

RIDERSHIP TRENDS

November 2016



**Prepared by the Division of Strategic Capital Planning
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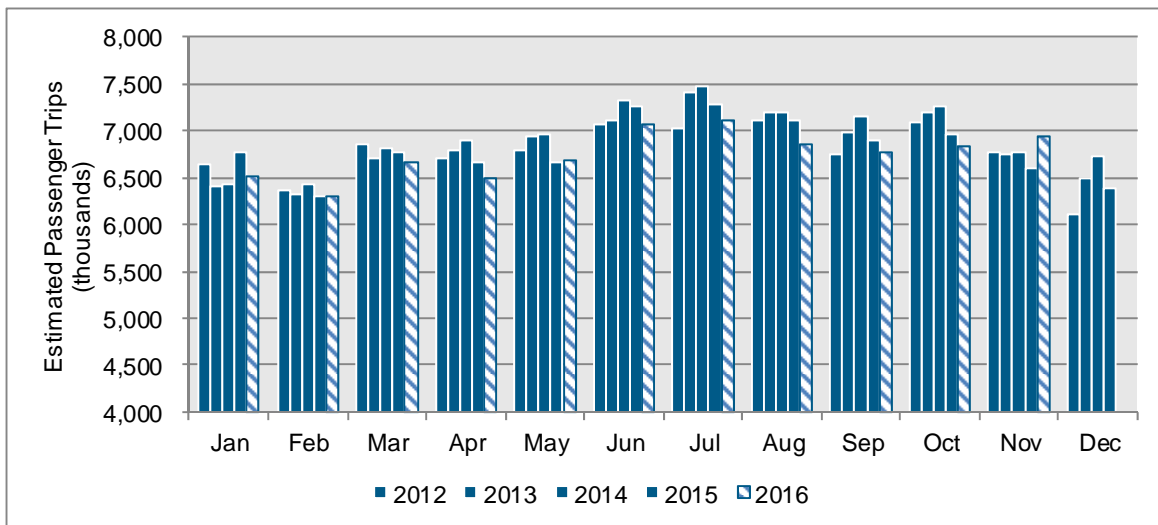
Executive Summary

Estimated passenger trips increased by 5.1 percent in November 2016 compared to November 2015. November 2016 had one additional weekday, the same number of Saturdays, and one less Sunday/holiday compared to November 2015. Year-to-date, 2016 has the same number of weekdays, the same number of Saturdays, and one additional Sunday/holiday compared to 2015. November 2016 ridership was significantly impacted by the Chicago Cubs Victory Parade and Rally, the busiest day in Metra history with an estimated 469,000 passenger trips. Removing the rides associated with the special event tickets from the Cubs Parade and Rally, ridership increased 1.5 percent in November 2016 compared to November 2015.

Table 1: Estimated Passenger Trips by Month

	Estimated Passenger Trips (thousands)					Change	
	2012	2013	2014	2015	2016	2012-2016	2015-2016
Jan	6,638	6,412	6,437	6,764	6,513	-1.9%	-3.7%
Feb	6,371	6,329	6,419	6,297	6,310	-1.0%	0.2%
Mar	6,856	6,707	6,805	6,770	6,666	-2.8%	-1.5%
Apr	6,694	6,783	6,885	6,663	6,497	-2.9%	-2.5%
May	6,792	6,928	6,953	6,656	6,681	-1.6%	0.4%
Jun	7,056	7,103	7,318	7,260	7,066	0.2%	-2.7%
Jul	7,017	7,399	7,473	7,286	7,110	1.3%	-2.4%
Aug	7,113	7,194	7,192	7,100	6,866	-3.5%	-3.3%
Sep	6,756	6,987	7,144	6,896	6,766	0.1%	-1.9%
Oct	7,091	7,187	7,260	6,949	6,832	-3.7%	-1.7%
Nov	6,773	6,750	6,760	6,606	6,943	2.5%	5.1%
Dec	6,113	6,489	6,724	6,385	-	-	-
Last 3 Months	20,621	20,924	21,164	20,451	20,541	-0.4%	0.4%
Last 12 Months	81,557	81,891	83,135	81,970	80,634	-1.1%	-1.6%
Year-to-date	75,158	75,778	76,646	75,246	74,249	-1.2%	-1.3%

Figure 1: Estimated Passenger Trips by Month



For the 2016 budget year, Metra estimated total annual passenger trips to be 81.8 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

	2016 Budget (thousands)	2016 Actual (thousands)	Variance
Jan	6,739	6,513	-3.4%
Feb	6,241	6,310	1.1%
Mar	6,709	6,666	-0.6%
1st Quarter	19,690	19,489	-1.0%
Apr	6,603	6,497	-1.6%
May	6,596	6,681	1.3%
Jun	7,195	7,066	-1.8%
2nd Quarter	20,394	20,244	-0.7%
Jul	7,221	7,110	-1.5%
Aug	6,945	6,866	-1.1%
Sep	7,055	6,766	-4.1%
3rd Quarter	21,221	20,742	-2.3%
Oct	7,169	6,832	-4.7%
Nov	6,675	6,943	4.0%
Dec	6,640	-	-
4th Quarter	20,483	-	-
Year-to-date	75,148	74,249	-1.2%

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 November, the last three months, and the last 12 months. Estimated passenger trips increased 0.4 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. Due to a reporting anomaly, Heritage Corridor passenger trips are overstated in 2015, while the other lines traveling to Chicago Union Station are understated.

