

RIDERSHIP TRENDS

May 2017



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

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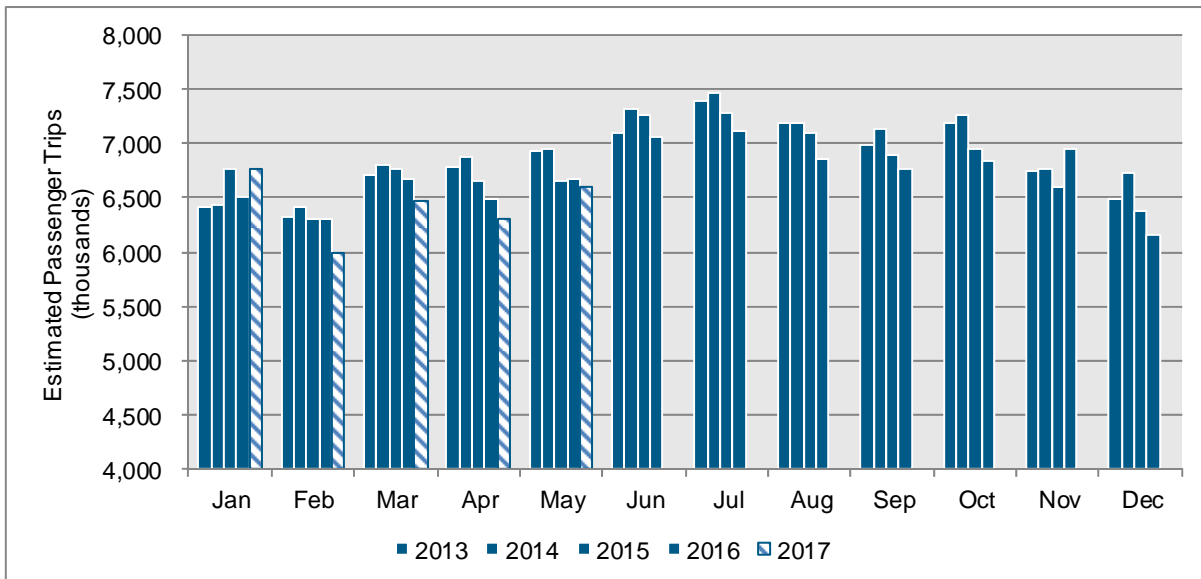
Executive Summary

Estimated passenger trips decreased by 1.1 percent in May 2017 compared to May 2016. May 2017 had one additional weekday, the same number of Saturdays, and one less Sunday compared to May 2016. Year-to-date, estimated passenger trips in 2017 have decreased 1.6 percent compared to 2016, and 2017 has had the same number of weekdays, one less Saturday, and the same number of Sunday/holidays compared to 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	5,985	-5.4%	-5.1%
Mar	6,707	6,805	6,770	6,666	6,474	-3.5%	-2.9%
Apr	6,783	6,885	6,663	6,497	6,305	-7.0%	-3.0%
May	6,928	6,953	6,656	6,681	6,608	-4.6%	-1.1%
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	20,418	20,643	20,088	19,844	19,387	-5.0%	-2.3%
Last 12 Months	81,078	82,608	83,019	81,147	79,870	-1.5%	-1.6%
Year-to-date	33,159	33,500	33,149	32,666	32,134	-3.1%	-1.6%

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	5,985	-4.3%
Mar	6,604	6,474	-2.0%
1st Quarter	19,409	19,220	-1.0%
Apr	6,437	6,305	-2.0%
May	6,619	6,608	-0.2%
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	32,465	32,134	-1.0%
Total	79,974	-	-

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 May, the last three months, and the last 12 months. Estimated passenger trips decreased by 2.3 percent in the last three months compared to the previous year, and decreased 1.6 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

	May			Last 3 Months			Last 12 Months		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	1,357,077	1,357,078	0.0%	4,027,821	3,993,968	-0.8%	16,358,419	16,306,598	-0.3%
ME	733,718	693,894	-5.4%	2,180,538	2,050,143	-6.0%	8,907,278	8,485,872	-4.7%
HC	59,361	61,196	3.1%	177,474	182,253	2.7%	690,859	732,977	6.1%
MD-N	574,176	573,379	-0.1%	1,692,519	1,654,800	-2.2%	7,010,196	6,886,788	-1.8%
MD-W	546,725	531,198	-2.8%	1,641,050	1,574,776	-4.0%	6,745,725	6,526,288	-3.3%
NCS	142,002	139,945	-1.4%	428,069	412,304	-3.7%	1,751,272	1,708,442	-2.4%
RI	674,228	664,646	-1.4%	2,013,851	1,973,069	-2.0%	8,232,848	8,058,121	-2.1%
SWS	208,513	201,535	-3.3%	637,786	610,257	-4.3%	2,586,772	2,496,718	-3.5%
UP-N	765,809	759,332	-0.8%	2,256,245	2,203,045	-2.4%	9,263,434	9,166,036	-1.1%
UP-NW	924,961	925,618	0.1%	2,735,234	2,689,126	-1.7%	11,237,962	11,114,675	-1.1%
UP-W	694,011	700,125	0.9%	2,053,072	2,043,244	-0.5%	8,362,412	8,387,260	0.3%
Total	6,680,580	6,607,944	-1.1%	19,843,658	19,386,983	-2.3%	81,147,174	79,869,772	-1.6%

Estimated Passenger Trips by Fare Zone Pair

Table 4 shows estimated passenger trips by fare zone pair for May, the last three months, and the last 12 months. The decline in No Zone Pair passenger trips is expected to continue as data improvements and the shift to the Ventra Mobile App cause fewer trips to be reported without a zone pair.

