



TO: Board of Directors

FROM: Jim Derwinski, CEO/Executive Director

SUBJECT: October 2023 Ridership Trends

DATE: November 10, 2023

This memo describes ridership patterns in 2023, including ridership and service recovery by line and service period. The data in this report is preliminary and will be finalized at the end of the year.

In October 2023, Metra provided 3.1 million passenger trips, an 8% increase from the previous month. Compared to September, October had two additional weekdays and one less Saturday.

Estimated Passenger Trips by Month

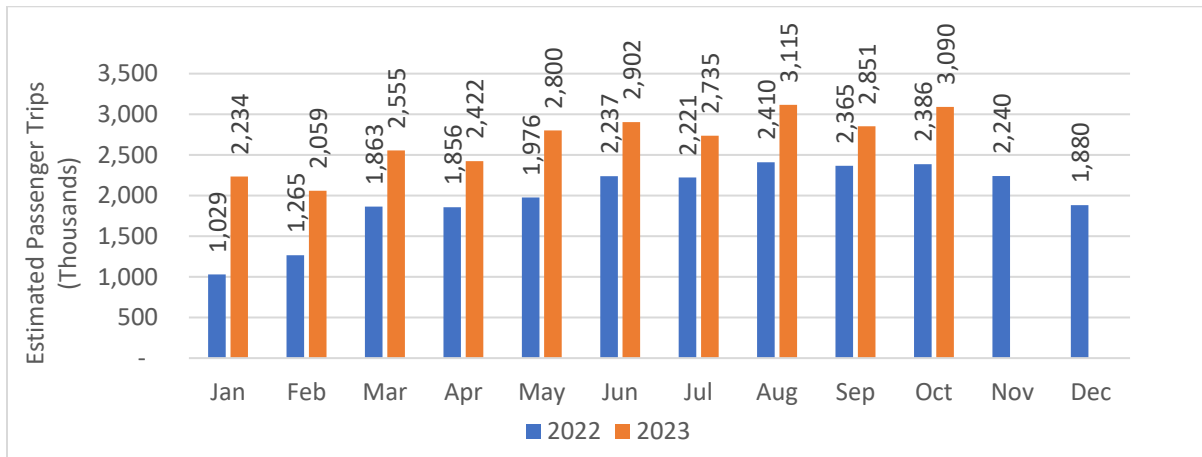


Exhibit 1

Estimated Passenger Trips by Line (October 2022 vs. October 2023)

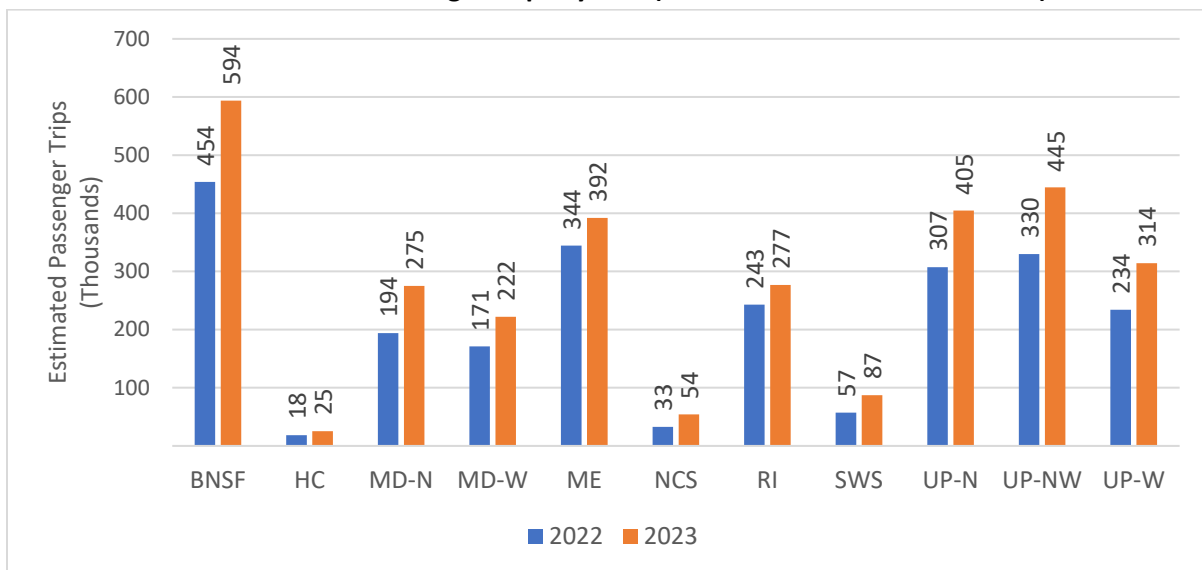


Exhibit 2

Weekday Riders

October average weekday ridership was 158,900, which was 3% higher than September and 56% of 2019 levels.

