

# **RIDERSHIP TRENDS**

**September 2016**



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Prepared by the Division of Strategic Capital Planning  
November 2016

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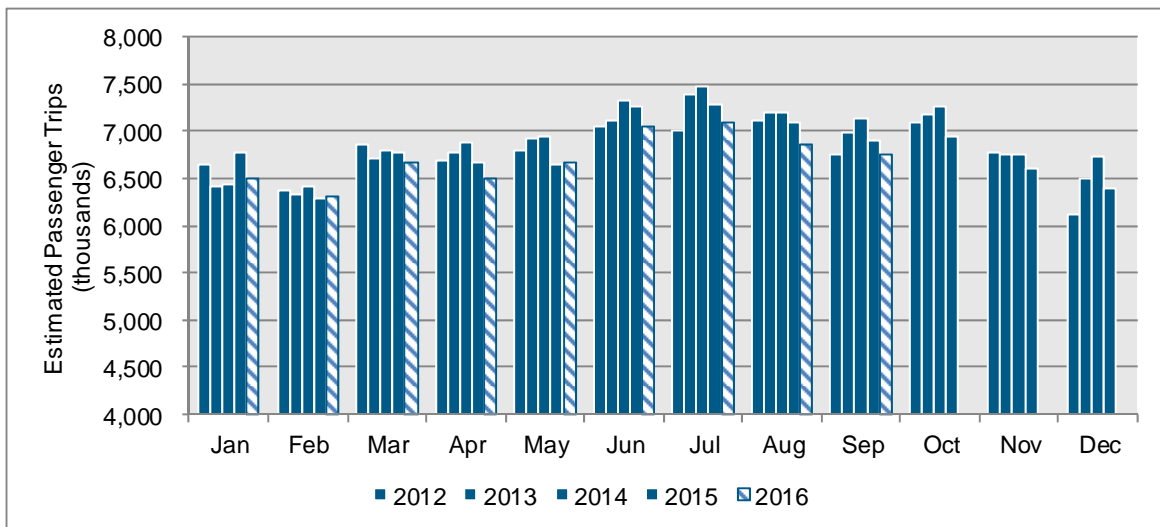
**Executive Summary**

Estimated passenger trips decreased by 1.9% in September 2016 compared to September 2015. September 2016 had the same number of weekdays, Saturdays, and Sunday/holidays compared to September 2015. Year-to-date, 2016 has had the same number of weekdays and Saturdays, and one additional Sunday/holiday compared to 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	-	-	-
Nov	6,773	6,750	6,760	6,606	-	-	-
Dec	6,113	6,489	6,724	6,385	-	-	-
Last 3 Months	20,886	21,579	21,809	21,282	20,742	-0.7%	-2.5%
Last 12 Months	81,803	81,818	83,052	82,435	80,414	-1.7%	-2.5%
Year-to-date	61,293	61,841	62,626	61,691	60,474	-1.3%	-2.0%

**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**

	<b>2016 Budget</b> (thousands)	<b>2016 Actual</b> (thousands)	<b>Variance</b>
Jan	6,739	6,513	-3.4%
Feb	6,241	6,310	1.1%
Mar	6,709	6,666	-0.6%
<b>1st Quarter</b>	<b>19,690</b>	<b>19,489</b>	<b>-1.0%</b>
Apr	6,603	6,497	-1.6%
May	6,596	6,681	1.3%
Jun	7,195	7,066	-1.8%
<b>2nd Quarter</b>	<b>20,394</b>	<b>20,244</b>	<b>-0.7%</b>
Jul	7,221	7,110	-1.5%
Aug	6,945	6,866	-1.1%
Sep	7,055	6,766	-4.1%
<b>3rd Quarter</b>	<b>21,221</b>	<b>20,742</b>	<b>-2.3%</b>
Oct	7,169	-	-
Nov	6,675	-	-
Dec	6,640	-	-
<b>4th Quarter</b>	<b>20,483</b>	<b>-</b>	<b>-</b>
Year-to-date	61,305	60,474	-1.4%

## 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 September, the last three months, and the last 12 months. Estimated passenger trips decreased 2.5 percent in the last three months compared to the previous year, and decreased 2.5 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**

	September			Last 3 Months			Last 12 Months		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
BNSF	1,394,957	1,364,215	-2.2%	4,281,893	4,203,280	-1.8%	16,526,800	16,254,468	-1.6%
MED	761,424	731,742	-3.9%	2,303,598	2,192,811	-4.8%	9,171,402	8,759,959	-4.5%
HC	56,709	61,439	8.3%	172,499	183,439	6.3%	738,827	701,803	-5.0%
MD-N	595,699	577,124	-3.1%	1,862,538	1,801,990	-3.3%	7,199,217	6,922,148	-3.8%
MD-W	577,756	559,418	-3.2%	1,795,269	1,712,355	-4.6%	6,844,144	6,641,443	-3.0%
NCS	149,785	146,279	-2.3%	456,125	444,839	-2.5%	1,774,188	1,736,826	-2.1%
RID	696,901	680,530	-2.3%	2,145,176	2,060,629	-3.9%	8,393,229	8,116,921	-3.3%
SWS	220,152	212,087	-3.7%	654,702	635,292	-3.0%	2,624,505	2,559,340	-2.5%
UP-N	783,600	781,977	-0.2%	2,444,285	2,413,584	-1.3%	9,308,543	9,226,218	-0.9%
UP-NW	951,405	946,266	-0.5%	2,969,241	2,921,700	-1.6%	11,432,331	11,168,238	-2.3%
UP-W	707,366	704,916	-0.3%	2,196,487	2,171,928	-1.1%	8,421,614	8,326,341	-1.1%
<b>Total</b>	<b>6,895,751</b>	<b>6,765,991</b>	<b>-1.9%</b>	<b>21,281,810</b>	<b>20,741,845</b>	<b>-2.5%</b>	<b>82,434,799</b>	<b>80,413,703</b>	<b>-2.5%</b>

