



JPB Board of Directors  
Meeting of July 9, 2020

Correspondence as of June 26, 2020

# Subject

1 Key Caltrain Performance Statistics

**From:** [Jeff Carter](#)  
**To:** [Board \(@caltrain.com\)](#)  
**Cc:** [Seamans, Dora](#)  
**Subject:** Re: Key Caltrain Performance Statistics, Raw Data  
**Date:** Friday, June 26, 2020 11:55:15 AM  
**Attachments:** [Caltrain Key Performance Statistics December 2018 With Notes Jeff Carter.pdf](#)  
[feb 2020 ridership report standalone Notes By Jeff Carter.pdf](#)  
[Mobile Tickets Feb Through Dec 2018.xlsx](#)

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To Caltrain/JPB Board of Directors and Staff,

This is a follow-up to my email correspondence of 2-June-2020.

Each month the board agenda packet includes a monthly Key Performance Statistics Report. This includes a written staff report and several graphs/charts of ridership and ticket sales data. Most recently, staff has produced a chart showing the effects of COVID/shelter in place on ridership. These charts are most likely created from an Excel spreadsheet. I am requesting that the spreadsheet raw data be included as part of the monthly "Key Performance Statistics Report," or as backup data available through the Caltrain website. I would note that some past reports included the raw data used to create the graph. For example, in the December 2018 Key Statistics Report, presented in the February 7, 2019 Agenda packet, it shows the raw data below the graph: "Caltrain Mobile Ticketing-Monthly Sales by Ticket Type," I have attached the December 2018 report, in which I have noted such, plus additional notes on other graphs.

I have entered the data presented in "Graph C", creating my own Excel spreadsheet and graph, (also attached) which is almost identical to "Graph C" in the December 2018 Key Performance Statistics Report. Why can't staff include the spreadsheet with the graph? Why can't staff provide spreadsheet data for all graphs?

Ideally, Caltrain should provide a breakdown by type of fare product i. e:

TVM one-way.

TVM ED one-way.

TVM day-pass

TVM ED day-pass.

TVM Zone upgrade.

Clipper one-way.

Clipper ED one-way.

Clipper monthly.

Clipper ED monthly.

Go-Pass eligible users.

Go-Pass participating companies.

Actual/estimated Go-Pass riders.

Mobile one-way.

Mobile ED one-way.

Mobile day-pass

Mobile ED day-pass.

Mobile Zone upgrade.

Clipper tag-on/tag-off O&D station pairs.

TVM Station of origin to destination zone.

The written monthly staff report goes into some details about monthly usage of fare product changes from year to year and the graphs provide a nice visual representation of usage trends. However, there are some of us transit enthusiasts who like to delve further into the raw data. Caltrain has in fact, posted online, the raw spreadsheet data for the annual passenger counts and most recently posted the raw spreadsheet data from the May 2019 Customer Satisfaction Survey on the Caltrain website. I see no valid reason why ticket sales data can not be posted to the Caltrain website.

When BART opened the extension to SFO/Millbrae in 2003, I would have to request ridership data. Subsequently, one of my requests was answered that ridership data is now available on the BART website due to lots of public interest in ridership data. BART ridership can be found here: <https://www.bart.gov/about/reports/ridership>

I would also note that the Metra Rail system in Chicago produces an extensive ridership report each month. I have made notes on the February 2020 "Ridership Trends" and attached for reference. Metra ridership reports can be found here: <https://metrarail.com/about-metra/reports-documents/operations-ridership-data/monthlyannual-ridership>

I do understand the difficult situations at the agency due to COVID. However, I am hoping for a quick reply as I have asked for this numerous times during written and verbal public comments at many board meetings. I am not asking for anything special, this is all data that should be readily available within the agency that is used by staff to create all the reports, presentations, and charts we see in each months agenda packet and Board Meetings.

My Best Regards,

Jeff Carter

26-June-2020

**AGENDA ITEM # 5(d)**  
**FEBRUARY 7, 2019**

**PENINSULA CORRIDOR JOINT POWERS BOARD**  
**STAFF REPORT**

TO: Joint Powers Board

THROUGH: Jim Hartnett  
Executive Director

FROM: Michelle Bouchard  
Chief Operating Officer, Rail

SUBJECT: **KEY CALTRAIN PERFORMANCE STATISTICS – DECEMBER 2018**

**ACTION**

Staff Coordinating Council recommends that the Board receive the Performance Report for December 2018.

**SIGNIFICANCE**

Staff will provide monthly updates to Key Caltrain Performance Statistics, Caltrain Shuttle Ridership, Caltrain Promotions, Special Event Updates and Social Media Analytics.

**BUDGET IMPACT**

There is no budget impact.

**MONTHLY UPDATE**

In December 2018, Caltrain's Average Weekday Ridership (AWR) decreased 4.2 percent to 53,258 from December 2017 AWR of 55,574. The total number of passengers who rode Caltrain in December 2018 decreased 4.6 percent to 1,356,071 from 1,422,012 in December 2017. In December 2018, Caltrain ridership was impacted by the Weekend SF Caltrain Closure (effective Saturday, October 6, 2018 through late Spring 2019). In comparing the weekend train counts at Bayshore Station with the 2018 Annual Count baseline, there was a decrease in ridership at Bayshore station by 33.3 percent in December 2018. AWR and Total Monthly ridership has trended down for the previous three months coincident with the weekend shutdowns. Staff has long reported that the current ridership estimating methodology that has been in use since the inception of the Caltrain service does not accurately differentiate between weekday and weekend riders. A new methodology will be implemented in the coming months to more accurately reflect ridership trends for the purpose of monthly reporting. A complete description of the calculation methodology will also be provided.

This month ticket sales for One Way tickets (up 2.4 percent) and ED One Way tickets (up 1.7 percent), increased from December 2017. Ticket sales for Day Passes (down 12.4 percent), ED Day Passes (down 19.8 percent), Monthly Passes (down 8.3 percent) and ED Monthly Passes (down 12.9 percent) decreased from December 2017. Ridership was

also likely impacted by Christmas Eve, Christmas Day, New Year's Eve and Christmas Day falling on back to back Mondays and Tuesdays leading to customers taking longer winter breaks during the holiday season and the shift in fare product usage to One Way tickets (Clipper cash) due to the Monthly Pass fare increase from 28 one-way rides to 30 one-way rides effective July 2018. The implementation of Caltrain Mobile Ticketing (which includes One Way, ED One Way, Day Pass, ED Day Pass, Zone Upgrades and Joint Caltrain + VTA Day Pass purchases) accounted for approximately 2.9 percent (39,498 rides) of December 2018 rides and 4.1 percent (\$287,409) of December 2018 Monthly Ticket Sales Revenue. The number of Eligible Go Pass Employees decreased 2.5 percent to 81,683 from 83,781 from December 2017. The number of participating Go Pass Companies increased to 132 from 125 from December 2017. Farebox Revenue decreased 1.4 percent to \$7,370,371 from \$7,478,583 in December 2017.

On-time performance (OTP) for December 2018 was 92.2 percent compared to 93.9 percent OTP for December 2017. In December 2018 there were 343 minutes of delay due to mechanical issues compared to 499 minutes in December 2017.

Looking at customer service statistics, there were 6.8 complaints per 100,000 passengers in December 2018 which decreased from 8.1 in December 2017.

Shuttle ridership for December 2018 decreased 7.2 percent from December 2017. For the station shuttles, the Millbrae-Broadway shuttle averaged 149 daily riders. The weekend Tamien-San Jose shuttle averaged 16 daily riders. When the Marguerite shuttle was removed, the impact to ridership was a decrease of 13.3 percent. Shuttle routes continue to have DNOs (Did Not Operate) trips, but the loss of shuttle service has leveled off. With support from the shuttle contractor's (MV Transportation) corporate management and new shuttle contractor management, there is renewed a commitment to improve shuttle service and address shuttle staffing shortages. FastTrack efforts to streamline training processes for qualified Class B licensed drivers have been implemented. The Belmont-Hillsdale shuttle and Menlo Park Midday Shuttle remain temporarily discontinued.

Please provide raw spreadsheet data used to create these numbers and graph below.

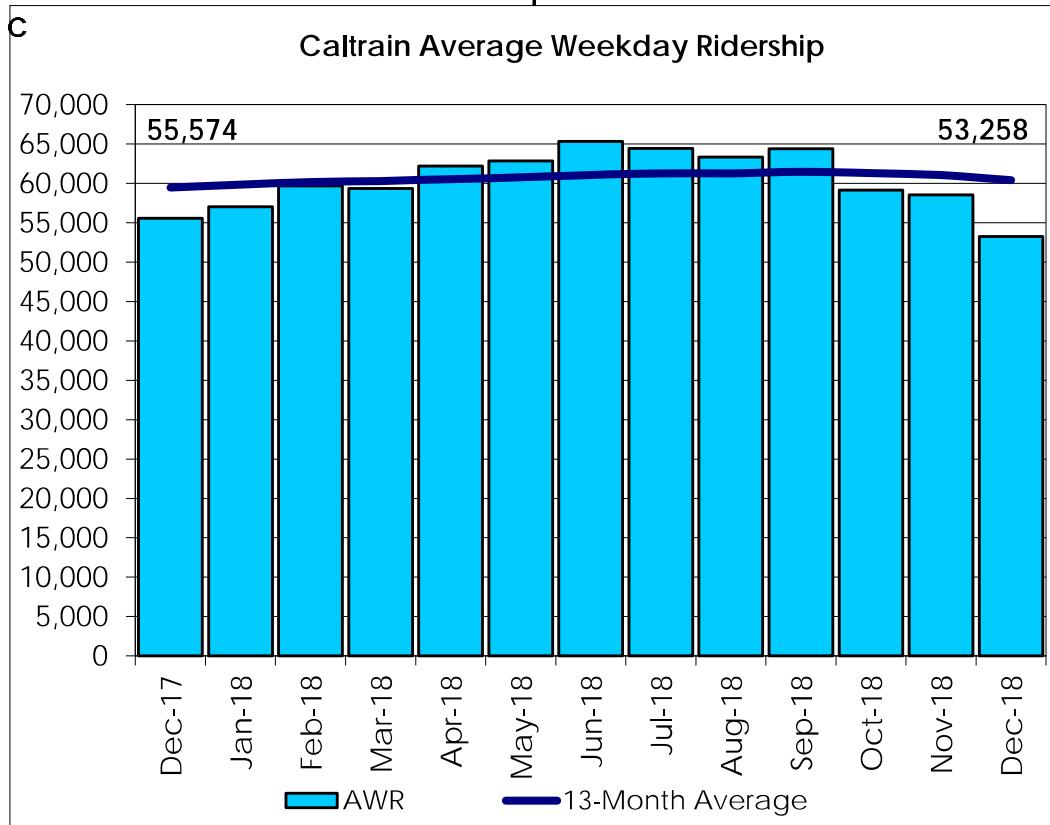
**Table A**  
December 2018

	FY2018	FY2019	% Change
Total Ridership	1,422,012	1,356,071	-4.6%
Average Weekday Ridership	55,574	53,258	-4.2%
Total Farebox Revenue	\$7,478,583	\$7,370,371	-1.4%
On-time Performance	93.9%	92.2%	-1.8%
Average Caltrain Shuttle Ridership	7,200	6,682	-7.2%

