HC | 56,086 | 64,669 | 15.3% | 164,333 | 184,315 | 12.2% | 716,759 | 726,597 | 1.4% |
| MD-N | 559,928 | 583,276 | 4.2% | 1,678,292 | 1,722,407 | 2.6% | 7,051,408 | 6,958,031 | -1.3% |
| MD-W | 532,534 | 536,728 | 0.8% | 1,611,494 | 1,612,311 | 0.1% | 6,757,158 | 6,625,298 | -2.0% |
| NCS | 142,901 | 147,174 | 3.0% | 421,447 | 426,289 | 1.1% | 1,754,687 | 1,734,767 | -1.1% |
| RID | 661,900 | 677,361 | 2.3% | 1,991,599 | 2,014,298 | 1.1% | 8,275,899 | 8,128,245 | -1.8% |
| SWS | 215,167 | 215,587 | 0.2% | 635,777 | 624,231 | -1.8% | 2,597,999 | 2,538,693 | -2.3% |
| UP-N | 753,216 | 789,735 | 4.8% | 2,221,453 | 2,265,408 | 2.0% | 9,232,918 | 9,256,996 | 0.3% |
| UP-NW | 898,616 | 924,818 | 2.9% | 2,705,284 | 2,754,156 | 1.8% | 11,271,460 | 11,209,941 | -0.5% |
| UP-W | 668,286 | 711,518 | 6.5% | 2,011,916 | 2,095,431 | 4.2% | 8,354,170 | 8,418,298 | 0.8% |
| **Total** | **6,512,955** | **6,761,739** | **3.8%** | **19,503,084** | **19,857,855** | **1.8%** | **81,379,227** | **80,651,103** | **-0.9%** |

## Estimated Passenger Trips by Fare Zone Pair

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

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

| | **January** (thousands) | | | **Last 3 Months** (thousands) | | | **Last 12 Months** (thousands) | | |
|---|---|---|---|---|---|---|---|---|---|
| | **2016** | **2017** | **Change** | **2016** | **2017** | **Change** | **2016** | **2017** | **Change** |
| A-A | 21 | 22 | 1.4% | 62 | 61 | -2.1% | 259 | 266 | 2.9% |
| A-B | 484 | 522 | 8.0% | 1,488 | 1,498 | 0.6% | 5,796 | 5,848 | 0.9% |
| A-C | 894 | 935 | 4.6% | 2,706 | 2,713 | 0.3% | 10,650 | 10,751 | 0.9% |
| A-D | 1,079 | 1,144 | 6.0% | 3,338 | 3,348 | 0.3% | 13,143 | 13,209 | 0.5% |
| A-E | 1,366 | 1,434 | 5.0% | 4,234 | 4,222 | -0.3% | 16,748 | 16,677 | -0.4% |
| A-F | 828 | 869 | 4.9% | 2,537 | 2,574 | 1.5% | 10,007 | 10,126 | 1.2% |
| A-G | 492 | 517 | 4.9% | 1,523 | 1,528 | 0.3% | 6,030 | 6,050 | 0.3% |
| A-H | 412 | 427 | 3.6% | 1,286 | 1,278 | -0.5% | 5,131 | 5,116 | -0.3% |
| A-I | 137 | 143 | 4.2% | 431 | 432 | 0.4% | 1,724 | 1,722 | -0.1% |
| A-J | 25 | 26 | 2.2% | 78 | 79 | 1.1% | 320 | 318 | -0.7% |
| A-K | 28 | 29 | 2.7% | 89 | 85 | -4.2% | 356 | 346 | -2.7% |
| A-M | 8 | 7 | -19.1% | 28 | 24 | -14.8% | 117 | 103 | -12.2% |
| **Intermediate** | **215** | **222** | **2.9%** | **661** | **671** | **1.5%** | **2,555** | **2,583** | **1.1%** |
| **No Zone Pair** | **521** | **449** | **-13.9%** | **1,986** | **2,020** | **1.7%** | **3,866** | **2,843** | **-26.5%** |
| **Total** | **6,513** | **6,762** | **3.8%** | **19,503** | **19,858** | **1.8%** | **81,379** | **80,651** | **-0.9%** |

## Estimated Passenger Trips by Ticket Type

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

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

| | **January** (thousands) | | | | | **Last 3 Months** (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | **Share** | | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** | **2016** | **2017** | **Change** | **2016** | **2017** |
| Monthly | 4,069 | 3,983 | -2.1% | 62.5% | 58.9% | 12,000 | 11,678 | -2.7% | 61.5% | 58.8% |
| Ten-Ride | 1,533 | 1,867 | 21.7% | 23.5% | 27.6% | 4,308 | 4,725 | 9.7% | 22.1% | 23.8% |
| One-Way | 609 | 635 | 4.4% | 9.3% | 9.4% | 2,123 | 2,161 | 1.8% | 10.9% | 10.9% |
| Weekend | 235 | 215 | -8.6% | 3.6% | 3.2% | 819 | 789 | -3.6% | 4.2% | 4.0% |
| Special Event & Ravinia | - | 0 | - | 0.0% | 0.0% | - | 240 | - | 0.0% | 1.2% |
| Benefit Access (free) | 77 | 73 | -5.3% | 1.2% | 1.1% | 241 | 227 | -5.7% | 1.2% | 1.1% |
| **Total** | **6,513** | **6,762** | **3.8%** | | | **19,503** | **19,858** | **1.8%** | | |

| | **Last 12 Months** (thousands) | | | | |
|---|---|---|---|---|---|
| | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** |
| Monthly | 50,379 | 48,654 | -3.4% | 61.9% | 60.3% |
| Ten-Ride | 16,717 | 17,866 | 6.9% | 20.5% | 22.2% |
| One-Way | 9,607 | 9,484 | -1.3% | 11.8% | 11.8% |
| Weekend | 3,429 | 3,361 | -2.0% | 4.2% | 4.2% |
| Special Event & Ravinia | 321 | 338 | 5.3% | 0.4% | 0.4% |
| Benefit Access (free) | 1,051 | 990 | -5.8% | 1.3% | 1.2% |
| **Total** | **81,379** | **80,651** | **-0.9%** | | |

## Passenger Loads

Table 6 shows the average daily passenger loads by service period for January, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 3.5 percent in January compared to the previous year, and total weekday passenger loads decreased by 4.3 percent in the same period.