Table 3: Estimated Passenger Trips by Line

	November			Last 3 Months			Last 12 Months		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
BNSF	1,324,597	1,415,382	6.9%	4,111,050	4,175,658	1.6%	16,454,605	16,349,818	-0.6%
MED	733,642	739,382	0.8%	2,297,347	2,211,134	-3.8%	9,098,740	8,703,428	-4.3%
HC	55,385	63,306	14.3%	170,063	187,525	10.3%	728,745	714,536	-1.9%
MD-N	569,401	603,201	5.9%	1,760,804	1,767,798	0.4%	7,139,408	6,947,716	-2.7%
MD-W	552,291	578,320	4.7%	1,704,576	1,695,304	-0.5%	6,806,529	6,650,509	-2.3%
NCS	143,028	149,951	4.8%	444,203	440,718	-0.8%	1,762,413	1,736,848	-1.5%
RID	673,935	702,845	4.3%	2,068,394	2,069,557	0.1%	8,340,827	8,134,455	-2.5%
SWS	215,718	216,524	0.4%	658,888	642,528	-2.5%	2,612,533	2,551,045	-2.4%
UP-N	755,644	785,040	3.9%	2,333,127	2,347,722	0.6%	9,273,632	9,242,437	-0.3%
UP-NW	906,969	961,773	6.0%	2,813,563	2,856,060	1.5%	11,363,129	11,215,873	-1.3%
UP-W	674,984	727,529	7.8%	2,088,519	2,147,057	2.8%	8,389,518	8,387,329	0.0%
Total	6,605,591	6,943,251	5.1%	20,450,531	20,541,059	0.4%	81,970,076	80,633,991	-1.6%

Estimated Passenger Trips by Fare Zone Pair

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

Table 4: Estimated Passenger Trips by Fare Zone Pair

	November (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
A-A	22	22	-0.2%	66	68	3.1%	262	268	2.2%
A-B	484	498	2.9%	1,488	1,498	0.6%	5,835	5,826	-0.2%
A-C	883	903	2.2%	2,706	2,713	0.3%	10,656	10,729	0.7%
A-D	1,087	1,107	1.8%	3,338	3,348	0.3%	13,232	13,164	-0.5%
A-E	1,373	1,397	1.8%	4,234	4,222	-0.3%	16,866	16,645	-1.3%
A-F	826	849	2.8%	2,537	2,574	1.5%	10,047	10,100	0.5%
A-G	495	502	1.4%	1,523	1,528	0.3%	6,071	6,037	-0.6%
A-H	415	419	1.1%	1,286	1,278	-0.5%	5,163	5,103	-1.2%
A-I	139	141	1.3%	431	432	0.4%	1,741	1,716	-1.4%
A-J	25	26	1.9%	78	79	1.1%	324	318	-1.8%
A-K	29	29	-1.3%	89	85	-4.2%	360	346	-3.8%
A-M	9	8	-11.5%	28	24	-14.8%	118	107	-9.8%
Intermediate	208	217	4.1%	661	671	1.5%	2,584	2,585	0.0%
No Zone Pair	611	825	35.2%	1,986	2,020	1.7%	8,712	7,690	-11.7%
Total	6,606	6,943	5.1%	20,451	20,541	0.4%	81,970	80,634	-1.6%

Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for November, 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

	November (thousands)				Last 3 Months (thousands)				Last 12 Months (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share	2015	2016	Change	Share
Monthly	4,172	4,108	-1.5%	59.2%	12,814	12,376	-3.4%	60.3%	51,076	48,911	-4.2%	60.7%
Ten-Ride	1,413	1,490	5.4%	21.5%	4,317	4,537	5.1%	22.1%	16,376	17,526	7.0%	21.7%
One-Way	689	723	5.0%	10.4%	2,272	2,277	0.2%	11.1%	9,815	9,480	-3.4%	11.8%
Weekend	257	300	16.6%	4.3%	798	871	9.2%	4.2%	3,447	3,434	-0.4%	4.3%
Special Event & Ravinia	-	240	0.0%	3.5%	5	245	4403.1%	1.2%	321	337	5.2%	0.4%
Benefit Access (free)	83	80	-4.0%	1.2%	265	247	-6.9%	1.2%	1,065	1,000	-6.1%	1.2%
Total	6,606	6,943	5.1%		20,451	20,541	0.4%		81,970	80,634	-1.6%	

Passenger Loads

Table 6 shows the average daily passenger loads by service period for November, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 1.3 percent in November compared to the previous year, and total weekday passenger loads decreased by 1.7 percent in the same period.

