JPB BOARD MEETING
September 5, 2019

Correspondence Packet as of
September 4, 2019

Stanford University

August 30, 2019

Peninsula Corridor Joint Powers Board of Directors
Chair Gillian Gillett
Attn: JPB Board Secretary
P.O. Box 3006
San Carlos, CA 94070-1306

Dear Chair Gillett:

Thank you for the opportunity to provide input on Caltrain's 2019 fare change proposal as it relates to the Go Pass Program. Stanford University recognizes that without a dedicated funding source, Caltrain needs to examine all options to increase revenues and fill its operational funding gap. We also appreciate the Caltrain Board of Directors' direction to staff to get feedback from Go Pass users to assess the impact of increasing Go Pass prices would have on participating companies and organizations.

Stanford University and Stanford Health Care use the Go Pass program as a means to get its commuters out of cars and reduce regional traffic. The Caltrain Go Pass Program is an important part of Stanford's trip reduction efforts, and Caltrain accounts for nearly 20 percent of our overall commute mode share.

Stanford is the largest Go Pass participant, purchasing over 36,000 passes for the 2019 calendar year, representing over 41 percent of all Go Pass sales. The University purchases these passes for faculty, staff, graduate students, and post-doctoral researchers, including the employees of the Stanford University Medical Center.

Out of the 36,000 passes purchased, Stanford generates approximately 3,000 frequent riders – those using Caltrain 3-5 times per week. Of those riders, roughly 20 percent are Stanford graduate students or post-docs and 40 percent are hospital employees. More than 50 percent of Stanford's employees, including hospital employees, students and post-docs who frequently use Caltrain, have household incomes lower than San Mateo County's median household income (as defined by the Department of Housing and Community Development 2019 State Income Limits).

In your staff's presentation to the Board in August, it was projected that an increase in fares and Go Passes could generate an additional $3.5 million for Caltrain in FY 2020. It should be noted that Stanford alone would contribute approximately $1.5 million - $2 million (43% or 57%) of the total amount generated, depending on which percentage increase is selected.

We also request the Board to consider the substantial contributions the University makes to ensure Caltrain's continued success in the following ways:

- Stanford spends millions of dollars each year to operate the Marguerite shuttle service, which provides free last-mile connections to and from the Palo Alto Transit Center to anyone, regardless of their affiliation with the University. The Marguerite service is essentially a small transit system that is comprised of 20 routes throughout Stanford's main campus, Stanford Research Park, the Stanford Medical Center and surrounding retail and residential properties. Without the free Marguerite service, the use of Caltrain would be significantly reduced since people would not be able to use this last-mile connection to get to their final destinations.

- Stanford absorbs the cost associated with administering and overseeing Go Pass Program participation. The management of over 36,000 passes over multiple locations to commuters with varying schedules expends considerable resources, including staff time related to accounting and administrative processes, and verifying Go Pass Program eligibility.

All of these costs and expenditures are factored into our decision as to whether to continue our participation in the Go Pass program each year. As these costs continue to escalate we find we need to continually evaluate the costs against the benefits of participating in the program.

We recognize the higher revenues from the Go Pass Program would help meet Caltrain's funding needs; however, we believe there may be opportunities to make structural changes to the Go Pass Program that would generate more revenue through increased program participation rather than increase fares on existing participants.

We appreciate your consideration of our comments and look forward to continue to work with Caltrain in the future.

Sincerely,

Brian D Shaw

Brian Shaw
Executive Director, Transportation Services
Stanford University

cc: Jim Hartnett, Executive Director, Caltrain

From:	Jeff Carter
To:	Board (@caltrain.com)
Cc:	JCARTRAIN@aol.com
Subject:	Comments On Annual Passenger Count Agenda Item #13
Date:	Tuesday, September 03, 2019 5:07:15 AM
Attachments:	Jeff Carter Comments On 2019 Passenger Count Presentation.pdf june_2019_ridership_report_standalone.pdf

Honorable PCJPB Board of Directors,

Please review the attached items:

1) Comments From Jeff Carter on 2019 Annual Passenger Count.
2) Ridership Trends June 2019, Ridership Report Chicago METRA.

Regards,
Jeff Carter

September 5, 2019, JPB Board of Directors, Agenda Item #13,

2019 Annual Passenger Count

Comments from Jeff Carter

This is a very well-done presentation, especially the charts showing color coded passenger loads. My complements to Yu Hanakura for producing this excellent report. Unfortunately, Mr. Hanakura has incomplete data to work with.

As has been noted, the passenger count excludes Mondays and Fridays, as well as weekends.

One of the stated purposes of the annual passenger count is to "calibrate" the revenue-based ridership statistics that appear in each month's agenda/Consent Calendar as: "Key Caltrain Performance Statistics"

Caltrain is a seven-day-a-week operation, tickets are purchased from TVMs and Clipper cash is tagged on/off (deducted) on a daily basis. How can Caltrain **honestly and accurately** "calibrate" revenue-based ridership, based on the passenger count, without actual passenger counts/data from Mondays, Fridays, Saturdays, and Sundays?