## Estimated Passenger Trips by Fare Zone Pair

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

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

	September (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
A-A	21	24	9.7%	65	66	1.8%	261	268	2.7%
A-B	492	491	-0.3%	1,459	1,461	0.1%	5,877	5,815	-1.1%
A-C	903	899	-0.5%	2,706	2,708	0.0%	10,661	10,718	0.5%
A-D	1,118	1,111	-0.6%	3,352	3,349	-0.1%	13,298	13,147	-1.1%
A-E	1,420	1,405	-1.1%	4,315	4,255	-1.4%	16,952	16,642	-1.8%
A-F	850	858	1.0%	2,568	2,581	0.5%	10,092	10,071	-0.2%
A-G	511	511	0.0%	1,550	1,547	-0.2%	6,106	6,032	-1.2%
A-H	434	428	-1.3%	1,336	1,319	-1.3%	5,193	5,104	-1.7%
A-I	144	145	0.7%	442	442	0.1%	1,754	1,716	-2.2%
A-J	26	27	2.0%	83	82	-1.6%	328	318	-3.0%
A-K	30	28	-6.4%	92	87	-5.3%	364	348	-4.3%
A-M	9	8	-8.4%	32	27	-16.6%	119	110	-7.5%
Intermediate	225	226	0.4%	640	651	1.7%	2,635	2,576	-2.2%
No Zone Pair	711	605	-14.9%	2,643	2,168	-17.9%	8,797	7,549	-14.2%
<b>Total</b>	<b>6,896</b>	<b>6,766</b>	<b>-1.9%</b>	<b>21,282</b>	<b>20,742</b>	<b>-2.5%</b>	<b>82,435</b>	<b>80,414</b>	<b>-2.5%</b>

## Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for September, 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**

	September (thousands)				Last 3 Months (thousands)				Last 12 Months (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share	2015	2016	Change	Share
Monthly	4,285	4,093	-4.5%	60.5%	12,560	12,045	-4.1%	58.1%	51,800	49,157	-5.1%	61.1%
Ten-Ride	1,431	1,517	6.0%	22.4%	4,373	4,578	4.7%	22.1%	15,889	17,391	9.5%	21.6%
One-Way	797	786	-1.4%	11.6%	2,856	2,774	-2.9%	13.4%	10,023	9,464	-5.6%	11.8%
Weekend	302	290	-4.0%	4.3%	1,122	1,024	-8.7%	4.9%	3,478	3,348	-3.7%	4.2%
Special Event & Ravinia	5	6	1.2%	0.1%	147	93	-36.7%	0.4%	321	98	-69.4%	0.1%
Benefit Access (free)	87	84	-3.9%	1.2%	277	260	-6.1%	1.3%	1,077	1,015	-5.8%	1.3%
<b>Total</b>	<b>6,896</b>	<b>6,766</b>	<b>-1.9%</b>		<b>21,282</b>	<b>20,742</b>	<b>-2.5%</b>		<b>82,435</b>	<b>80,414</b>	<b>-2.5%</b>	

## Passenger Loads

Table 6 shows the average daily passenger loads by service period for September, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased by 0.2 percent in September compared to the previous year, and total weekday passenger loads decreased by 1.2 percent in the same period.