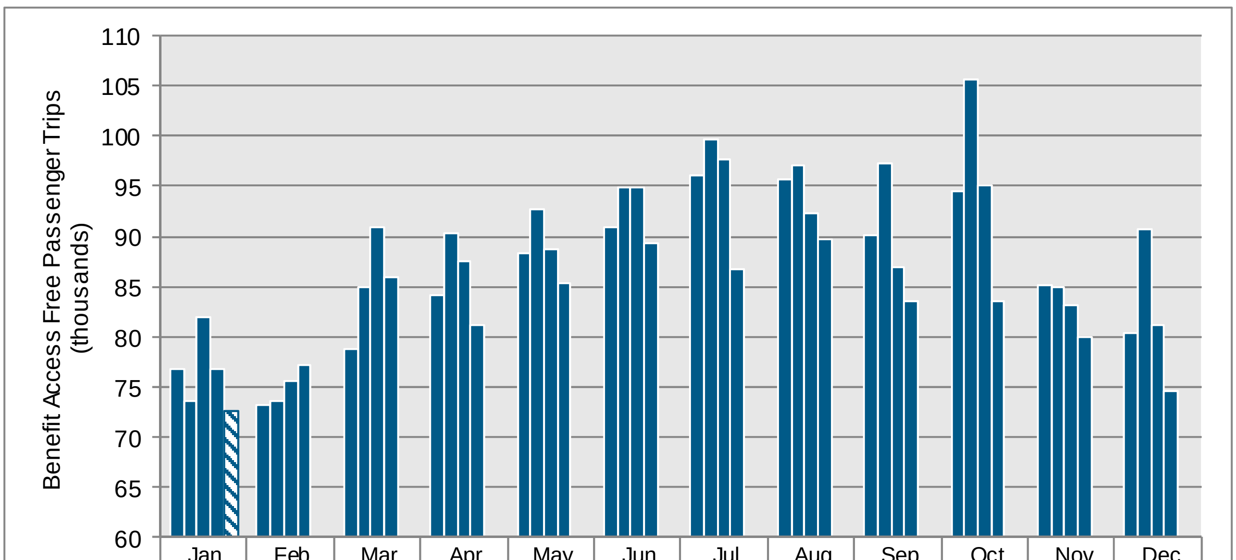
**Table 6: Average Daily Passenger Loads**

| | **January** (thousands) | | | **Last 3 Months** (thousands) | | | **Last 12 Months** (thousands) | | |
|---|---|---|---|---|---|---|---|---|---|
| | **2016** | **2017** | **Change** | **2016** | **2017** | **Change** | **2016** | **2017** | **Change** |
| Peak - Peak Direction | 230 | 222 | -3.5% | 223 | 217 | -2.6% | 224 | 222 | -1.0% |
| Peak - Reverse Direction | 19 | 17 | -10.5% | 20 | 19 | -9.2% | 21 | 20 | -5.9% |
| Midday | 29 | 28 | -2.5% | 31 | 30 | -2.6% | 32 | 32 | -2.2% |
| Evening | 16 | 14 | -12.1% | 17 | 15 | -9.2% | 18 | 17 | -7.2% |
| **Weekday** | **294** | **282** | **-4.3%** | **290** | **280** | **-3.4%** | **295** | **290** | **-1.8%** |
| Saturday | 52 | 48 | -8.0% | 62 | 62 | -1.1% | 68 | 65 | -4.4% |
| Sunday | 32 | 29 | -8.3% | 37 | 34 | -6.9% | 42 | 41 | -2.7% |

## 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**

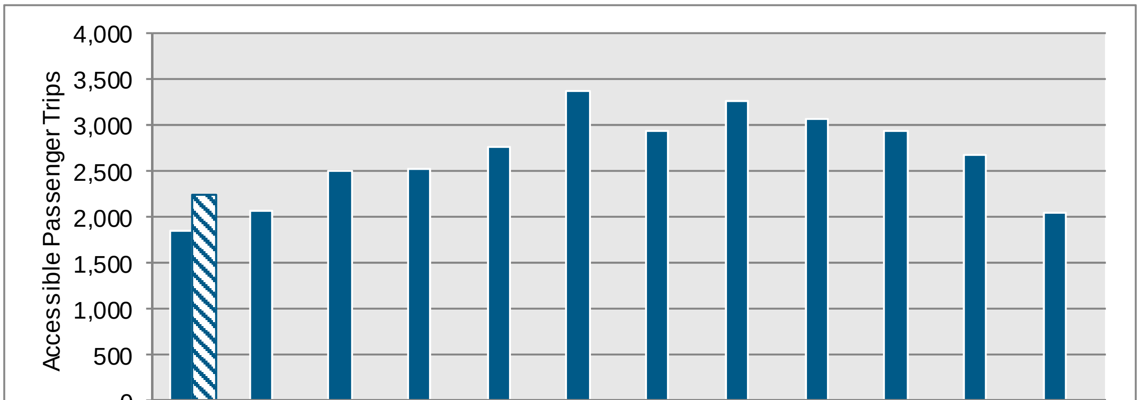



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2013 | 76,802 | 73,179 | 78,710 | 84,089 | 88,367 | 90,828 | 96,166 | 95,616 | 90,054 | 94,499 | 85,149 | 80,425 |
| 2014 | 73,543 | 73,647 | 84,896 | 90,296 | 92,746 | 94,934 | 99,638 | 97,153 | 97,329 | 105,618 | 84,953 | 90,641 |
| 2015 | 81,935 | 75,558 | 90,857 | 87,468 | 88,753 | 94,928 | 97,624 | 92,221 | 86,895 | 95,121 | 83,191 | 81,141 |
| 2016 | 76,784 | 77,078 | 85,954 | 81,123 | 85,310 | 89,288 | 86,783 | 89,663 | 83,539 | 83,510 | 79,896 | 74,675 |
| 2017 | 72,726 | | | | | | | | | | | |