I did some quick calculations using daily ridership data for a couple recent months, from the BART website and found that using average mid-week ridership instead of average weekday ridership shows an increase of 2.5% to 3.1% above average weekday ridership. While this is a small percentage it is not insignificant.

Regarding weekends, it was noted that counts were conducted at Bayshore during the tunnel construction shutdown/bus bridge. Where are the reports on these counts, will this be included in the soon to be released 2019 Annual Ridership Report?

For the record I am attaching a Ridership Report titled: "Ridership Trends, June 2019" from Chicago's METRA Commuter rail system. METRA is similar to Caltrain, but operating 11 lines, throughout the Chicago region, using gallery cars with diesel, and the Metra electric line. They have yet to move to POP, still using conductors to collect/sell tickets. The ridership report goes into numerous details on ridership, ticket sales, gasoline prices, employment, etc. in the Chicago area. It would be nice to see Caltrain adopt a similar format for reporting monthly ridership data.

RIDERSHIP TRENDS

June 2019

Metra

Prepared by the Division of Strategic Capital Planning
August 2019

Table of Contents

Executive Summary

Estimated passenger trips decreased 3.1 percent in June 2019 compared to June 2018. June 2019 had one less weekday, the same number of Saturdays, and one additional Sunday compared to June 2018.

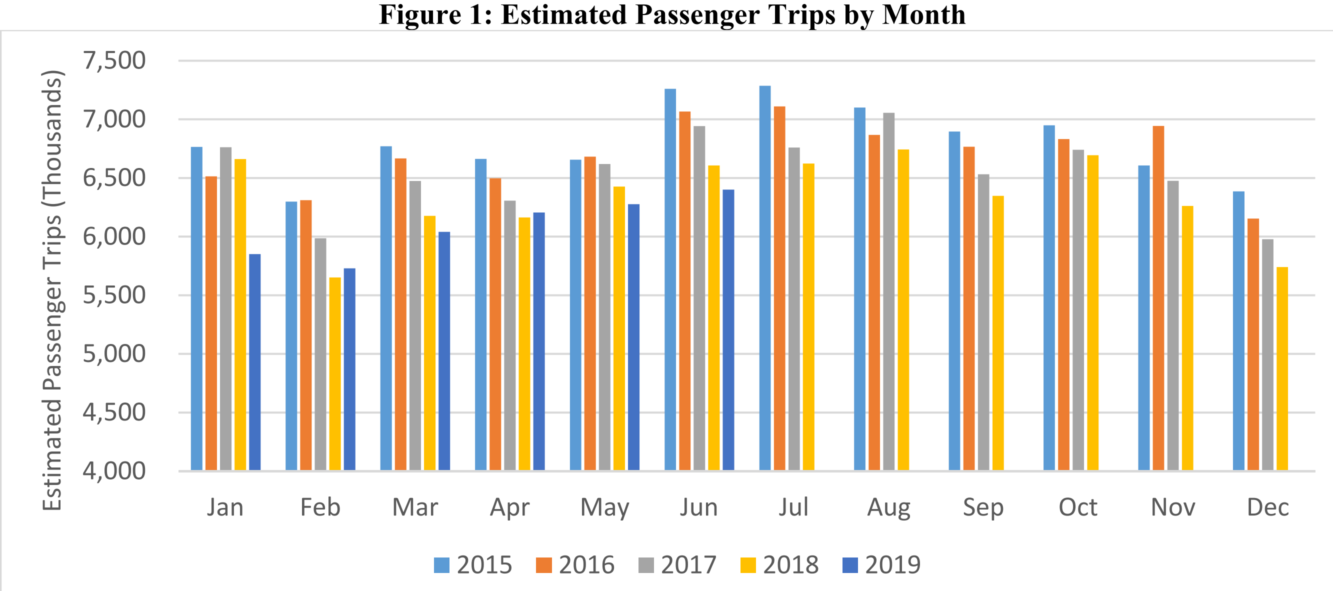
Estimated passenger trips decreased 1.6 percent in the last three months compared to 2018. Estimated passenger trips have decreased 3.0 percent in the last 12 months compared to the previous 12 months.