**Year to Date**

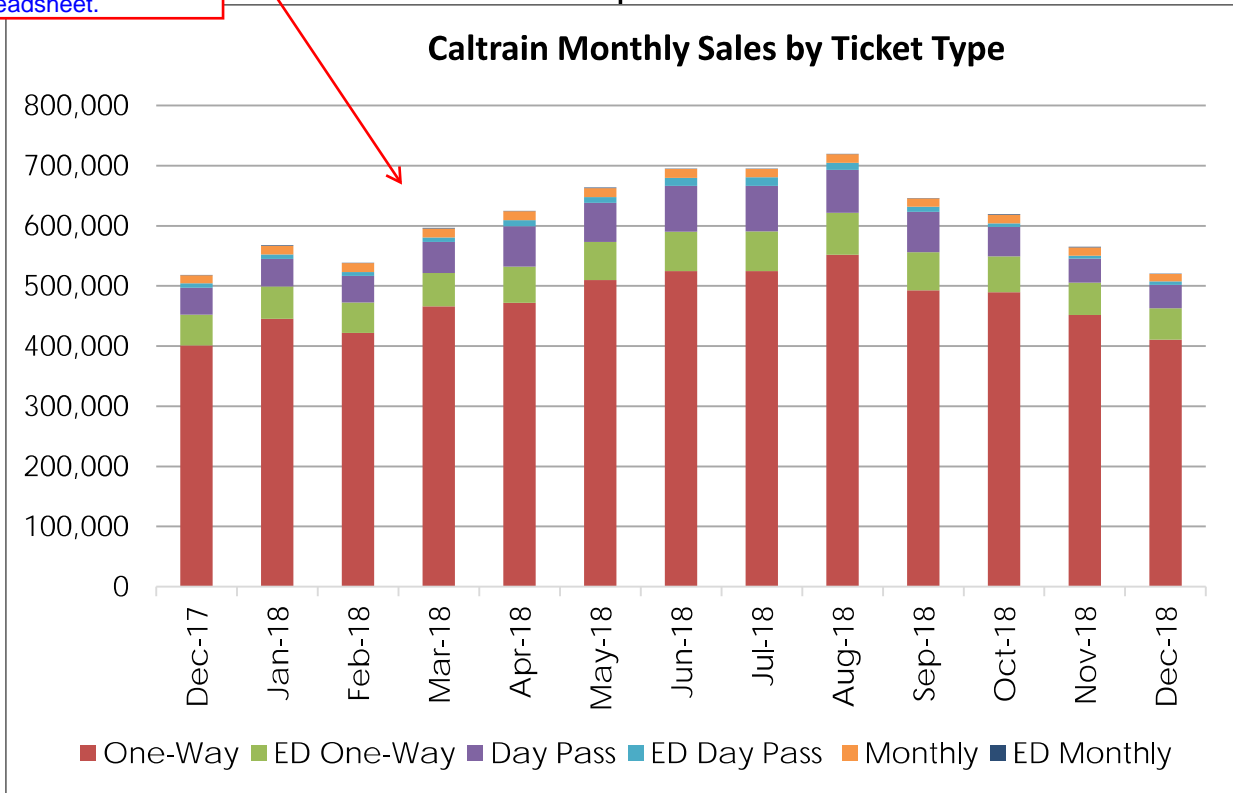
	FY2018	FY2019	% Change
Total Ridership	9,476,324	9,387,686	-0.9%
Average Weekday Ridership	60,915	60,520	-0.6%
Total Farebox Revenue	\$47,977,614	\$51,084,660	6.5%
On-time Performance	94.8%	92.9%	-2.0%
Average Caltrain Shuttle Ridership	8,726	8,110	-7.1%

**Graph A**



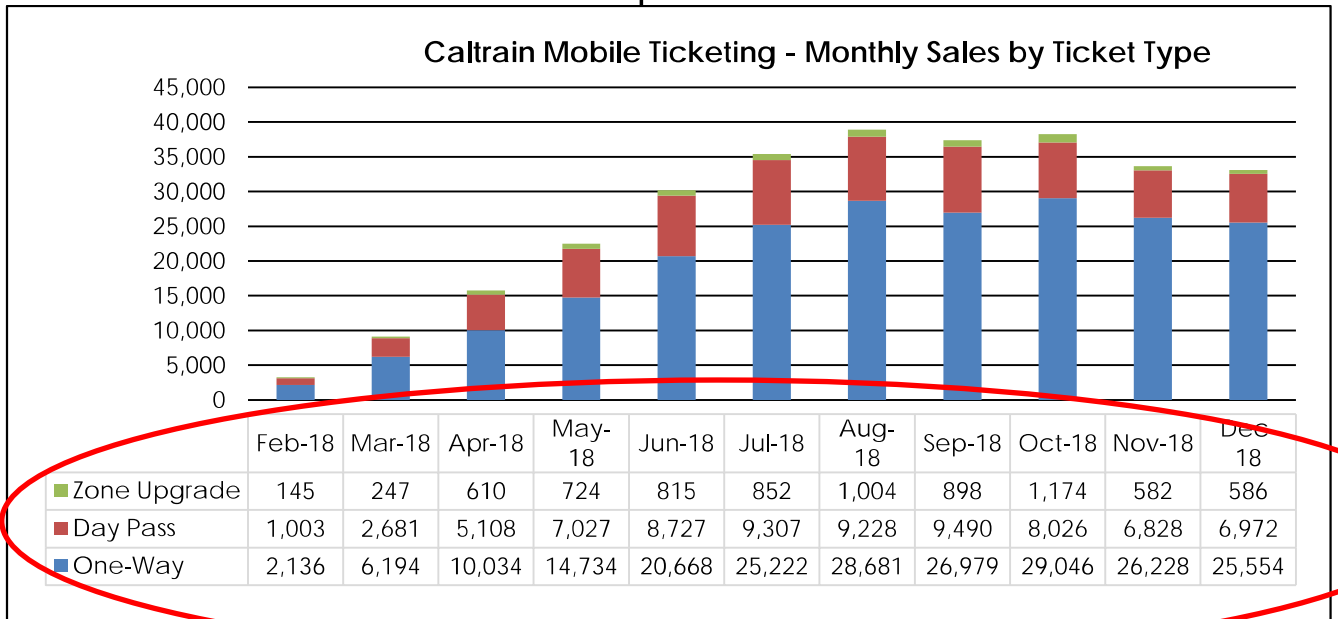
Please provide raw data used to create ALL these graphs a backup spreadsheet.

Graph B



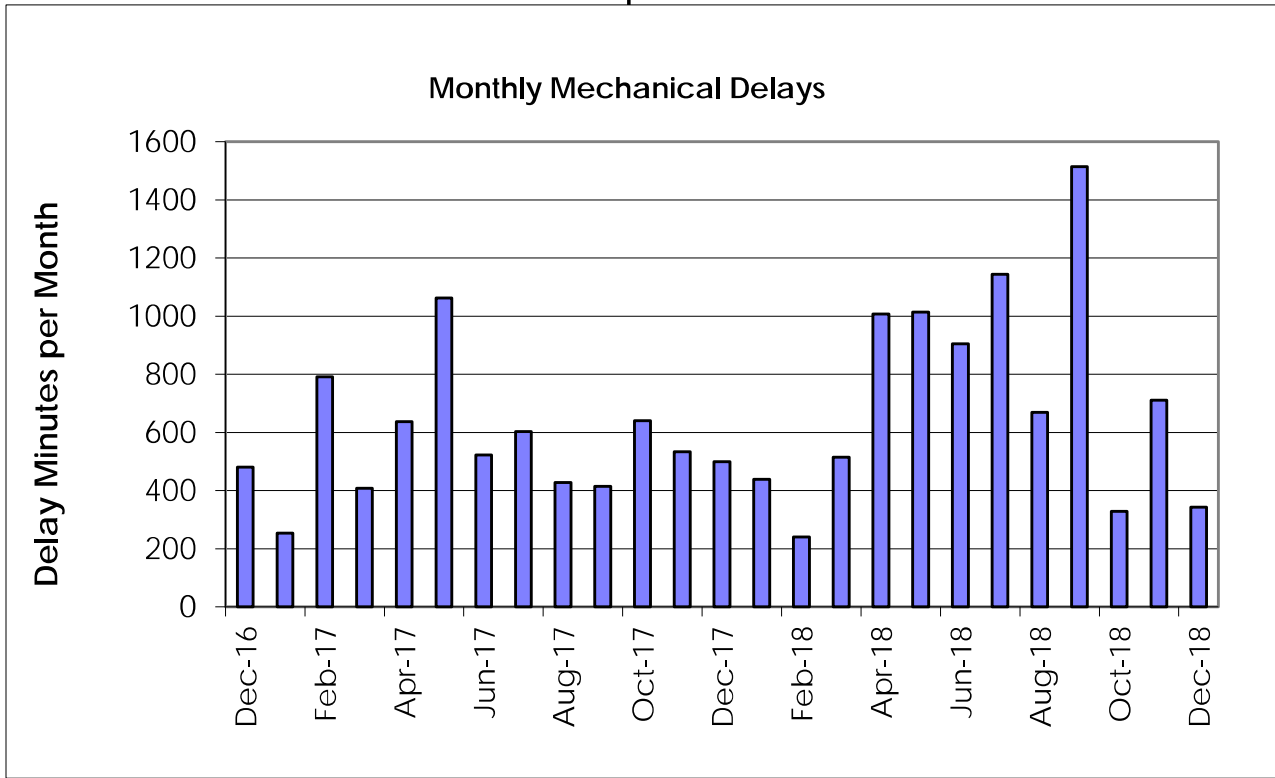
\*Go Passes tracked by Monthly Number of Eligible Employees (not by Sales)