## 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**

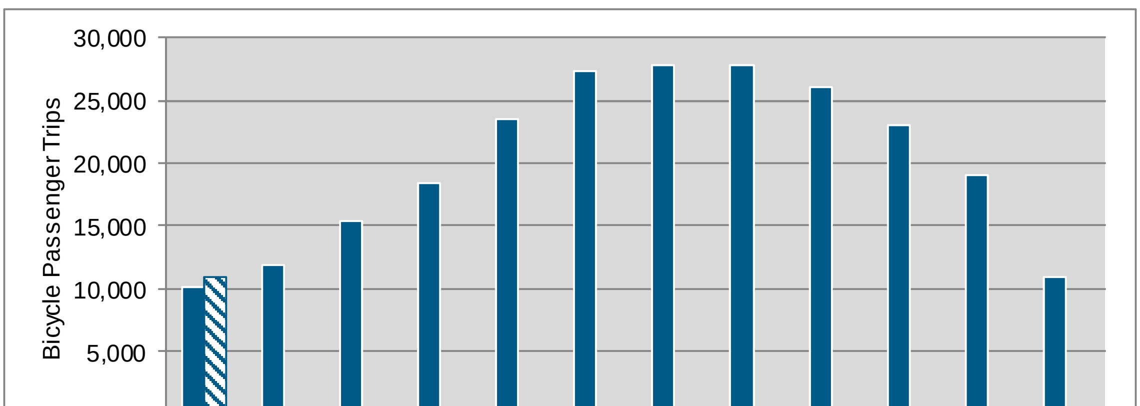



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2016 | 1,841 | 2,073 | 2,501 | 2,522 | 2,767 | 3,380 | 2,936 | 3,257 | 3,076 | 2,937 | 2,668 | 2,053 |
| 2017 | 2,259 | | | | | | | | | | | |

## Bicycle Trips

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

**Figure 4: Bicycle Trips**




| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2016 | 10,054 | 11,911 | 15,394 | 18,423 | 23,443 | 27,311 | 27,829 | 27,756 | 26,074 | 23,036 | 19,078 | 10,937 |
| 2017 | 10,939 | | | | | | | | | | | |

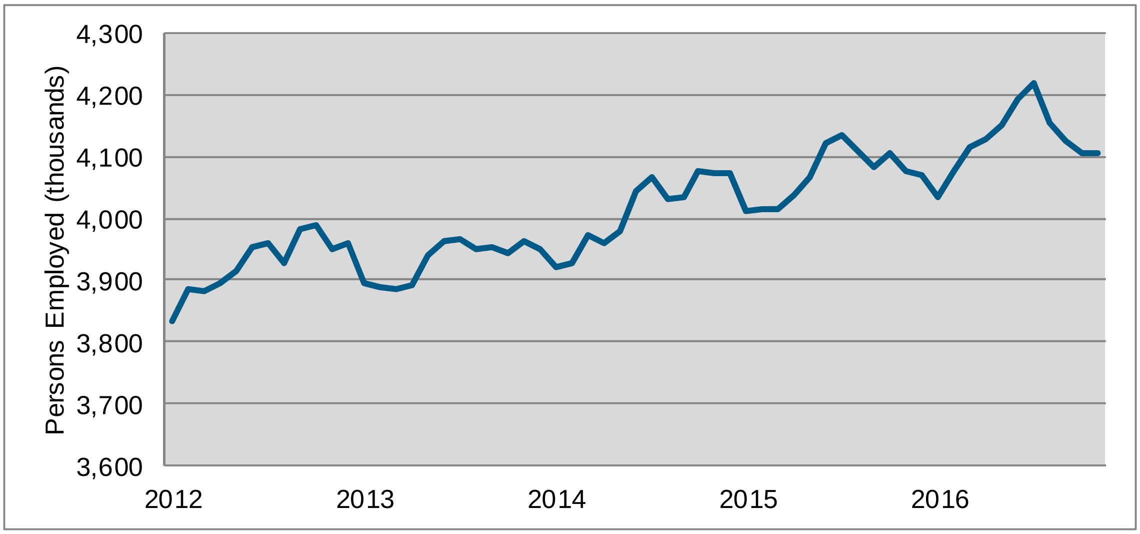
## Ridership Influences

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

### Employment

Figure 5 shows the number of persons employed in the six-county Chicago Region. Employment data for 2017 is made available by the Illinois Department of Employment Security beginning in March.

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



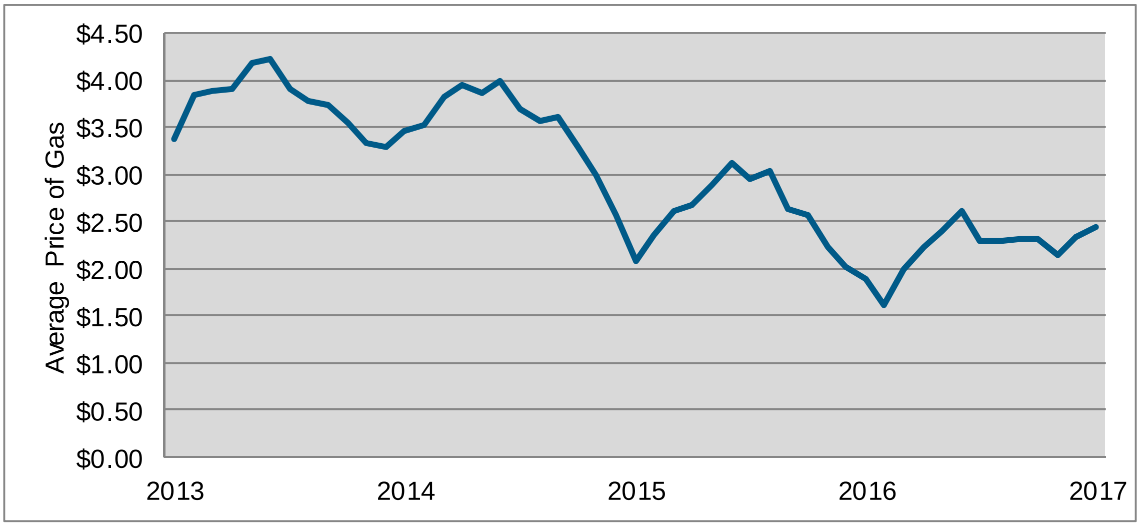

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Average |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2012 | 3,834 | 3,886 | 3,881 | 3,896 | 3,915 | 3,954 | 3,961 | 3,928 | 3,984 | 3,989 | 3,951 | 3,960 | 3,928 |
| 2013 | 3,896 | 3,890 | 3,884 | 3,893 | 3,940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

*Source: Illinois Department of Employment Security*

## Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Gary-Kenosha area. The average price of a gallon of regular unleaded gas in January 2017 was $2.45, $0.56 higher compared to January 2016.