Table 1: Estimated Passenger Trips by Month [1]

Month	Estimated Passenger Trips (Thousands)					Change	
	2015	2016	2017	2018	2019	2015-2019	2018-2019
Jan	6,764	6,513	6,762	6,661	5,850	-13.5%	-12.2%
Feb	6,297	6,310	5,985	5,651	5,729	-9.0%	1.4%
Mar	6,770	6,666	6,474	6,176	6,040	-10.8%	-2.2%
Apr	6,663	6,497	6,305	6,162	6,205	-6.9%	0.7%
May	6,656	6,681	6,618	6,426	6,276	-5.7%	-2.3%
Jun	7,260	7,066	6,941	6,607	6,400	-11.8%	-3.1%
Jul	7,286	7,110	6,759	6,623			
Aug	7,100	6,866	7,055	6,742			
Sep	6,896	6,766	6,530	6,347			
Oct	6,949	6,832	6,740	6,694			
Nov	6,606	6,943	6,475	6,261			
Dec	6,385	6,153	5,976	5,739			
Year-to-date	**40,409**	**39,733**	**39,085**	**37,682**	**36,499**	**-9.7%**	**-3.1%**
Last 3 Months	**20,578**	**20,244**	**19,865**	**19,195**	**18,880**	**-8.3%**	**-1.6%**
Last 12 Months	**82,962**	**80,954**	**79,755**	**77,218**	**74,905**	**-9.7%**	**-3.0%**

[1] Values are rounded to the thousand. Change is calculated based on the unrounded values.

Figure 1: Estimated Passenger Trips by Month



For the 2019 budget year, Metra estimated total annual passenger trips to be 75.6 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 [1]

Month	Estimated Passenger Trips (Thousands)		Variance
	Budget (2019)	Actual (2019)	
Jan	6,400	5,850	-8.6%
Feb	5,700	5,729	0.5%
Mar	5,950	6,040	1.5%
1st Quarter	**18,050**	**17,619**	**-2.4%**
Apr	6,450	6,205	-3.8%
May	6,400	6,276	-1.9%
Jun	6,360	6,400	0.6%
2nd Quarter	**19,210**	**18,880**	**-1.7%**
Jul	6,830		
Aug	6,490		
Sep	6,530		
3rd Quarter	**19,850**		
Oct	6,500		
Nov	5,970		
Dec	5,990		
4th Quarter	**18,460**		
Year-to-date	**37,260**	**36,499**	**-2.0%**
Total	**75,570**		

[1] 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 decreased by 1.6 percent in the last three months compared to the previous year and decreased 3.0 percent in the last 12 months compared to the previous year.

Table 3: Estimated Passenger Trips by Line

Line	June			Last 3 Months			Last 12 Months		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	1,383,374	1,341,520	-3.0%	4,025,821	3,954,419	-1.8%	16,056,945	15,588,743	-2.9%
HC	62,418	60,761	-2.7%	184,365	184,561	0.1%	724,400	724,663	0.0%
MD-N	579,431	576,331	-0.5%	1,650,890	1,672,927	1.3%	6,706,440	6,578,651	-1.9%
MD-W	527,868	503,617	-4.6%	1,545,440	1,494,630	-3.3%	6,231,408	6,018,274	-3.4%
ME	652,812	620,600	-4.9%	1,944,348	1,862,819	-4.2%	7,872,976	7,451,615	-5.4%
NCS	141,743	136,547	-3.7%	414,200	404,080	-2.4%	1,668,403	1,608,444	-3.6%
RI	647,402	627,555	-3.1%	1,906,349	1,859,937	-2.4%	7,739,755	7,452,422	-3.7%
SWS	203,907	193,853	-4.9%	607,988	595,816	-2.0%	2,442,398	2,388,073	-2.2%
UP-N	768,928	749,851	-2.5%	2,200,415	2,186,903	-0.6%	8,849,060	8,573,515	-3.1%
UP-NW	926,204	905,674	-2.2%	2,665,051	2,646,638	-0.7%	10,708,836	10,502,549	-1.9%
UP-W	712,428	683,635	-4.0%	2,049,902	2,017,505	-1.6%	8,217,215	8,018,197	-2.4%
Total	**6,606,512**	**6,399,941**	**-3.1%**	**19,194,767**	**18,880,232**	**-1.6%**	**77,217,833**	**74,905,144**	**-3.0%**

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 [1]

Zone Pair	June (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
A-A	21	20	-2.9%	61	68	12.2%	234	243	3.6%
A-B	457	452	-1.0%	1,387	1,391	0.3%	5,562	5,479	-1.5%
A-C	899	889	-1.1%	2,653	2,661	0.3%	10,481	10,422	-0.6%
A-D	1,094	1,061	-3.0%	3,215	3,166	-1.5%	12,825	12,485	-2.7%
A-E	1,393	1,373	-1.4%	4,059	4,100	1.0%	16,243	16,125	-0.7%
A-F	847	792	-6.4%	2,484	2,367	-4.7%	9,819	9,519	-3.1%
A-G	511	497	-2.6%	1,499	1,490	-0.6%	5,964	5,857	-1.8%
A-H	418	403	-3.5%	1,209	1,183	-2.2%	4,835	4,699	-2.8%
A-I	143	135	-5.5%	413	398	-3.5%	1,642	1,601	-2.5%
A-J	24	57	136.2%	68	168	146.4%	282	649	130.4%
A-K	27	-	-100%	80	-	-100%	323	19	-94.1%
A-M	7	-	-100%	20	-	-100%	84	4	-94.6%
A-J, K, & M	*58*	*57*	*-1.5%*	*167*	*168*	*0.2%*	*688*	*673*	*-2.3%*
Intermediate	193	183	-5.1%	585	558	-4.7%	2,369	2,232	-5.8%
No Zone Pair	575	536	-6.7%	1,463	1,331	-9.1%	6,555	5,572	-15.0%
Total	**6,607**	**6,400**	**-3.1%**	**19,195**	**18,880**	**-1.6%**	**77,218**	**74,905**	**-3.0%**