Metra Average Weekday Ridership by Week (November 2022-October 2023)

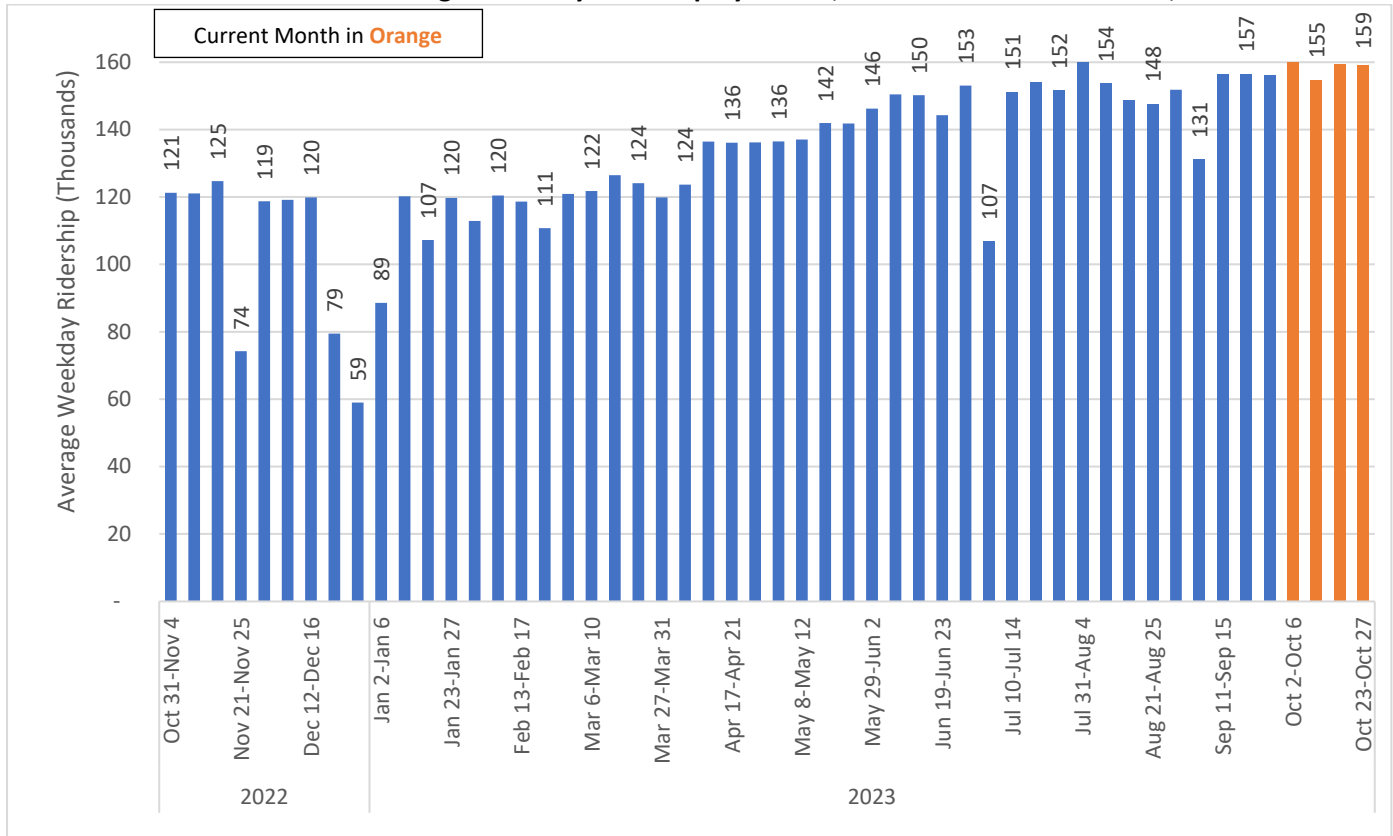


Exhibit 3

	2022		2023									
	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct
Avg Weekday Load Chg. from Prior Month	-2%	-12%	10%	3%	5%	9%	6%	5%	-2%	8%	-2%	+3%

Daily Passenger Loads for Month (Fridays shown with grey bars)