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




| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Average |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2013 | $ 3.39 | $ 3.85 | $ 3.90 | $ 3.90 | $ 4.18 | $ 4.23 | $ 3.92 | $ 3.79 | $ 3.74 | $ 3.54 | $ 3.34 | $ 3.30 | $ 3.76 |
| 2014 | $ 3.45 | $ 3.52 | $ 3.83 | $ 3.95 | $ 3.86 | $ 3.99 | $ 3.71 | $ 3.57 | $ 3.61 | $ 3.30 | $ 3.00 | $ 2.57 | $ 3.53 |
| 2015 | $ 2.07 | $ 2.36 | $ 2.60 | $ 2.67 | $ 2.88 | $ 3.12 | $ 2.95 | $ 3.04 | $ 2.64 | $ 2.56 | $ 2.23 | $ 2.03 | $ 2.60 |
| 2016 | $ 1.89 | $ 1.61 | $ 2.00 | $ 2.24 | $ 2.40 | $ 2.61 | $ 2.30 | $ 2.29 | $ 2.31 | $ 2.31 | $ 2.14 | $ 2.33 | $ 2.20 |
| 2017 | $ 2.45 | | | | | | | | | | | | $ 2.45 |
| **Change** | **$ 0.56** | - | - | - | - | - | - | - | - | - | - | - | **$ 0.25** |

*Source: Bureau of Labor Statistics*

## Road Construction

No new roadway construction projects of regional significance began in January. Work continues on the following projects:

- Jane Byrne Interchange Reconfiguration – In 2015, work began on a major reconfiguration of the Jane Byrne Interchange. The project is expected to last through early 2017.
- Jane Addams Memorial Tollway (I-90) Reconstruction and Widening – Phase 1 of the project, between Rockford and Elgin, was completed in 2014. The second phase of the project, between Elgin and the Kennedy Expressway, began in 2015 and was completed in 2016.
- Union Station Access - The Adams Street Bridge Reconstruction project began in January 2016 and is scheduled for completion in early 2017. The project will periodically restrict pedestrian access to Union Station via Adams Street throughout 2016. The Union Station Transit Center, a component of the Loop Link project, opened in September 2016. The center consolidated CTA bus connections for Metra passengers at Union Station.

## Service Changes

Minor schedule adjustments were made to the SouthWest Service, Milwaukee District North, and Milwaukee District West.

## Special Events and Promotions

An $8.00 unlimited ride pass was sold for the December 31-January 2 New Year's holiday. Family Fares were in effect from December 17-January 2. Metra added additional service for President Obama's Farewell Address at McCormick Place (January 10), and added capacity for the Women's March on Chicago (January 21).

## Passenger Revenue and Ticket Sales

### Passenger Revenue

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

**Table 7: Passenger Revenue by Line**

| | **January** (thousands) | | | **Last 3 Months** (thousands) | | | **Last 12 Months** (thousands) | | |
|---|---|---|---|---|---|---|---|---|---|
| | **2016** | **2017** | **Change** | **2016** | **2017** | **Change** | **2016** | **2017** | **Change** |
| BNSF | $ 5,665 | $ 6,146 | 8.5% | $ 16,820 | $ 17,782 | 5.7% | $ 70,191 | $ 72,062 | 2.7% |
| MED | $ 2,682 | $ 2,869 | 7.0% | $ 8,222 | $ 8,287 | 0.8% | $ 34,368 | $ 34,021 | -1.0% |
| HC | $ 254 | $ 305 | 20.0% | $ 740 | $ 855 | 15.6% | $ 3,221 | $ 3,365 | 4.5% |
| MD-N | $ 2,414 | $ 2,617 | 8.4% | $ 7,237 | $ 7,622 | 5.3% | $ 30,410 | $ 30,855 | 1.5% |
| MD-W | $ 2,318 | $ 2,408 | 3.9% | $ 6,983 | $ 7,118 | 1.9% | $ 29,253 | $ 29,401 | 0.5% |
| NCS | $ 715 | $ 760 | 6.3% | $ 2,101 | $ 2,164 | 3.0% | $ 8,740 | $ 8,845 | 1.2% |
| RID | $ 2,671 | $ 2,827 | 5.8% | $ 8,037 | $ 8,315 | 3.5% | $ 33,407 | $ 33,646 | 0.7% |
| SWS | $ 866 | $ 896 | 3.4% | $ 2,550 | $ 2,570 | 0.8% | $ 10,398 | $ 10,443 | 0.4% |
| UP-N | $ 2,830 | $ 3,083 | 8.9% | $ 8,379 | $ 8,785 | 4.8% | $ 35,051 | $ 36,021 | 2.8% |
| UP-NW | $ 3,979 | $ 4,229 | 6.3% | $ 11,982 | $ 12,462 | 4.0% | $ 49,863 | $ 50,933 | 2.1% |
| UP-W | $ 2,836 | $ 3,125 | 10.2% | $ 8,554 | $ 9,118 | 6.6% | $ 35,479 | $ 36,763 | 3.6% |
| **Total** | **$ 27,229** | **$ 29,266** | **7.5%** | **$ 81,605** | **$ 85,080** | **4.3%** | **$ 340,381** | **$ 346,355** | **1.8%** |

Table 8 shows passenger revenue by ticket type for January, the last three months, and the last 12 months. Passenger revenue totals are adjusted for group sales, marketing sales, and refunds.