[1] 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:

- 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, February 10-Ride Ticket sales were not reduced by stockpiling in January 2019 as they have been in previous years.

Table 5: Estimated Passenger Trips by Ticket Type [1]

Ticket Type	June (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	3,765	3,609	-4.1%	56.9%	56.4%	11,337	11,040	-2.6%	59.0%	58.4%
10-Ride Ticket	1,550	1,516	-2.2%	23.4%	23.7%	4,556	4,558	0.0%	23.7%	24.1%
One-Way Ticket	939	931	-0.9%	14.2%	14.6%	2,407	2,451	1.8%	12.5%	13.0%
Weekend Pass	277	260	-6.2%	4.2%	4.1%	670	612	-8.6%	3.5%	3.2%
Special Passes	9	6	-40.2%	0.1%	0.1%	9	6	-40.2%	0.0%	0.0%
RTA Ride Free Permit	75	73	-2.8%	1.1%	1.1%	226	223	-1.4%	1.2%	1.2%
Total [2]	**6,616**	**6,394**	**-3.3%**			**19,206**	**18,889**	**-1.6%**		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	44,909	43,765	-2.5%	58.1%	58.4%
10-Ride Ticket	18,788	18,047	-3.9%	24.3%	24.1%
One-Way Ticket	9,233	9,526	3.2%	12.0%	12.7%
Weekend Pass	3,267	2,627	-19.6%	4.2%	3.5%
Special Passes	134	87	-35.6%	0.2%	0.1%
RTA Ride Free Permit	907	867	-4.3%	1.2%	1.2%
Total [2]	**77,238**	**74,918**	**-3.0%**		

[1] Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

[2] 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 increased 0.7 percent in the current month, and average total weekday passenger loads increased by 0.6 percent in the same period.

Table 6: Average Daily Passenger Loads [1]

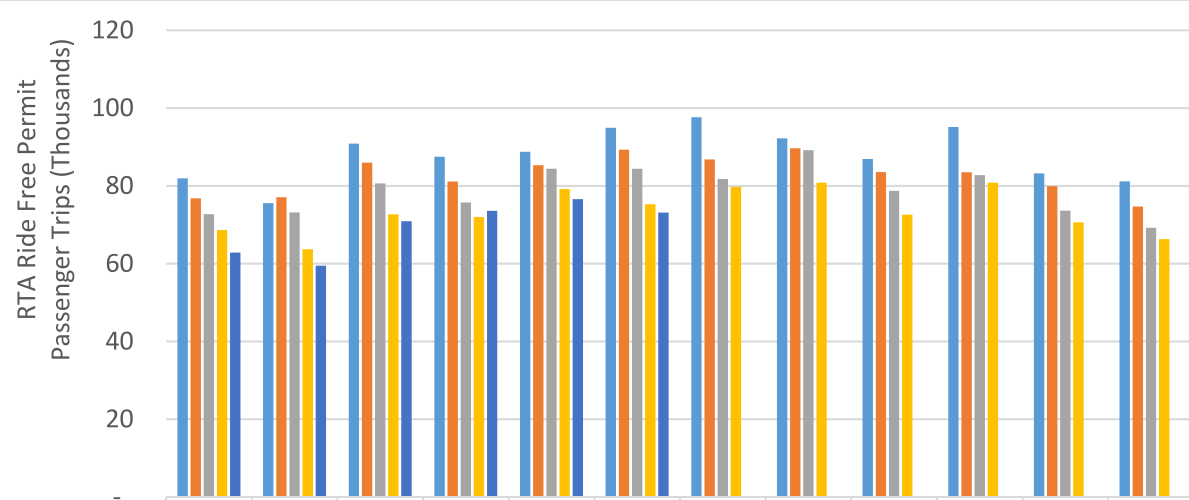
Service Period	June (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
Peak - Peak Direction	216	217	0.7%	217	216	-0.7%	214	209	-2.4%
Peak - Reverse Direction	21	21	0.7%	20	19	-4.7%	20	19	-6.0%
Midday	32	33	3.0%	31	31	-0.4%	32	31	-3.7%
Evening	18	17	-4.1%	16	16	-1.6%	16	15	-3.4%
Weekday	**286**	**288**	**0.6%**	**285**	**282**	**-1.0%**	**282**	**274**	**-2.9%**
Saturday	66	70	6.4%	58	62	6.6%	63	61	-3.5%
Sunday	48	48	-0.9%	39	39	-1.1%	39	38	-3.2%