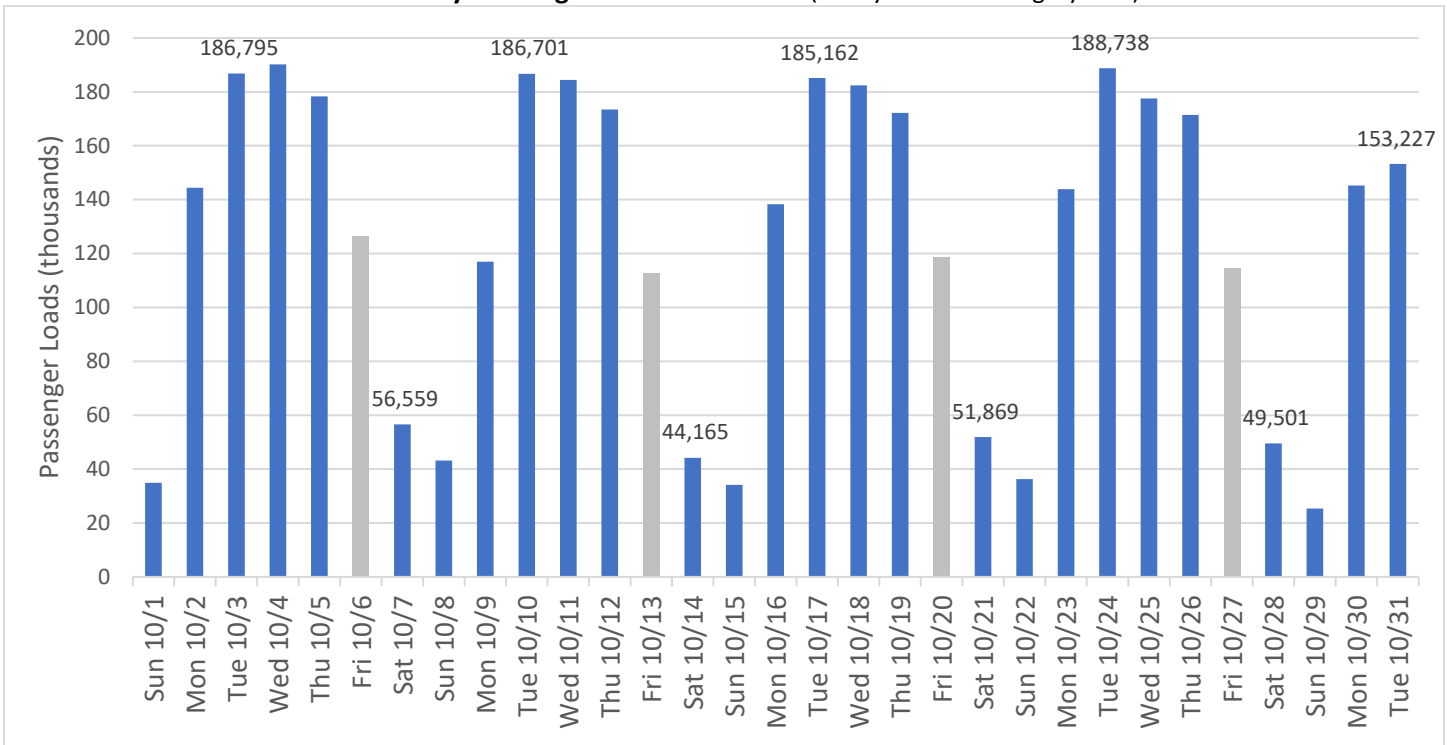


Exhibit 4

October Ridership Highlights

- Seven of Metra’s top 10 highest ridership days of 2023 occurred in October. Wednesday, October 4 was the highest of those seven days, with 190,200 rides.
- The trend of increasing sales of Monthly Passes continues as Metra sold over 43,000 Monthly Passes, the most since the start of the pandemic.
- On Fridays, ridership has surpassed 100,000 rides for 22 consecutive weeks.
- The Chicago Marathon took place Sunday, October 8. Metra provided eight additional trains across the BNSF, MD-N, UP-NW, and UP-W lines, with trains scheduled to arrive downtown earlier than usual to allow participants time to travel to the start of the event. The Sunday of the marathon had a total of 43,200 passengers, approximately 10,500 more than other Sundays in October.

Service Status

Metra continues to restore service in different capacities on its lines, as ridership recovers from the COVID-19 pandemic. Schedules for four lines (BNSF, Metra Electric, Rock Island, and Union Pacific North) were redesigned to standardize stopping patterns and to increase midday service as part of a 2021 pilot schedule initiative. The UP-NW 2022 pilot schedule was further enhanced in April 2023 which included implementing hourly midday service, a level not reached even in the pre-COVID schedule. These lines have demonstrated a stronger midday recovery compared to the overall recovery of those lines and compared to the system’s midday as a whole. For example, the Union Pacific Northwest and Metra Electric each have recoveries of 91% and 102% during the midday compared to the system’s recovery of 81%.