**Table 8: Passenger Revenue by Ticket Type**

| | **January** (thousands) | | | | | **Last 3 Months** (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | **Share** | | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** | **2016** | **2017** | **Change** | **2016** | **2017** |
| Monthly | $ 15,517 | $ 15,422 | -0.6% | 57.0% | 52.7% | $ 45,749 | $ 45,187 | -1.2% | 56.1% | 53.1% |
| Ten-Ride | $ 7,612 | $ 9,547 | 25.4% | 28.0% | 32.6% | $ 21,426 | $ 24,213 | 13.0% | 26.3% | 28.5% |
| One-Way | $ 3,393 | $ 3,658 | 7.8% | 12.5% | 12.5% | $ 11,880 | $ 12,530 | 5.5% | 14.6% | 14.7% |
| Weekend | $ 752 | $ 688 | -8.5% | 2.8% | 2.4% | $ 2,620 | $ 2,526 | -3.6% | 3.2% | 3.0% |
| Special Event & Ravinia | $ - | $ 0 | - | 0.0% | 0.0% | $ - | $ 601 | - | 0.0% | 0.7% |
| **Total** | **$ 27,229** | **$ 29,266** | **7.5%** | | | **$ 81,605** | **$ 85,080** | **4.3%** | | |

| | **Last 12 Months** (thousands) | | | | |
|---|---|---|---|---|---|
| | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** |
| Monthly | $ 192,558 | $ 188,515 | -2.1% | 56.6% | 54.4% |
| Ten-Ride | $ 83,179 | $ 91,698 | 10.2% | 24.4% | 26.5% |
| One-Way | $ 53,588 | $ 54,832 | 2.3% | 15.7% | 15.8% |
| Weekend | $ 10,963 | $ 10,756 | -1.9% | 3.2% | 3.1% |
| Special Event & Ravinia | $ 771 | $ 922 | 19.5% | 0.2% | 0.3% |
| **Total** | **$ 340,381** | **$ 346,355** | **1.8%** | | |

Table 9 shows passenger revenue by ticket type and sales channel for January 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 9: Passenger Revenue by Ticket Type and Sales Channel**

| January | Monthly (thousands) | | | | | Ten-Ride (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Share | | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 | 2016 | 2017 | Change | 2016 | 2017 |
| Commuter Benefit | $ 5,204 | $ 4,956 | -4.8% | 33.5% | 32.1% | $ 632 | $ 606 | -4.1% | 8.3% | 6.3% |
| Conductor | $ - | $ - | 0.0% | 0.0% | 0.0% | $ - | $ - | 0.0% | 0.0% | 0.0% |
| Internet | $ 725 | $ 408 | -43.8% | 4.7% | 2.6% | $ 123 | $ 93 | -23.7% | 1.6% | 1.0% |
| Mail | $ 687 | $ 529 | -22.9% | 4.4% | 3.4% | $ 0 | $ - | 0.0% | 0.0% | 0.0% |
| Ticket Agent | $ 5,959 | $ 5,004 | -16.0% | 38.4% | 32.5% | $ 3,911 | $ 3,516 | -10.1% | 51.4% | 36.8% |
| Vending Machine | $ 822 | $ 807 | -1.9% | 5.3% | 5.2% | $ 1,067 | $ 811 | -24.0% | 14.0% | 8.5% |
| Ventra Mobile App | $ 2,119 | $ 3,718 | 75.5% | 13.7% | 24.1% | $ 1,880 | $ 4,520 | 140.5% | 24.7% | 47.3% |
| **Total** | **$ 15,517** | **$ 15,422** | **-0.6%** | | | **$ 7,612** | **$ 9,547** | **25.4%** | | |

| | One-Way (thousands) | | | | | Weekend, Special Event. & Ravinia (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Share | | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 | 2016 | 2017 | Change | 2016 | 2017 |
| Commuter Benefit | $ - | $ - | 0.0% | 0.0% | 0.0% | $ - | $ - | 0.0% | 0.0% | 0.0% |
| Conductor | $ 1,140 | $ 918 | -19.5% | 33.6% | 25.1% | $ 529 | $ 420 | -20.6% | 70.3% | 61.0% |
| Internet | $ - | $ - | 0.0% | 0.0% | 0.0% | $ - | $ - | 0.0% | 0.0% | 0.0% |
| Mail | $ - | $ - | 0.0% | 0.0% | 0.0% | $ - | $ - | 0.0% | 0.0% | 0.0% |
| Ticket Agent | $ 1,456 | $ 1,239 | -14.9% | 42.9% | 33.9% | $ 130 | $ 86 | -33.6% | 17.3% | 12.5% |
| Vending Machine | $ 326 | $ 240 | -26.3% | 9.6% | 6.6% | $ 38 | $ 27 | -29.3% | 5.1% | 3.9% |
| Ventra Mobile App | $ 471 | $ 1,260 | 167.7% | 13.9% | 34.4% | $ 55 | $ 155 | 182.2% | 7.3% | 22.5% |
| **Total** | **$ 3,393** | **$ 3,658** | **7.8%** | | | **$ 752** | **$ 688** | **-8.5%** | | |

| | Total (thousands) | | | | |
|---|---|---|---|---|---|
| | | | | Share | |
| | 2016 | 2017 | Change | 2016 | 2017 |
| Commuter Benefit | $ 5,836 | $ 5,561 | -4.7% | 21.4% | 19.0% |
| Conductor | $ 1,669 | $ 1,338 | -19.8% | 6.1% | 4.6% |
| Internet | $ 848 | $ 501 | -40.9% | 3.1% | 1.7% |
| Mail | $ 687 | $ 529 | -23.0% | 2.5% | 1.8% |
| Ticket Agent | $ 11,456 | $ 9,845 | -14.1% | 42.0% | 33.6% |
| Vending Machine | $ 2,254 | $ 1,886 | -16.3% | 8.3% | 6.4% |
| Ventra Mobile App | $ 4,524 | $ 9,653 | 113.4% | 16.6% | 32.9% |
| **Total** | **$ 27,229** | **$ 29,266** | **7.5%** | | |

## Ticket Sales

Ten-ride ticket sales increased 21.7 percent in January 2017 compared to January 2016. This suggests significant amounts of ticket stockpiling occurred prior to the February 1 fare increase. Figure 7 shows ten-ride tickets sales by month from January 2007 to January 2017. Table 10 shows ticket sales by ticket type for January, the last three months, and the last 12 months. Monthly ticket sales decreased by 2.1 percent in January compared to the previous year. Tables 11-16 detail ticket sales by line and ticket type.