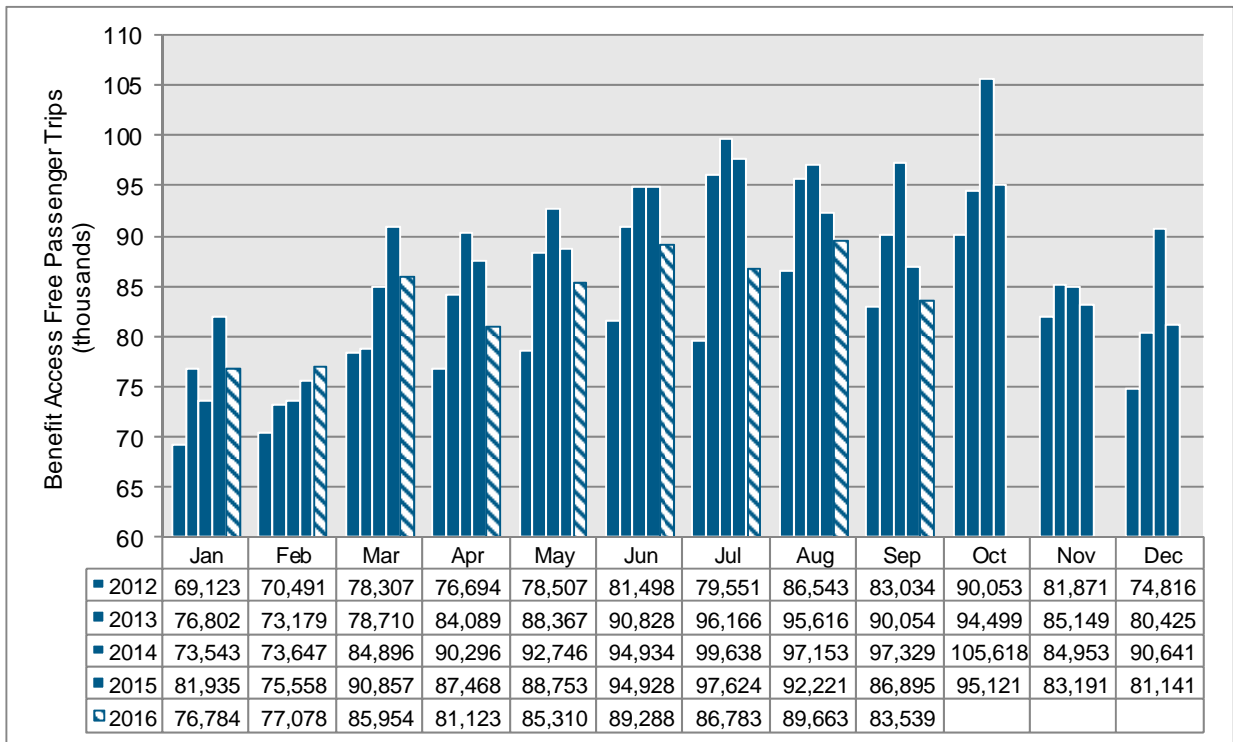
**Table 6: Average Daily Passenger Loads**

	September (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
Peak - Peak Direction	227	226	-0.2%	224	222	-0.9%	222	224	0.8%
Peak - Reverse Direction	20	20	-4.1%	22	20	-5.2%	21	20	-3.1%
Midday	32	31	-1.9%	35	34	-3.3%	33	32	-2.5%
Evening	18	17	-8.4%	20	19	-7.6%	18	17	-4.6%
Weekday	297	294	-1.2%	301	295	-2.0%	294	293	-0.2%
Saturday	75	69	-7.9%	79	73	-8.2%	68	65	-4.6%
Sunday	49	44	-10.5%	51	47	-7.2%	43	41	-3.5%

## 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.

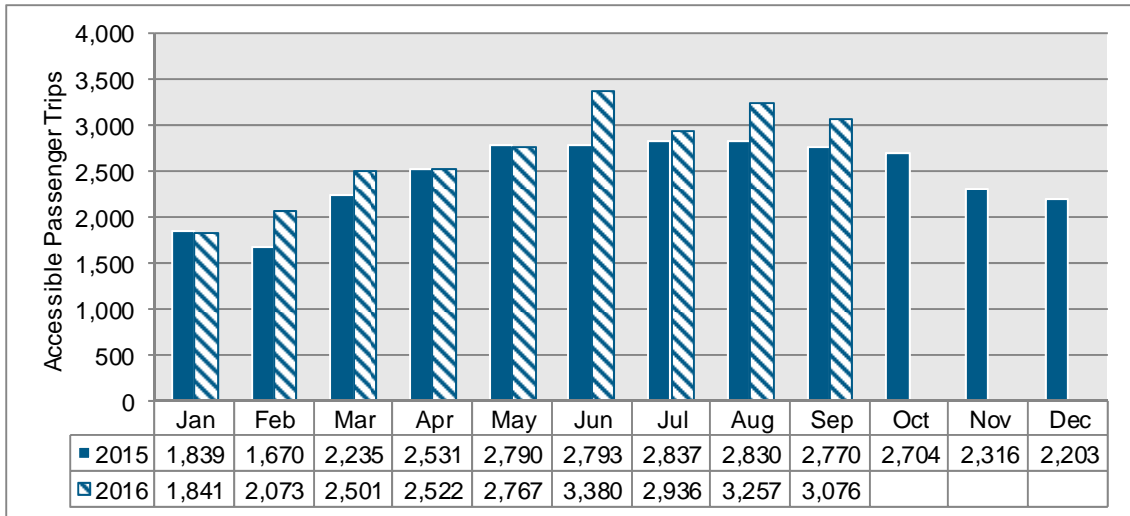
**Figure 2: Benefit Access Free Passenger Trips**



