RIDERSHIP TRENDS

November 2017

Metra

Prepared by the Division of Strategic Capital Planning
January 2018

Table of Contents

Executive Summary

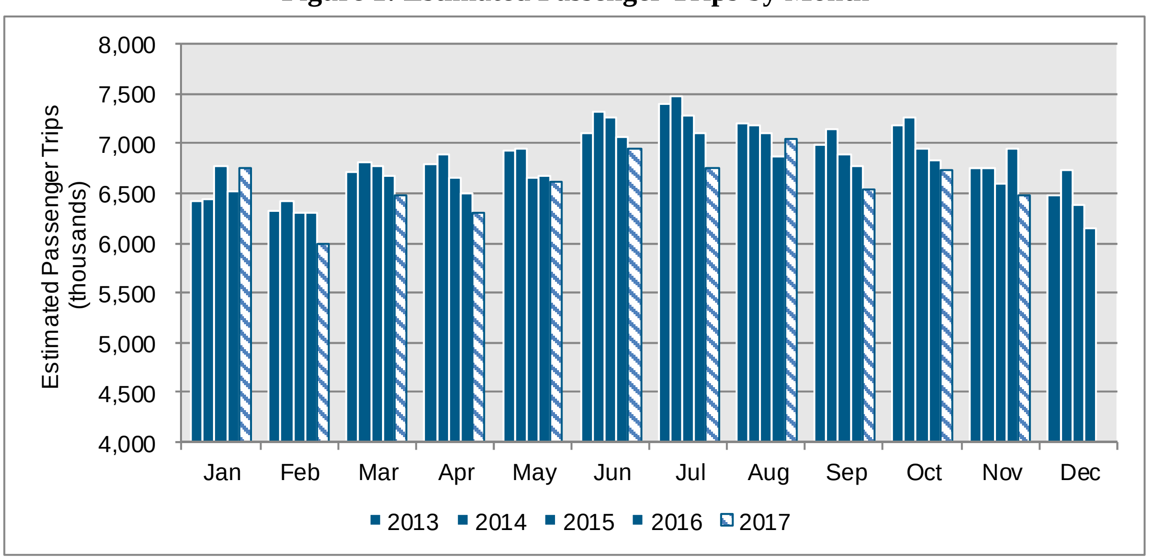
Estimated passenger trips decreased 6.8 percent in November 2017 compared to November 2016. November 2017 had the same number of weekdays, Saturdays, and Sunday/holidays compared to November 2016.

The major drivers of November's decrease in estimated ridership are: (a) the continued decline in monthly pass sales, and (b) the comparison of November 2017 to November 2016, where the Cubs Rally took place in 2016. Excluding the special event tickets sold for the Cubs Rally, estimated passenger trips have decreased 3.4 percent in November compared to 2016, and in the last 12 months have decreased 2.0 percent compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month

	Estimated Passenger Trips (thousands)					**Change**	
	2013	**2014**	**2015**	**2016**	**2017**	**2013-2017**	**2016-2017**
Jan	6,412	6,437	6,764	6,513	6,762	5.5%	3.8%
Feb	6,329	6,419	6,297	6,310	5,985	-5.4%	-5.1%
Mar	6,707	6,805	6,770	6,666	6,474	-3.5%	-2.9%
Apr	6,783	6,885	6,663	6,497	6,305	-7.0%	-3.0%
May	6,928	6,953	6,656	6,681	6,608	-4.6%	-1.1%
Jun	7,103	7,318	7,260	7,066	6,941	-2.3%	-1.8%
Jul	7,399	7,473	7,286	7,110	6,759	-8.7%	-4.9%
Aug	7,194	7,192	7,100	6,866	7,055	-1.9%	2.8%
Sep	6,987	7,144	6,896	6,766	6,530	-6.5%	-3.5%
Oct	7,187	7,260	6,949	6,832	6,740	-6.2%	-1.3%
Nov	6,750	6,760	6,606	6,943	6,475	-4.1%	-6.8%
Dec	6,489	6,724	6,385	6,153	-	-	-
Last 3 Months	**20,924**	**21,164**	**20,451**	**20,541**	**19,745**	**-5.6%**	**-3.9%**
Last 12 Months	**81,891**	**83,135**	**81,970**	**80,634**	**78,787**	**-3.8%**	**-2.3%**
Year-to-date	**75,778**	**76,646**	**75,246**	**74,249**	**72,634**	**-4.1%**	**-2.2%**

Figure 1: Estimated Passenger Trips by Month



For the 2017 budget year, Metra estimated total annual passenger trips to be 80.0 million. To track how well ridership is comparing to this budgeted amount, monthly estimates have been calculated by distributing the budgeted trips throughout the year. The budgeted amount for January through August 2017 is based on actual data from 2016. Ridership estimates for September through December of 2017 are based on actual data from 2015 and therefore may not reflect the most recent trends. 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

	2017 Budget (thousands)	2017 Actual (thousands)	Variance
Jan	6,553	6,762	3.2%
Feb	6,251	5,985	-4.3%
Mar	6,604	6,474	-2.0%
1st Quarter	**19,409**	**19,220**	**-1.0%**
Apr	6,437	6,305	-2.0%
May	6,619	6,608	-0.2%
Jun	7,001	6,941	-0.9%
2nd Quarter	**20,057**	**19,854**	**-1.0%**
Jul	7,044	6,759	-4.1%
Aug	6,714	7,055	5.1%
Sep	6,874	6,530	-5.0%
3rd Quarter	**20,632**	**20,344**	**-1.4%**
Oct	6,927	6,740	-2.7%
Nov	6,585	6,475	-1.7%
Dec	6,365	-	-
4th Quarter	**19,877**	**-**	**-**
Year-to-date	**73,610**	**72,634**	**-1.3%**
Total	**79,974**	**-**	**-**

Ridership

Estimated ridership figures are based on the number of ticket sales multiplied by a standard ridership factor unique to each ticket type, in addition to the number of Benefit Access free passenger trips reported by conductors.