Graph C

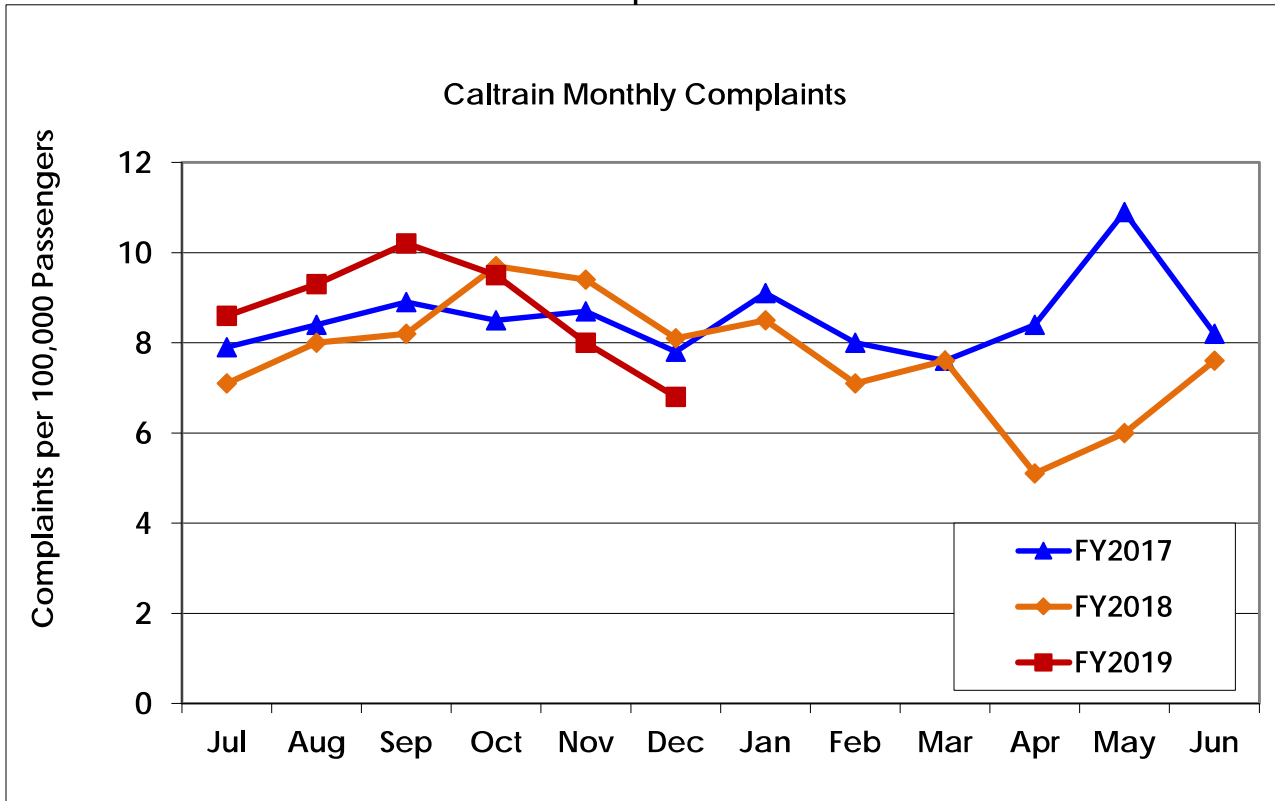


Please provide this raw data such as this or in separate spreadsheet.

Graph D



Graph E





## Caltrain Promotions – December 2018

**Holiday Train** – Caltrain ran the 2018 Holiday Train in partnership with Silicon Valley Community Foundation on Saturday, December 1, and Sunday, December 2. This family-friendly event brings the spirit of joy and giving to the community. The glittering show train, decorated with more than 70,000 lights, brought thousands of holiday revelers out to selected stations to see costumed characters and holiday carolers. All toy and monetary donations collected were in benefit of the Salvation Army's Season of Sharing Program and the U.S. Marine Corps Reserve's Toys for Tots program. The event was heavily promoted using both internal and paid communications. Paid promotions included 30 second Comcast Spotlight TV commercials covering San Mateo, San Francisco and parts of Santa Clara Counties, geo-targeted YouTube pre-roll videos, print ads in local papers covering all three counties, e-mail blasts, and sponsored Facebook ads on the Mercury News feed. Internal communications included organic and paid Facebook/Twitter ads, a dedicated Web page on the Caltrain website, news releases/blogs and VMS/Conductor announcements. Posters were displayed at local businesses throughout the county and inside information cases at stations. More than 3,000 toys were collected for both nights.

**Red Bowl at Levi's Stadium** – The Red Bowl, formerly known as the Foster Farms Bowl was held at Levi's Stadium on Monday, December 31, at noon. This year's matchup included the Oregon Ducks, who took on Michigan State. No extra pre- or post-game service was provided, but the game was promoted using internal communication channels via Caltrain website, Special Events page and all organic social media posts. Total ridership alighting and boarding at Mountain View station was 815, a 12 percent increase compared to 2017.

**New Year's Eve** – Caltrain operated two pre-firework special trains and five additional post-fireworks special trains departing San Francisco. The communications plan included information on the Caltrain website, news releases/blogs, organic social media and VMS/Conductor announcements. Service was also promoted through paid geo-targeted Facebook and display ads. News media outlets heavily urged NYE revelers to use public transportation in order to avoid traffic. Total ridership alighting and boarding at San Francisco station was 11,001, an increase of 9 percent. Post-fireworks service carried 5,913 riders, which represents a 14 percent increase compared to 2017 ridership.

### On-going Promotions

**49ers at Levi's® Stadium** – In December, the 49ers hosted three games against Denver, Seattle and Chicago. Total ridership alighting and boarding for the three games was 4,768. Pre- and regular season total additional ridership alighting and boarding at Mountain View station was 16,061, a 13 percent decrease compared to 2017 as they failed to make the playoffs and a season ending injury to the starting quarterback in the third game of the season.

**San Jose Sharks at Sap Center** – For the month of December there were seven home games played. Promotions include sponsored Facebook engagement ads through the end of January. Caltrain carried an additional 917 customers for the month.

## Caltrain Digital Metrics - DEC 2018



### New Followers

**+858**

Dec 18 - 175,873

Nov 18 - 175,015

Dec 17 - 171,165

### Caltrain.com Sessions

Dec 18 - 669,471

Nov 18 - 708,983

Dec 17 - 697,213

### Monthly Yelp & FB Rating



(3 Dec reviews)

### Mobile App - DEC 18

- Downloads

- Active Users

2.0 (+0.1) - 78 reviews - iTunes Rating

### Top Tagged Issues

1. Delay

2. Holiday Train

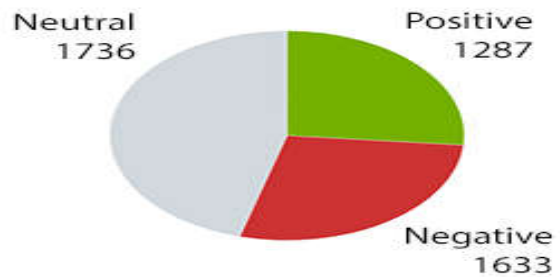
3. Conductor Complimnt

4. Bike Car

5. CalMod

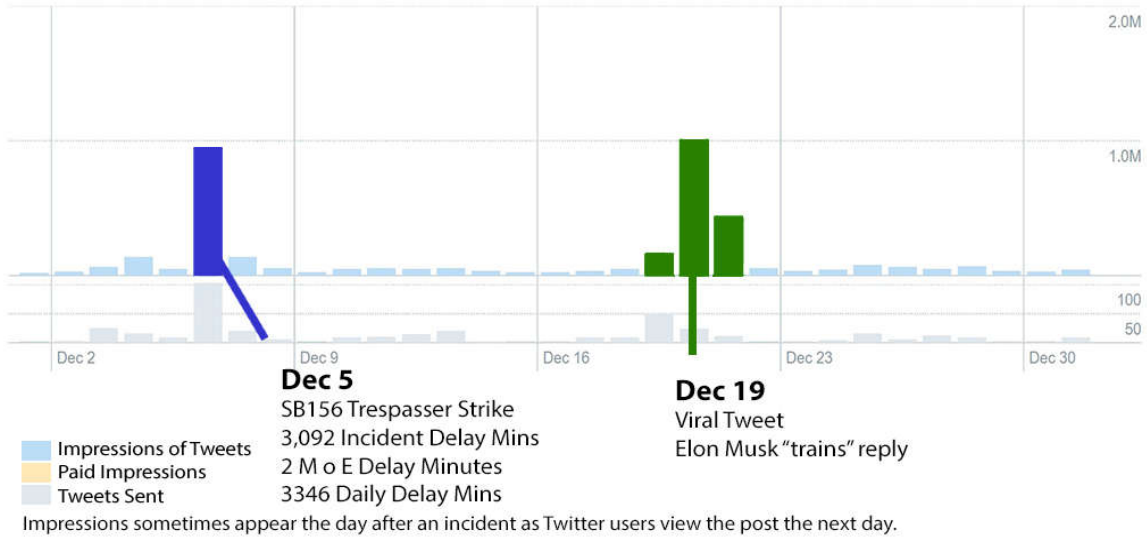
### Social Sentiment

Social Mentions by Sentiment



# Twitter Impression Spikes December, 2018

Your Tweets earned **4.0M impressions** over this **31 day** period



Prepared by: Patrice Givens, Data Specialist  
James Namba, Marketing Specialist  
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Typical Monthly Ridership Report from Chicago Metra commuter rail system.

See pages 1 and 2 for ridership raw data and ridership graph.  
See page 4 for ridership by zone pairs.  
See page 5 for ridership by type of ticket.  
See additional pages for various ridership and revenue details based on ticket sales.

# RIDERSHIP TRENDS

## February 2020



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Prepared by the Division of Strategic Planning & Performance  
April 2020

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## Executive Summary

Estimated passenger trips increased 1.1 percent in February 2020 compared to February 2019. February 2020 had the same number of weekday and Sundays/holidays. February 2020 had a leap day, with one additional Saturday compared to February 2019.

February 2019 saw prolonged service disruptions on the Metra Electric due to ice storms and a Canadian National Freight derailment. In response to this disruption and a polar vortex event in January 2019, Metra offered free rides on the weekend of February 16-17, 2019. Since no tickets were issued, these rides were not included in overall ridership calculations. There was no sustained service disruption in February 2020. There was also no free ride weekend promotion.

Estimated passenger trips increased 1.1 percent in the last three months compared to 2019. Estimated passenger trips have decreased 1.5 percent in the last 12 months compared to the previous 12 months.