Table 4: Estimated Passenger Trips by Fare Zone Pair

	May (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
A-A	22	20	-6.2%	72	63	-12.1%	267	253	-5.1%
A-B	489	483	-1.1%	1,466	1,432	-2.3%	5,808	5,791	-0.3%
A-C	899	900	0.1%	2,675	2,646	-1.1%	10,703	10,687	-0.1%
A-D	1,090	1,099	0.8%	3,269	3,232	-1.1%	13,147	13,128	-0.1%
A-E	1,380	1,382	0.2%	4,121	4,076	-1.1%	16,701	16,571	-0.8%
A-F	834	825	-1.0%	2,509	2,456	-2.1%	10,046	10,031	-0.1%
A-G	502	509	1.4%	1,505	1,496	-0.6%	6,027	6,023	-0.1%
A-H	421	412	-2.2%	1,268	1,220	-3.7%	5,118	5,042	-1.5%
A-I	142	139	-2.1%	427	410	-3.9%	1,714	1,696	-1.1%
A-J	26	25	-6.7%	80	73	-9.0%	319	308	-3.4%
A-K	29	28	-0.7%	88	84	-4.8%	353	339	-4.0%
A-M	9	7	-16.8%	29	22	-22.4%	118	94	-19.7%
Intermediate	218	213	-2.2%	651	620	-4.7%	2,561	2,530	-1.2%
No Zone Pair	621	565	-9.1%	1,684	1,557	-7.6%	8,266	7,376	-10.8%
Total	6,681	6,608	-1.1%	19,844	19,387	-2.3%	81,147	79,870	-1.6%

Estimated Passenger Trips by Ticket Type

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

Table 5: Estimated Passenger Trips by Ticket Type

	May (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	4,089	3,929	-3.9%	61.2%	59.5%	12,464	11,885	-4.6%	62.8%	61.3%
Ten-Ride	1,427	1,549	8.5%	21.4%	23.5%	4,180	4,377	4.7%	21.0%	22.6%
One-Way	793	770	-2.8%	11.9%	11.7%	2,210	2,130	-3.6%	11.1%	11.0%
Weekend	290	277	-4.7%	4.3%	4.2%	756	764	1.0%	3.8%	3.9%
Special Event & Ravinia	-	-	-	0.0%	0.0%	-	0	-	0.0%	0.0%
Benefit Access (free)	85	74	-13.2%	1.3%	1.1%	252	230	-8.7%	1.3%	1.2%
Total ¹	6,685	6,599	-1.3%			19,862	19,387	-2.4%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	49,796	47,838	-3.9%	61.3%	59.9%
Ten-Ride	17,114	17,987	5.1%	21.1%	22.5%
One-Way	9,529	9,382	-1.5%	11.7%	11.7%
Weekend	3,446	3,379	-2.0%	4.2%	4.2%
Special Event & Ravinia	321	338	5.3%	0.4%	0.4%
Benefit Access (free)	1,037	964	-7.1%	1.3%	1.2%
Total ¹	81,244	79,887	-1.7%		

¹ Passenger trip totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds

Passenger Loads

Table 6 shows the average daily passenger loads by service period for May, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 0.5 percent compared to the previous year, and total weekday passenger loads decreased by 1.3 percent in the same period.