Estimated Passenger Trips by Line

Table 3 shows estimated passenger trips by line for November, the last three months, and the last 12 months. Estimated passenger trips decreased by 3.9 percent in the last three months compared to the previous year, and decreased 2.3 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

	November			Last 3 Months			Last 12 Months		
	2016	**2017**	**Change**	**2016**	**2017**	**Change**	**2016**	**2017**	**Change**
BNSF	1,415,382	1,339,906	-5.3%	4,175,658	4,096,094	-1.9%	16,349,818	16,253,352	-0.6%
ME	739,382	659,889	-10.8%	2,211,134	2,021,454	-8.6%	8,703,428	8,178,272	-6.0%
HC	63,306	59,833	-5.5%	187,525	182,387	-2.7%	714,536	728,985	2.0%
MD-N	603,201	566,577	-6.1%	1,767,798	1,721,263	-2.6%	6,947,716	6,834,838	-1.6%
MD-W	578,320	519,445	-10.2%	1,695,304	1,596,804	-5.8%	6,650,509	6,368,756	-4.2%
NCS	149,951	140,562	-6.3%	440,718	427,289	-3.0%	1,736,848	1,685,632	-2.9%
RI	702,845	653,665	-7.0%	2,069,557	1,980,141	-4.3%	8,134,455	7,943,147	-2.4%
SWS	216,524	208,962	-3.5%	642,528	629,005	-2.1%	2,551,045	2,460,749	-3.5%
UP-N	785,040	742,016	-5.5%	2,347,722	2,280,460	-2.9%	9,242,437	9,060,116	-2.0%
UP-NW	961,773	898,616	-6.6%	2,856,060	2,719,954	-4.8%	11,215,873	10,927,960	-2.6%
UP-W	727,529	685,069	-5.8%	2,147,057	2,090,143	-2.7%	8,387,329	8,344,934	-0.5%
Total	**6,943,251**	**6,474,539**	**-6.8%**	**20,541,059**	**19,744,991**	**-3.9%**	**80,633,991**	**78,786,737**	**-2.3%**

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. The long-term decline in No Zone Pair passenger trips is expected to continue as data collection improvements and the shift to the Ventra Mobile App cause fewer trips to be reported without a zone pair.

Table 4: Estimated Passenger Trips by Fare Zone Pair

	November (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	**2017**	**Change**	**2016**	**2017**	**Change**	**2016**	**2017**	**Change**
A-A	22	19	-10.6%	68	59	-13.9%	268	241	-10.0%
A-B	498	470	-5.6%	1,498	1,437	-4.1%	5,826	5,691	-2.3%
A-C	903	886	-1.9%	2,713	2,668	-1.7%	10,729	10,600	-1.2%
A-D	1,107	1,083	-2.2%	3,348	3,292	-1.6%	13,164	13,034	-1.0%
A-E	1,397	1,367	-2.2%	4,222	4,162	-1.4%	16,645	16,484	-1.0%
A-F	849	825	-2.9%	2,574	2,505	-2.7%	10,100	9,908	-1.9%
A-G	502	500	-0.4%	1,528	1,518	-0.7%	6,037	6,021	-0.3%
A-H	419	403	-3.9%	1,278	1,228	-4.0%	5,103	4,938	-3.2%
A-I	141	137	-3.2%	432	414	-4.2%	1,716	1,662	-3.2%
A-J	26	24	-6.4%	79	73	-7.9%	318	296	-7.0%
A-K	29	27	-4.8%	85	82	-3.4%	346	333	-3.9%
A-M	8	7	-13.6%	24	21	-13.6%	107	89	-16.2%
Intermediate	**217**	**202**	**-7.1%**	**671**	**629**	**-6.2%**	**2,585**	**2,463**	**-4.7%**
No Zone Pair	**826**	**527**	**-36.2%**	**2,021**	**1,656**	**-18.0%**	**7,690**	**7,026**	**-8.6%**
Total	**6,943**	**6,475**	**-6.8%**	**20,541**	**19,745**	**-3.9%**	**80,634**	**78,787**	**-2.3%**

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. Special event tickets and other data irregularities can affect month-to-month comparisons of passenger trips by ticket type:

- The large decrease in special event passenger trips in November, the last three months, and the last 12 months compared to the previous year is due to the November 2016 Cubs Rally.

Table 5: Estimated Passenger Trips by Ticket Type

	November (thousands)					Last 3 Months (thousands)				
				Share					Share	
	2016	2017	Change	2016	2017	2016	2017	Change	2016	2017
Monthly	4,108	3,824	-6.9%	59.2%	59.1%	12,376	11,682	-5.6%	60.2%	59.1%
Ten-Ride	1,490	1,597	7.2%	21.5%	24.7%	4,537	4,776	5.3%	22.1%	24.2%
One-Way	723	697	-3.6%	10.4%	10.8%	2,277	2,191	-3.8%	11.1%	11.1%
Weekend	300	284	-5.3%	4.3%	4.4%	871	867	-0.5%	4.2%	4.4%
Special Event & Ravinia	240	-	-100.0%	3.5%	0.0%	245	3	-98.7%	1.2%	0.0%
Benefit Access (free)	80	74	-7.8%	1.2%	1.1%	247	235	-4.8%	1.2%	1.2%
Total [1]	**6,941**	**6,476**	**-6.7%**			**20,553**	**19,755**	**-3.9%**		

	Last 12 Months (thousands)				
				Share	
	2016	2017	Change	2016	2017
Monthly	48,911	46,389	-5.2%	60.6%	58.9%
Ten-Ride	17,526	18,573	6.0%	21.7%	23.6%
One-Way	9,480	9,268	-2.2%	11.7%	11.8%
Weekend	3,434	3,495	1.8%	4.3%	4.4%
Special Event & Ravinia	337	107	-68.4%	0.4%	0.1%
Benefit Access (free)	1,000	941	-5.9%	1.2%	1.2%
Total [1]	**80,688**	**78,773**	**-2.4%**		

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

Passenger Loads

Table 6 shows the average daily passenger loads by service period for November, the last three months, and the last 12 months, derived from conductor counts. Average peak-peak direction passenger loads increased by 0.3 percent compared to the previous year, and average total weekday passenger loads increased by 1.2 percent in the same period.