**Figure 7: Ten-Ride Ticket Sales (January 2007-January 2017)**

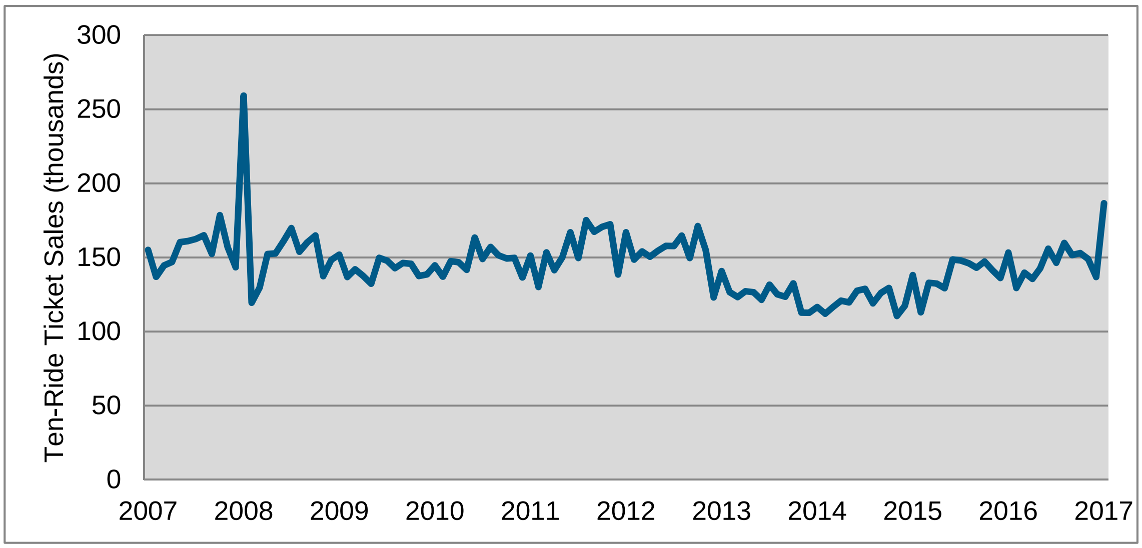



**Table 10: Ticket Sales by Ticket Type**

| | **January** (thousands) | | | | | **Last 3 Months** (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | **Share** | | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** | **2016** | **2017** | **Change** | **2016** | **2017** |
| Monthly | 95 | 93 | -2.1% | 10.0% | 9.3% | 279 | 272 | -2.7% | 8.8% | 8.1% |
| Ten-Ride | 153 | 187 | 21.7% | 16.1% | 18.7% | 431 | 473 | 9.7% | 13.6% | 14.1% |
| One-Way | 609 | 635 | 4.4% | 64.0% | 63.5% | 2,123 | 2,161 | 1.8% | 67.2% | 64.7% |
| Weekend | 94 | 86 | -8.6% | 9.9% | 8.6% | 328 | 316 | -3.6% | 10.4% | 9.4% |
| Special Event & Ravinia | - | 0 | - | 0.0% | 0.0% | - | 120 | - | 0.0% | 3.6% |
| **Total** | **951** | **1,001** | **5.3%** | | | **3,160** | **3,341** | **5.7%** | | |

| | **Last 12 Months** (thousands) | | | | |
|---|---|---|---|---|---|
| | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** |
| Monthly | 1,172 | 1,131 | -3.4% | 8.4% | 8.1% |
| Ten-Ride | 1,672 | 1,787 | 6.9% | 12.0% | 12.9% |
| One-Way | 9,607 | 9,484 | -1.3% | 68.9% | 68.3% |
| Weekend | 1,372 | 1,345 | -2.0% | 9.8% | 9.7% |
| Special Event & Ravinia | 122 | 143 | 17.1% | 0.9% | 1.0% |
| **Total** | **13,945** | **13,890** | **-0.4%** | | |

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

| January | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 20,769 | 20,433 | -1.6% |
| MED | 9,623 | 9,616 | -0.1% |
| HC | 1,030 | 1,109 | 7.7% |
| MD-N | 7,463 | 7,166 | -4.0% |
| MD-W | 7,767 | 7,423 | -4.4% |
| NCS | 2,262 | 2,174 | -3.9% |
| RID | 10,726 | 10,465 | -2.4% |
| SWS | 3,647 | 3,534 | -3.1% |
| UP-N | 9,052 | 8,796 | -2.8% |
| UP-NW | 12,741 | 12,402 | -2.7% |
| UP-W | 9,539 | 9,517 | -0.2% |
| **Total** | **94,619** | **92,635** | **-2.1%** |

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

| January | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 29,664 | 36,702 | 23.7% |
| MED | 15,341 | 18,284 | 19.2% |
| HC | 1,024 | 1,452 | 41.8% |
| MD-N | 15,169 | 18,851 | 24.3% |
| MD-W | 10,840 | 12,995 | 19.9% |
| NCS | 3,327 | 4,133 | 24.2% |
| RID | 12,817 | 15,108 | 17.9% |
| SWS | 4,378 | 4,806 | 9.8% |
| UP-N | 23,798 | 28,900 | 21.4% |
| UP-NW | 21,208 | 25,449 | 20.0% |
| UP-W | 15,746 | 19,974 | 26.9% |
| **Total** | **153,312** | **186,654** | **21.7%** |

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

| January | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 64,034 | 78,012 | 21.8% |
| MED | 75,006 | 80,825 | 7.8% |
| HC | 1,144 | 2,188 | 91.3% |
| MD-N | 31,989 | 39,462 | 23.4% |
| MD-W | 34,783 | 40,448 | 16.3% |
| NCS | 5,119 | 6,743 | 31.7% |
| RID | 36,342 | 43,371 | 19.3% |
| SWS | 7,877 | 9,863 | 25.2% |
| UP-N | 40,230 | 53,381 | 32.7% |
| UP-NW | 53,701 | 60,483 | 12.6% |
| UP-W | 40,218 | 48,562 | 20.7% |
| **Total** | **390,443** | **463,338** | **18.7%** |