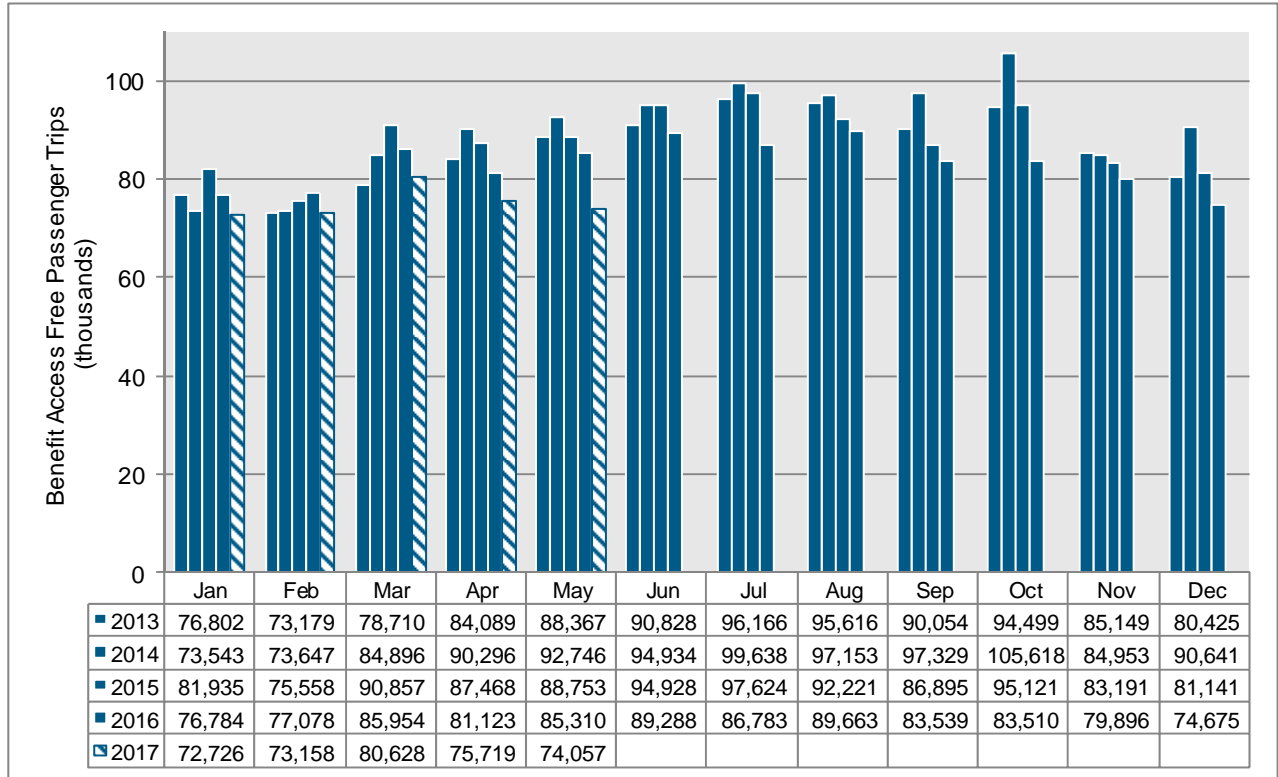
Table 6: Average Daily Passenger Loads

	May (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
Peak - Peak Direction	224	223	-0.5%	224	222	-0.6%	224	221	-1.3%
Peak - Reverse Direction	20	19	-4.1%	20	19	-4.0%	21	19	-5.7%
Midday	32	31	-2.3%	31	30	-2.6%	32	31	-2.3%
Evening	17	15	-6.8%	16	15	-8.0%	18	16	-7.7%
Weekday	293	289	-1.3%	291	286	-1.5%	295	289	-2.1%
Saturday	64	61	-4.6%	59	58	-2.5%	67	64	-4.1%
Sunday	46	42	-9.0%	39	36	-7.6%	42	40	-5.2%

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.

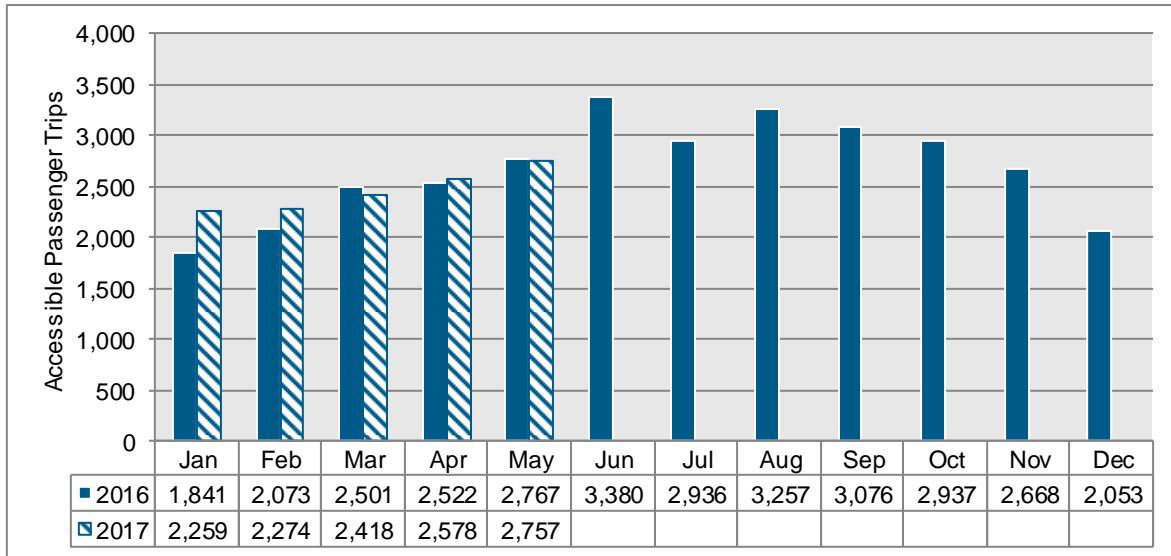
Figure 2: Benefit Access Free Passenger Trips



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.

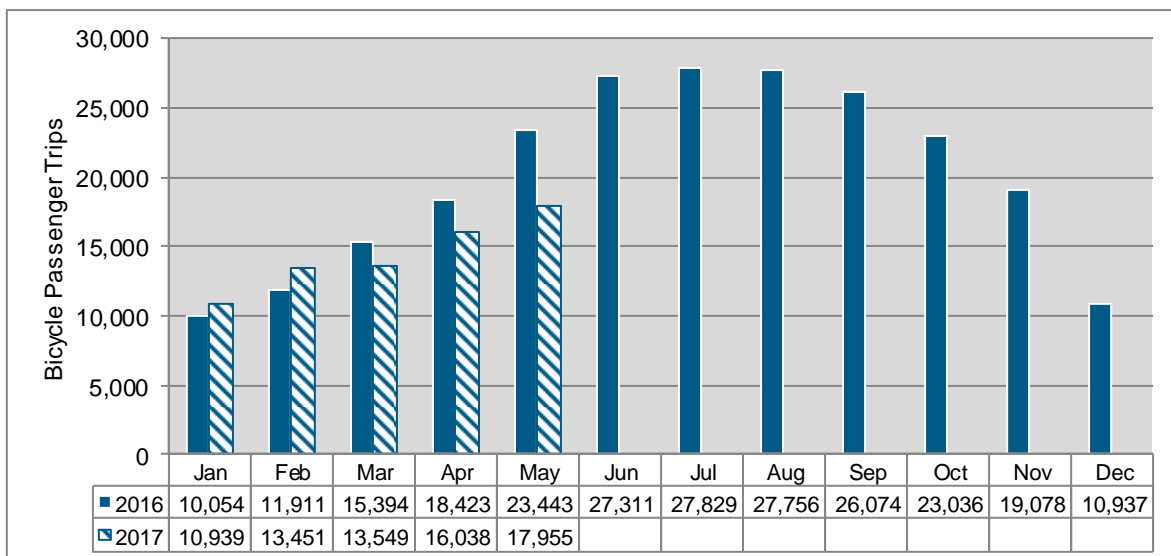
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