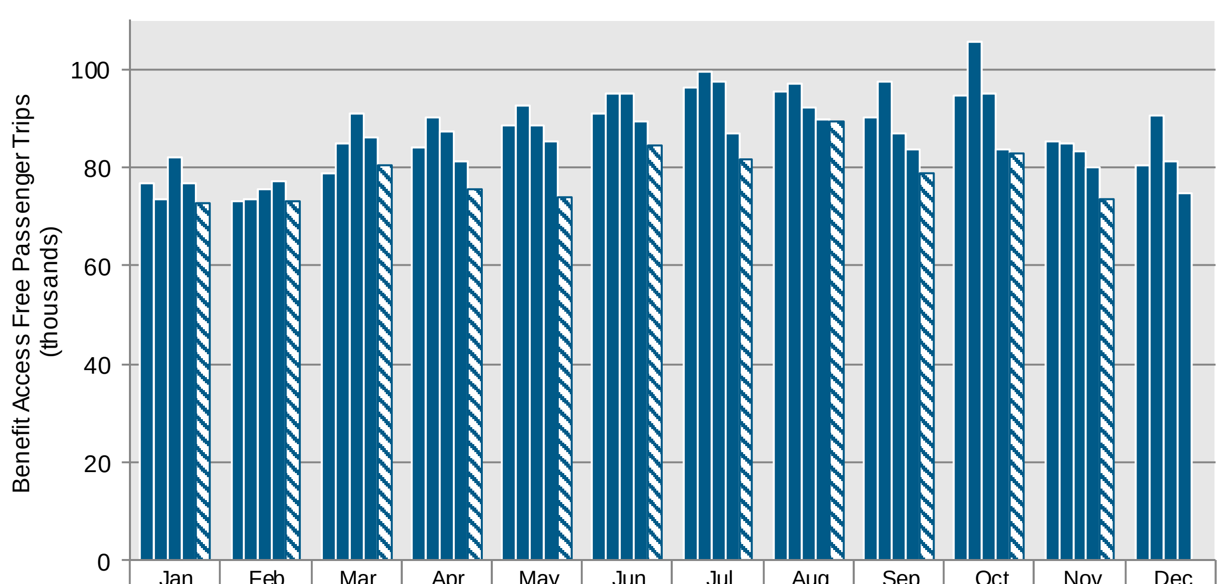
Table 6: Average Daily Passenger Loads

	November (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	**2017**	**Change**	**2016**	**2017**	**Change**	**2016**	**2017**	**Change**
Peak - Peak Direction	212	213	0.2%	219	219	-0.2%	218	216	-1.3%
Peak - Reverse Direction	20	21	2.5%	20	21	4.1%	20	20	-1.8%
Midday	37	34	-8.0%	33	33	0.9%	32	32	0.1%
Evening	16	15	-1.7%	16	15	-4.8%	17	16	-3.9%
Weekday	**285**	**283**	**-0.8%**	**289**	**289**	**-0.1%**	**288**	**284**	**-1.4%**
Saturday	69	58	-15.7%	67	60	-11.1%	67	66	-2.5%
Sunday	37	34	-7.1%	42	39	-6.3%	43	41	-4.3%

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

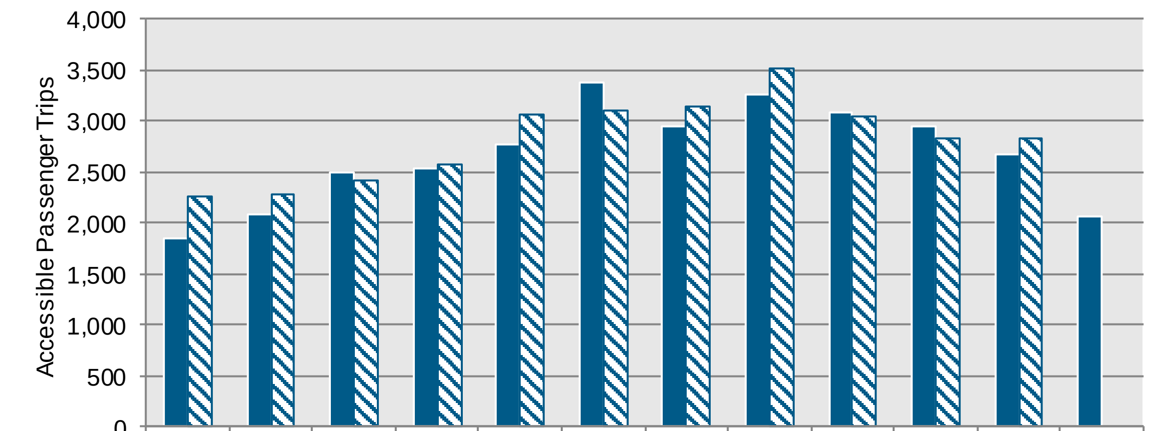


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	76,802	73,179	78,710	84,089	88,367	90,828	96,166	95,616	90,054	94,499	85,149	80,425
2014	73,543	73,647	84,896	90,296	92,746	94,934	99,638	97,153	97,329	105,618	84,953	90,641
2015	81,935	75,558	90,857	87,468	88,753	94,928	97,624	92,221	86,895	95,121	83,191	81,141
2016	76,784	77,078	85,954	81,123	85,310	89,288	86,783	89,663	83,539	83,510	79,896	74,675
2017	72,726	73,158	80,628	75,719	74,057	84,381	81,781	89,173	78,708	82,745	73,628	

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

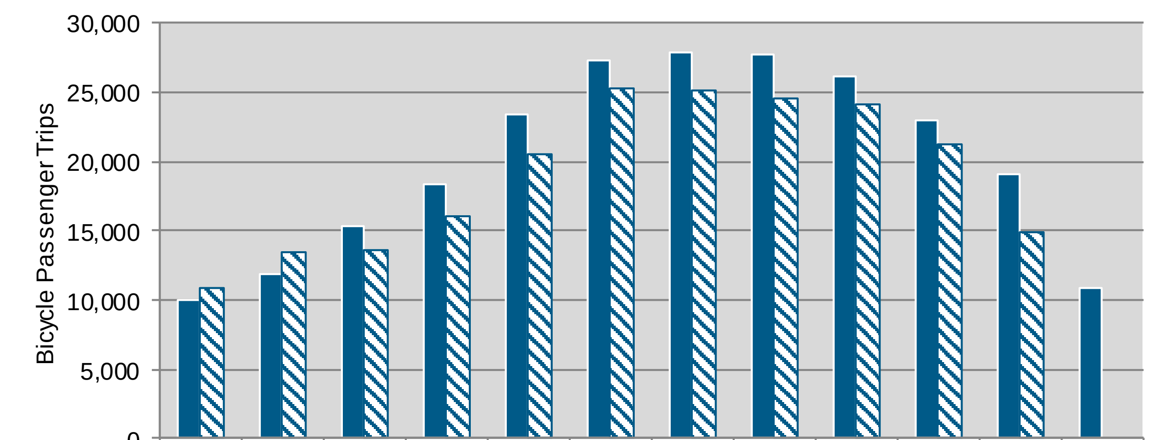


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	1,841	2,073	2,501	2,522	2,767	3,380	2,936	3,257	3,076	2,937	2,668	2,053
2017	2,259	2,274	2,418	2,578	3,070	3,109	3,132	3,513	3,051	2,823	2,817	

Bicycle Trips

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

Figure 4: Bicycle Trips



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	10,054	11,911	15,394	18,423	23,443	27,311	27,829	27,756	26,074	23,036	19,078	10,937
2017	10,939	13,451	13,549	16,038	20,462	25,236	25,085	24,605	24,169	21,296	14,925	