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

| January | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 23,266 | 18,777 | -19.3% |
| MED | 24,225 | 18,446 | -23.9% |
| HC | 489 | 338 | -30.9% |
| MD-N | 22,088 | 17,180 | -22.2% |
| MD-W | 22,210 | 17,407 | -21.6% |
| NCS | 6,847 | 5,258 | -23.2% |
| RID | 15,299 | 14,335 | -6.3% |
| SWS | 5,034 | 3,846 | -23.6% |
| UP-N | 44,045 | 31,496 | -28.5% |
| UP-NW | 32,297 | 27,140 | -16.0% |
| UP-W | 22,435 | 17,702 | -21.1% |
| **Total** | **218,235** | **171,925** | **-21.2%** |

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

| January | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 5,978 | 6,832 | 14.3% |
| MED | 5,203 | 4,465 | -14.2% |
| HC | 2 | 1 | -50.0% |
| MD-N | 3,242 | 3,792 | 17.0% |
| MD-W | 2,300 | 2,811 | 22.2% |
| NCS | 15 | 36 | 140.0% |
| RID | 1,161 | 1,663 | 43.2% |
| SWS | 45 | 84 | 86.7% |
| UP-N | 2,355 | 3,314 | 40.7% |
| UP-NW | 4,411 | 5,984 | 35.7% |
| UP-W | 3,172 | 4,546 | 43.3% |
| **Total** | **27,884** | **33,528** | **20.2%** |

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

| January | 2016 | 2017 | Change |
|---|---|---|---|
| BNSF | 9,744 | 7,311 | -25.0% |
| MED | 2,088 | 1,702 | -18.5% |
| HC | - | - | - |
| MD-N | 8,092 | 6,619 | -18.2% |
| MD-W | 7,386 | 5,620 | -23.9% |
| NCS | - | - | - |
| RID | 4,903 | 3,938 | -19.7% |
| SWS | 327 | 323 | -1.2% |
| UP-N | 9,246 | 7,206 | -22.1% |
| UP-NW | 14,175 | 11,107 | -21.6% |
| UP-W | 10,155 | 8,629 | -15.0% |
| **Total** | **66,116** | **52,455** | **-20.7%** |

Table 17 shows ticket sales by ticket type, sales channel, and tender type for January 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 17: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (January)**

| January | **Monthly** (thousands) | | | | | **Ten-Ride** (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | **Share** | | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** | **2016** | **2017** | **Change** | **2016** | **2017** |
| Commuter Benefit | 31 | 29 | -6.3% | 32.9% | 31.5% | 12 | 11 | -7.1% | 7.7% | 5.9% |
| Conductor | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Internet | 4 | 2 | -44.4% | 4.6% | 2.6% | 2 | 2 | -25.6% | 1.5% | 0.9% |
| Mail | 4 | 3 | -23.6% | 4.5% | 3.5% | 0 | - | -100.0% | 0.0% | 0.0% |
| Ticket Agent | 37 | 31 | -17.3% | 39.0% | 33.0% | 81 | 71 | -11.8% | 52.6% | 38.1% |
| *Cash & Other* | *9* | *5* | *-48.5%* | - | - | *15* | *12* | *-16.7%* | - | - |
| *Credit Card* | *28* | *26* | *-6.7%* | - | - | *66* | *59* | *-10.7%* | - | - |
| Vending Machine | 5 | 5 | -4.2% | 5.4% | 5.3% | 21 | 16 | -27.1% | 14.0% | 8.4% |
| *Cash* | - | - | - | - | - | *0* | *0* | *-8.3%* | - | - |
| *Credit Card* | *5* | *5* | *-4.2%* | - | - | *21* | *15* | *-27.4%* | - | - |
| Ventra Mobile App | 13 | 22 | 74.2% | 13.6% | 24.1% | 37 | 87 | 135.1% | 24.2% | 46.7% |
| *Credit Card* | *11* | *21* | *85.3%* | - | - | *35* | *82* | *134.9%* | - | - |
| *Mixed & Other* | *2* | *1* | *-24.0%* | - | - | *1* | *1* | *66.0%* | - | - |
| *Ventra* | *0* | *0* | - | - | - | *1* | *4* | *183.5%* | - | - |
| **Total** | **95** | **93** | **-2.1%** | | | **153** | **187** | **21.7%** | | |

| | **One-Way** (thousands) | | | | | **Weekend, Special Event. & Ravinia** (thousands) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | **Share** | | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** | **2016** | **2017** | **Change** | **2016** | **2017** |
| Commuter Benefit | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Conductor | 218 | 172 | -21.2% | 35.9% | 27.1% | 66 | 52 | -20.7% | 70.3% | 61.0% |
| Internet | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Mail | - | - | - | 0.0% | 0.0% | - | - | - | 0.0% | 0.0% |
| Ticket Agent | 249 | 207 | -17.1% | 41.0% | 32.5% | 16 | 11 | -33.6% | 17.3% | 12.5% |
| *Cash & Other* | *154* | *125* | *-18.6%* | - | - | *9* | *6* | *-33.5%* | - | - |
| *Credit Card* | *96* | *82* | *-14.7%* | - | - | *7* | *5* | *-33.8%* | - | - |
| Vending Machine | 58 | 41 | -28.8% | 9.6% | 6.5% | 5 | 3 | -29.3% | 5.1% | 3.9% |
| *Cash* | *21* | *18* | *-13.0%* | - | - | *1* | *1* | *-20.8%* | - | - |
| *Credit Card* | *38* | *24* | *-37.5%* | - | - | *4* | *2* | *-32.0%* | - | - |
| Ventra Mobile App | 83 | 215 | 159.9% | 13.6% | 33.9% | 7 | 19 | 182.2% | 7.3% | 22.5% |
| *Credit Card* | *71* | *187* | *164.3%* | - | - | *6* | *17* | *193.8%* | - | - |
| *Mixed & Other* | *1* | *2* | *108.4%* | - | - | *0* | *0* | *86.0%* | - | - |
| *Ventra* | *11* | *25* | *136.6%* | - | - | *1* | *2* | *116.6%* | - | - |
| **Total** | **609** | **635** | **4.4%** | | | **94** | **86** | **-8.5%** | | |