### 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.

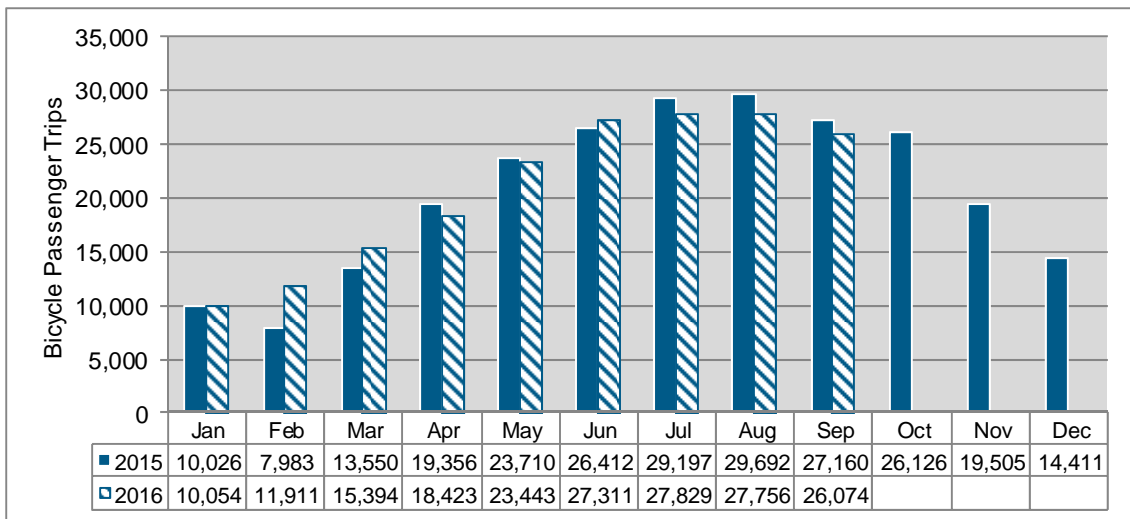
**Figure 3: Accessible Trips**



### Bicycle Trips

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

**Figure 4: Bicycle Trips**





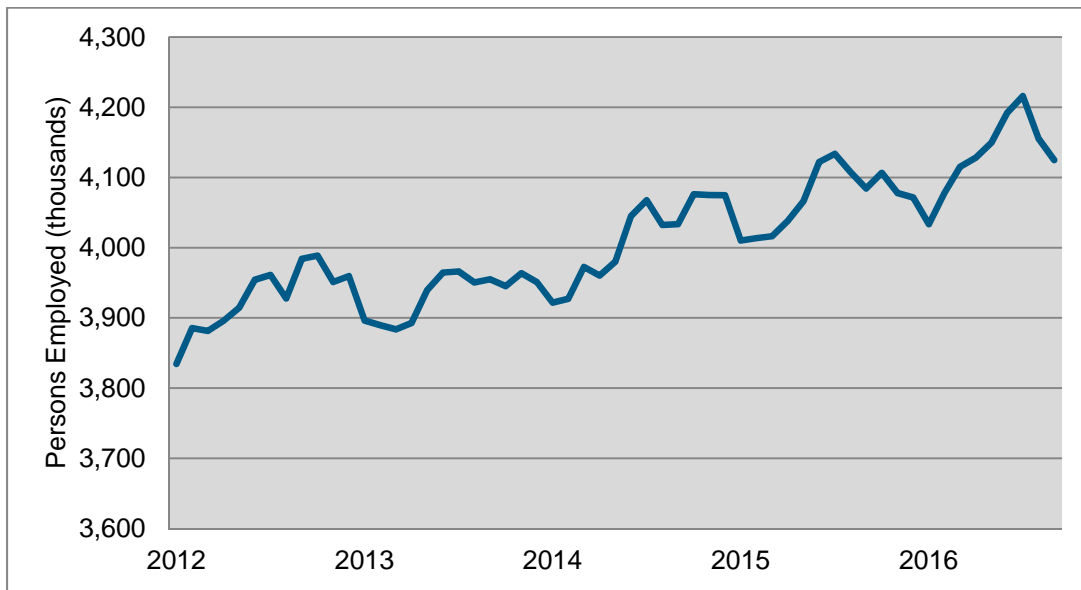
**Ridership Influences**

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 September 2016 increased 1.0 percent compared to September 2015.

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



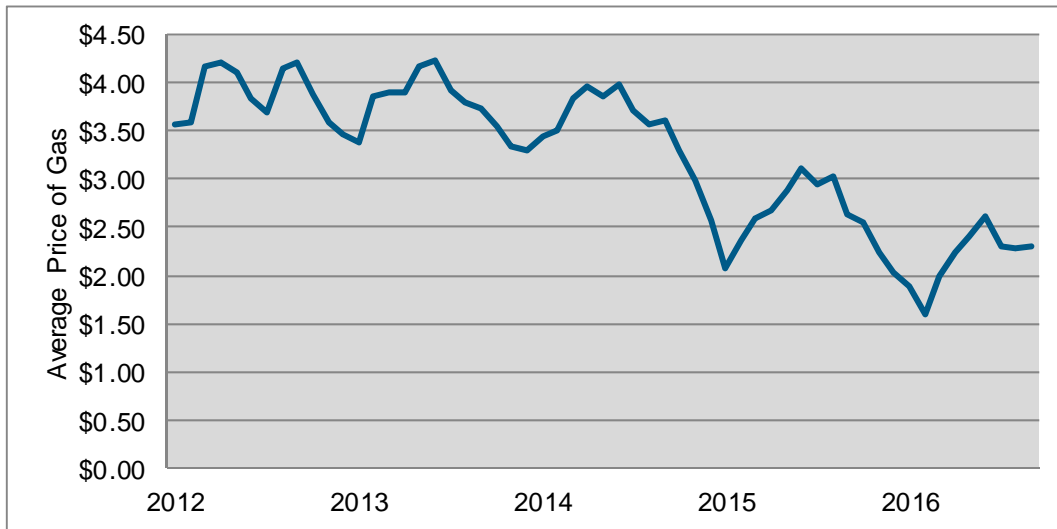
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2012	3,834	3,886	3,881	3,896	3,915	3,954	3,961	3,928	3,984	3,989	3,951	3,960	3,928
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,933
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	4,014
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	4,216	4,156	4,125	-	-	-	4,133
Change	0.6%	1.6%	2.5%	2.2%	2.1%	1.7%	2.0%	1.2%	1.0%	-	-	-	1.5%

Source: Illinois Department of Employment Security

## Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Gary-Kenosha area. The average price of a gallon of regular unleaded gas was \$2.31 in September 2016, \$0.33 lower than the previous year.