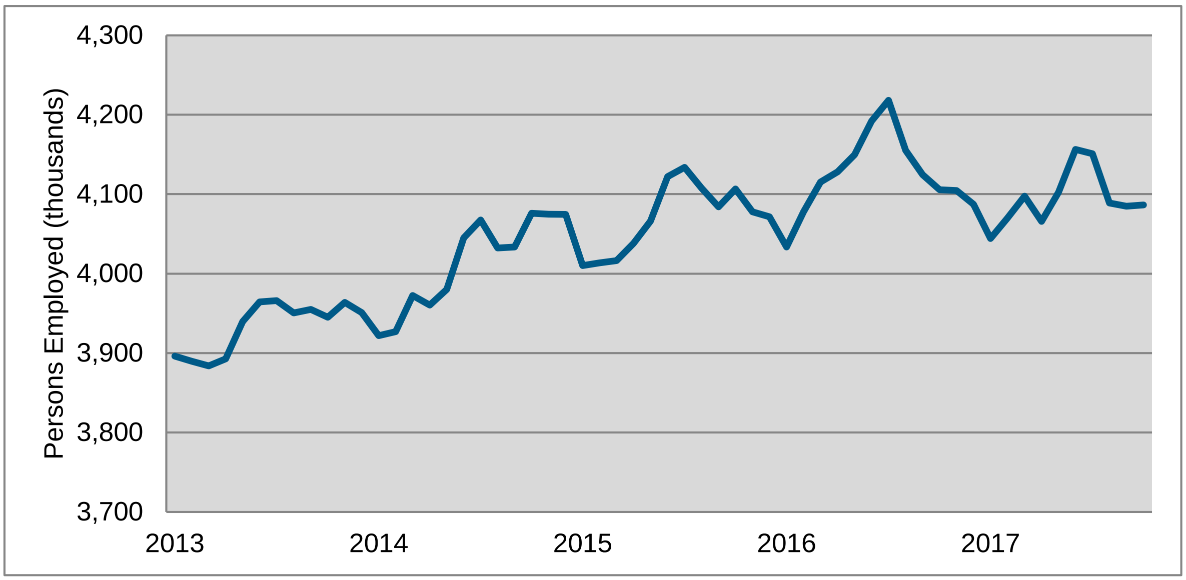
Ridership Influences

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 increased 0.2 percent in November 2017 compared to November 2016.

Figure 5: Persons Employed in the Chicago Region



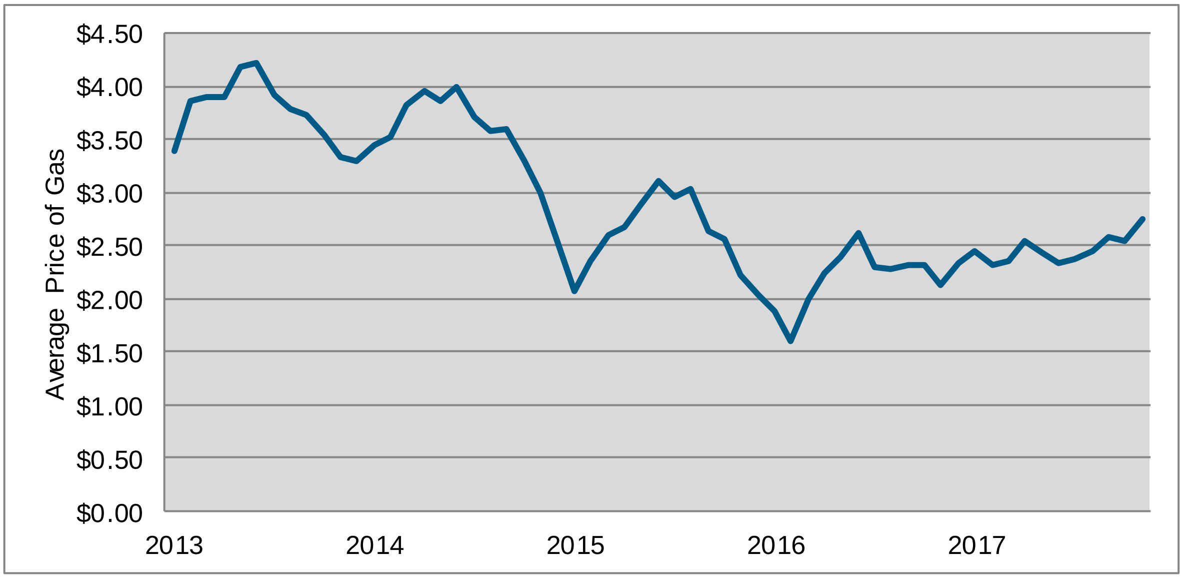
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	3,896	3,890	3,884	3,893	3,940	3,964	3,966	3,951	3,955	3,945	3,964	3,951	3,932
2014	3,922	3,927	3,972	3,960	3,980	4,045	4,068	4,032	4,033	4,076	4,075	4,075	4,008
2015	4,010	4,014	4,016	4,038	4,066	4,122	4,134	4,108	4,084	4,107	4,078	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	4,105	4,087	4,128
2017	4,044	4,070	4,098	4,066	4,102	4,156	4,151	4,089	4,085	4,087	4,114		4,097
Change	**0.3%**	**-0.2%**	**-0.4%**	**-1.5%**	**-1.1%**	**-0.9%**	**-1.6%**	**-1.6%**	**-1.0%**	**-0.5%**	**0.2%**		**-0.8%**

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 $2.74 in November 2017, $0.61 higher compared to November 2016.

Figure 6: Chicago Region Average Gas Prices



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2013	$3.39	$3.85	$3.90	$3.90	$4.18	$4.23	$3.92	$3.79	$3.74	$3.54	$3.34	$3.30	$ 3.80
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	$ 3.62
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	$ 2.65
2016	$1.89	$1.61	$2.00	$2.24	$2.40	$2.61	$2.30	$2.29	$2.31	$2.31	$2.14	$2.33	$ 2.19
2017	$2.45	$2.32	$2.35	$2.55	$2.43	$2.34	$2.38	$2.45	$2.58	$2.54	$2.74		$ 2.47
Change	**$0.56**	**$0.71**	**$0.35**	**$0.31**	**$0.03**	**-$0.27**	**$0.08**	**$0.16**	**$0.27**	**$0.23**	**$0.61**		**$ 0.28**

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in November. The following projects are either under construction or were recently completed:

- Jane Byrne Interchange Reconfiguration – In 2015, work began on a major reconfiguration of the Jane Byrne Interchange. The project is expected through 2021.