[1] 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 Trips



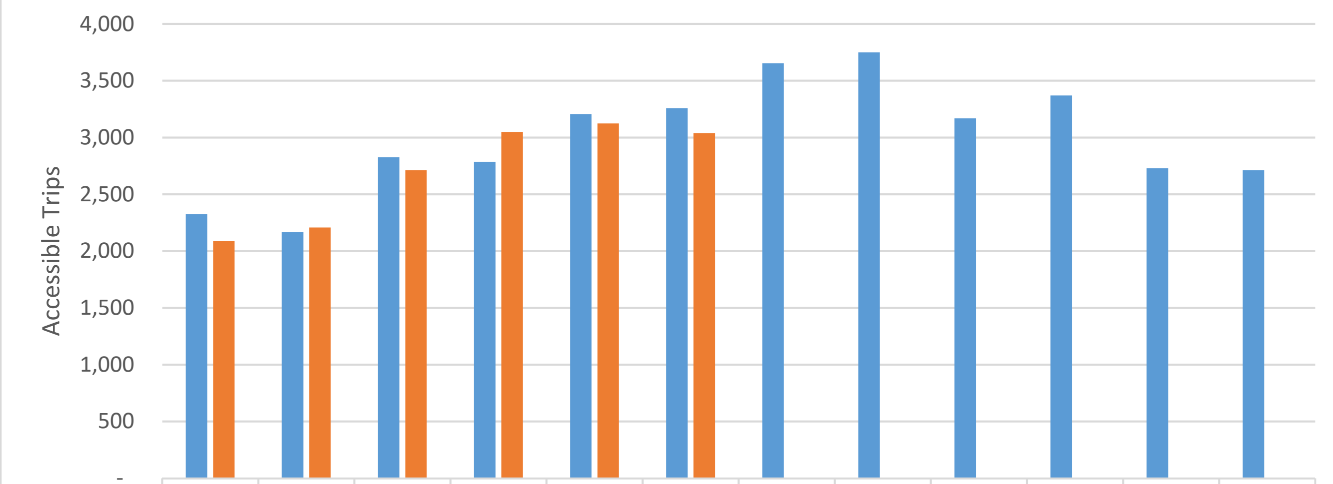
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	81,935	75,558	90,857	87,468	88,753	94,928	97,624	92,221	86,895	95,121	83,191	81,141
2016	76,784	77,078	85,954	81,123	85,310	89,288	86,783	89,663	83,539	83,510	79,896	74,675
2017	72,726	73,158	80,628	75,719	84,407	84,381	81,781	89,173	78,708	82,745	73,628	69,206
2018	68,638	63,698	72,687	71,983	79,182	75,265	79,722	80,810	72,603	80,818	70,598	66,286
2019	62,843	59,480	70,922	73,569	76,584	73,139						

2015 2016 2017 2018 2019

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



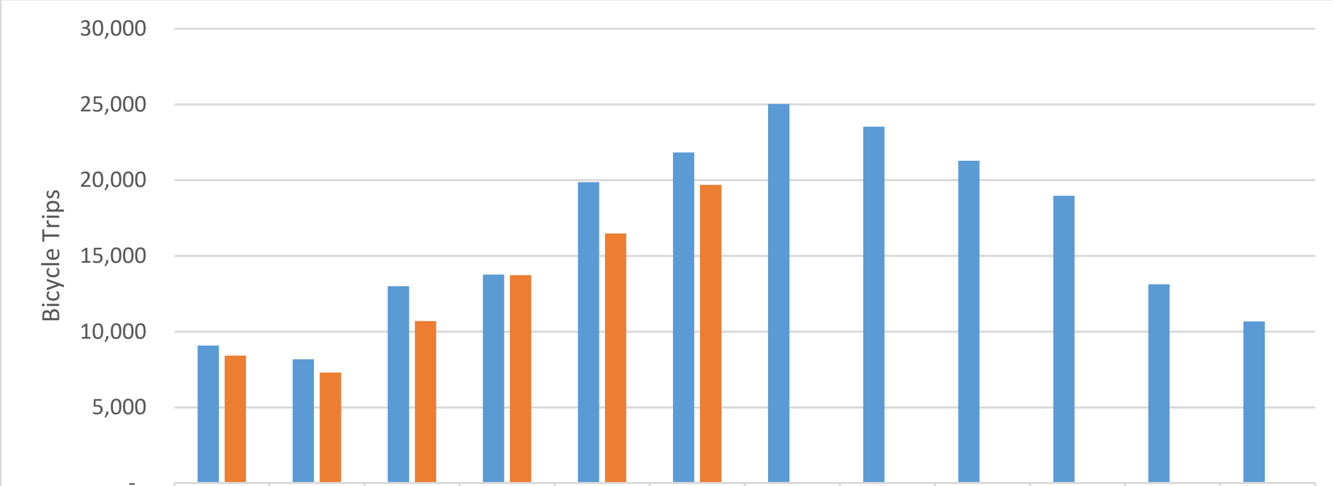
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2018	2,325	2,167	2,826	2,785	3,206	3,259	3,654	3,750	3,168	3,369	2,729	2,712
2019	2,086	2,207	2,713	3,049	3,123	3,039	-	-	-	-	-	-