**Table 1: Estimated Passenger Trips by Month <sup>1</sup>**

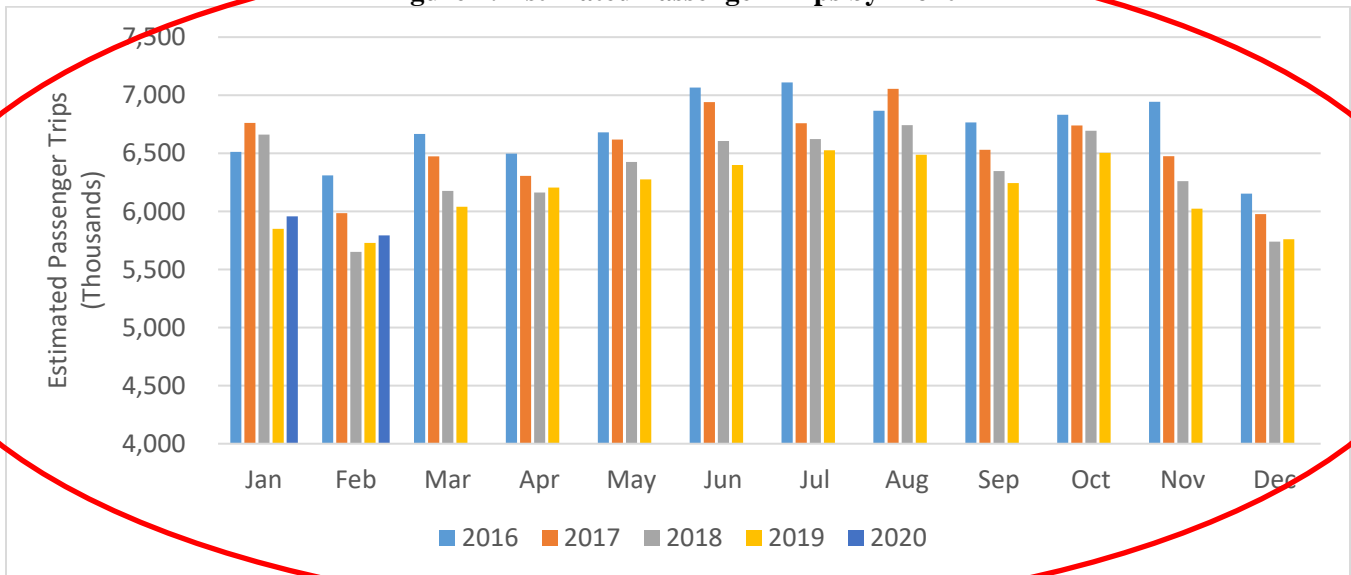
Month	Estimated Passenger Trips (Thousands)					Change	
	2016	2017	2018	2019	2020	2016-2020	2019-2020
Jan	6,513	6,762	6,661	5,850	5,957	-8.5%	1.8%
Feb	6,310	5,985	5,651	5,729	5,793	-8.2%	1.1%
Mar	6,666	6,474	6,176	6,040			
Apr	6,497	6,305	6,162	6,205			
May	6,681	6,618	6,426	6,276			
Jun	7,066	6,941	6,607	6,400			
Jul	7,110	6,759	6,623	6,526			
Aug	6,866	7,055	6,742	6,487			
Sep	6,766	6,530	6,347	6,244			
Oct	6,832	6,740	6,694	6,504			
Nov	6,943	6,475	6,261	6,024			
Dec	6,153	5,976	5,739	5,760			
<b>Year-to-date</b>	<b>12,823</b>	<b>12,747</b>	<b>12,312</b>	<b>11,579</b>	<b>11,751</b>	<b>-8.4%</b>	<b>1.5%</b>
<b>Last 3 Months</b>	<b>19,207</b>	<b>18,900</b>	<b>18,288</b>	<b>17,318</b>	<b>17,511</b>	<b>-8.8%</b>	<b>1.1%</b>
<b>Last 12 Months</b>	<b>81,391</b>	<b>80,326</b>	<b>78,186</b>	<b>75,356</b>	<b>74,215</b>	<b>-8.8%</b>	<b>-1.5%</b>

<sup>1</sup> Values are rounded to the thousand. Change is calculated based on the unrounded values.

Raw data used to  
create the graph below  
/on next page.

Note that this data shows five years of ridership data compared to just one year for Caltrain.

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



For the 2020 budget year, Metra estimated total annual passenger trips to be 73.8 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 based on the distribution in previous years. Unanticipated differences in holiday and special event travel are common explanations for variations between the monthly budget distribution and actual ridership. These effects are less pronounced at the quarterly and annual level. Table 2 shows the estimated monthly passenger trips compared to this distribution.

**Table 2: Estimated vs. Budget Passenger Trips <sup>1</sup>**

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2020)	Actual (2020)	
Jan	5,900	5,957	1.0%
Feb	5,750	5,793	0.8%
Mar	6,060		
<b>1st Quarter</b>	<b>17,710</b>		
Apr	6,200		
May	5,905		
Jun	6,685		
<b>2nd Quarter</b>	<b>18,790</b>		
Jul	6,430		
Aug	6,270		
Sep	6,375		
<b>3rd Quarter</b>	<b>19,075</b>		
Oct	6,320		
Nov	5,980		
Dec	5,885		
<b>4th Quarter</b>	<b>18,185</b>		
<b>Year-to-date</b>	<b>11,650</b>	<b>11,751</b>	<b>0.9%</b>
<b>Total</b>	<b>73,760</b>		

<sup>1</sup> Values are rounded to the thousand. Variance is calculated based on the unrounded values.

**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 RTA Ride Free Permit passenger trips reported by conductors.

**Estimated Passenger Trips by Line**

Table 3 shows estimated passenger trips by line for the current month, the last three months, and the last 12 months. Estimated passenger trips increased by 1.1 percent in the last three months compared to the previous year and decreased 1.5 percent in the last 12 months compared to the previous year.

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

Line	February			Last 3 Months			Last 12 Months		
	2019	2020	Change	2019	2020	Change	2019	2020	Change
BNSF	1,208,521	1,213,309	0.4%	3,603,241	3,658,629	1.5%	15,685,844	15,507,969	-1.1%
HC	59,192	62,575	5.7%	169,815	182,766	7.6%	724,975	743,598	2.6%
MD-N	498,435	502,566	0.8%	1,516,588	1,535,742	1.3%	6,556,897	6,559,242	0.0%
MD-W	460,715	457,686	-0.7%	1,382,334	1,380,604	-0.1%	6,084,707	5,904,148	-3.0%
ME	541,673	581,179	7.3%	1,707,127	1,721,825	0.9%	7,575,375	7,322,563	-3.3%
NCS	127,969	123,730	-3.3%	373,792	369,987	-1.0%	1,621,355	1,585,456	-2.2%
RI	590,473	575,420	-2.5%	1,758,461	1,746,809	-0.7%	7,515,829	7,325,374	-2.5%
SWS	194,450	191,845	-1.3%	572,020	564,319	-1.3%	2,403,858	2,354,433	-2.1%
UP-N	647,712	674,305	4.1%	1,948,967	2,019,095	3.6%	8,593,205	8,607,957	0.2%
UP-NW	794,175	802,709	1.1%	2,439,795	2,466,105	1.1%	10,526,728	10,407,046	-1.1%
UP-W	605,481	608,137	0.4%	1,846,251	1,865,165	1.0%	8,066,777	7,897,662	-2.1%
<b>Total</b>	<b>5,728,794</b>	<b>5,793,460</b>	<b>1.1%</b>	<b>17,318,389</b>	<b>17,511,044</b>	<b>1.1%</b>	<b>75,355,546</b>	<b>74,215,444</b>	<b>-1.5%</b>



## Estimated Passenger Trips by Fare Zone Pair

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

- The long-term decline in No Zone Pair passenger trips is expected to continue as data collection improvements and the shift to the Ventra App cause fewer trips to be reported without a zone pair.
- In July 2018, year-long testing of the zone consolidation policy began. All tickets for Zones K through M were capped to the price of Zone J tickets. This caused an increase in passenger trips for Zone A-J, and a decrease for passenger trips for Zones A-K and A-M. There are no stations in Zone L.

**Table 4: Estimated Passenger Trips by Fare Zone Pair <sup>1</sup>**

Zone Pair	February (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2019	2020	Change	2019	2020	Change	2019	2020	Change
A-A	19	24	25.2%	54	67	24.7%	237	261	10.4%
A-B	432	461	6.8%	1,280	1,354	5.8%	5,474	5,549	1.4%
A-C	830	850	2.4%	2,456	2,531	3.1%	10,412	10,502	0.9%
A-D	995	993	-0.2%	2,925	2,960	1.2%	12,561	12,428	-1.1%
A-E	1,286	1,271	-1.2%	3,801	3,790	-0.3%	16,080	16,044	-0.2%
A-F	744	730	-1.9%	2,187	2,176	-0.5%	9,676	9,259	-4.3%
A-G	466	458	-1.7%	1,362	1,356	-0.5%	5,870	5,785	-1.5%
A-H	363	362	-0.2%	1,082	1,097	1.3%	4,737	4,645	-1.9%
A-I	124	120	-3.1%	371	368	-0.7%	1,619	1,558	-3.8%
A-J	51	49	-3.6%	155	155	0.2%	515	662	28.7%
A-K	-	-	-	-	-	-	125	-	-
A-M	-	-	-	-	-	-	32	-	-
A-J, K, & M	51	49	-3.6%	155	155	0.2%	671	662	-1.3%
Intermediate	171	171	0.2%	507	505	-0.4%	2,274	2,175	-4.3%
No Zone Pair	248	304	22.6%	1,137	1,151	1.3%	5,745	5,349	-6.9%
<b>Total</b>	<b>5,729</b>	<b>5,793</b>	<b>1.1%</b>	<b>17,318</b>	<b>17,511</b>	<b>1.1%</b>	<b>75,356</b>	<b>74,215</b>	<b>-1.5%</b>

<sup>1</sup> Values are rounded to the thousand. Change is calculated based on the unrounded values.

## Estimated Passenger Trips by Ticket Type

Table 5 shows estimated passenger trips by ticket type for the current month, the last three months, and the last 12 months. Special event tickets and other data irregularities can affect month-to-month comparisons of passenger trips by ticket type:

- There was no fare increase in 2019 and 2020. 10-ride ticket sales were not impacted by stockpiling.

**Table 5: Estimated Passenger Trips by Ticket Type <sup>1</sup>**

Ticket Type	February (Thousands)					Last 3 Months (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Monthly Pass	3,625	3,583	-1.1%	63.2%	61.9%	10,396	10,100	-2.8%	60.1%	57.8%
10-Ride Ticket	1,407	1,397	-0.7%	24.5%	24.1%	4,241	4,498	6.0%	24.5%	25.7%
One-Way Ticket	554	607	9.4%	9.7%	10.5%	1,946	2,121	9.0%	11.3%	12.1%
Weekend Pass	89	141	59.0%	1.5%	2.4%	513	532	3.8%	3.0%	3.0%
Special Passes	-	0		0.0%	0.0%	-	19		0.0%	0.1%
RTA Ride Free Permit	59	65	8.9%	1.0%	1.1%	189	200	5.9%	1.1%	1.1%
<b>Total <sup>2</sup></b>	<b>5,734</b>	<b>5,793</b>	<b>1.0%</b>			<b>17,285</b>	<b>17,469</b>	<b>1.1%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2019	2020	Change	Share 2019	Share 2020
Monthly Pass	44,199	42,928	-2.9%	58.6%	57.9%
10-Ride Ticket	18,016	18,160	0.8%	23.9%	24.5%
One-Way Ticket	9,496	9,568	0.8%	12.6%	12.9%
Weekend Pass	2,698	2,554	-5.3%	3.6%	3.4%
Special Passes	90	102	13.2%	0.1%	0.1%
RTA Ride Free Permit	872	869	-0.4%	1.2%	1.2%
<b>Total <sup>2</sup></b>	<b>75,372</b>	<b>74,182</b>	<b>-1.6%</b>		

<sup>1</sup> Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

<sup>2</sup> 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 the current month, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads decreased 2.0 percent in the current month, and average total weekday passenger loads decreased 2.9 percent in the same period.