Service Changes

On November 5, minor adjustments were made to the Metra Electric line schedule.

Special Events and Promotions

Metra added additional service for the Magnificent Mile Lights Festival (November 18).

Passenger Revenue and Ticket Sales

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

- The Ventra Mobile App was introduced in November 2015, causing a long-term shift from ticket agent and conductor sales to sales through the app.
- Cash vending machines (previously present only on the Metra Electric Line) were eliminated in May 2017, causing a shift toward conductor sales on the Metra Electric Line.
- The Ticket by Mail program was eliminated in July 2017.

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

- The large increase in special event passenger revenue and ticket sales in November, the last three months, and the last 12 months compared to the previous year is due to the November 2016 Cubs Rally.

Passenger Revenue

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

Table 7: Passenger Revenue by Line

	November (thousands)			Last 3 Months (thousands)			Last 12 Months (thousands)		
	2016	2017	Change	2016	2017	Change	2016	2017	Change
BNSF	$ 6,114	$ 6,279	2.7%	$ 18,250	$ 19,166	5.0%	$ 71,533	$ 75,419	5.4%
ME	$ 2,854	$ 2,757	-3.4%	$ 8,605	$ 8,431	-2.0%	$ 34,008	$ 33,902	-0.3%
HC	$ 288	$ 296	2.6%	$ 865	$ 902	4.2%	$ 3,291	$ 3,577	8.7%
MD-N	$ 2,609	$ 2,657	1.8%	$ 7,784	$ 8,094	4.0%	$ 30,631	$ 31,939	4.3%
MD-W	$ 2,502	$ 2,435	-2.7%	$ 7,476	$ 7,479	0.0%	$ 29,380	$ 29,622	0.8%
NCS	$ 749	$ 759	1.3%	$ 2,232	$ 2,307	3.4%	$ 8,817	$ 9,023	2.3%
RI	$ 2,864	$ 2,880	0.6%	$ 8,537	$ 8,730	2.3%	$ 33,516	$ 34,690	3.5%
SWS	$ 881	$ 917	4.1%	$ 2,639	$ 2,764	4.7%	$ 10,441	$ 10,727	2.7%
UP-N	$ 3,005	$ 3,074	2.3%	$ 9,084	$ 9,456	4.1%	$ 35,778	$ 37,335	4.4%
UP-NW	$ 4,253	$ 4,317	1.5%	$ 12,855	$ 13,052	1.5%	$ 50,704	$ 52,094	2.7%
UP-W	$ 3,103	$ 3,165	2.0%	$ 9,296	$ 9,666	4.0%	$ 36,438	$ 38,375	5.3%
Total	**$ 29,222**	**$ 29,536**	**1.1%**	**$ 87,624**	**$ 90,047**	**2.8%**	**$344,537**	**$ 356,704**	**3.5%**

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

Table 8: Passenger Revenue by Ticket Type

	November (thousands)					Last 3 Months (thousands)				
				Share					Share	
	2016	2017	Change	2016	2017	2016	2017	Change	2016	2017
Monthly	$ 15,902	$ 15,830	-0.5%	54.4%	53.6%	$ 47,954	$ 48,390	0.9%	54.7%	53.7%
Ten-Ride	$ 7,617	$ 8,608	13.0%	26.1%	29.1%	$ 23,211	$ 25,719	10.8%	26.5%	28.5%
One-Way	$ 4,150	$ 4,205	1.3%	14.2%	14.2%	$ 13,119	$ 13,227	0.8%	15.0%	14.7%
Weekend	$ 959	$ 908	-5.3%	3.3%	3.1%	$ 2,788	$ 2,774	-0.5%	3.2%	3.1%
Special Event & Ravinia	$ 600	$ -	-100.0%	2.1%	0.0%	$ 618	$ 13	-97.9%	0.7%	0.0%
Total [1]	**$ 29,228**	**$ 29,551**	**1.1%**			**$ 87,690**	**$ 90,122**	**2.8%**		

	Last 12 Months (thousands)				
				Share	
	2016	2017	Change	2016	2017
Monthly	$189,070	$190,099	0.5%	54.8%	53.3%
Ten-Ride	$ 89,493	$ 99,476	11.2%	25.9%	27.9%
One-Way	$ 54,493	$ 55,600	2.0%	15.8%	15.6%
Weekend	$ 10,987	$ 11,238	2.3%	3.2%	3.1%
Special Event & Ravinia	$ 921	$ 515	-44.1%	0.3%	0.1%
Total [1]	**$344,965**	**$356,929**	**3.5%**		

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

Table 9 shows passenger revenue by ticket type and sales channel for November 2016 and 2017.

Table 9: Passenger Revenue by Ticket Type and Sales Channel

November	Monthly (thousands)					Ten-Ride (thousands)				
				Share					Share	
	2016	2017	Change	2016	2017	2016	2017	Change	2016	2017
Commuter Benefit [2]	$ 5,280	$ 5,064	-4.1%	33.2%	32.0%	$ 663	$ 711	7.3%	8.7%	8.3%
Conductor	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Internet	$ 434	$ 499	14.9%	2.7%	3.2%	$ 76	$ 66	-12.8%	1.0%	0.8%
Mail	$ 539	$ -	-100.0%	3.4%	0.0%	$ 0	$ -	-	0.0%	0.0%
Ticket Agent	$ 5,175	$ 4,972	-3.9%	32.5%	31.4%	$ 2,895	$ 2,687	-7.2%	38.0%	31.2%
Vending Machine	$ 776	$ 682	-12.1%	4.9%	4.3%	$ 705	$ 533	-24.5%	9.3%	6.2%
Ventra Mobile App	$ 3,698	$ 4,613	24.8%	23.3%	29.1%	$ 3,277	$ 4,611	40.7%	43.0%	53.6%
Total	**$ 15,902**	**$ 15,830**	**-0.5%**			**$ 7,617**	**$ 8,608**	**13.0%**		

	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
				Share					Share	
	2016	2017	Change	2016	2017	2016	2017	Change	2016	2017
Commuter Benefit [2]	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Conductor	$ 1,084	$ 945	-12.8%	26.1%	22.5%	$ 760	$ 468	-38.5%	48.7%	51.5%
Internet	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Mail	$ -	$ -	-	0.0%	0.0%	$ -	$ -	-	0.0%	0.0%
Ticket Agent	$ 1,459	$ 1,313	-10.0%	35.2%	31.2%	$ 374	$ 148	-60.5%	24.0%	16.3%
Vending Machine	$ 299	$ 159	-46.7%	7.2%	3.8%	$ 35	$ 28	-18.2%	2.2%	3.1%
Ventra Mobile App	$ 1,309	$ 1,788	36.6%	31.5%	42.5%	$ 391	$ 265	-32.2%	25.0%	29.1%
Total	**$ 4,150**	**$ 4,205**	**1.3%**			**$ 1,560**	**$ 908**	**-41.8%**		