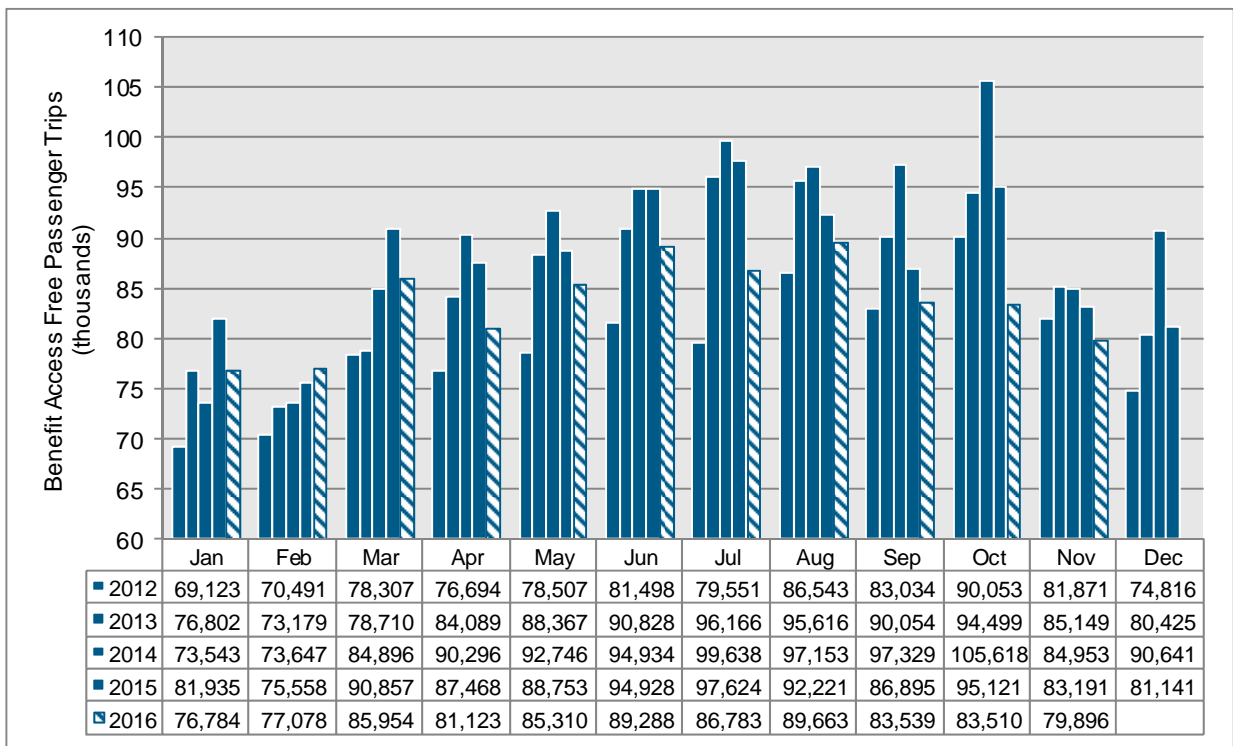
Table 6: Average Daily Passenger Loads

	November (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
Peak - Peak Direction	228	225	-1.3%	227	225	-1.0%	222	223	0.5%
Peak - Reverse Direction	21	20	-5.0%	21	20	-5.4%	21	20	-4.0%
Midday	31	30	-0.2%	31	31	-1.6%	32	32	-1.9%
Evening	17	15	-6.8%	18	16	-9.1%	18	17	-5.6%
Weekday	296	291	-1.7%	297	292	-1.8%	293	292	-0.5%
Saturday	64	67	4.5%	67	66	-0.6%	68	65	-4.1%
Sunday	38	37	-2.7%	42	41	-2.8%	42	41	-2.8%

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.

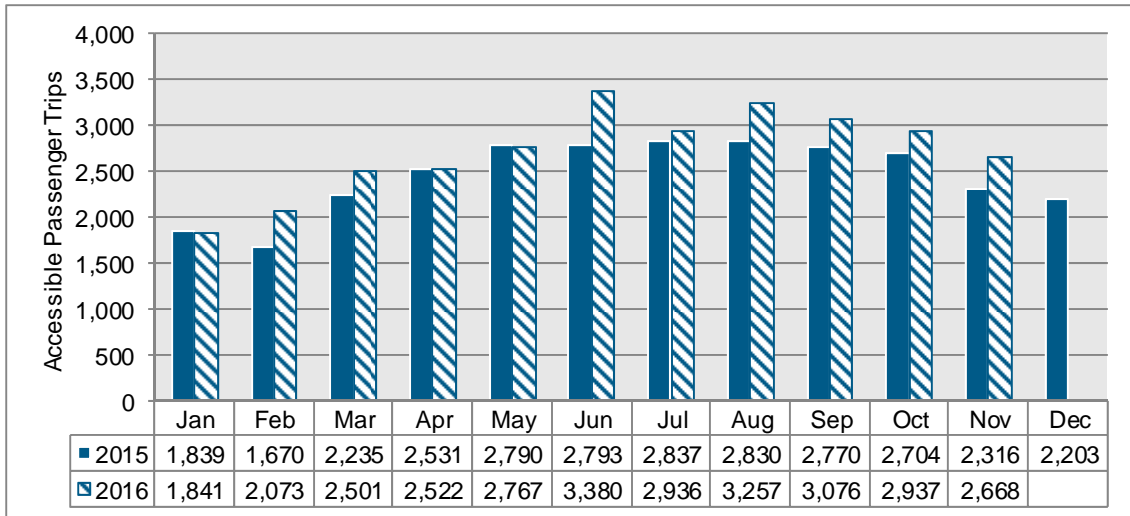
Figure 2: Benefit Access Free Passenger Trips



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.