**Table 6: Average Daily Passenger Loads <sup>1</sup>**

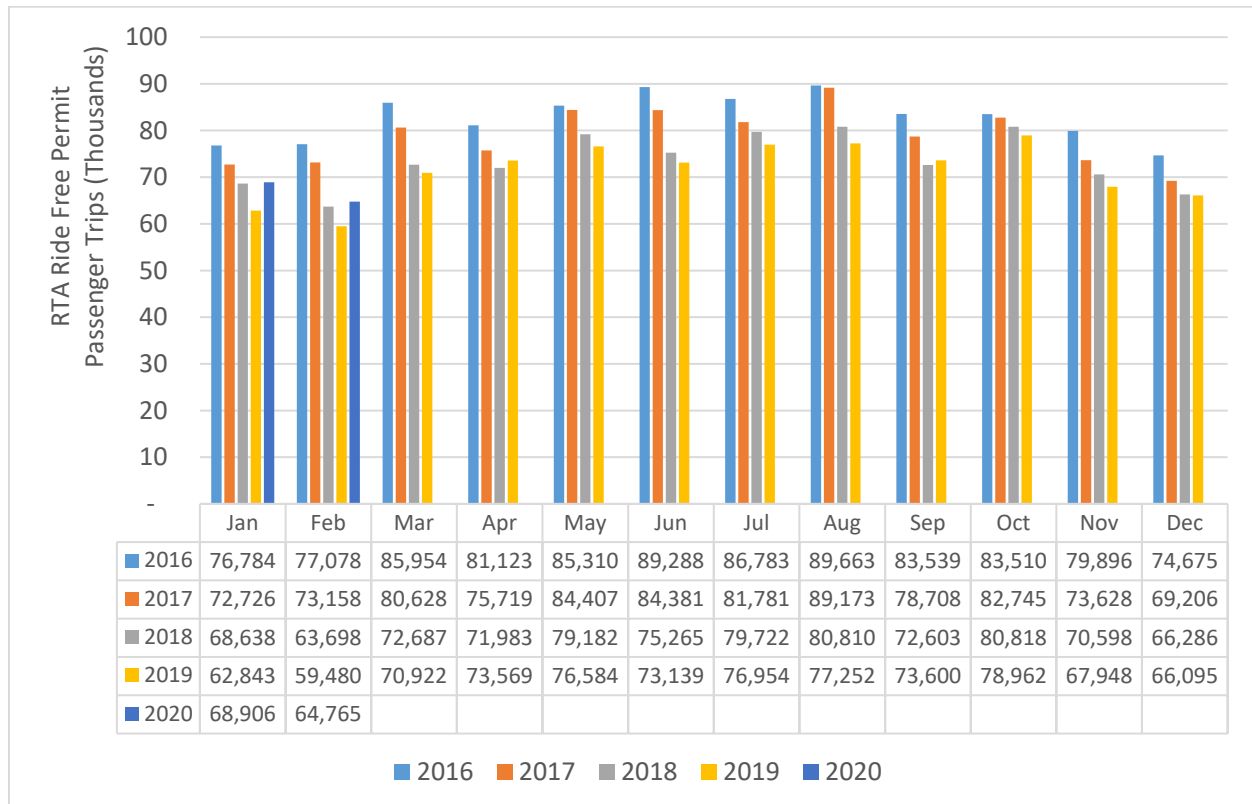
Service Period	February (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2019	2020	Change	2019	2020	Change	2019	2020	Change
Peak - Peak Direction	212	208	-2.0%	195	196	0.8%	209	209	0.0%
Peak - Reverse Direction	17	16	-7.5%	17	16	-2.4%	19	19	-2.1%
Midday	27	26	-3.0%	28	28	0.2%	31	31	-0.7%
Evening	13	12	-10.3%	14	13	-3.0%	16	15	-3.7%
<b>Weekday</b>	<b>269</b>	<b>261</b>	<b>-2.9%</b>	<b>253</b>	<b>254</b>	<b>0.4%</b>	<b>275</b>	<b>274</b>	<b>-0.4%</b>
Saturday	48	44	-8.2%	52	50	-5.2%	59	61	2.6%
Sunday	31	28	-7.1%	33	31	-6.4%	39	37	-3.2%

<sup>1</sup> Values are rounded to the thousand. Change is calculated based on the unrounded values.

## RTA Ride Free Permit Free Trips

Figure 2 shows the number of RTA Ride Free Permit passenger trips for the last five years. Trips are included in ridership estimates because Metra is eligible for reimbursement for the number provided.

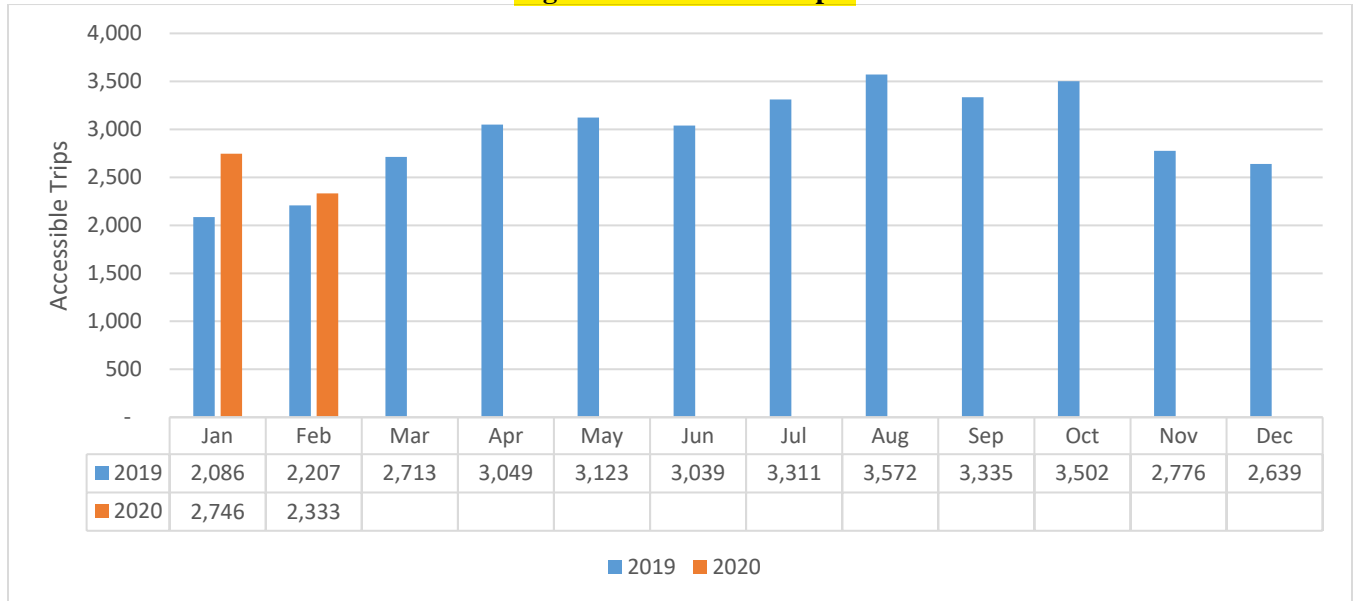
**Figure 2: RTA Ride Free Permit Passenger Trip**



### Accessible Trips

Figure 3 shows the number of trips provided using accessible equipment. Accessible equipment consists of bridge plates on the Metra Electric Line and wheelchair lifts on all other lines.