	Total (thousands)				
				Share	
	2016	2017	Change	2016	2017
Commuter Benefit [2]	$ 5,942	$ 5,775	-2.8%	20.3%	19.5%
Conductor	$ 1,844	$ 1,412	-23.4%	6.3%	4.8%
Internet	$ 510	$ 565	10.8%	1.7%	1.9%
Mail	$ 539	$ -	-100.0%	1.8%	0.0%
Ticket Agent	$ 9,903	$ 9,119	-7.9%	33.9%	30.9%
Vending Machine	$ 1,815	$ 1,402	-22.7%	6.2%	4.7%
Ventra Mobile App	$ 8,674	$ 11,277	30.0%	29.7%	38.2%
Total [1]	**$ 29,228**	**$ 29,551**	**1.1%**		

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

[2] Commuter benefit 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.

Ticket Sales

Table 10 shows ticket sales by ticket type for November, the last three months, and the last 12 months. Monthly pass sales decreased by 6.9 percent in November compared to the previous year, while ten-ride ticket sales increased by 7.2 percent in the same period.

Table 10: Ticket Sales by Ticket Type

	November (thousands)					Last 3 Months (thousands)				
				Share					Share	
	2016	2017	Change	2016	2017	2016	2017	Change	2016	2017
Monthly	96	89	-6.9%	7.9%	8.4%	288	272	-5.6%	8.2%	8.3%
Ten-Ride	149	160	7.2%	12.3%	15.1%	454	478	5.3%	13.0%	14.5%
One-Way	723	697	-3.6%	59.9%	65.8%	2,277	2,191	-3.8%	65.3%	66.6%
Weekend	120	114	-5.3%	9.9%	10.7%	348	347	-0.5%	10.0%	10.5%
Special Event & Ravinia	120	-	-100.0%	9.9%	0.0%	122	2	-98.7%	3.5%	0.0%
Total	**1,208**	**1,059**	**-12.3%**			**3,489**	**3,289**	**-5.7%**		

	Last 12 Months (thousands)				
				Share	
	2016	2017	Change	2016	2017
Monthly	1,137	1,079	-5.2%	8.2%	7.9%
Ten-Ride	1,753	1,857	6.0%	12.6%	13.6%
One-Way	9,480	9,268	-2.2%	68.3%	67.9%
Weekend	1,373	1,398	1.8%	9.9%	10.2%
Special Event & Ravinia	143	53	-62.8%	1.0%	0.4%
Total	**13,887**	**13,655**	**-1.7%**		

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

.

Table 11: Monthly Ticket Sales by Line

November	2016	2017	Change
BNSF	20,907	19,800	-5.3%
MED	9,628	8,646	-10.2%
HC	1,118	1,030	-7.9%
MD-N	7,496	6,927	-7.6%
MD-W	7,960	7,290	-8.4%
NCS	2,278	2,078	-8.8%
RID	10,709	10,226	-4.5%
SWS	3,640	3,486	-4.2%
UP-N	9,111	8,388	-7.9%
UP-NW	12,940	11,841	-8.5%
UP-W	9,738	9,223	-5.3%
Total	**95,525**	**88,935**	**-6.9%**

Table 12: Ten-Ride Ticket Sales by Line

November	2016	2017	Change
BNSF	29,853	32,702	9.5%
MED	14,919	14,897	-0.1%
HC	1,065	1,251	17.5%
MD-N	14,947	16,151	8.1%
MD-W	10,074	10,532	4.5%
NCS	3,162	3,614	14.3%
RID	12,593	12,638	0.4%
SWS	3,825	4,159	8.7%
UP-N	22,863	23,824	4.2%
UP-NW	19,952	22,661	13.6%
UP-W	15,762	17,275	9.6%
Total	**149,015**	**159,704**	**7.2%**

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

November	2016	2017	Change
BNSF	88,544	90,003	1.6%
MED	89,335	74,940	-16.1%
HC	2,213	2,597	17.4%
MD-N	44,565	47,452	6.5%
MD-W	45,466	46,915	3.2%
NCS	7,985	9,115	14.2%
RID	47,190	48,117	2.0%
SWS	10,300	11,668	13.3%
UP-N	59,227	63,769	7.7%
UP-NW	70,709	73,904	4.5%
UP-W	54,715	57,835	5.7%
Total	**520,249**	**526,315**	**1.2%**

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

November	2016	2017	Change
BNSF	22,803	18,448	-19.1%
MED	22,488	25,959	15.4%
HC	395	366	-7.3%
MD-N	19,938	16,429	-17.6%
MD-W	21,938	17,029	-22.4%
NCS	6,529	5,077	-22.2%
RID	16,308	13,434	-17.6%
SWS	4,176	3,343	-19.9%
UP-N	37,245	32,222	-13.5%
UP-NW	30,889	23,060	-25.3%
UP-W	20,392	15,418	-24.4%
Total	**203,101**	**170,785**	**-15.9%**

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

November	2016	2017	Change
BNSF	27,712	10,898	-60.7%
MED	9,169	5,659	-38.3%
HC	414	-	-100.0%
MD-N	14,704	6,909	-53.0%
MD-W	13,935	4,856	-65.2%
NCS	1,240	-	-100.0%
RID	11,285	3,076	-72.7%
SWS	1,178	163	-86.2%
UP-N	11,258	5,944	-47.2%
UP-NW	23,170	10,264	-55.7%
UP-W	17,587	7,323	-58.4%
Total	**131,652**	**55,092**	**-58.2%**

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

November	2016	2017	Change
BNSF	16,691	6,832	-59.1%
MED	6,825	2,811	-58.8%
HC	545	-	-100.0%
MD-N	12,578	8,257	-34.4%
MD-W	12,130	6,398	-47.3%
NCS	1,346	-	-100.0%
RID	10,220	4,710	-53.9%
SWS	1,925	290	-84.9%
UP-N	13,017	7,812	-40.0%
UP-NW	19,268	13,468	-30.1%
UP-W	13,656	7,862	-42.4%
Total	**108,201**	**58,440**	**-46.0%**

Table 17 shows ticket sales by ticket type, sales channel, and tender type for November 2016 and 2017. Table 18 shows ticket sales by ticket type, sales channel, and tender type for January-November 2016 and 2017. Table 19 shows total ticket sales by sales channel and tender type for November 2016 and 2017. Table 20 shows total ticket sales by sales channel and tender type for January-November 2016 and 2017.