Metra staff continually monitors ridership, operations data, and customer feedback on all lines to explore any opportunities for improvement.

Ridership Recovery by Line & Service Period (Oct 2023 as a percentage of Oct 2019)

Line	Peak	Rev Peak	Midday	Evening	Weekday	Saturday	Sunday
BNSF	47%	45%	70%	57%	50%	65%	74%
HC	49%	-	-	-	47%	-	-
MD-N	52%	44%	72%	40%	52%	60%	76%
MD-W	43%	52%	70%	60%	47%	60%	80%
ME	46%	129%	102%	91%	61%	117%	92%
NCS	40%	31%	91%	0%	42%	-	-
RI	45%	93%	77%	60%	49%	63%	74%
SWS	43%	49%	50%	21%	43%	-	-
UP-N	63%	69%	97%	87%	70%	73%	85%
UP-NW	57%	59%	91%	105%	63%	71%	104%
UP-W	60%	82%	67%	75%	62%	76%	98%
Total	51%	65%	81%	70%	56%	73%	87%

Exhibit 5

Monthly Pass Sales

Metra sold nearly 2,800 additional monthly passes in October compared to September.

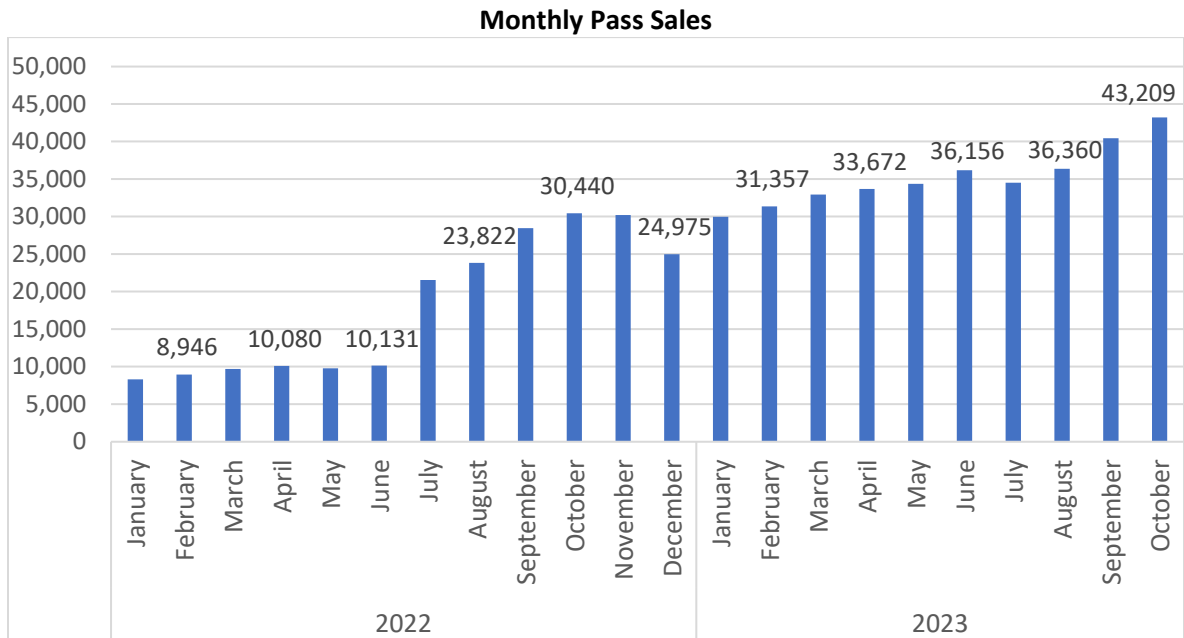


Exhibit 6

Ridership by Ticket Type

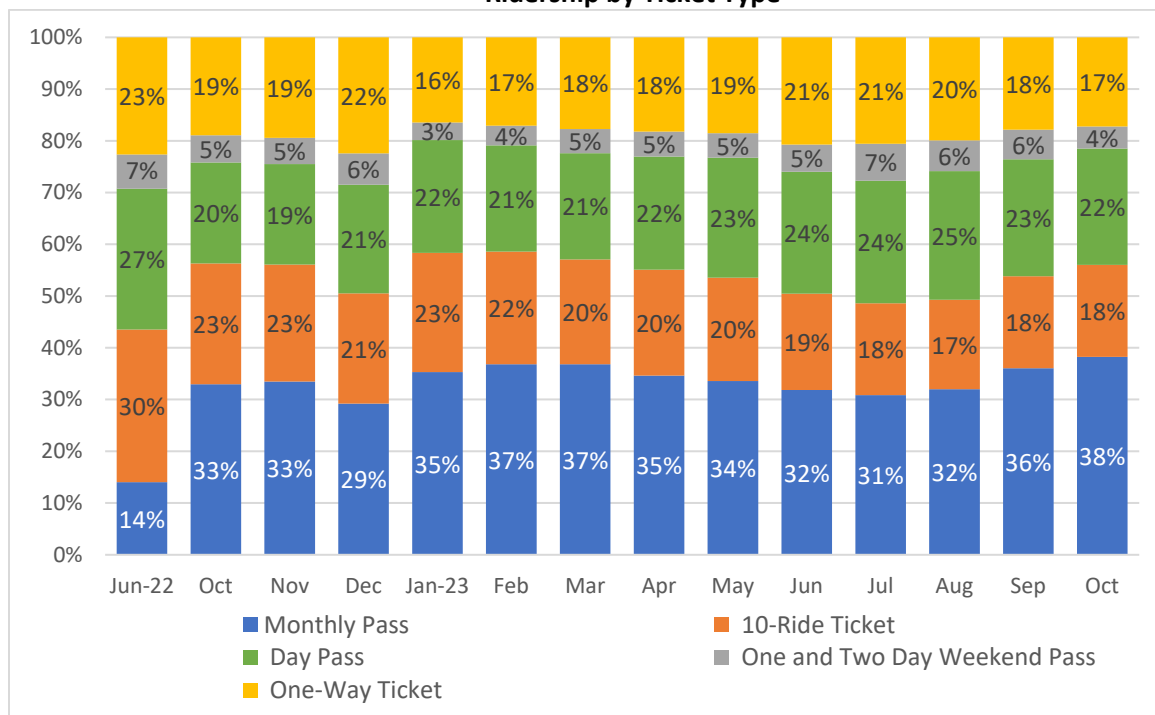


Exhibit 7

Note: Exhibit 7 excludes free trips

Ticket Sales

The following tables show ticket sales and ridership by ticket type and sales channel.

Ticket Sales and Ridership by Ticket Type (thousands)

Ticket Type	Ticket Sales				Ridership			
	Oct 2019	Oct 2023	Oct 2019 Share	Oct 2023 Share	Oct 2019	Oct 2023	Oct 2019 Share	Oct 2023 Share
Monthly Pass	89	43	8%	4%	3,810	1,164	59%	38%
10-Ride Ticket	161	54	14%	5%	1,610	541	25%	18%