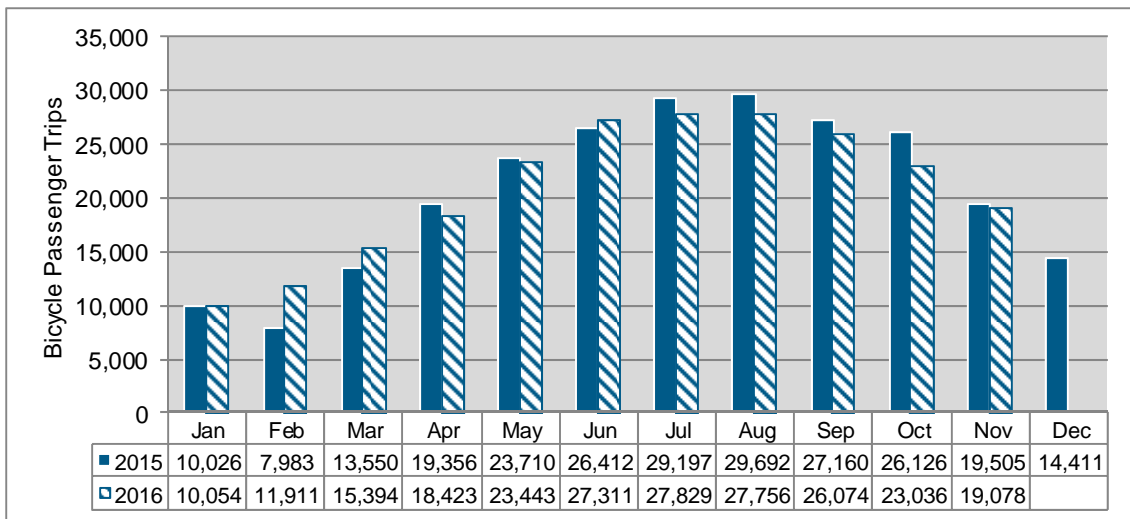
Figure 3: Accessible Trips



Bicycle Trips

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

Figure 4: Bicycle Trips



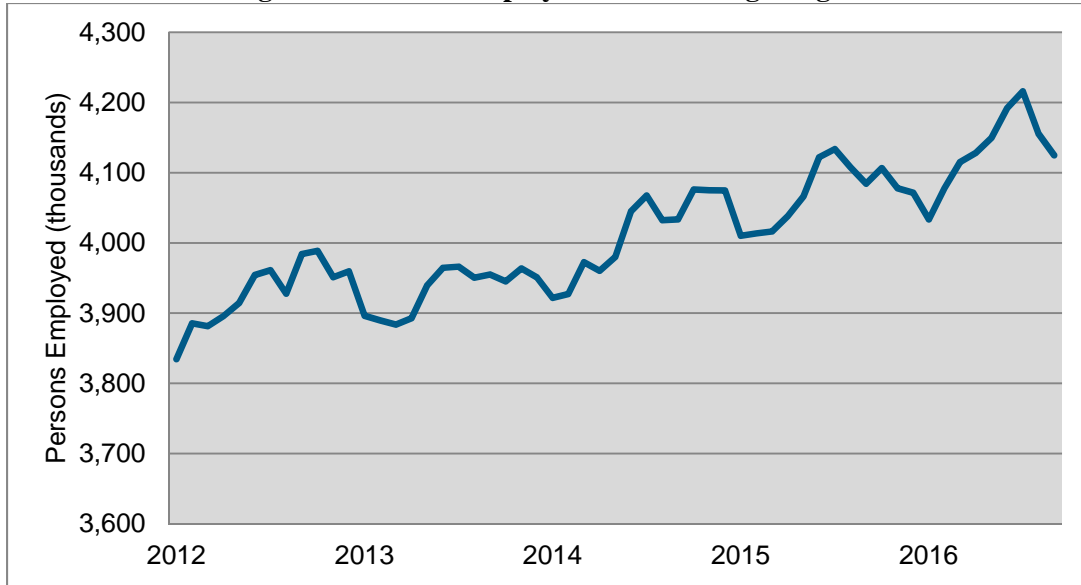
Ridership Influences

Many different factors (such as the employment, 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 in November 2016 increased 0.7 percent compared to November 2015.

Figure 5: Persons Employed in the Chicago Region



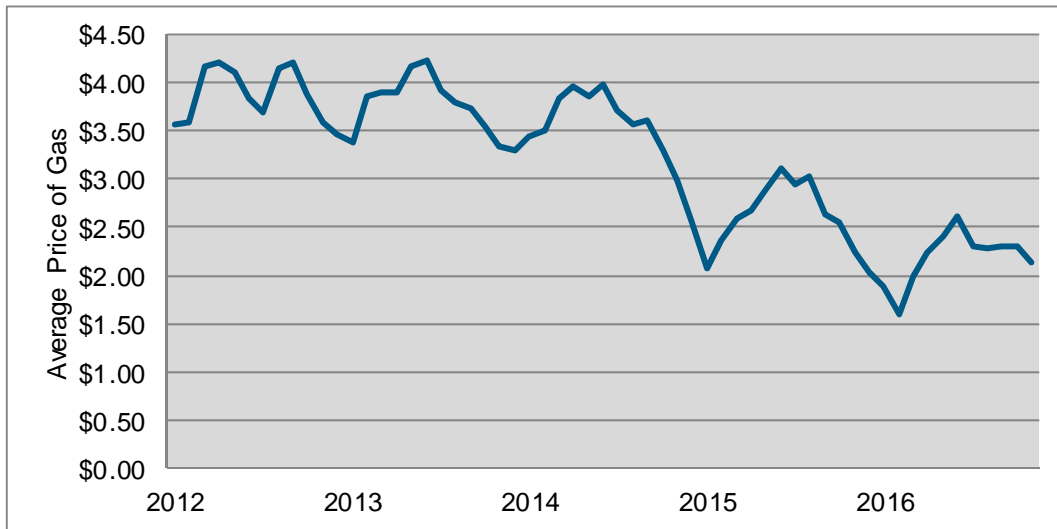
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2012	3,834	3,886	3,881	3,896	3,915	3,954	3,961	3,928	3,984	3,989	3,951	3,960	3,928
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,933
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	4,014
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	4,106	-	4,128
Change	0.6%	1.6%	2.5%	2.2%	2.1%	1.7%	2.0%	1.2%	1.0%	0.0%	0.7%	-	1.4%

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 November 2016 was \$2.14, \$0.10 lower compared to November 2015.

Figure 6: Chicago Region Average Gas Prices



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2012	\$3.56	\$3.59	\$4.17	\$4.22	\$4.11	\$3.84	\$3.69	\$4.15	\$4.21	\$3.89	\$3.59	\$3.46	\$ 3.87
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	-	\$ 2.19
Change	-\$0.19	-\$0.75	-\$0.60	-\$0.43	-\$0.48	-\$0.51	-\$0.65	-\$0.75	-\$0.33	-\$0.25	-\$0.10	-	-\$0.41

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in November. 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 2016.
- 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 is scheduled for completion 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

No service changes occurred in November 2016.

Special Events and Promotions

On Friday, November 4 the city celebrated the Chicago Cubs World Series win with a parade and rally attended by an estimated five million people. Metra added significant additional service to accommodate crowds, and offered a \$5.00 special event ticket valid for unlimited travel on the day of the event. 119,956 special event tickets were sold, accounting for an estimated 239,912 rides. Passenger loads on November 4 were the highest in Metra history, at an estimated 469,000.