Table 17: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (November)

November	Monthly (thousands)					Ten-Ride (thousands)				
				Share					Share	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Commuter Benefit [1]	31	28	-10.1%	32.5%	31.3%	12	12	2.1%	8.0%	7.6%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	3	3	8.0%	2.7%	3.1%	1	1	-15.5%	0.9%	0.7%
Mail	3	-	-100.0%	3.4%	0.0%	0	-	-100.0%	0.0%	0.0%
Ticket Agent	32	28	-10.1%	33.1%	32.0%	59	52	-11.5%	39.3%	32.5%
Cash & Other	*5*	*5*	*-12.7%*			*10*	*9*	*-14.4%*		
Credit Card	*26*	*24*	*-9.5%*			*48*	*43*	*-10.9%*		
Vending Machine	5	4	-18.5%	5.0%	4.3%	14	10	-28.6%	9.2%	6.1%
Cash[1]	*-*	*-*	*-*			*0*	*-*	*-100.0%*		
Credit Card	*5*	*4*	*-18.5%*			*13*	*10*	*-27.2%*		
Ventra Mobile App	22	26	16.6%	23.4%	29.2%	63	85	33.6%	42.5%	53.0%
Credit Card	*21*	*24*	*15.7%*			*60*	*80*	*33.0%*		
Mixed & Other	*1*	*1*	*10.6%*			*1*	*1*	*29.9%*		
Ventra	*0*	*1*	*79.7%*			*2*	*4*	*50.3%*		
Total	**96**	**89**	**-6.9%**			**149**	**160**	**7.2%**		

	One-Way (thousands)					Weekend, Special Event, & Ravinia (thousands)				
				Share					Share	
	2016	**2017**	**Change**	**2016**	**2017**	**2016**	**2017**	**Change**	**2016**	**2017**
Commuter Benefit [1]	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	203	171	-15.9%	28.1%	24.5%	108	59	-45.9%	45.1%	51.5%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	247	212	-14.2%	34.1%	30.3%	64	18	-71.2%	26.7%	16.2%
Cash & Other	*146*	*122*	*-16.4%*			*43*	*10*	*-77.4%*		
Credit Card	*101*	*89*	*-11.2%*			*22*	*9*	*-59.0%*		
Vending Machine	52	26	-50.3%	7.1%	3.7%	4	4	-18.2%	1.8%	3.1%
Cash	*19*	*-*	*-100.0%*			*1*	*-*	*-100.0%*		
Credit Card	*33*	*26*	*-22.2%*			*4*	*4*	*1.0%*		
Ventra Mobile App	222	289	30.2%	30.7%	41.5%	63	33	-47.7%	26.3%	29.1%
Credit Card	*192*	*254*	*32.3%*			*59*	*30*	*-49.4%*		
Mixed & Other	*2*	*3*	*25.1%*			*0*	*0*	*-14.1%*		
Ventra	*27*	*32*	*16.1%*			*4*	*3*	*-24.9%*		
Total	**723**	**697**	**-3.6%**			**240**	**114**	**-52.6%**		

[1] Commuter benefit 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 18: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date)

Year-to-date	Monthly (thousands)			Share		Ten-Ride (thousands)			Share	
	2016	2017	Change	2016	2017	2016	2017	Change	2016	2017
Commuter Benefit [1]	339	314	-7.4%	32.3%	31.5%	128	118	-7.6%	7.9%	6.9%
Conductor	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Internet	35	29	-17.7%	3.4%	2.9%	17	13	-23.5%	1.1%	0.8%
Mail	41	17	-56.8%	3.9%	1.8%	0	0	-95.0%	0.0%	0.0%
Ticket Agent	376	326	-13.1%	35.8%	32.8%	713	589	-17.4%	44.1%	34.2%
Cash & Other	*74*	*56*	*-23.6%*			*128*	*105*	*-18.3%*		
Credit Card	*302*	*269*	*-10.7%*			*585*	*490*	*-16.2%*		
Vending Machine	55	42	-22.4%	5.2%	4.3%	178	123	-30.9%	11.0%	7.1%
Cash	-	-	-			*4*	*1*	*-75.5%*		
Credit Card	*55*	*42*	*-22.4%*			*174*	*122*	*-29.9%*		
Ventra Mobile App	205	266	29.9%	19.5%	26.7%	580	877	51.1%	35.9%	51.0%
Credit Card	*186*	*243*	*30.1%*			*552*	*841*	*52.3%*		
Mixed & Other	*15*	*17*	*8.6%*			*10*	*14*	*42.8%*		
Ventra	*3*	*6*	*100.4%*			*19*	*34*	*77.3%*		
Total	**1,050**	**995**	**-5.2%**			**1,616**	**1,720**	**6.4%**		

	One-Way (thousands)			Share		Weekend, Special Event, & Ravinia (thousands)			Share	
	2016	2017	Change	2016	2017	2016	2017	Change	2016	2017
Commuter Benefit [1]	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Conductor	2,674	2,209	-17.4%	30.9%	26.1%	831	713	-14.2%	59.9%	52.9%
Internet	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Mail	-	-	-	0.0%	0.0%	-	-	-	0.0%	0.0%
Ticket Agent	3,379	2,795	-17.3%	39.0%	33.0%	268	225	-16.3%	19.3%	16.7%
Cash & Other	*2,017*	*1,684*	*-16.5%*			*155*	*140*	*-9.4%*		
Credit Card	*1,362*	*1,202*	*-11.8%*			*113*	*113*	*-0.1%*		
Vending Machine	677	375	-44.6%	7.8%	4.4%	58	44	-22.9%	4.2%	3.3%
Cash	*228*	*52*	*-77.4%*			*13*	*3*	*-74.7%*		
Credit Card	*449*	*323*	*-28.0%*			*45*	*41*	*-8.1%*		
Ventra Mobile App	1,924	3,085	60.3%	22.2%	36.4%	230	366	59.2%	16.6%	27.2%
Credit Card	*1,663*	*2,795*	*68.1%*			*206*	*330*	*60.3%*		
Mixed & Other	*23*	*36*	*54.8%*			*3*	*18*	*500.2%*		
Ventra	*238*	*353*	*48.7%*			*21*	*32*	*54.3%*		
Total	**8,655**	**8,465**	**-2.2%**			**1,387**	**1,348**	**-2.8%**		