2018 2019

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
2018	9,076	8,168	12,994	13,760	19,867	21,829	25,023	23,529	21,279	18,966	13,121	10,668
2019	8,420	7,291	10,690	13,719	16,477	19,688	-	-	-	-	-	-

2018 2019

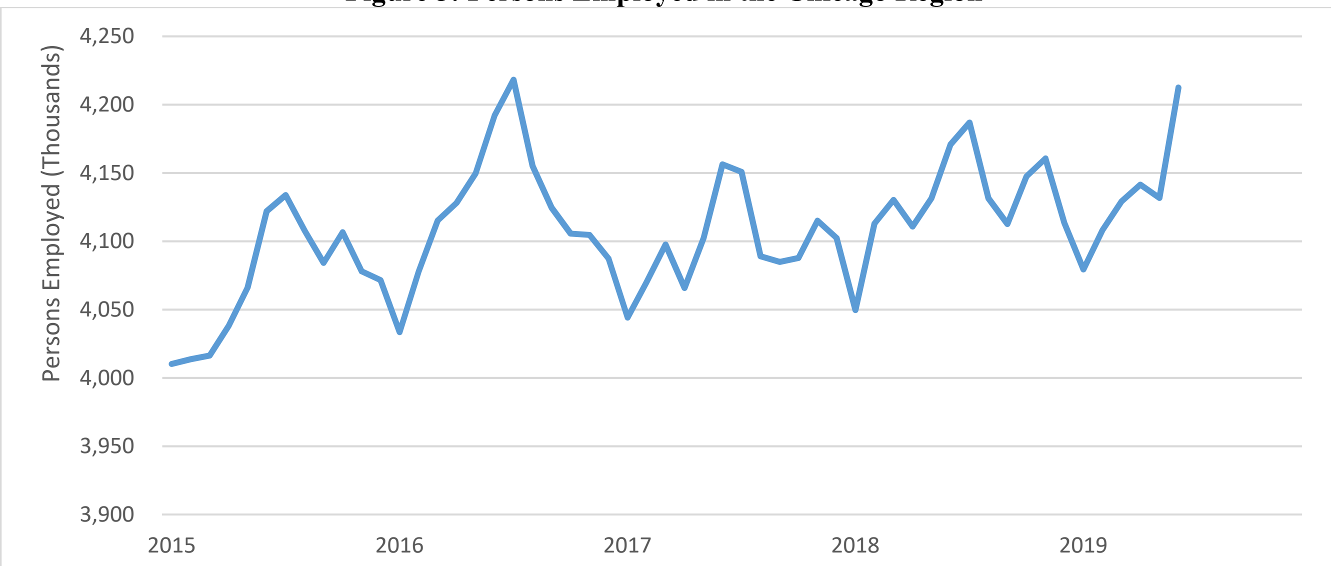
Ridership Influences

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 1.0 percent in June 2019 compared to June 2018.

Figure 5: Persons Employed in the Chicago Region [1]



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
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	4,044
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	4,116
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	4,089
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	4,118
2019	4,079	4,108	4,129	4,141	4,132	4,212							4,134
Change 2018-2019	**0.7%**	**-0.1%**	**0.0%**	**0.7%**	**0.0%**	**1.0%**							**0.4%**