**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	-	-	-	\$ 2.18
Change	-\$0.19	-\$0.75	-\$0.60	-\$0.43	-\$0.48	-\$0.51	-\$0.65	-\$0.75	-\$0.33	-	-	-	-\$0.41

Source: Bureau of Labor Statistics

## Road Construction

No new roadway construction projects of regional significance began in September. 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 fall 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 will consolidate CTA bus connections for Metra passengers at Union Station.

## **Service Changes**

No service changes occurred in September 2016.

## **Special Events and Promotions**

Special events often bring large crowds into Chicago during off-peak hours. Extra stops were added to BNSF trains for Riot Fest (September 16-18). Additional service was added and a special fare was offered for the Chicago Half Marathon (September 25).

## Passenger Revenue and Ticket Sales

### Passenger Revenue

Table 7 shows passenger revenue by line for September, 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**

	September (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2015	2016	Change	2015	2016	Change	2015	2016	Change
BNSF	\$ 6,000	\$ 6,000	0.0%	\$ 18,446	\$ 18,604	0.9%	\$ 68,441	\$ 70,942	3.7%
MED	\$ 2,911	\$ 2,868	-1.5%	\$ 8,865	\$ 8,674	-2.2%	\$ 33,694	\$ 34,107	1.2%
HC	\$ 256	\$ 285	11.4%	\$ 779	\$ 851	9.2%	\$ 3,216	\$ 3,220	0.1%
MD-N	\$ 2,568	\$ 2,572	0.1%	\$ 8,069	\$ 8,053	-0.2%	\$ 29,974	\$ 30,443	1.6%
MD-W	\$ 2,512	\$ 2,498	-0.6%	\$ 7,812	\$ 7,658	-2.0%	\$ 28,585	\$ 29,288	2.5%
NCS	\$ 749	\$ 748	-0.2%	\$ 2,286	\$ 2,286	0.0%	\$ 8,561	\$ 8,795	2.7%
RID	\$ 2,823	\$ 2,829	0.2%	\$ 8,707	\$ 8,600	-1.2%	\$ 32,698	\$ 33,339	2.0%
SWS	\$ 885	\$ 876	-1.0%	\$ 2,635	\$ 2,632	-0.1%	\$ 10,080	\$ 10,435	3.5%
UP-N	\$ 2,967	\$ 3,045	2.6%	\$ 9,371	\$ 9,505	1.4%	\$ 34,270	\$ 35,581	3.8%
UP-NW	\$ 4,212	\$ 4,311	2.4%	\$ 13,225	\$ 13,404	1.4%	\$ 48,778	\$ 50,388	3.3%
UP-W	\$ 3,005	\$ 3,083	2.6%	\$ 9,396	\$ 9,581	2.0%	\$ 34,427	\$ 36,091	4.8%
Total	\$ 28,887	\$ 29,114	0.8%	\$ 89,590	\$ 89,848	0.3%	\$332,722	\$342,629	3.0%

Table 8 shows passenger revenue by ticket type for September, 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**

	September (thousands)				Last 3 Months (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Monthly	\$ 16,382	\$ 15,873	-3.1%	54.5%	\$ 48,044	\$ 46,715	-2.8%	52.0%
Ten-Ride	\$ 7,103	\$ 7,767	9.4%	26.7%	\$ 21,796	\$ 23,560	8.1%	26.2%
One-Way	\$ 4,467	\$ 4,563	2.1%	15.7%	\$ 16,051	\$ 16,136	0.5%	18.0%
Weekend	\$ 967	\$ 928	-4.0%	3.2%	\$ 3,591	\$ 3,276	-8.7%	3.6%
Special Event & Ravinia	\$ 20	\$ 16	-19.0%	0.1%	\$ 331	\$ 298	-9.8%	0.3%
Total	\$ 28,887	\$ 29,114	0.8%		\$ 89,590	\$ 89,848	0.3%	

	Last 12 Months (thousands)			
	2015	2016	Change	Share
Monthly	\$189,938	\$189,540	-0.2%	55.3%
Ten-Ride	\$ 78,343	\$ 88,371	12.8%	25.8%
One-Way	\$ 53,742	\$ 54,148	0.8%	15.8%
Weekend	\$ 10,677	\$ 10,713	0.3%	3.1%
Special Event & Ravinia	\$ 771	\$ 319	-58.6%	0.1%
Total	\$332,722	\$342,629	3.0%	

Table 9 shows passenger revenue by ticket type and sales channel for September 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**