An \$8.00 unlimited ride Thanksgiving Pass was sold on both Thanksgiving Day and Black Friday. Metra added additional service for the Magnificent Mile Light Festival on November 19.

Passenger Revenue and Ticket Sales

Passenger Revenue

Table 7 shows passenger revenue by line for November, the last three months, and the last 12 months. Due to a reporting anomaly, Heritage Corridor passenger revenues are overstated in 2015, while the other lines traveling to Chicago Union Station are understated.

Table 7: Passenger Revenue by Line

	November (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
BNSF	\$ 5,680	\$ 6,114	7.6%	\$ 17,659	\$ 18,250	3.3%	\$ 69,409	\$ 71,533	3.1%
MED	\$ 2,802	\$ 2,854	1.9%	\$ 8,747	\$ 8,605	-1.6%	\$ 34,112	\$ 34,008	-0.3%
HC	\$ 248	\$ 288	16.4%	\$ 765	\$ 865	13.1%	\$ 3,224	\$ 3,291	2.1%
MD-N	\$ 2,447	\$ 2,609	6.6%	\$ 7,592	\$ 7,784	2.5%	\$ 30,274	\$ 30,631	1.2%
MD-W	\$ 2,388	\$ 2,502	4.8%	\$ 7,398	\$ 7,476	1.1%	\$ 28,964	\$ 29,380	1.4%
NCS	\$ 713	\$ 749	5.0%	\$ 2,211	\$ 2,232	0.9%	\$ 8,646	\$ 8,817	2.0%
RID	\$ 2,716	\$ 2,864	5.5%	\$ 8,354	\$ 8,537	2.2%	\$ 33,101	\$ 33,516	1.3%
SWS	\$ 863	\$ 881	2.1%	\$ 2,642	\$ 2,639	-0.1%	\$ 10,251	\$ 10,441	1.8%
UP-N	\$ 2,842	\$ 3,005	5.7%	\$ 8,809	\$ 9,084	3.1%	\$ 34,708	\$ 35,778	3.1%
UP-NW	\$ 4,001	\$ 4,253	6.3%	\$ 12,440	\$ 12,855	3.3%	\$ 49,393	\$ 50,704	2.7%
UP-W	\$ 2,865	\$ 3,103	8.3%	\$ 8,871	\$ 9,296	4.8%	\$ 34,999	\$ 36,438	4.1%
Total	\$ 27,566	\$ 29,222	6.0%	\$ 85,488	\$ 87,624	2.5%	\$ 337,079	\$ 344,537	2.2%

Table 8 shows passenger revenue by ticket type for November, 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

	November (thousands)				Last 3 Months (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Monthly	\$ 15,908	\$ 15,902	0.0%	54.4%	\$ 48,933	\$ 47,954	-2.0%	54.7%
Ten-Ride	\$ 7,035	\$ 7,617	8.3%	26.1%	\$ 21,424	\$ 23,211	8.3%	26.5%
One-Way	\$ 3,839	\$ 4,150	8.1%	14.2%	\$ 12,677	\$ 13,119	3.5%	15.0%
Weekend	\$ 823	\$ 959	16.6%	3.3%	\$ 2,553	\$ 2,788	9.2%	3.2%
Special Event & Ravinia	\$ -	\$ 600	-	2.1%	\$ 20	\$ 618	3016.0%	0.7%
Total	\$ 27,566	\$ 29,222	6.0%		\$ 85,488	\$ 87,624	2.5%	

	Last 12 Months (thousands)			
	2015	2016	Change	Share
Monthly	\$ 191,385	\$ 189,070	-1.2%	54.9%
Ten-Ride	\$ 81,121	\$ 89,493	10.3%	26.0%
One-Way	\$ 53,700	\$ 54,493	1.5%	15.8%
Weekend	\$ 10,788	\$ 10,987	1.9%	3.2%
Special Event & Ravinia	\$ 771	\$ 921	19.5%	0.3%
Total	\$ 337,079	\$ 344,537	2.2%	

Table 9 shows passenger revenue by ticket type and sales channel for November 2015 and 2016. 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

November	Monthly (thousands)				Ten-Ride (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	\$ 5,308	\$ 5,280	-0.5%	33.2%	\$ 723	\$ 663	-8.3%	8.7%
Conductor	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Internet	\$ 860	\$ 434	-49.5%	2.7%	\$ 151	\$ 76	-49.6%	1.0%
Mail	\$ 719	\$ 539	-25.1%	3.4%	\$ 0	\$ 0	0.0%	0.0%
Ticket Agent	\$ 7,801	\$ 5,175	-33.7%	32.5%	\$ 4,529	\$ 2,895	-36.1%	38.0%
Vending Machine	\$ 1,206	\$ 776	-35.7%	4.9%	\$ 1,399	\$ 705	-49.6%	9.3%
Ventra Mobile App	\$ 13	\$ 3,698	27432.0%	23.3%	\$ 303	\$ 3,277	981.5%	43.0%
Total	\$ 15,908	\$ 15,902	0.0%		\$ 7,105	\$ 7,617	7.2%	

	One-Way (thousands)				Weekend, Special Event. & Ravinia (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Conductor	\$ 1,478	\$ 1,084	-26.7%	26.1%	\$ 614	\$ 760	23.8%	48.7%
Internet	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Mail	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Ticket Agent	\$ 1,846	\$ 1,459	-21.0%	35.2%	\$ 128	\$ 374	192.0%	24.0%
Vending Machine	\$ 431	\$ 299	-30.6%	7.2%	\$ 55	\$ 35	-36.4%	2.2%
Ventra Mobile App	\$ 97	\$ 1,309	1255.6%	31.5%	\$ 26	\$ 391	1415.2%	25.0%
Total	\$ 3,852	\$ 4,150	7.7%		\$ 823	\$ 1,560	89.6%	