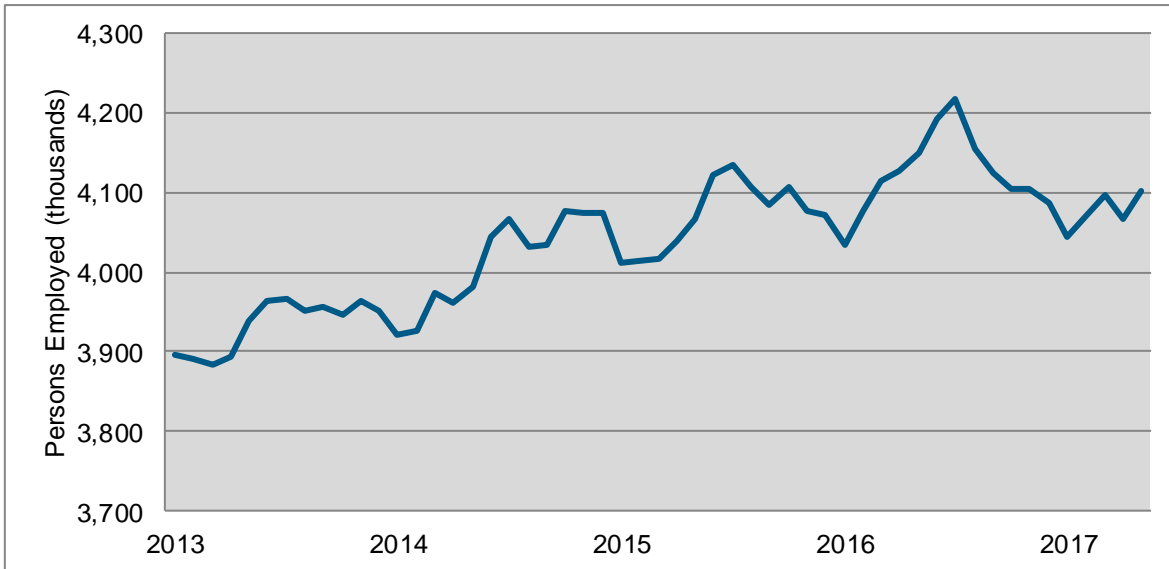
Ridership Influences

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 1.2 percent in May 2017 compared to May 2016.

Figure 5: Persons Employed in the Chicago Region



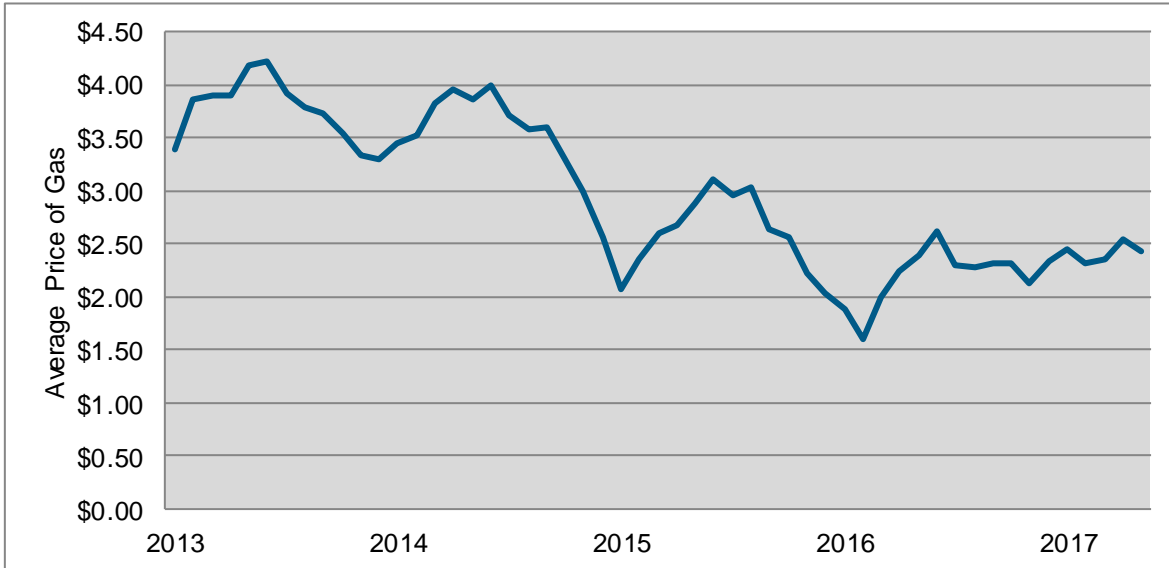
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,900
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	3,952
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	4,072	4,029
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	4,101
2017	4,044	4,070	4,098	4,066	4,102								4,076
Change	0.3%	-0.2%	-0.4%	-1.5%	-1.2%								-0.6%

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 \$2.43 in May 2017, \$0.03 higher compared to May 2016.