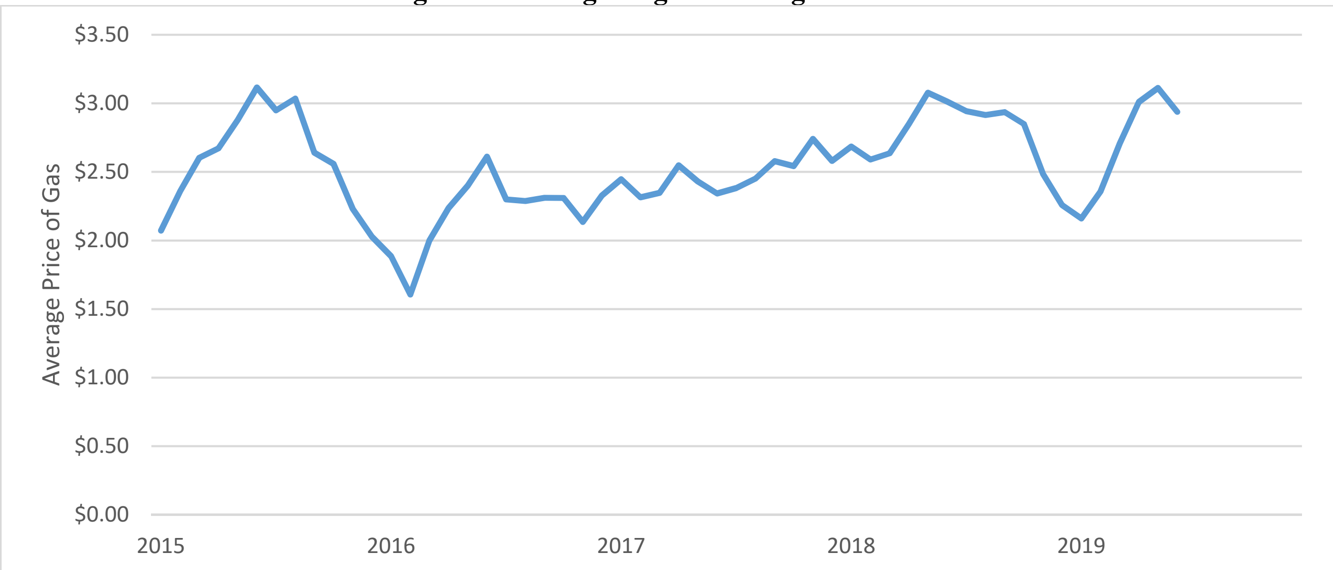
[1] Values are rounded to the thousand. Change is calculated based on the unrounded values.

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 $2.94 in June 2019, a $0.07 decrease compared to June 2018.

Figure 6: Chicago Region Average Gas Prices



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year-to-date Average
2015	$3.45	$3.52	$3.83	$3.95	$3.86	$3.99	$3.71	$3.57	$3.61	$3.30	$3.00	$2.57	$3.77
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	$2.12
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	$2.41
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	$2.81
2019	$2.16	$2.36	$2.71	$3.01	$3.11	$2.94							$2.71
Change 2018-2019	**-$0.52**	**-$0.23**	**$0.07**	**$0.16**	**$0.03**	**-$0.07**							**-$0.09**

Source: Bureau of Labor Statistics

Road Construction

No new roadway construction projects of regional significance began in June. 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 RI and UP-NW lines was increased as part of a pilot project to increase weekend ridership. The pilot schedules are in effect until Labor Day weekend.

On June 3, a revised weekday BNSF line schedule was implemented which introduced two new trains, one each during the morning and evening peak periods. Weekend service on the BNSF line was also increased as part of a pilot project to increase weekend ridership. The additional weekend service is in effect until Labor Day weekend.

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 June 1, 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.

Family Fares are in effect from Memorial Day to Labor Day.

Metra added additional service on the MD-W line for Spring Awakening (June 7-9), and additional service on the BNSF, UP-N, and UP-NW lines for the Chicago Pride Parade (June 30).

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 [1]

Line	June (Thousands)			Last 3 Months (Thousands)			Last 12 Months (Thousands)		
	2018	2019	Change	2018	2019	Change	2018	2019	Change
BNSF	$7,003	$6,801	-2.9%	$20,276	$19,994	-1.4%	$77,583	$78,766	1.5%
HC	$328	$321	-2.1%	$966	$967	0.1%	$3,680	$3,803	3.3%
MD-N	$2,983	$2,965	-0.6%	$8,436	$8,552	1.4%	$32,697	$33,612	2.8%
MD-W	$2,683	$2,557	-4.7%	$7,795	$7,547	-3.2%	$30,164	$30,383	0.7%
ME	$2,953	$2,798	-5.3%	$8,749	$8,207	-6.2%	$33,995	$33,361	-1.9%
NCS	$816	$782	-4.2%	$2,374	$2,307	-2.8%	$9,247	$9,193	-0.6%
RI	$3,071	$2,980	-3.0%	$8,992	$8,817	-1.9%	$35,147	$35,298	0.4%
SWS	$964	$913	-5.2%	$2,852	$2,796	-1.9%	$11,053	$11,228	1.6%
UP-N	$3,500	$3,425	-2.1%	$9,921	$9,896	-0.3%	$38,104	$38,749	1.7%
UP-NW	$4,834	$4,716	-2.4%	$13,816	$13,705	-0.8%	$53,184	$54,336	2.2%
UP-W	$3,605	$3,463	-3.9%	$10,288	$10,152	-1.3%	$39,390	$40,267	2.2%
Total	**$32,740**	**$31,721**	**-3.1%**	**$94,465**	**$92,941**	**-1.6%**	**$364,245**	**$368,997**	**1.3%**