	Total (thousands)			
	2015	2016	Change	Share
Commuter Benefit	\$ 6,031	\$ 5,942	-1.5%	20.3%
Conductor	\$ 2,093	\$ 1,844	-11.9%	6.3%
Internet	\$ 1,011	\$ 510	-49.5%	1.7%
Mail	\$ 720	\$ 539	-25.1%	1.8%
Ticket Agent	\$ 14,303	\$ 9,903	-30.8%	33.9%
Vending Machine	\$ 3,091	\$ 1,815	-41.3%	6.2%
Ventra Mobile App	\$ 439	\$ 8,674	1876.9%	29.7%
Total	\$ 27,566	\$ 29,222	6.0%	

Ticket Sales

Table 10 shows ticket sales by ticket type for November, the last three months, and the last 12 months. Monthly ticket sales decreased by 1.5 percent in November compared to the previous year, while ten-ride ticket sales increased by 5.4 percent in the same period. The shift from monthly tickets to ten-ride tickets has been gradual and continued throughout 2015. The effects of this shift in ticket preference will continue to be evident in the month to month comparisons through 2016.

Table 10: Ticket Sales by Ticket Type

	November (thousands)				Last 3 Months (thousands)				Last 12 Months (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share	2015	2016	Change	Share
Monthly	97	96	-1.5%	7.9%	298	288	-3.4%	8.2%	1,188	1,137	-4.2%	8.2%
Ten-Ride	141	149	5.4%	12.3%	432	454	5.1%	13.0%	1,638	1,753	7.0%	12.6%
One-Way	689	723	5.0%	59.9%	2,272	2,277	0.2%	65.3%	9,815	9,480	-3.4%	68.3%
Weekend	103	120	16.6%	9.9%	319	348	9.2%	10.0%	1,379	1,373	-0.4%	9.9%
Special Event & Ravinia	-	221	-	9.9%	3	122	4401.8%	3.5%	122	143	17.0%	1.0%
Total	1,030	1,208	17.2%		3,323	3,489	5.0%		14,141	13,887	-1.8%	

Tables 11-16 detail ticket sales by line and ticket type. Due to a reporting anomaly, Heritage Corridor ticket sales are overstated in 2015, while the other lines traveling to Chicago Union Station are understated.

Table 11: Monthly Ticket Sales by Line

November	2015	2016	Change
BNSF	20,955	20,907	-0.2%
MED	10,136	9,628	-5.0%
HC	1,045	1,118	7.0%
MD-N	7,579	7,496	-1.1%
MD-W	8,154	7,960	-2.4%
NCS	2,295	2,278	-0.7%
RID	11,026	10,709	-2.9%
SWS	3,773	3,640	-3.5%
UP-N	9,363	9,111	-2.7%
UP-NW	13,046	12,940	-0.8%
UP-W	9,643	9,738	1.0%
Total	97,015	95,525	-1.5%

Table 12: Ten-Ride Ticket Sales by Line

November	2015	2016	Change
BNSF	27,929	29,853	6.9%
MED	14,795	14,919	0.8%
HC	855	1,065	24.6%
MD-N	14,203	14,947	5.2%
MD-W	9,791	10,074	2.9%
NCS	2,989	3,162	5.8%
RID	11,888	12,593	5.9%
SWS	3,810	3,825	0.4%
UP-N	21,202	22,863	7.8%
UP-NW	19,021	19,952	4.9%
UP-W	14,846	15,762	6.2%
Total	141,329	149,015	5.4%

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

November	2015	2016	Change
BNSF	69,545	88,544	27.3%
MED	79,145	89,335	12.9%
HC	1,036	2,213	113.6%
MD-N	32,951	44,565	35.2%
MD-W	36,845	45,466	23.4%
NCS	4,793	7,985	66.6%
RID	37,605	47,190	25.5%
SWS	6,898	10,300	49.3%
UP-N	40,655	59,227	45.7%
UP-NW	56,775	70,709	24.5%
UP-W	43,783	54,715	25.0%
Total	410,031	520,249	26.9%

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

November	2015	2016	Change
BNSF	27,882	22,803	-18.2%
MED	32,092	22,488	-29.9%
HC	887	395	-55.5%
MD-N	29,820	19,938	-33.1%
MD-W	28,682	21,938	-23.5%
NCS	9,229	6,529	-29.3%
RID	19,653	16,308	-17.0%
SWS	6,353	4,176	-34.3%
UP-N	55,627	37,245	-33.0%
UP-NW	41,211	30,889	-25.0%
UP-W	27,595	20,392	-26.1%
Total	279,031	203,101	-27.2%

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

November	2015	2016	Change
BNSF	5,323	27,712	420.6%
MED	5,401	9,169	69.8%
HC	3	414	-
MD-N	3,290	14,704	346.9%
MD-W	2,082	13,935	569.3%
NCS	14	1,240	-
RID	1,129	11,285	899.6%
SWS	39	1,178	2920.5%
UP-N	2,128	11,258	429.0%
UP-NW	3,588	23,170	545.8%
UP-W	3,082	17,587	470.6%
Total	26,079	131,652	404.8%

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

November	2015	2016	Change
BNSF	9,685	16,691	72.3%
MED	3,302	6,825	106.7%
HC	-	545	-
MD-N	10,214	12,578	23.1%
MD-W	9,279	12,130	30.7%
NCS	-	1,346	-
RID	5,791	10,220	76.5%
SWS	457	1,925	321.2%
UP-N	10,489	13,017	24.1%
UP-NW	16,573	19,268	16.3%
UP-W	10,963	13,656	24.6%
Total	76,753	108,201	41.0%

Table 17 shows ticket sales by ticket type, sales channel, and tender type for November 2015 and 2016. Table 18 shows ticket sales by ticket type, sales channel, and tender type for January-November 2015 and 2016. 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 (November)