Figure 6: Chicago Region Average Gas Prices



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date 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	\$ 3.84
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	\$ 3.72
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	\$ 2.52
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	\$ 2.03
2017	\$2.45	\$2.32	\$2.35	\$2.55	\$2.43	-	-	-	-	-	-	-	\$ 2.42
Change	\$0.56	\$0.71	\$0.35	\$0.31	\$0.03	-	-	-	-	-	-	-	\$ 0.39

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in May. The following projects are either under construction or were recently 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 mid-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 May.

Special Events and Promotions

No special events prompted Metra to add additional service in May.

Passenger Revenue and Ticket Sales

Passenger Revenue

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

Table 7: Passenger Revenue by Line

	May (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	\$ 5,962	\$ 6,392	7.2%	\$ 17,625	\$ 18,625	5.7%	\$ 70,680	\$ 73,191	3.6%
ME	\$ 2,874	\$ 2,894	0.7%	\$ 8,513	\$ 8,540	0.3%	\$ 34,338	\$ 34,002	-1.0%
HC	\$ 275	\$ 302	9.9%	\$ 820	\$ 898	9.5%	\$ 3,137	\$ 3,468	10.6%
MD-N	\$ 2,538	\$ 2,705	6.6%	\$ 7,456	\$ 7,764	4.1%	\$ 30,476	\$ 31,135	2.2%
MD-W	\$ 2,423	\$ 2,491	2.8%	\$ 7,253	\$ 7,354	1.4%	\$ 29,437	\$ 29,470	0.1%
NCS	\$ 725	\$ 758	4.5%	\$ 2,176	\$ 2,215	1.8%	\$ 8,780	\$ 8,865	1.0%
RI	\$ 2,784	\$ 2,921	4.9%	\$ 8,288	\$ 8,650	4.4%	\$ 33,463	\$ 34,044	1.7%
SWS	\$ 855	\$ 886	3.7%	\$ 2,605	\$ 2,674	2.6%	\$ 10,438	\$ 10,507	0.7%
UP-N	\$ 2,964	\$ 3,144	6.1%	\$ 8,698	\$ 9,071	4.3%	\$ 35,380	\$ 36,413	2.9%
UP-NW	\$ 4,194	\$ 4,437	5.8%	\$ 12,360	\$ 12,833	3.8%	\$ 50,133	\$ 51,380	2.5%
UP-W	\$ 3,027	\$ 3,252	7.4%	\$ 8,916	\$ 9,423	5.7%	\$ 35,830	\$ 37,332	4.2%
Total	\$ 28,620	\$ 30,182	5.5%	\$ 84,708	\$ 88,045	3.9%	\$342,091	\$ 349,807	2.3%

Table 8 shows passenger revenue by ticket type for May, the last three months, and the last 12 months.

Table 8: Passenger Revenue by Ticket Type

	May (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	\$ 15,828	\$ 16,251	2.7%	55.2%	53.9%	\$ 48,286	\$ 49,206	1.9%	56.9%	55.9%
Ten-Ride	\$ 7,322	\$ 8,362	14.2%	25.6%	27.7%	\$ 21,418	\$ 23,619	10.3%	25.3%	26.8%
One-Way	\$ 4,570	\$ 4,671	2.2%	16.0%	15.5%	\$ 12,695	\$ 12,822	1.0%	15.0%	14.6%
Weekend	\$ 929	\$ 885	-4.7%	3.2%	2.9%	\$ 2,419	\$ 2,430	0.5%	2.9%	2.8%
Special Event & Ravinia	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ 0	-	0.0%	0.0%
Total ¹	\$ 28,649	\$ 30,168	5.3%			\$ 84,818	\$ 88,077	3.8%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	\$ 191,137	\$ 189,559	-0.8%	55.8%	54.1%
Ten-Ride	\$ 85,988	\$ 93,829	9.1%	25.1%	26.8%
One-Way	\$ 53,762	\$ 54,957	2.2%	15.7%	15.7%
Weekend	\$ 11,027	\$ 10,799	-2.1%	3.2%	3.1%
Special Event & Ravinia	\$ 771	\$ 922	19.5%	0.2%	0.3%
Total ¹	\$ 342,686	\$ 350,066	2.2%		

¹ 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 May 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

May	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit	\$ 5,295	\$ 5,231	-1.2%	33.5%	32.2%	\$ 640	\$ 624	-2.4%	8.7%	7.5%
Conductor	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Internet	\$ 590	\$ 425	-27.9%	3.7%	2.6%	\$ 84	\$ 71	-14.7%	1.1%	0.9%
Mail	\$ 612	\$ 480	-21.5%	3.9%	3.0%	\$ 0	\$ -	-100.0%	0.0%	0.0%
Ticket Agent	\$ 5,532	\$ 5,141	-7.1%	35.0%	31.6%	\$ 3,243	\$ 2,840	-12.4%	44.3%	34.0%
Vending Machine ²	\$ 819	\$ 647	-21.0%	5.2%	4.0%	\$ 822	\$ 626	-23.8%	11.2%	7.5%
Ventra Mobile App	\$ 2,981	\$ 4,326	45.1%	18.8%	26.6%	\$ 2,534	\$ 4,199	65.7%	34.6%	50.2%
Total	\$ 15,828	\$ 16,251	2.7%			\$ 7,322	\$ 8,362	14.2%		
	One-Way (thousands)					Weekend, Special Event. & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Conductor	\$ 1,352	\$ 1,162	-14.0%	29.6%	24.9%	\$ 625	\$ 510	-18.3%	69.4%	61.1%
Internet	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Mail	\$ -	\$ -	-	0.0%	0.0%	\$ -	\$ -	-	0.0%	0.0%
Ticket Agent ²	\$ 1,896	\$ 1,643	-13.3%	41.5%	35.2%	\$ 138	\$ 118	-14.3%	15.3%	14.2%
Vending Machine	\$ 393	\$ 191	-51.5%	8.6%	4.1%	\$ 43	\$ 26	-39.9%	4.8%	3.1%
Ventra Mobile App	\$ 930	\$ 1,676	80.2%	20.3%	35.9%	\$ 123	\$ 230	87.3%	13.7%	27.6%
Total	\$ 4,570	\$ 4,671	2.2%			\$ 901	\$ 835	-7.4%		