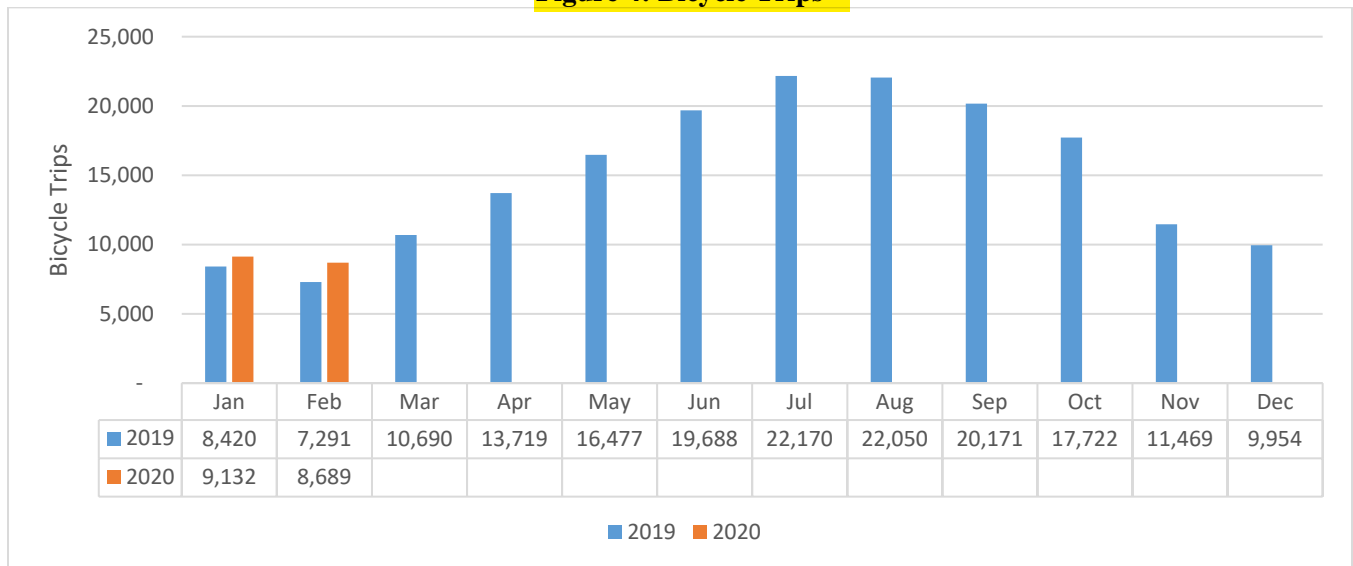
**Figure 3: Accessible Trips**



### Bicycle Trips

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

**Figure 4: Bicycle Trips**



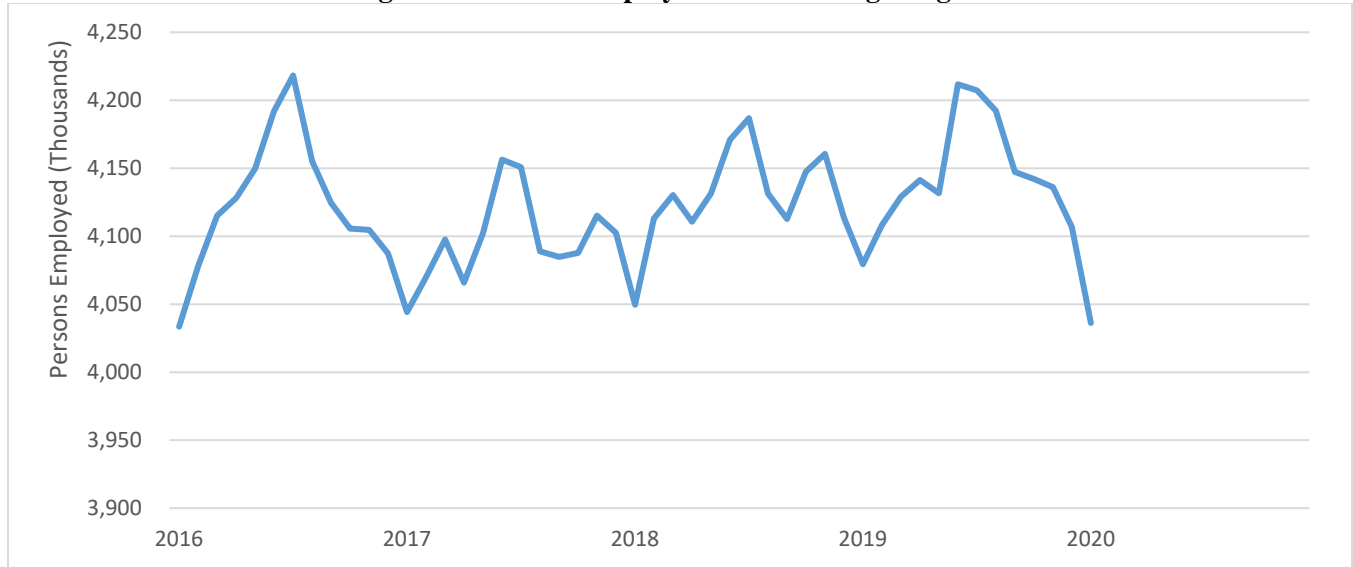
## Ridership Influences

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 decreased 1.1 percent in January 2020 compared to January 2019.

**Figure 5: Persons Employed in the Chicago Region <sup>1</sup>**



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
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	4,033
2017	4,044	4,070	4,098	4,066	4,102	4,156	4,151	4,089	4,085	4,088	4,115	4,102	4,044
2018	4,050	4,113	4,130	4,111	4,131	4,171	4,187	4,131	4,113	4,147	4,161	4,113	4,050
2019	4,079	4,108	4,129	4,141	4,132	4,212	4,207	4,192	4,147	4,142	4,136	4,107	4,079
2020	4,036												4,036
<b>Change 2019-2020</b>	<b>-1.1%</b>												<b>-1.1%</b>

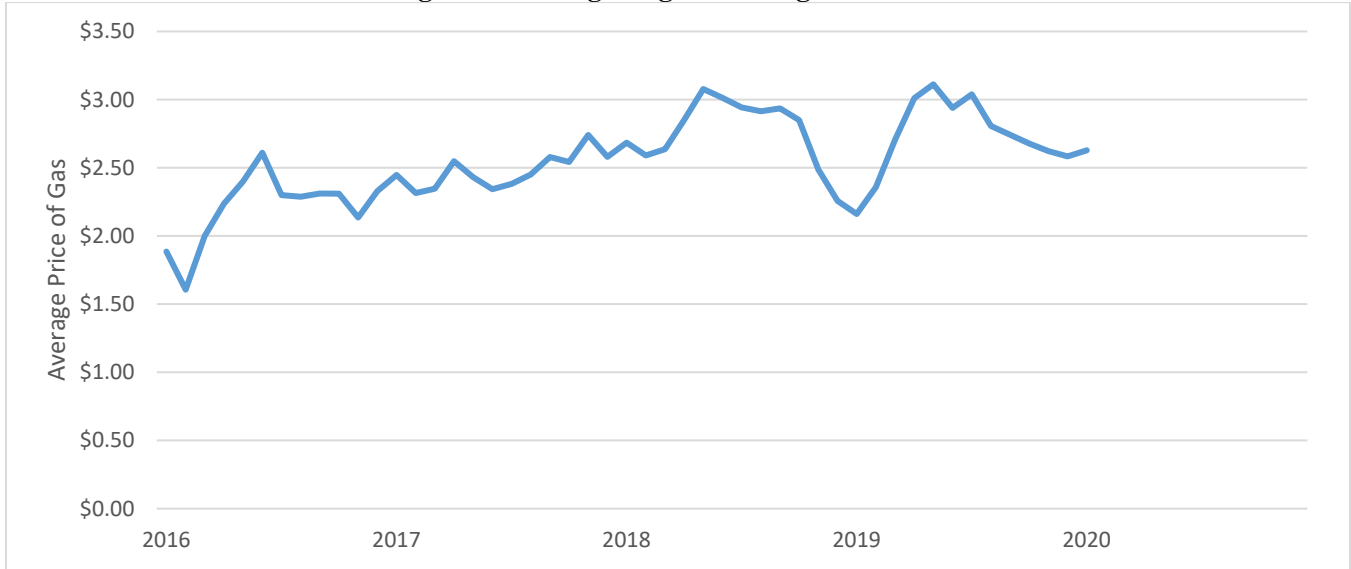
<sup>1</sup> Values are rounded to the thousand. Change is calculated based on the unrounded values.

Source: Illinois Department of Employment Security

## Gas Prices

Figure 6 shows the average price of unleaded regular gas for the Chicago-Naperville-Elgin area. The average price of a gallon of regular unleaded gas was \$2.58 in February 2020, a \$0.22 increase compared to February 2019.

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



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
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	\$1.75
2017	\$2.45	\$2.32	\$2.35	\$2.55	\$2.43	\$2.34	\$2.38	\$2.45	\$2.58	\$2.54	\$2.74	\$2.58	\$2.38
2018	\$2.69	\$2.59	\$2.64	\$2.85	\$3.08	\$3.01	\$2.94	\$2.92	\$2.94	\$2.85	\$2.49	\$2.26	\$2.64
2019	\$2.16	\$2.36	\$2.71	\$3.01	\$3.11	\$2.94	\$3.04	\$2.81	\$2.74	\$2.68	\$2.62	\$2.58	\$2.26
2020	\$2.63	\$2.58											\$2.60
<b>Change 2019-2020</b>	<b>\$0.47</b>	<b>\$0.22</b>											<b>\$0.34</b>

Source: Bureau of Labor Statistics

## **Road Construction**

No new roadway construction projects of regional significance began in February. 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. Work is expected to continue through 2022.

## **Service Changes**

On June 1, weekend service on the BNSF, Rock Island, and UP-NW lines was increased as part of a pilot project to increase weekend ridership. The pilot project was continued for the BNSF and UP-NW after September 3 with minor adjustments to run times and scheduled stops. The pilot project was discontinued for the Rock Island Line as of September 3, although one additional Saturday morning train was retained on the schedule.

A two-year reverse-commute pilot project began March 4 on the Milwaukee District-North. The Milwaukee District-North schedule was adjusted to add two outbound morning express trains between Union Station and Lake Forest, and one inbound evening train.

## **Special Events and Promotions**

On February 8-9 and February 15-16, Metra added hourly weekend express trains on the Metra Electric and Rock Island lines for travel to the Chicago Auto Show. Metra sold a \$5 special event pass valid for two days on either weekend. The pass was available from ticket agents and conductors. 168 passes were sold. The NBA All Star Weekend occurred February 14-16.

## Passenger Revenue and Ticket Sales

Changes in fares, ticket policies, and ticket sales channels can affect passenger revenue and ticket sales trends:

- In June 2018, Metra stopped selling Monthly Passes and 10-Ride Tickets from vending machines at 15 non-downtown stations on the Metra Electric Line.
- In June 2018, Metra ended its Ticket-by-Internet program.
- In July 2018, yearlong testing of the zone consolidation policy began. All tickets from Zone A to Zones K through M were capped at the price of Zone J tickets.
- In July 2018, select stations with perceived inconsistencies in distance from downtown were reassigned to closer zones. Ashland, Racine, West Pullman, Stewart Ridge, and State Street stations moved from Zone D to C. On the Metra Electric mainline, the 83rd Street and 87th Street stations were moved from Zone C to B. On the Rock Island Beverly Branch, the 123rd Street Station was moved from Zone D to C.
- In December 2018, an update to the Ventra app ended the option for purchasing mobile tickets without creating a Ventra account.
- Customers on the Metra Electric Line received a 15 percent discount on their April 2019 Monthly Pass. The discount was offered as compensation for two weeks of service disruptions in January and February, including all or part of six days without any service, caused by unusually severe weather conditions and damage from the derailment of a CN train.
- On the weekend of February 16-17, 2019 Metra offered free rides on all trains. Ridership from the weekend of February 16-17 is not included in the quantity of Weekend Passes sold in February 2019 as passengers were not required to purchase a ticket.
- On June 1, 2019 Metra began allowing monthly pass holders to use their ticket to travel anywhere in the system on weekends, where previously travel was restricted to the zones on the ticket.

Special event tickets and other data irregularities can affect month-to-month comparisons of passenger revenue and ticket sales figures:

- Stockpiling of 10-Ride Tickets occurred in advance of the 2017 and 2018 fare increases. As a result, 10-Ride Ticket passenger revenue and ticket sales were overstated in January 2018 and understated in subsequent months. As there was no fare increase in 2019, May 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

## Passenger Revenue

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

**Table 7: Passenger Revenue by Line <sup>1</sup>**

Line	February (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2019	2020	Change	2019	2020	Change	2019	2020	Change
BNSF	\$6,079	\$6,092	0.2%	\$18,163	\$18,548	2.1%	\$79,142	\$78,499	-0.8%
HC	\$309	\$328	6.3%	\$889	\$964	8.4%	\$3,805	\$3,916	2.9%
MD-N	\$2,524	\$2,539	0.6%	\$7,707	\$7,857	1.9%	\$33,506	\$33,549	0.1%
MD-W	\$2,317	\$2,293	-1.0%	\$6,963	\$6,988	0.3%	\$30,708	\$29,862	-2.8%
ME	\$2,437	\$2,587	6.1%	\$7,672	\$7,741	0.9%	\$34,103	\$32,721	-4.1%
NCS	\$727	\$707	-2.8%	\$2,129	\$2,135	0.3%	\$9,274	\$9,101	-1.9%
RI	\$2,783	\$2,702	-2.9%	\$8,293	\$8,257	-0.4%	\$35,547	\$34,697	-2.4%
SWS	\$908	\$900	-0.9%	\$2,684	\$2,671	-0.5%	\$11,296	\$11,086	-1.9%
UP-N	\$2,894	\$2,995	3.5%	\$8,762	\$9,090	3.7%	\$38,795	\$38,946	0.4%
UP-NW	\$4,077	\$4,097	0.5%	\$12,570	\$12,737	1.3%	\$54,471	\$53,836	-1.2%
UP-W	\$3,011	\$3,016	0.2%	\$9,217	\$9,353	1.5%	\$40,472	\$39,672	-2.0%
<b>Total</b>	<b>\$28,067</b>	<b>\$28,257</b>	<b>0.7%</b>	<b>\$85,050</b>	<b>\$86,340</b>	<b>1.5%</b>	<b>\$371,118</b>	<b>\$365,886</b>	<b>-1.4%</b>

<sup>1</sup> Values are rounded to the thousand. Change is calculated based on the unrounded values.