One-Way Ticket	803	524	71%	50%	803	524	12%	17%
Weekend Pass	84	-	7%	0%	189	-	3%	0%
One Day Weekend Pass	-	61	0%	6%	-	100	0%	3%
Two Day Weekend Pass	-	14	0%	1%	-	30	0%	1%
Day Pass	-	358	0%	34%	-	685	0%	22%
\$6 Day Pass	-	116	0%	11%	-	220	0%	7%
\$10 Day Pass	-	242	0%	23%	-	465	0%	15%
RTA Ride Free Permit	-	-	0%	0%	79	45	1%	1%
Total	1,137	1054	100%	100%	6,491	3,090	100%	100%

Exhibit 8

Ridership by Sales Channel (thousands)

Sales Channel	Ticket Sales				Ridership			
	Oct 2019	Oct 2023	Oct 2019 Share	Oct 2023 Share	Oct 2019	Oct 2023	Oct 2019 Share	Oct 2023 Share
Conductor	174	83	15%	8%	222	92	3%	3%
Commuter Benefit	35	6	3%	1%	1,169	123	18%	4%
Ventra App	613	845	55%	80%	3,053	2,422	47%	78%
Ticket Agent	266	93	24%	9%	1,746	360	27%	12%
Ticket Vending Machine	34	27	3%	3%	203	47	3%	2%
RTA Ride Free Permit	-	-	0%	0%	79	45	1%	1%
Total	1,121	1,054	100%	100%	6,472	3,089	100%	100%

Exhibit 9

Note: Values in Exhibits 8 and 9 do not add to total ridership due to Group Sales, Marketing Sales, and Refund Adjustments; 2019 data may not match previously reported totals due to late-reporting sales and refunds; 2023 data are preliminary and subject to revision as data is continuously reviewed throughout the year. Sales of incremental tickets are not included.

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