	Total (thousands)				
	2016	2017	Change	Share	
				2016	2017
Commuter Benefit	\$ 5,934	\$ 5,855	-1.3%	20.7%	19.4%
Conductor	\$ 1,976	\$ 1,672	-15.4%	6.9%	5.6%
Internet	\$ 673	\$ 496	-26.3%	2.4%	1.6%
Mail	\$ 612	\$ 480	-21.6%	2.1%	1.6%
Ticket Agent ²	\$ 10,808	\$ 9,743	-9.9%	37.8%	32.3%
Vending Machine	\$ 2,076	\$ 1,490	-28.2%	7.3%	4.9%
Ventra Mobile App	\$ 6,568	\$ 10,431	58.8%	22.9%	34.6%
Total ¹	\$ 28,649	\$ 30,168	5.3%		

¹ Passenger revenue totals differ from those presented in other tables in this report due to adjustments made for group sales, marketing sales, and refunds

² Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

Ticket Sales

Table 10 shows ticket sales by ticket type for May, the last three months, and the last 12 months. Monthly ticket sales decreased by 3.9 percent in May compared to the previous year, while ten-ride ticket sales increased by 8.5 percent in the same period.

Table 10: Ticket Sales by Ticket Type

	May (thousands)					Last 3 Months (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Monthly	95	91	-3.9%	8.3%	8.1%	290	276	-4.6%	9.0%	8.8%
Ten-Ride	143	155	8.5%	12.4%	13.7%	418	438	4.7%	13.0%	13.9%
One-Way	793	770	-2.8%	69.1%	68.3%	2,210	2,130	-3.6%	68.6%	67.6%
Weekend	116	111	-4.7%	10.1%	9.8%	302	305	1.0%	9.4%	9.7%
Special Event & Ravinia	-	-	-	0.0%	0.0%	-	0	-	0.0%	0.0%
Total	1,147	1,127	-1.7%			3,220	3,150	-2.2%		

	Last 12 Months (thousands)				
	2016	2017	Change	Share	
				2016	2017
Monthly	1,158	1,113	-3.9%	8.3%	8.1%
Ten-Ride	1,711	1,799	5.1%	12.3%	13.0%
One-Way	9,529	9,382	-1.5%	68.6%	68.0%
Weekend	1,378	1,352	-2.0%	9.9%	9.8%
Special Event & Ravinia	122	143	17.1%	0.9%	1.0%
Total	13,900	13,788	-0.8%		

Tables 11-16 detail ticket sales by line and ticket type.

Table 11: Monthly Ticket Sales by Line

May	2016	2017	Change
BNSF	20,765	20,331	-2.1%
MED	9,817	9,247	-5.8%
HC	1,092	1,079	-1.2%
MD-N	7,451	7,109	-4.6%
MD-W	7,744	7,340	-5.2%
NCS	2,248	2,084	-7.3%
RID	10,687	10,399	-2.7%
SWS	3,588	3,312	-7.7%
UP-N	9,160	8,724	-4.8%
UP-NW	12,873	12,329	-4.2%
UP-W	9,672	9,412	-2.7%
Total	95,097	91,366	-3.9%

Table 12: Ten-Ride Ticket Sales by Line

May	2016	2017	Change
BNSF	28,725	31,357	9.2%
MED	14,154	14,186	0.2%
HC	1,009	1,214	20.3%
MD-N	14,500	15,849	9.3%
MD-W	9,572	10,168	6.2%
NCS	2,960	3,388	14.5%
RID	11,898	12,209	2.6%
SWS	3,714	4,062	9.4%
UP-N	21,997	23,809	8.2%
UP-NW	19,254	21,555	12.0%
UP-W	14,957	17,119	14.5%
Total	142,740	154,916	8.5%

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

May	2016	2017	Change
BNSF	94,157	102,298	8.6%
MED ¹	95,735	76,944	-19.6%
HC	1,883	2,357	25.2%
MD-N	46,182	51,263	11.0%
MD-W	48,341	51,067	5.6%
NCS	7,588	9,272	22.2%
RID	46,470	50,326	8.3%
SWS	10,074	11,835	17.5%
UP-N	57,173	65,358	14.3%
UP-NW	76,271	82,208	7.8%
UP-W	58,732	62,311	6.1%
Total	542,606	565,239	4.2%

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

May	2016	2017	Change
BNSF	26,278	20,890	-20.5%
MED ¹	26,910	29,645	10.2%
HC	563	430	-23.6%
MD-N	24,694	20,481	-17.1%
MD-W	26,443	20,648	-21.9%
NCS	7,873	6,437	-18.2%
RID	22,197	16,433	-26.0%
SWS	5,269	4,020	-23.7%
UP-N	46,468	35,617	-23.4%
UP-NW	38,317	30,823	-19.6%
UP-W	25,429	19,829	-22.0%
Total	250,441	205,253	-18.0%