November	Monthly (thousands)				Ten-Ride (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	32	31	-2.2%	32.5%	14	12	-11.6%	8.0%
Conductor	-	-	-	0.0%	-	-	-	0.0%
Internet	5	3	-50.2%	2.7%	3	1	-51.7%	0.9%
Mail	4	3	-25.7%	3.4%	0	0	-75.0%	0.0%
Ticket Agent	48	32	-34.3%	33.1%	92	59	-36.5%	39.3%
<i>Cash & Other</i>	12	5	-53.8%	-	16	10	-33.8%	-
<i>Credit Card</i>	37	26	-28.1%	-	77	48	-37.1%	-
Vending Machine	8	5	-37.0%	5.0%	28	14	-51.2%	9.2%
<i>Cash</i>	-	-	-	-	0	0	-40.7%	-
<i>Credit Card</i>	8	5	-37.0%	-	28	13	-51.4%	-
Ventra Mobile App	0	22	26456.0%	23.4%	6	63	963.9%	42.5%
<i>Credit Card</i>	0	21	37605.5%	-	6	60	984.2%	-
<i>Mixed & Other</i>	0	1	3934.5%	-	0	1	367.7%	-
<i>Ventra</i>	-	0	-	-	0	2	963.3%	-
Total	97	96	-1.5%		143	149	4.4%	
	One-Way (thousands)				Weekend, Special Event. & Ravinia (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	-	-	-	0.0%	-	-	-	0.0%
Conductor	279	203	-27.2%	28.1%	77	108	41.0%	45.1%
Internet	-	-	-	0.0%	-	-	-	0.0%
Mail	-	-	-	0.0%	-	-	-	0.0%
Ticket Agent	319	247	-22.6%	34.1%	16	64	300.7%	26.7%
<i>Cash & Other</i>	186	146	-21.4%	-	9	43	386.7%	-
<i>Credit Card</i>	133	101	-24.2%	-	7	22	196.8%	-
Vending Machine	77	52	-33.3%	7.1%	7	4	-36.5%	1.8%
<i>Cash</i>	21	19	-11.1%	-	1	1	-33.0%	-
<i>Credit Card</i>	56	33	-41.5%	-	6	4	-37.3%	-
Ventra Mobile App	16	222	1249.4%	30.7%	3	63	1861.5%	26.3%
<i>Credit Card</i>	13	192	1352.0%	-	3	59	2086.4%	-
<i>Mixed & Other</i>	0	2	638.1%	-	0	0	505.3%	-
<i>Ventra</i>	3	27	846.7%	-	0	4	760.6%	-
Total	691	723	4.6%		103	240	133.3%	

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

Year-to-date	Monthly (thousands)				Ten-Ride (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	359	339	-5.5%	32.3%	130	128	-1.8%	7.9%
Conductor	-	-	-	0.0%	-	-	-	0.0%
Internet	57	35	-37.3%	3.4%	34	17	-49.5%	1.1%
Mail	54	41	-24.5%	3.9%	0	0	-25.0%	0.0%
Ticket Agent	545	376	-31.1%	35.8%	1,045	713	-31.8%	44.1%
<i>Cash & Other</i>	136	74	-45.5%	-	185	128	-30.7%	-
<i>Credit Card</i>	410	302	-26.4%	-	860	585	-32.0%	-
Vending Machine	77	55	-29.4%	5.2%	306	178	-41.9%	11.0%
<i>Cash</i>	-	-	-	-	5	4	-17.3%	-
<i>Credit Card</i>	77	55	-29.4%	-	301	174	-42.3%	-
Ventra Mobile App	0	205	101818.9%	19.5%	6	580	9274.2%	35.9%
<i>Credit Card</i>	0	186	150258.9%	-	6	552	9504.8%	-
<i>Mixed & Other</i>	0	15	24627.4%	-	0	10	4711.1%	-
<i>Ventra</i>	0	3	20413.3%	-	0	19	7580.5%	-
Total	1,092	1,050	-3.8%		1,522	1,616	6.2%	
	One-Way (thousands)				Weekend, Special Event. & Ravinia (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	-	-	-	0.0%	-	-	-	0.0%
Conductor	3,636	2,674	-26.4%	30.9%	948	831	-12.3%	59.9%
Internet	-	-	-	0.0%	-	-	-	0.0%
Mail	-	-	-	0.0%	-	-	-	0.0%
Ticket Agent	4,294	3,379	-21.3%	39.0%	332	268	-19.2%	19.3%
<i>Cash & Other</i>	2,575	2,017	-21.7%	-	192	155	-19.3%	-
<i>Credit Card</i>	1,719	1,362	-20.8%	-	140	113	-19.0%	-
Vending Machine	935	677	-27.6%	7.8%	71	58	-18.7%	4.2%
<i>Cash</i>	242	228	-5.8%	-	12	13	10.3%	-
<i>Credit Card</i>	693	449	-35.2%	-	59	45	-24.4%	-
Ventra Mobile App	17	1,924	11136.7%	22.2%	3	230	6867.7%	16.6%
<i>Credit Card</i>	14	1,663	12092.6%	-	3	206	7448.6%	-
<i>Mixed & Other</i>	0	23	6545.3%	-	0	3	3571.6%	-
<i>Ventra</i>	3	238	7501.7%	-	0	21	4150.9%	-
Total	8,882	8,655	-2.6%		1,353	1,386	2.4%	

Table 19 shows total ticket sales by sales channel and tender type for November 2015 and 2016. Table 20 shows total ticket sales by sales channel and tender type for January-November 2015-2016. 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 (November)