[1] Commuter benefit 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)				
				Share	
	2016	2017	Change	2016	2017
Commuter Benefit [1]	43	40	-6.7%	3.6%	3.8%
Conductor	311	229	-26.3%	25.8%	21.6%
Internet	4	4	-0.3%	0.3%	0.4%
Mail	3	-	-100.0%	0.3%	0.0%
Ticket Agent	401	310	-22.6%	33.2%	29.3%
Cash & Other	*204*	*145*	*-28.9%*		
Credit Card	*197*	*165*	*-16.1%*		
Vending Machine	74	43	-42.4%	6.2%	4.0%
Cash	*20*	*-*	*-100.0%*		
Credit Card	*55*	*43*	*-21.6%*		
Ventra Mobile App	371	433	16.7%	30.7%	40.9%
Credit Card	*332*	*388*	*16.9%*		
Mixed & Other	*5*	*6*	*18.8%*		
Ventra	*34*	*39*	*14.4%*		
Total	**1,208**	**1,059**	**-12.3%**		

[1] Commuter benefit 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 20: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date)

Year-to-date	Total (thousands)				
				Share	
	2016	2017	Change	2016	2017
Commuter Benefit [1]	467	432	-7.5%	3.7%	3.5%
Conductor	3,505	2,923	-16.6%	27.6%	23.3%
Internet	53	42	-19.6%	0.4%	0.3%
Mail	41	17	-56.9%	0.3%	0.1%
Ticket Agent	4,736	3,935	-16.9%	37.3%	31.4%
Cash & Other	*2,374*	*1,985*	*-16.4%*		
Credit Card	*2,361*	*2,075*	*-12.1%*		
Vending Machine	967	585	-39.6%	7.6%	4.7%
Cash	*245*	*56*	*-77.2%*		
Credit Card	*723*	*529*	*-26.8%*		
Ventra Mobile App	2,940	4,595	56.3%	23.1%	36.7%
Credit Card	*2,608*	*4,209*	*61.4%*		
Mixed & Other	*51*	*84*	*64.5%*		
Ventra	*280*	*425*	*51.6%*		
Total	**12,708**	**12,529**	**-1.4%**		

[1] Commuter benefit 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.

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes declined by 9.2 percent in October compared to the previous year, and sales of Pace PlusBus passes declined by 2.6 percent in the same period. Table 21 shows Link-Up and PlusBus sales by month for 2016 and 2017.

Table 21: Link-Up and PlusBus Sales

	2016		2017		Change		Mobile Share (2017)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	Plus Bus
Jan	3,686	1,314	3,414	1,276	-7.4%	-2.9%	18.4%	14.9%
Feb	3,737	1,333	3,346	1,284	-10.5%	-3.7%	17.9%	14.5%
Mar	3,657	1,360	3,278	1,287	-10.4%	-5.4%	18.0%	15.1%
Apr	3,496	1,320	3,179	1,226	-9.1%	-7.1%	18.6%	15.1%
May	3,443	1,269	3,132	1,201	-9.0%	-5.4%	19.2%	15.3%
Jun	3,410	1,261	3,058	1,152	-10.3%	-8.6%	19.1%	14.6%
Jul	3,310	1,221	2,817	1,132	-14.9%	-7.3%	18.2%	15.4%
Aug	3,182	1,201	2,971	1,175	-6.6%	-2.2%	20.3%	16.5%
Sep	3,266	1,267	2,911	1,186	-10.9%	-6.4%	20.0%	16.4%
Oct	3,338	1,272	3,030	1,239	-9.2%	-2.6%	21.4%	17.0%
Nov	3,345	1,291	3,084	1,232	-7.8%	-4.6%	22.5%	17.5%
Dec	3,190	1,174	-	-	-	-	-	-
Last 3 Months	**9,949**	**3,830**	**9,025**	**3,657**	**-9.3%**	**-4.5%**	**18.8%**	**15.4%**
Last 12 Months	**41,316**	**15,328**	**37,410**	**14,564**	**-9.5%**	**-5.0%**	**18.3%**	**14.9%**
Year-to-date	**37,870**	**14,109**	**34,220**	**13,390**	**-9.6%**	**-5.1%**	**15.5%**	**12.5%**

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 2016 and 2017.

Table 22: Reduced Fare Ticket Sales

	2016				2017			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
Jan	3,227	13,652	29,830	27,709	3,057	16,713	40,985	24,673
Feb	3,229	10,806	32,860	28,032	3,125	9,763	39,437	23,774
Mar	3,328	12,215	56,952	34,402	3,215	12,430	55,605	26,617
Apr	3,286	12,109	43,836	29,853	3,121	11,599	47,172	26,185
May	3,223	12,472	51,834	36,428	3,161	13,217	53,480	27,866
Jun	3,064	13,604	75,390	45,745	2,927	13,494	83,163	39,002
Jul	3,104	12,094	86,271	41,886	2,730	12,535	86,162	36,050
Aug	2,803	12,941	67,737	38,311	2,691	13,792	83,668	36,566
Sep	3,389	13,287	42,399	29,616	3,200	13,249	46,153	25,357
Oct	3,439	13,521	47,203	31,237	3,406	14,498	50,164	26,729
Nov	3,308	13,559	51,255	28,764	3,139	14,168	50,670	24,346
Dec	2,851	11,693	59,212	31,034	-	-	-	-
Last 3 Months	**10,136**	**40,367**	**140,857**	**89,617**	**9,745**	**41,915**	**146,987**	**76,432**
Last 12 Months	**38,220**	**152,177**	**639,865**	**409,456**	**36,623**	**157,151**	**695,871**	**348,199**
Year-to-date	**35,400**	**140,260**	**585,567**	**371,983**	**33,772**	**145,458**	**636,659**	**317,165**

	Change			
	Monthly	Ten-Ride	One-Way Station & Mobile	One-Way Conductor
Jan	-5.3%	22.4%	37.4%	-11.0%
Feb	-3.2%	-9.7%	20.0%	-15.2%
Mar	-3.4%	1.8%	-2.4%	-22.6%
Apr	-5.0%	-4.2%	7.6%	-12.3%
May	-1.9%	6.0%	3.2%	-23.5%
Jun	-4.5%	-0.8%	10.3%	-14.7%
Jul	-12.0%	3.6%	-0.1%	-13.9%
Aug	-4.0%	6.6%	23.5%	-4.6%
Sep	-5.6%	-0.3%	8.9%	-14.4%
Oct	-1.0%	7.2%	6.3%	-14.4%
Nov	-5.1%	4.5%	-1.1%	-15.4%
Dec	-	-	-	-
Last 3 Months	**-3.9%**	**3.8%**	**4.4%**	**-14.7%**
Last 12 Months	**-4.2%**	**3.3%**	**8.8%**	**-15.0%**
Year-to-date	**-4.6%**	**3.7%**	**8.7%**	**-14.7%**