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

May	2016	2017	Change
BNSF	8,408	10,256	22.0%
MED ¹	5,738	4,882	-14.9%
HC	-	-	-
MD-N	3,787	5,005	32.2%
MD-W	3,322	4,403	32.5%
NCS	-	-	-
RID	1,765	2,665	51.0%
SWS	66	114	72.7%
UP-N	3,811	4,977	30.6%
UP-NW	6,764	9,003	33.1%
UP-W	4,362	5,515	26.4%
Total	38,023	46,820	23.1%

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

May	2016	2017	Change
BNSF	10,826	7,731	-28.6%
MED ¹	2,489	3,179	27.7%
HC	-	-	-
MD-N	9,375	7,785	-17.0%
MD-W	10,243	8,279	-19.2%
NCS	-	-	-
RID	6,942	6,101	-12.1%
SWS	309	184	-40.5%
UP-N	10,285	7,527	-26.8%
UP-NW	16,182	13,965	-13.7%
UP-W	11,457	9,041	-21.1%
Total	78,108	63,792	-18.3%

¹ Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

Table 17 shows ticket sales by ticket type, sales channel, and tender type for May 2016 and 2017. Table 18 shows ticket sales by ticket type, sales channel, and tender type for January-May 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 (May)

May	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit	31	29	-7.4%	32.7%	31.5%	12	11	-7.7%	8.1%	6.9%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	3	2	-32.3%	3.7%	2.6%	2	1	-19.7%	1.1%	0.8%
Mail	4	3	-26.4%	3.9%	3.0%	0	-	-100.0%	0.0%	0.0%
Ticket Agent	34	29	-13.2%	35.6%	32.1%	65	55	-16.0%	45.5%	35.2%
<i>Cash & Other</i>	6	5	-22.7%			12	10	-17.1%		
<i>Credit Card</i>	28	25	-11.1%			53	45	-15.8%		
Vending Machine	5	4	-27.0%	5.3%	4.0%	16	11	-28.1%	11.2%	7.4%
<i>Cash¹</i>	-	-	-			0	-	-100.0%		
<i>Credit Card</i>	5	4	-27.0%			16	11	-26.3%		
Ventra Mobile App	18	24	36.4%	18.8%	26.7%	49	77	58.1%	34.1%	49.7%
<i>Credit Card</i>	16	22	36.7%			46	73	57.5%		
<i>Mixed & Other</i>	1	2	18.1%			1	1	34.6%		
<i>Ventra</i>	0	1	-			2	3	88.1%		
Total	95	91	-3.9%			143	155	8.5%		
	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	250	205	-18.0%	31.6%	26.6%	78	64	-18.3%	67.3%	57.7%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	317	263	-17.1%	40.0%	34.2%	17	15	-14.3%	14.8%	13.3%
<i>Cash & Other</i>	189	154	-18.3%			9	8	-13.1%		
<i>Credit Card</i>	129	109	-15.2%			8	7	-15.6%		
Vending Machine	67	31	-54.8%	8.5%	4.0%	5	3	-39.9%	4.7%	2.9%
<i>Cash¹</i>	25	-	-100.0%			1	-	-100.0%		
<i>Credit Card</i>	42	31	-28.1%			4	3	-19.3%		
Ventra Mobile App	158	271	72.1%	19.9%	35.2%	15	29	87.3%	13.2%	26.0%
<i>Credit Card</i>	136	239	75.5%			14	26	89.4%		
<i>Mixed & Other</i>	2	3	16.7%			0	0	74.2%		
<i>Ventra</i>	19	30	54.6%			2	3	71.5%		
Total	793	770	-2.8%			116	111	-4.7%		

¹ Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

Table 18: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date)

Year-to-date	Monthly (thousands)					Ten-Ride (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
				2016	2017				2016	2017
Commuter Benefit	157	145	-7.2%	32.5%	31.5%	58	53	-8.8%	8.3%	7.1%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	19	12	-38.6%	4.0%	2.5%	9	6	-29.9%	1.3%	0.8%
Mail	20	15	-24.2%	4.1%	3.2%	0	0	-90.3%	0.0%	0.0%
Ticket Agent	180	152	-15.3%	37.3%	33.0%	337	270	-20.1%	48.1%	36.1%
<i>Cash & Other</i>	41	28	-32.0%			61	48	-21.7%		
<i>Credit Card</i>	139	124	-10.4%			276	222	-19.7%		
Vending Machine	26	20	-21.4%	5.3%	4.4%	87	58	-33.5%	12.4%	7.8%
<i>Cash¹</i>	-	-	-			2	1	-51.9%		
<i>Credit Card</i>	26	20	-21.4%			85	57	-33.1%		
Ventra Mobile App	81	117	43.9%	16.8%	25.3%	209	359	71.7%	29.9%	48.2%
<i>Credit Card</i>	72	105	46.6%			199	341	71.3%		
<i>Mixed & Other</i>	8	9	8.5%			4	5	36.1%		
<i>Ventra</i>	1	2	125.9%			6	13	106.1%		
Total	482	461	-4.3%			701	746	6.5%		
	One-Way (thousands)					Weekend, Special Event. & Ravinia (thousands)				
	2016	2017	Change	Share		2016	2017	Change	Share	
2016				2017	2016				2017	
Commuter Benefit	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	1,108	886	-20.0%	32.5%	26.6%	313	264	-15.8%	66.2%	55.9%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	1,397	1,119	-19.9%	41.0%	33.6%	83	71	-14.2%	17.6%	15.2%
<i>Cash & Other</i>	840	660	-21.4%			47	41	-13.3%		
<i>Credit Card</i>	557	459	-17.5%			37	31	-15.4%		
Vending Machine	307	178	-42.2%	9.0%	5.3%	25	18	-28.3%	5.3%	3.8%
<i>Cash¹</i>	114	52	-54.7%			6	3	-49.4%		
<i>Credit Card</i>	194	126	-34.8%			19	15	-21.0%		
Ventra Mobile App	595	1,148	92.9%	17.5%	34.5%	52	118	129.5%	10.9%	25.1%
<i>Credit Card</i>	513	1,005	96.0%			45	106	137.4%		
<i>Mixed & Other</i>	8	12	49.2%			1	1	80.1%		
<i>Ventra</i>	75	131	76.2%			6	11	97.8%		
Total	3,407	3,331	-2.2%			473	472	-0.3%		