Table 18 shows total ticket sales by sales channel and tender type for January 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 18: Total Ticket Sales by Sales Channel and Tender Type (January)**

| January | **Total** (thousands) | | | | |
|---|---|---|---|---|---|
| | | | | **Share** | |
| | **2016** | **2017** | **Change** | **2016** | **2017** |
| Commuter Benefit | 43 | 40 | -6.5% | 4.5% | 4.0% |
| Conductor | 284 | 224 | -21.1% | 29.9% | 22.4% |
| Internet | 7 | 4 | -37.8% | 0.7% | 0.4% |
| Mail | 4 | 3 | -23.7% | 0.4% | 0.3% |
| Ticket Agent | 383 | 319 | -16.7% | 40.3% | 31.9% |
| *Cash & Other* | *187* | *148* | *-20.7%* | - | - |
| *Credit Card* | *196* | *171* | *-12.9%* | - | - |
| Vending Machine | 90 | 65 | -27.0% | 9.4% | 6.5% |
| *Cash* | *22* | *19* | *-13.3%* | - | - |
| *Credit Card* | *67* | *46* | *-31.5%* | - | - |
| Ventra Mobile App | 140 | 344 | 146.5% | 14.7% | 34.4% |
| *Credit Card* | *123* | *308* | *150.1%* | - | - |
| *Mixed & Other* | *4* | *5* | *41.1%* | - | - |
| *Ventra* | *13* | *31* | *141.1%* | - | - |
| **Total** | **951** | **1,001** | **5.3%** | | |

*Link-Up and PlusBus Sales*

Sales of CTA Link-Up passes declined by 7.4 percent in January compared to the previous year, and sales of Pace PlusBus passes declined by 2.9 percent in the same period. Table 19 shows Link-Up and PlusBus sales by month for 2016 and 2017.

**Table 19: Link-Up and PlusBus Sales**

| | 2016 | | 2017 | | Change | | Mobile Share (2017) | |
|---|---|---|---|---|---|---|---|---|
| | Link-Up | PlusBus | Link-Up | PlusBus | Link-Up | PlusBus | Link-Up | Plus Bus |
| Jan | 3,686 | 1,314 | 3,414 | 1,276 | -7.4% | -2.9% | 18.4% | 14.9% |
| Feb | 3,737 | 1,333 | | | - | - | - | - |
| Mar | 3,657 | 1,360 | | | - | - | - | - |
| Apr | 3,496 | 1,320 | | | - | - | - | - |
| May | 3,443 | 1,269 | | | - | - | - | - |
| Jun | 3,410 | 1,261 | | | - | - | - | - |
| Jul | 3,310 | 1,221 | | | - | - | - | - |
| Aug | 3,182 | 1,201 | | | - | - | - | - |
| Sep | 3,266 | 1,267 | | | - | - | - | - |
| Oct | 3,338 | 1,272 | | | - | - | - | - |
| Nov | 3,345 | 1,291 | | | - | - | - | - |
| Dec | 3,190 | 1,174 | | | - | - | - | - |
| **Last 3 Months** | **10,705** | **3,860** | **9,949** | **3,741** | **-7.1%** | **-3.1%** | **16.8%** | **14.0%** |
| **Last 12 Months** | **44,571** | **16,102** | **40,788** | **15,245** | **-8.5%** | **-5.3%** | **13.4%** | **12.0%** |
| **Year-to-date** | **37,870** | **14,109** | **3,414** | **1,276** | **-91.0%** | **-91.0%** | **18.4%** | **14.9%** |

*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 20 shows the number of reduced fare tickets sold by month for 2016 and 2017.

**Table 20: Reduced Fare Ticket Sales**

| | 2016 | | | | 2017 | | | |
|---|---|---|---|---|---|---|---|---|
| | Monthly | Ten-Ride | One-Way Station & Mobile | One-Way Conductor | Monthly | Ten-Ride | One-Way Station & Mobile | 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 | - | - | - | - |
| Mar | 3,328 | 12,215 | 56,952 | 34,402 | - | - | - | - |
| Apr | 3,286 | 12,109 | 43,836 | 29,853 | - | - | - | - |
| May | 3,223 | 12,472 | 51,834 | 36,428 | - | - | - | - |
| Jun | 3,064 | 13,604 | 75,390 | 45,745 | - | - | - | - |
| Jul | 3,104 | 12,094 | 86,271 | 41,886 | - | - | - | - |
| Aug | 2,803 | 12,941 | 67,737 | 38,311 | - | - | - | - |
| Sep | 3,389 | 13,287 | 42,399 | 29,616 | - | - | - | - |
| Oct | 3,439 | 13,521 | 47,203 | 31,237 | - | - | - | - |
| Nov | 3,308 | 13,559 | 51,255 | 28,764 | - | - | - | - |
| Dec | 2,851 | 11,693 | 59,212 | 31,034 | - | - | - | - |
| **Last 3 Months** | **9,367** | **37,807** | **121,519** | **97,992** | **9,216** | **41,965** | **151,452** | **84,471** |
| **Last 12 Months** | **37,770** | **145,062** | **586,123** | **456,400** | **38,081** | **155,014** | **655,934** | **399,981** |
| **Year-to-date** | **35,400** | **140,260** | **585,567** | **371,983** | **3,057** | **16,713** | **40,985** | **24,673** |

| | Change | | | |
|---|---|---|---|---|
| | Monthly | Ten-Ride | One-Way Station & Mobile | One-Way Conductor |
| Jan | -5.3% | 22.4% | 37.4% | -11.0% |
| Feb | - | - | - | - |
| Mar | - | - | - | - |
| Apr | - | - | - | - |
| May | - | - | - | - |
| Jun | - | - | - | - |
| Jul | - | - | - | - |
| Aug | - | - | - | - |
| Sep | - | - | - | - |
| Oct | - | - | - | - |
| Nov | - | - | - | - |
| Dec | - | - | - | - |
| **Last 3 Months** | **-1.6%** | **11.0%** | **24.6%** | **-13.8%** |
| **Last 12 Months** | **0.8%** | **6.9%** | **11.9%** | **-12.4%** |
| **Year-to-date** | **-91.4%** | **-88.1%** | **-93.0%** | **-93.4%** |