September	Monthly (thousands)				Ten-Ride (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	\$ 5,429	\$ 5,148	-5.2%	32.4%	\$ 639	\$ 613	-4.2%	7.9%
Conductor	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Internet	\$ 878	\$ 385	-56.1%	2.4%	\$ 167	\$ 75	-55.3%	1.0%
Mail	\$ 748	\$ 562	-24.8%	3.5%	\$ -	\$ -	0.0%	0.0%
Ticket Agent	\$ 8,222	\$ 5,494	-33.2%	34.6%	\$ 4,822	\$ 2,979	-38.2%	38.3%
Vending Machine	\$ 1,101	\$ 828	-24.8%	5.2%	\$ 1,470	\$ 759	-48.4%	9.8%
Ventra Mobile App	\$ 5	\$ 3,457	0.0%	21.8%	\$ 4	\$ 3,343	0.0%	43.0%
<b>Total</b>	<b>\$16,382</b>	<b>\$15,873</b>	<b>-3.1%</b>		<b>\$ 7,103</b>	<b>\$ 7,767</b>	<b>9.4%</b>	

	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	\$ 1,756	\$ 1,269	-27.7%	27.8%	\$ 756	\$ 75	-90.0%	63.9%
Internet	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Mail	\$ -	\$ -	0.0%	0.0%	\$ -	\$ -	0.0%	0.0%
Ticket Agent	\$ 2,189	\$ 1,708	-22.0%	37.4%	\$ 175	\$ 17	-90.5%	14.1%
Vending Machine	\$ 520	\$ 306	-41.2%	6.7%	\$ 55	\$ 4	-91.8%	3.8%
Ventra Mobile App	\$ 1	\$ 1,279	0.0%	28.0%	\$ 0	\$ 22	0.0%	18.2%
<b>Total</b>	<b>\$ 4,467</b>	<b>\$ 4,563</b>	<b>2.1%</b>		<b>\$ 987</b>	<b>\$ 118</b>	<b>-88.0%</b>	

	Total (thousands)			
	2015	2016	Change	Share
Commuter Benefit	\$ 6,068	\$ 5,761	-5.1%	20.3%
Conductor	\$ 2,513	\$ 1,345	-46.5%	4.7%
Internet	\$ 1,045	\$ 460	-56.0%	1.6%
Mail	\$ 748	\$ 562	-24.8%	2.0%
Ticket Agent	\$15,409	\$10,197	-33.8%	36.0%
Vending Machine	\$ 3,146	\$ 1,896	-39.7%	6.7%
Ventra Mobile App	\$ 10	\$ 8,100	0.0%	28.6%
<b>Total</b>	<b>\$28,887</b>	<b>\$29,114</b>	<b>0.8%</b>	

## Ticket Sales

Table 10 shows ticket sales by ticket type for September, the last three months, and the last 12 months. Monthly ticket sales decreased by 4.5 percent in September compared to the previous year, while ten-ride ticket sales increased by 6.0 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 most of 2016. As the year progresses, these effects are anticipated to become less pronounced.

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

	September (thousands)				Last 3 Months (thousands)				Last 12 Months (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share	2015	2016	Change	Share
Monthly	100	95	-4.5%	8.3%	292	280	-4.1%	7.1%	1,205	1,143	-5.1%	8.3%
Ten-Ride	143	152	6.0%	13.2%	437	458	4.7%	11.6%	1,589	1,739	9.5%	12.7%
One-Way	797	786	-1.4%	68.3%	2,856	2,774	-2.9%	70.4%	10,023	9,464	-5.6%	69.0%
Weekend	121	116	-4.0%	10.1%	449	410	-8.7%	10.4%	1,391	1,339	-3.7%	9.8%
Special Event & Ravinia	3	2	-23.0%	0.2%	36	21	-42.4%	0.5%	122	23	-81.2%	0.2%
Total	1,163	1,151	-1.1%		4,070	3,942	-3.2%		14,330	13,708	-4.3%	

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**

September	2015	2016	Change
BNSF	21,598	20,861	-3.4%
MED	10,196	9,715	-4.7%
HC	1,056	1,110	5.1%
MD-N	7,855	7,416	-5.6%
MD-W	8,358	7,905	-5.4%
NCS	2,395	2,273	-5.1%
RID	11,240	10,697	-4.8%
SWS	3,823	3,600	-5.8%
UP-N	9,540	8,936	-6.3%
UP-NW	13,501	12,916	-4.3%
UP-W	10,081	9,767	-3.1%
Total	99,643	95,196	-4.5%

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

September	2015	2016	Change
BNSF	29,114	29,587	1.6%
MED	15,316	15,290	-0.2%
HC	908	1,079	18.8%
MD-N	14,119	15,294	8.3%
MD-W	9,797	10,245	4.6%
NCS	2,968	3,255	9.7%
RID	12,263	12,666	3.3%
SWS	3,743	3,887	3.8%
UP-N	21,125	23,323	10.4%
UP-NW	18,968	21,080	11.1%
UP-W	14,794	15,944	7.8%
Total	143,115	151,650	6.0%

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

September	2015	2016	Change
BNSF	80,325	92,289	14.9%
MED	95,035	89,808	-5.5%
HC	1,036	2,362	128.0%
MD-N	38,116	47,212	23.9%
MD-W	43,167	51,998	20.5%
NCS	5,238	8,077	54.2%
RID	41,577	49,350	18.7%
SWS	8,057	11,285	40.1%
UP-N	45,117	62,881	39.4%
UP-NW	63,360	78,654	24.1%
UP-W	48,421	57,522	18.8%
Total	469,449	551,438	17.5%