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

**Table 8: Passenger Revenue by Ticket Type <sup>1</sup>**

Ticket Type	February (Thousands)					Last 3 Months (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Monthly Pass	\$15,841	\$15,603	-1.5%	56.4%	55.2%	\$45,367	\$43,929	-3.2%	53.4%	50.9%
10-Ride Ticket	\$8,400	\$8,297	-1.2%	29.9%	29.4%	\$25,314	\$26,780	5.8%	29.8%	31.0%
One-Way Ticket	\$3,495	\$3,790	8.4%	12.4%	13.4%	\$12,288	\$13,383	8.9%	14.5%	15.5%
Weekend Pass	\$355	\$565	59.1%	1.3%	2.0%	\$2,050	\$2,127	3.8%	2.4%	2.5%
Special Passes	-	\$1		0.0%	0.0%	-	\$46		0.0%	0.1%
<b>Total <sup>2</sup></b>	<b>\$28,091</b>	<b>\$28,255</b>	<b>0.6%</b>			<b>\$85,019</b>	<b>\$86,265</b>	<b>1.5%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2019	2020	Change	Share 2019	Share 2020
Monthly Pass	\$193,207	\$186,999	-3.2%	52.0%	51.1%
10-Ride Ticket	\$107,245	\$108,073	0.8%	28.9%	29.5%
One-Way Ticket	\$59,656	\$60,111	0.8%	16.1%	16.4%
Weekend Pass	\$10,792	\$10,211	-5.4%	2.9%	2.8%
Special Passes	\$469	\$448	-4.5%	0.1%	0.1%
<b>Total <sup>2</sup></b>	<b>\$371,369</b>	<b>\$365,842</b>	<b>-1.5%</b>		

<sup>1</sup> Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

<sup>2</sup> 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 the current month 2019 and 2020.

**Table 9: Passenger Revenue by Ticket Type and Sales Channel (Current Month) <sup>1</sup>**

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	\$4,965	\$4,573	-7.9%	31.3%	29.3%	\$630	\$606	-4.0%	7.5%	7.3%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	\$4,782	\$4,433	-7.3%	30.2%	28.4%	\$2,301	\$1,880	-18.3%	27.4%	22.7%
Vending Machine	\$475	\$435	-8.4%	3.0%	2.8%	\$333	\$284	-14.9%	4.0%	3.4%
Ventra App	\$5,619	\$6,162	9.7%	35.5%	39.5%	\$5,136	\$5,528	7.6%	61.1%	66.6%
<b>Total</b>	<b>\$15,841</b>	<b>\$15,604</b>	<b>-1.5%</b>			<b>\$8,400</b>	<b>\$8,297</b>	<b>-1.2%</b>		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	\$599	\$562	-6.1%	17.1%	14.8%	\$156	\$211	35.0%	44.0%	37.2%
Ticket Agent	\$882	\$806	-8.7%	25.2%	21.3%	\$33	\$52	58.0%	9.3%	9.2%
Vending Machine	\$103	\$105	1.6%	3.0%	2.8%	\$11	\$22	101.9%	3.1%	3.9%
Ventra App	\$1,910	\$2,317	21.3%	54.7%	61.1%	\$155	\$281	81.2%	43.7%	49.7%
<b>Total</b>	<b>\$3,495</b>	<b>\$3,790</b>	<b>8.4%</b>			<b>\$355</b>	<b>\$566</b>	<b>59.4%</b>		

Sales Channel	All Ticket Types (Thousands)				
	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	\$5,595	\$5,179	-7.4%	19.9%	18.3%
Conductor	\$755	\$773	2.4%	2.7%	2.7%
Ticket Agent	\$7,998	\$7,171	-10.3%	28.5%	25.4%
Vending Machine	\$923	\$846	-8.3%	3.3%	3.0%
Ventra App	\$12,820	\$14,288	11.4%	45.6%	50.6%
<b>Total <sup>2</sup></b>	<b>\$28,091</b>	<b>\$28,256</b>	<b>0.6%</b>		

<sup>1</sup> Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

<sup>2</sup> Passenger revenue totals differ from those presented in other tables in this report, due to adjustments made for group sales, marketing sales, and refunds

## Ticket Sales

Table 10 shows ticket sales by ticket type for the current month, the last three months, and the last 12 months. Monthly Pass sales decreased by 1.1 percent in the current month compared to the previous year, and 10-Ride Ticket sales decreased by 0.7 percent in the same period.

**Table 10: Ticket Sales by Ticket Type <sup>1</sup>**

Ticket Type	February (Thousands)					Last 3 Months (Thousands)				
	2019	2020	Change	Share	Share	2019	2020	Change	Share	Share
				2019	2020				2019	2020
Monthly Pass	84	83	-1.1%	10.3%	9.4%	242	235	-2.8%	8.6%	7.8%
10-Ride Ticket	141	140	-0.7%	17.3%	15.8%	424	450	6.0%	15.1%	14.9%
One-Way Ticket	554	607	9.4%	68.0%	68.4%	1,946	2,121	9.0%	69.1%	70.0%
Weekend Pass	36	56	59.0%	4.4%	6.4%	205	213	3.8%	7.3%	7.0%
Special Passes	-	0		0.0%	0.0%	-	9		0.0%	0.3%
<b>Total</b>	<b>815</b>	<b>886</b>	<b>8.8%</b>			<b>2,817</b>	<b>3,027</b>	<b>7.5%</b>		

Ticket Type	Last 12 Months (Thousands)				
	2019	2020	Change	Share 2019	Share 2020
Monthly Pass	1,028	998	-2.9%	7.6%	7.4%
10-Ride Ticket	1,802	1,816	0.8%	13.4%	13.5%
One-Way Ticket	9,496	9,568	0.8%	70.6%	71.1%
Weekend Pass	1,079	1,022	-5.3%	8.0%	7.6%
Special Passes	40	45	14.8%	0.3%	0.3%
<b>Total</b>	<b>13,445</b>	<b>13,450</b>	<b>0.0%</b>		

<sup>1</sup> Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Tables 11 details ticket sales by line and ticket type.

**Table 11: Ticket Sales by Ticket Type and Line (Current Month)**

Monthly Pass				10-Ride Ticket			
Line	2019	2020	Change	Line	2019	2020	Change
BNSF	18,679	18,414	-1.4%	BNSF	29,970	29,727	-0.8%
HC	1,011	1,073	6.1%	HC	1,249	1,318	5.5%
MD-N	6,804	6,663	-2.1%	MD-N	14,296	14,376	0.6%
MD-W	6,935	6,779	-2.2%	MD-W	9,506	9,072	-4.6%
ME	7,777	8,029	3.2%	ME	11,171	11,071	-0.9%
NCS	1,940	1,875	-3.4%	NCS	3,190	3,038	-4.8%
RI	9,809	9,491	-3.2%	RI	10,799	10,161	-5.9%
SWS	3,313	3,196	-3.5%	SWS	3,771	3,877	2.8%
UP-N	7,835	8,053	2.8%	UP-N	21,251	21,440	0.9%
UP-NW	11,466	11,188	-2.4%	UP-NW	19,796	19,924	0.6%
UP-W	8,723	8,573	-1.7%	UP-W	15,668	15,660	-0.1%
<b>Total</b>	<b>84,292</b>	<b>83,334</b>	<b>-1.1%</b>	<b>Total</b>	<b>140,667</b>	<b>139,664</b>	<b>-0.7%</b>
One-Way Ticket (Mobile & Station)				One-Way Ticket (Conductor)			
Line	2019	2020	Change	Line	2019	2020	Change
BNSF	73,159	82,797	13.2%	BNSF	9,313	9,913	6.4%
HC	2,621	2,913	11.1%	HC	335	148	-55.8%
MD-N	40,414	44,831	10.9%	MD-N	10,261	8,739	-14.8%
MD-W	39,865	42,958	7.8%	MD-W	10,863	9,750	-10.2%
ME	63,058	80,593	27.8%	ME	15,363	15,440	0.5%
NCS	8,584	9,357	9.0%	NCS	3,597	2,662	-26.0%
RI	41,816	43,944	5.1%	RI	8,242	7,310	-11.3%
SWS	10,915	12,225	12.0%	SWS	2,056	1,912	-7.0%
UP-N	58,773	67,483	14.8%	UP-N	19,747	18,911	-4.2%
UP-NW	62,521	70,829	13.3%	UP-NW	15,331	13,618	-11.2%
UP-W	47,982	51,635	7.6%	UP-W	9,537	8,609	-9.7%
<b>Total</b>	<b>449,708</b>	<b>509,565</b>	<b>13.3%</b>	<b>Total</b>	<b>104,645</b>	<b>97,012</b>	<b>-7.3%</b>
Weekend, Special, Ravinia Passes (Mobile & Station)				Weekend, Special, Ravinia Passes (Conductor)			
Line	2019	2020	Change	Line	2019	2020	Change
BNSF	4,035	6,666	65.2%	BNSF	1,887	2,278	20.7%
HC	-	-		HC	-	3	
MD-N	1,972	3,573	81.2%	MD-N	1,458	2,448	67.9%
MD-W	1,977	3,389	71.4%	MD-W	1,599	2,590	62.0%
ME	1,892	4,485	137.1%	ME	665	1,316	97.9%
NCS	-	-		NCS	-	-	
RI	1,277	2,038	59.6%	RI	1,227	1,548	26.2%
SWS	52	69	32.7%	SWS	86	36	-58.1%
UP-N	2,099	3,636	73.2%	UP-N	2,284	2,955	29.4%
UP-NW	3,791	7,164	89.0%	UP-NW	4,091	5,190	26.9%
UP-W	2,790	4,498	61.2%	UP-W	2,332	2,768	18.7%
<b>Total</b>	<b>19,885</b>	<b>35,518</b>	<b>78.6%</b>	<b>Total</b>	<b>15,629</b>	<b>21,132</b>	<b>35.2%</b>

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to-date 2019 and 2020. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2019 and 2020.

**Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Current Month)**<sup>1, 2</sup>

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	26	24	-7.7%	30.7%	28.7%	10	9	-4.4%	7.0%	6.8%
Conductor	-	-				-	-			
Ticket Agent	26	24	-7.0%	30.7%	28.9%	40	33	-17.4%	28.5%	23.7%
<i>Cash &amp; Other</i>	4	3	-14.0%			6	5	-22.1%		
<i>Credit Card</i>	22	21	-5.8%			34	29	-16.6%		
Vending Machine	3	2	-9.0%	3.0%	2.8%	5	5	-13.8%	3.9%	3.4%
Ventra App	30	33	10.3%	35.5%	39.6%	85	92	8.4%	60.6%	66.1%
<i>Credit Card</i>	28	31	13.1%			81	88	8.7%		
<i>Mixed &amp; Other</i>	1	0	-68.3%			1	0	-53.1%		
<i>Ventra</i>	1	1	25.0%			4	4	15.1%		
<b>Total</b>	<b>84</b>	<b>83</b>	<b>-1.1%</b>			<b>141</b>	<b>140</b>	<b>-0.7%</b>		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	-	-				-	-			
Conductor	105	97	-7.3%	18.9%	16.0%	16	21	35.2%	44.0%	37.3%
Ticket Agent	135	125	-7.6%	24.4%	20.6%	3	5	58.6%	9.2%	9.2%
<i>Cash &amp; Other</i>	75	69	-9.2%			2	3	47.1%		
<i>Credit Card</i>	60	56	-5.6%			2	3	71.2%		
Vending Machine	16	17	3.4%	2.9%	2.7%	1	2	101.7%	3.1%	3.9%
Ventra App	298	368	23.3%	53.8%	60.7%	16	28	81.2%	43.7%	49.6%
<i>Credit Card</i>	270	335	24.0%			14	26	82.9%		
<i>Mixed &amp; Other</i>	2	1	-29.0%			0	0	7.8%		
<i>Ventra</i>	27	32	19.3%			1	2	62.4%		
<b>Total</b>	<b>554</b>	<b>607</b>	<b>9.4%</b>			<b>36</b>	<b>57</b>	<b>59.5%</b>		

<sup>1</sup> Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

<sup>2</sup> As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

**Table 13: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date) <sup>1</sup>**

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	52	48	-7.9%	31.1%	29.5%	20	19	-5.2%	6.9%	6.1%
Conductor	-	-				-	-			
Internet	-	-				-	-			
Ticket Agent	52	49	-6.5%	31.3%	30.1%	79	72	-9.2%	27.6%	23.5%
<i>Cash &amp; Other</i>	8	6	-17.4%			12	10	-15.7%		
<i>Credit Card</i>	45	43	-4.7%			68	62	-8.1%		
Vending Machine	5	4	-16.7%	3.1%	2.7%	11	10	-10.9%	3.9%	3.2%
Ventra App	58	61	6.0%	34.5%	37.7%	176	206	16.7%	61.6%	67.2%
<i>Credit Card</i>	53	58	9.0%			167	195	16.8%		
<i>Mixed &amp; Other</i>	2	1	-70.2%			2	1	-51.7%		
<i>Ventra</i>	2	3	17.9%			8	10	27.4%		
<b>Total</b>	<b>167</b>	<b>162</b>	<b>-2.9%</b>			<b>287</b>	<b>306</b>	<b>6.9%</b>		
Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2019	2020	Change	Share 2019	Share 2020	2019	2020	Change	Share 2019	Share 2020
Commuter Benefit	-	-				-	-			
Conductor	236	211	-10.6%	20.1%	16.3%	50	48	-3.5%	51.6%	41.3%
Internet	-	-				-	-			
Ticket Agent	289	268	-7.1%	24.5%	20.7%	9	11	31.2%	8.9%	9.7%
<i>Cash &amp; Other</i>	163	147	-9.6%			4	6	31.6%		
<i>Credit Card</i>	126	121	-4.0%			4	5	30.7%		
Vending Machine	34	33	-3.7%	2.9%	2.6%	3	3	34.2%	2.7%	3.0%
Ventra App	618	781	26.4%	52.5%	60.4%	36	54	50.6%	36.9%	46.0%
<i>Credit Card</i>	560	713	27.2%			33	50	51.5%		
<i>Mixed &amp; Other</i>	3	2	-27.3%			0	0	5.4%		
<i>Ventra</i>	54	66	21.2%			2	3	40.1%		
<b>Total</b>	<b>1,177</b>	<b>1,293</b>	<b>9.9%</b>			<b>96</b>	<b>116</b>	<b>20.5%</b>		

<sup>1</sup> As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

**Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month)** <sup>1, 2</sup>

Sales Channel	All Ticket Types (Thousands)			Share 2019	Share 2020
	2019	2020	Change		
Commuter Benefit	36	33	-6.8%	4.4%	3.8%
Conductor	120	118	-1.8%	14.8%	13.3%
Ticket Agent	205	187	-8.4%	25.1%	21.1%
<i>Cash &amp; Other</i>	87	79	-9.2%		
<i>Credit Card</i>	118	109	-7.8%		
Vending Machine	25	26	2.7%	3.1%	2.9%
Ventra App	429	521	21.6%	52.6%	58.8%
<i>Credit Card</i>	393	481	22.3%		
<i>Mixed &amp; Other</i>	4	2	-46.2%		
<i>Ventra</i>	32	39	20.2%		
<b>Total</b>	<b>815</b>	<b>886</b>	<b>8.8%</b>		

<sup>1</sup> Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

<sup>2</sup> As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

**Table 15: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date)** <sup>1, 2</sup>

Sales Channel	All Ticket Types (Thousands)			Share 2019	Share 2020
	2019	2020	Change		
Commuter Benefit	72	67	-7.1%	4.2%	3.5%
Conductor	286	259	-9.4%	16.6%	13.8%
Internet	0	-			
Ticket Agent	429	400	-6.7%	24.8%	21.3%
<i>Cash &amp; Other</i>	186	169	-9.3%		
<i>Credit Card</i>	242	231	-4.7%		
Vending Machine	53	51	-4.7%	3.1%	2.7%
Ventra App	887	1,101	24.1%	51.4%	58.6%
<i>Credit Card</i>	814	1,016	24.9%		
<i>Mixed &amp; Other</i>	7	4	-45.2%		
<i>Ventra</i>	66	81	22.4%		
<b>Total</b>	<b>1,727</b>	<b>1,878</b>	<b>8.7%</b>		

<sup>1</sup> Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

<sup>2</sup> As of July 1, 2019, the Mixed & Other category no longer includes transactions with multiple credit cards. These transactions are now included in "Credit Card".

*Link-Up and PlusBus Sales*

Sales of CTA Link-Up passes decreased by 4.3 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 6.1 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2019 and 2020.

**Table 16: Link-Up and PlusBus Sales**

Month	2019		2020		Change		Mobile Share (2020)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	2,836	1,057	2,643	973	-6.8%	-7.9%	29.4%	25.5%
Feb	2,867	1,046	2,743	982	-4.3%	-6.1%	32.7%	28.2%
Mar	2,873	1,062						
Apr	2,843	1,053						
May	2,759	1,012						
Jun	2,658	1,020						
Jul	2,636	965						
Aug	2,668	998						
Sep	2,615	998						
Oct	2,641	1,020						
Nov	2,707	1,011						
Dec	2,454	899						
<b>Year-to-date</b>	<b>5,703</b>	<b>2,103</b>	<b>5,386</b>	<b>1,955</b>	<b>-5.6%</b>	<b>-7.0%</b>	<b>31.1%</b>	<b>26.9%</b>
<b>Last 3 Months</b>	<b>8,402</b>	<b>3,025</b>	<b>7,840</b>	<b>2,854</b>	<b>-6.7%</b>	<b>-5.7%</b>	<b>31.3%</b>	<b>26.9%</b>
<b>Last 12 Months</b>	<b>34,688</b>	<b>12,878</b>	<b>32,240</b>	<b>11,993</b>	<b>-7.1%</b>	<b>-6.9%</b>	<b>29.7%</b>	<b>25.7%</b>



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 17 shows the number of reduced fare tickets sold by month for 2019 and 2020.

**Table 17: Reduced Fare Ticket Sales**

Month	2019				2020			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	2,752	11,168	42,613	19,183	2,789	12,340	49,779	18,015
Feb	2,838	10,771	33,924	14,399	2,905	10,835	44,569	16,388
Mar	2,940	11,587	63,580	21,353				
Apr	2,991	11,919	47,792	17,705				
May	2,972	12,896	59,546	26,328				
Jun	2,809	12,175	76,946	33,644				
Jul	2,780	12,334	91,136	35,997				
Aug	2,627	12,208	87,632	29,854				
Sep	3,154	12,687	52,159	22,283				
Oct	3,265	13,586	56,308	22,069				
Nov	3,044	11,695	58,922	20,528				
Dec	2,611	11,358	71,444	25,662				
<b>Year-to-date</b>	<b>5,590</b>	<b>21,939</b>	<b>76,537</b>	<b>33,582</b>	<b>5,694</b>	<b>23,175</b>	<b>94,348</b>	<b>34,403</b>
<b>Last 3 Months</b>	<b>8,265</b>	<b>32,968</b>	<b>134,376</b>	<b>58,348</b>	<b>8,305</b>	<b>34,533</b>	<b>165,792</b>	<b>60,065</b>
<b>Last 12 Months</b>	<b>35,330</b>	<b>146,735</b>	<b>697,852</b>	<b>307,356</b>	<b>34,887</b>	<b>145,620</b>	<b>759,813</b>	<b>289,826</b>

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	1.3%	10.5%	16.8%	-6.1%
Feb	2.4%	0.6%	31.4%	13.8%
Mar				
Apr				
May				
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
<b>Year-to-date</b>	<b>-1.4%</b>	<b>-19.6%</b>	<b>-0.8%</b>	<b>-13.1%</b>
<b>Last 3 Months</b>	<b>-0.6%</b>	<b>-16.7%</b>	<b>1.7%</b>	<b>-8.1%</b>
<b>Last 12 Months</b>	<b>-1.6%</b>	<b>-7.5%</b>	<b>1.4%</b>	<b>-7.3%</b>

Moble Ticketing	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
One-Way	2,136	6,194	10,034	14,734	20,668	25,222	28,681	26,979	29,046	26,228	25,554
Day Pass	1,003	2,681	5,108	7,027	8,727	9,307	9,228	9,490	8,026	6,828	6,972
Zone Upgrade	145	247	610	724	815	852	1,004	898	1,174	582	586