¹ Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

Table 19 shows total ticket sales by sales channel and tender type for May 2016 and 2017. Table 20 shows total ticket sales by sales channel and tender type for January-May 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 (May)

May	Total (thousands)			Share	
	2016	2017	Change	2016	2017
Commuter Benefit	43	40	-7.5%	3.7%	3.5%
Conductor	329	269	-18.1%	28.6%	23.9%
Internet	5	4	-28.4%	0.4%	0.3%
Mail	4	3	-26.5%	0.3%	0.2%
Ticket Agent	433	362	-16.5%	37.8%	32.1%
<i>Cash & Other</i>	216	177	-18.1%		
<i>Credit Card</i>	217	185	-14.9%		
Vending Machine	94	49	-47.9%	8.2%	4.3%
<i>Cash¹</i>	27	-	-100.0%		
<i>Credit Card</i>	67	49	-27.1%		
Ventra Mobile App	240	402	67.6%	20.9%	35.6%
<i>Credit Card</i>	212	360	69.5%		
<i>Mixed & Other</i>	4	5	23.0%		
<i>Ventra</i>	23	36	58.7%		
Total	1,147	1,127	-1.7%		

¹ Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

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

Year-to-date	Total (thousands)			Share	
	2016	2017	Change	2016	2017
Commuter Benefit	215	198	-7.7%	4.2%	4.0%
Conductor	1,421	1,150	-19.1%	28.1%	23.0%
Internet	28	18	-35.9%	0.6%	0.4%
Mail	20	15	-24.3%	0.4%	0.3%
Ticket Agent	1,997	1,612	-19.2%	39.4%	32.2%
<i>Cash & Other</i>	989	776	-21.5%		
<i>Credit Card</i>	1,008	836	-17.0%		
Vending Machine	445	274	-38.5%	8.8%	5.5%
<i>Cash¹</i>	122	56	-54.3%		
<i>Credit Card</i>	323	218	-32.5%		
Ventra Mobile App	937	1,742	85.9%	18.5%	34.8%
<i>Credit Card</i>	828	1,557	88.0%		
<i>Mixed & Other</i>	20	27	31.9%		
<i>Ventra</i>	88	158	80.4%		
Total	5,063	5,010	-1.0%		

¹ Cash vending machines (previously present only on the Metra Electric Line) were eliminated effective May 1, 2017

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes declined by 9.5 percent in May compared to the previous year, and sales of Pace PlusBus passes declined by 6.6 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

	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	3,346	1,284	-10.5%	-3.7%	17.9%	14.5%
Mar	3,657	1,360	3,278	1,287	-10.4%	-5.4%	18.0%	15.1%
Apr	3,496	1,320	3,179	1,226	-9.1%	-7.1%	18.6%	15.1%
May	3,443	1,269	3,115	1,185	-9.5%	-6.6%	18.8%	14.2%
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	10,596	3,949	9,572	3,698	-9.7%	-6.4%	18.2%	14.5%
Last 12 Months	43,135	15,746	39,373	14,945	-8.7%	-5.1%	14.5%	12.7%
Year-to-date	18,019	6,596	16,332	6,258	-9.4%	-5.1%	7.5%	6.0%

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

	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	3,125	9,763	39,437	23,774
Mar	3,328	12,215	56,952	34,402	3,215	12,430	55,605	26,617
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	-	-	-	-
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	9,837	36,796	152,622	100,683	9,497	37,246	156,257	80,668
Last 12 Months	38,055	149,570	610,725	437,829	37,637	154,421	666,146	375,708
Year-to-date	16,293	61,254	215,312	156,424	15,679	63,722	236,679	129,115

	Change			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
Jan	-5.3%	22.4%	37.4%	-11.0%
Feb	-3.2%	-9.7%	20.0%	-15.2%
Mar	-3.4%	1.8%	-2.4%	-22.6%
Apr	-5.0%	-4.2%	7.6%	-12.3%
May	-1.9%	6.0%	3.2%	-23.5%
Jun	-	-	-	-
Jul	-	-	-	-
Aug	-	-	-	-
Sep	-	-	-	-
Oct	-	-	-	-
Nov	-	-	-	-
Dec	-	-	-	-
Last 3 Months	-3.5%	1.2%	2.4%	-19.9%
Last 12 Months	-1.1%	3.2%	9.1%	-14.2%
Year-to-date	-3.8%	4.0%	9.9%	-17.5%