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

September	2015	2016	Change
BNSF	35,876	23,135	-35.5%
MED	32,077	31,196	-2.7%
HC	1,201	592	-50.7%
MD-N	35,580	21,639	-39.2%
MD-W	33,897	24,553	-27.6%
NCS	11,206	7,140	-36.3%
RID	24,034	18,572	-22.7%
SWS	8,228	5,530	-32.8%
UP-N	62,672	42,492	-32.2%
UP-NW	50,139	35,944	-28.3%
UP-W	32,345	23,482	-27.4%
Total	327,255	234,275	-28.4%

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

September	2015	2016	Change
BNSF	5,977	8,449	41.4%
MED	6,148	5,134	-16.5%
HC	-	9	-
MD-N	3,494	4,335	24.1%
MD-W	2,285	3,728	63.2%
NCS	-	59	-
RID	889	2,204	147.9%
SWS	27	72	166.7%
UP-N	3,943	6,516	65.3%
UP-NW	3,694	7,173	94.2%
UP-W	2,479	4,928	98.8%
Total	28,936	42,607	47.2%

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

September	2015	2016	Change
BNSF	14,708	10,411	-29.2%
MED	3,280	2,786	-15.1%
HC	-	-	-
MD-N	11,503	8,410	-26.9%
MD-W	10,981	8,852	-19.4%
NCS	-	-	-
RID	6,687	5,764	-13.8%
SWS	433	315	-27.3%
UP-N	13,442	12,067	-10.2%
UP-NW	20,396	15,907	-22.0%
UP-W	13,256	10,974	-17.2%
Total	94,686	75,486	-20.3%

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

September	Monthly (thousands)				Ten-Ride (thousands)			
	2015	2016	Change	Share	2015	2016	Change	Share
Commuter Benefit	32	30	-6.5%	31.8%	12	11	-7.8%	7.3%
Conductor	-	-	0.0%	0.0%	-	-	0.0%	0.0%
Internet	5	2	-56.5%	2.4%	3	1	-57.2%	0.9%
Mail	5	3	-25.2%	3.6%	-	-	0.0%	0.0%
Ticket Agent	51	33	-33.8%	35.2%	98	60	-38.9%	39.6%
<i>Cash &amp; Other</i>	12	6	-52.7%	-	17	11	-34.6%	-
<i>Credit Card</i>	39	28	-28.0%	-	82	49	-39.8%	-
Vending Machine	7	5	-26.4%	5.3%	30	15	-50.3%	9.7%
<i>Cash</i>	-	-	0.0%	-	1	0	-59.0%	-
<i>Credit Card</i>	7	5	-26.4%	-	29	14	-50.1%	-
Ventra Mobile App	0	21	0.0%	21.8%	0	64	0.0%	42.5%
<i>Credit Card</i>	0	19	0.0%	-	0	61	0.0%	-
<i>Mixed &amp; Other</i>	0	1	0.0%	-	0	1	0.0%	-
<i>Ventra</i>	0	0	0.0%	-	0	2	0.0%	-
<b>Total</b>	<b>100</b>	<b>95</b>	<b>-4.5%</b>		<b>143</b>	<b>152</b>	<b>6.0%</b>	
	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	327	234	-28.4%	29.8%	95	75	-20.3%	63.9%
Internet	-	-	0.0%	0.0%	-	-	0.0%	0.0%
Mail	-	-	0.0%	0.0%	-	-	0.0%	0.0%
Ticket Agent	375	282	-24.7%	35.9%	22	17	-24.7%	14.1%
<i>Cash &amp; Other</i>	221	168	-24.1%	-	12	9	-22.8%	-
<i>Credit Card</i>	154	114	-25.7%	-	10	8	-26.8%	-
Vending Machine	95	53	-44.4%	6.7%	7	4	-34.7%	3.8%
<i>Cash</i>	31	14	-56.0%	-	1	1	-48.4%	-
<i>Credit Card</i>	64	39	-38.8%	-	6	4	-31.4%	-
Ventra Mobile App	0	217	0.0%	27.6%	0	22	0.0%	18.2%
<i>Credit Card</i>	0	186	0.0%	-	0	19	0.0%	-
<i>Mixed &amp; Other</i>	0	3	0.0%	-	-	0	0.0%	-
<i>Ventra</i>	0	28	0.0%	-	0	2	0.0%	-
<b>Total</b>	<b>797</b>	<b>786</b>	<b>-1.4%</b>		<b>124</b>	<b>118</b>	<b>-4.5%</b>	