November	Total (thousands)			
	2015	2016	Change	Share
Commuter Benefit	45	43	-5.0%	3.6%
Conductor	356	311	-12.5%	25.8%
Internet	8	4	-50.7%	0.3%
Mail	4	3	-25.8%	0.3%
Ticket Agent	475	401	-15.6%	33.2%
<i>Cash & Other</i>	222	204	-7.9%	-
<i>Credit Card</i>	253	196.61	-22.3%	-
Vending Machine	120	74	-37.9%	6.2%
<i>Cash</i>	23	20	-12.9%	-
<i>Credit Card</i>	97	55	-43.7%	-
Ventra Mobile App	26	371	1342.2%	30.7%
<i>Credit Card</i>	22	332	1441.5%	-
<i>Mixed & Other</i>	1	5	694.9%	-
<i>Ventra</i>	4	34	854.1%	-
Total	1,034	1,208	16.8%	

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

Year-to-date	Total (thousands)			
	2015	2016	Change	Share
Commuter Benefit	489	467	-4.5%	3.7%
Conductor	4,583	3,505	-23.5%	27.6%
Internet	91	53	-41.9%	0.4%
Mail	54	41	-24.5%	0.3%
Ticket Agent	6,216	4,736	-23.8%	37.3%
<i>Cash & Other</i>	3,088	2,374	-23.1%	-
<i>Credit Card</i>	3,128	2,361	-24.5%	-
Vending Machine	1,389	967	-30.4%	7.6%
<i>Cash</i>	258	245	-5.3%	-
<i>Credit Card</i>	1,131	723	-36.1%	-
Ventra Mobile App	27	2,939	10861.9%	23.1%
<i>Credit Card</i>	22	2,608	11624.6%	-
<i>Mixed & Other</i>	1	51	7286.6%	-
<i>Ventra</i>	4	280	7137.0%	-
Total	12,849	12,707	-1.1%	

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes declined by 6.4 percent in November compared to the previous year, and sales of Pace PlusBus passes declined by 2.7 percent in the same period. Table 21 shows Link-Up and PlusBus sales by month for 2015 and 2016.

Table 21: Link-Up and PlusBus Sales

	2015		2016		Change		Mobile Share (2016)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	Plus Bus
Jan	4,235	1,471	3,686	1,314	-13.0%	-10.7%	7.8%	6.1%
Feb	4,116	1,463	3,737	1,333	-9.2%	-8.9%	9.6%	8.9%
Mar	4,082	1,442	3,657	1,360	-10.4%	-5.7%	10.7%	10.1%
Apr	3,825	1,414	3,496	1,320	-8.6%	-6.6%	11.2%	10.4%
May	3,746	1,319	3,443	1,269	-8.1%	-3.8%	11.4%	10.7%
Jun	3,725	1,304	3,410	1,261	-8.5%	-3.3%	12.4%	11.6%
Jul	3,606	1,324	3,310	1,221	-8.2%	-7.8%	11.8%	11.1%
Aug	3,561	1,298	3,182	1,201	-10.6%	-7.5%	14.3%	13.5%
Sep	3,583	1,328	3,266	1,267	-8.8%	-4.6%	13.9%	12.8%
Oct	3,622	1,350	3,338	1,272	-7.8%	-5.8%	15.8%	13.7%
Nov	3,573	1,327	3,345	1,291	-6.4%	-2.7%	15.8%	13.6%
Dec	3,446	1,219	-	-	-	-	-	-
Last 3 Months	10,778	4,005	9,949	3,830	-7.7%	-4.4%	-	-
Last 12 Months	45,679	16,404	41,316	15,328	-9.6%	-6.6%	-	-
Year-to-date	41,674	15,040	37,870	14,109	-9.1%	-6.2%	-	-

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 2015 and 2016.

Table 22: Reduced Fare Ticket Sales

	2015				2016			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
January	3,194	12,701	29,752	31,566	3,227	13,652	29,830	27,709
February	3,136	8,722	26,460	30,165	3,229	10,806	32,860	28,032
March	3,337	11,446	43,689	38,790	3,328	12,215	56,952	34,402
April	3,134	11,848	47,752	38,249	3,286	12,109	43,836	29,853
May	3,174	11,078	42,979	40,082	3,223	12,472	51,834	36,428
June	2,970	12,989	73,214	50,145	3,064	13,604	75,390	45,745
July	3,050	12,526	87,205	49,640	3,104	12,094	86,271	41,886
August	2,822	12,792	66,996	41,582	2,803	12,941	67,737	38,311
September	3,342	12,529	35,973	33,656	3,389	13,287	42,399	29,616
October	3,438	13,325	40,336	36,099	3,439	13,521	47,203	31,237
November	3,320	12,238	37,391	32,810	3,308	13,559	51,255	28,764
December	2,820	11,917	54,298	37,473	-	-	-	-
Last 3 Months	10,100	38,092	113,700	102,565	10,136	40,367	140,857	89,617
Last 12 Months	37,850	143,107	586,087	467,255	38,220	152,177	639,865	409,456
Year-to-date	34,917	132,194	531,747	422,784	35,400	140,260	585,567	371,983

	Change			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
January	1.0%	7.5%	0.3%	-12.2%
February	3.0%	23.9%	24.2%	-7.1%
March	-0.3%	6.7%	30.4%	-11.3%
April	4.9%	2.2%	-8.2%	-22.0%
May	1.5%	12.6%	20.6%	-9.1%
June	3.2%	4.7%	3.0%	-8.8%
July	1.8%	-3.4%	-1.1%	-15.6%
August	-0.7%	1.2%	1.1%	-7.9%
September	1.4%	6.0%	17.9%	-12.0%
October	0.0%	1.5%	17.0%	-13.5%
November	-0.4%	10.8%	37.1%	-12.3%
December	-	-	-	-
Last 3 Months	0.4%	6.0%	23.9%	-12.6%
Last 12 Months	1.0%	6.3%	9.2%	-12.4%
Year-to-date	1.4%	6.1%	10.1%	-12.0%