**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	295	278	-5.8%	32.4%	104	104	-0.8%	7.9%
Conductor	-	-	0.0%	0.0%	-	-	0.0%	0.0%
Internet	46	30	-34.3%	3.5%	28	15	-48.3%	1.1%
Mail	45	34	-24.3%	3.9%	0	0	-18.5%	0.0%
Ticket Agent	446	311	-30.3%	36.2%	852	595	-30.2%	45.3%
<i>Cash &amp; Other</i>	112	63	-43.9%	-	152	107	-29.7%	-
<i>Credit Card</i>	334	248	-25.8%	-	700	488	-30.3%	-
Vending Machine	62	45	-27.0%	5.3%	247	150	-39.3%	11.4%
<i>Cash</i>	-	-	0.0%	-	4	3	-14.8%	-
<i>Credit Card</i>	62	45	-27.0%	-	243	147	-39.7%	-
Ventra Mobile App	0	160	0.0%	18.6%	0	451	0.0%	34.3%
<i>Credit Card</i>	0	144	0.0%	-	0	429	0.0%	-
<i>Mixed &amp; Other</i>	0	13	0.0%	-	0	8	0.0%	-
<i>Ventra</i>	0	2	0.0%	-	0	14	0.0%	-
<b>Total</b>	<b>893</b>	<b>857</b>	<b>-4.0%</b>		<b>1,232</b>	<b>1,314</b>	<b>6.7%</b>	
	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	3,025	2,240	-25.9%	31.3%	799	655	-18.1%	63.4%
Internet	-	-	0.0%	0.0%	-	-	0.0%	0.0%
Mail	-	-	0.0%	0.0%	-	-	0.0%	0.0%
Ticket Agent	3,598	2,868	-20.3%	40.0%	297	189	-36.4%	18.3%
<i>Cash &amp; Other</i>	2,168	1,714	-20.9%	-	174	104	-40.2%	-
<i>Credit Card</i>	1,431	1,154	-19.3%	-	123	85	-31.1%	-
Vending Machine	781	577	-26.1%	8.1%	59	48	-18.3%	4.6%
<i>Cash</i>	211	198	-6.1%	-	10	11	13.0%	-
<i>Credit Card</i>	570	379	-33.5%	-	49	37	-24.7%	-
Ventra Mobile App	0	1,478	0.0%	20.6%	0	141	0.0%	13.7%
<i>Credit Card</i>	0	1,277	0.0%	-	0	125	0.0%	-
<i>Mixed &amp; Other</i>	0	19	0.0%	-	0	2	0.0%	-
<i>Ventra</i>	0	182	0.0%	-	0	14	0.0%	-
<b>Total</b>	<b>7,405</b>	<b>7,164</b>	<b>-3.3%</b>		<b>1,155</b>	<b>1,033</b>	<b>-10.6%</b>	

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

September	Total (thousands)			
	2015	2016	Change	Share
Commuter Benefit	44	41	-6.9%	3.6%
Conductor	422	310	-26.6%	26.9%
Internet	8	4	-56.8%	0.3%
Mail	5	3	-25.2%	0.3%
Ticket Agent	546	392	-28.1%	34.1%
<i>Cash &amp; Other</i>	261	193	-26.0%	-
<i>Credit Card</i>	284	199	-30.1%	-
Vending Machine	138	77	-44.3%	6.7%
<i>Cash</i>	33	15	-55.7%	-
<i>Credit Card</i>	105	62	-40.7%	-
Ventra Mobile App	0	324	0.0%	28.1%
<i>Credit Card</i>	0	286	0.0%	-
<i>Mixed &amp; Other</i>	0	5	0.0%	-
<i>Ventra</i>	0	32	0.0%	-
<b>Total</b>	<b>1,163</b>	<b>1,151</b>	<b>-1.1%</b>	

**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	399	381	-4.5%	3.7%
Conductor	3,825	2,895	-24.3%	27.9%
Internet	74	45	-39.6%	0.4%
Mail	45	34	-24.3%	0.3%
Ticket Agent	5,194	3,963	-23.7%	38.2%
<i>Cash &amp; Other</i>	2,605	1,988	-23.7%	-
<i>Credit Card</i>	2,588	1,975	-23.7%	-
Vending Machine	1,148	820	-28.6%	7.9%
<i>Cash</i>	225	213	-5.4%	-
<i>Credit Card</i>	923	607	-34.2%	-
Ventra Mobile App	1	2,230	0.0%	21.5%
<i>Credit Card</i>	0	1,976	0.0%	-
<i>Mixed &amp; Other</i>	0	41	0.0%	-
<i>Ventra</i>	0	213	0.0%	-
<b>Total</b>	<b>10,686</b>	<b>10,369</b>	<b>-3.0%</b>	

*Link-Up and PlusBus Sales*

Sales of CTA Link-Up passes declined by 6.8 percent in September compared to the previous year, and sales of Pace PlusBus passes declined by 3.7 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	3,338	1,279	-6.8%	-3.7%	15.8%	13.6%
Oct	3,622	1,350	-	-	-	-	-	-
Nov	3,573	1,327	-	-	-	-	-	-
Dec	3,446	1,219	-	-	-	-	-	-
Last 3 Months	10,750	3,950	9,830	3,701	-8.6%	-6.3%	-	-
Last 12 Months	46,721	16,728	41,900	15,454	-10.3%	-7.6%	-	-
Year-to-date	34,479	12,363	31,259	11,558	-9.3%	-6.5%	-	-

*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	-	-	-	-
November	3,320	12,238	37,391	32,810	-	-	-	-
December	2,820	11,917	54,298	37,473	-	-	-	-
Last 3 Months	9,214	37,847	190,174	124,878	9,296	38,322	196,407	109,813
Last 12 Months	38,163	140,844	591,453	476,228	38,231	150,660	619,134	418,364
Year-to-date	28,159	106,631	454,020	353,875	28,653	113,180	487,109	311,982

	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	-	-	-	-
November	-	-	-	-
December	-	-	-	-
Last 3 Months	0.9%	1.3%	3.3%	-12.1%
Last 12 Months	0.2%	7.0%	4.7%	-12.2%
Year-to-date	1.8%	6.1%	7.3%	-11.8%