[1] 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 [1]

Ticket Type	June (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	$16,481	$15,755	-4.4%	50.2%	49.7%	$49,598	$48,051	-3.1%	52.4%	51.7%
10-Ride Ticket	$9,251	$9,054	-2.1%	28.2%	28.6%	$27,112	$27,132	0.1%	28.7%	29.2%
One-Way Ticket	$5,906	$5,827	-1.3%	18.0%	18.4%	$15,122	$15,353	1.5%	16.0%	16.5%
Weekend Pass	$1,110	$1,042	-6.2%	3.4%	3.3%	$2,681	$2,449	-8.6%	2.8%	2.6%
Special Passes	$74	$22	-70.1%	0.2%	0.1%	$74	$22	-70.1%	0.1%	0.0%
Total [2]	**$32,822**	**$31,699**	**-3.4%**			**$94,586**	**$93,007**	**-1.7%**		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	$190,430	$191,026	0.3%	52.2%	51.7%
10-Ride Ticket	$105,414	$107,445	1.9%	28.9%	29.1%
One-Way Ticket	$56,774	$59,801	5.3%	15.6%	16.2%
Weekend Pass	$11,366	$10,499	-7.6%	3.1%	2.8%
Special Passes	$531	$454	-14.5%	0.1%	0.1%
Total [2]	**$364,516**	**$369,225**	**1.3%**		

[1] Values are rounded to the thousand. Change and share are calculated based on the unrounded values.
[2] 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 2018 and 2019.

Table 9: Passenger Revenue by Ticket Type and Sales Channel (Current Month) [1]

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	$5,102	$4,801	-5.9%	31.0%	30.4%	$671	$638	-4.9%	7.2%	7.0%
Conductor	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Internet	$393	-	-100%	2.4%	0.0%	$74	-	-100%	0.8%	0.0%
Ticket Agent	$4,994	$4,694	-6.0%	30.3%	29.8%	$2,691	$2,324	-13.6%	29.1%	25.7%
Vending Machine	$667	$524	-21.3%	4.0%	3.3%	$498	$362	-27.2%	5.4%	4.0%
Ventra App	$5,325	$5,758	8.1%	32.3%	36.5%	$5,319	$5,730	7.7%	57.5%	63.3%
Total	**$16,481**	**$15,777**	**-4.3%**			**$9,251**	**$9,054**	**-2.1%**		

Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Conductor	$1,303	$1,112	-14.7%	22.1%	19.1%	$576	$450	-21.8%	50.2%	42.3%
Internet	-	-		0.0%	0.0%	-	-		0.0%	0.0%
Ticket Agent	$1,789	$1,535	-14.2%	30.3%	26.4%	$151	$118	-22.1%	13.2%	11.1%
Vending Machine	$235	$186	-20.7%	4.0%	3.2%	$38	$31	-18.8%	3.3%	2.9%
Ventra App	$2,578	$2,993	16.1%	43.7%	51.4%	$382	$465	21.7%	33.3%	43.7%
Total	**$5,906**	**$5,827**	**-1.3%**			**$1,147**	**$1,064**	**-7.3%**		

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	$5,773	$5,439	-5.8%	17.6%	17.1%
Conductor	$1,879	$1,562	-16.9%	5.7%	4.9%
Internet	$467	-	-100%	1.4%	0.0%
Ticket Agent	$9,625	$8,671	-9.9%	29.4%	27.3%
Vending Machine	$1,437	$1,104	-23.2%	4.4%	3.5%
Ventra App	$13,603	$14,945	9.9%	41.5%	47.1%
Total [2]	**$32,785**	**$31,722**	**-3.2%**		

[1] Values are rounded to the thousand. Change and share are calculated based on the unrounded values.
[2] 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 4.1 percent in the current month compared to the previous year, and 10-Ride Ticket sales decreased by 2.2 percent in the same period.

Table 10: Ticket Sales by Ticket Type [1]

Ticket Type	June (Thousands)					Last 3 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	88	84	-4.1%	6.8%	6.6%	264	257	-2.6%	7.8%	7.5%
10-Ride Ticket	155	152	-2.2%	11.9%	11.9%	456	456	0.0%	13.4%	13.4%
One-Way Ticket	939	931	-0.9%	72.4%	73.1%	2,407	2,451	1.8%	70.8%	71.8%
Weekend Pass	111	104	-6.2%	8.6%	8.2%	268	245	-8.6%	7.9%	7.2%
Special Passes	5	3	-40.2%	0.4%	0.2%	5	3	-40.2%	0.1%	0.1%
Total	**1,297**	**1,273**	**-1.8%**			**3,398**	**3,411**	**0.4%**		

Ticket Type	Last 12 Months (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Monthly Pass	1,044	1,018	-2.5%	7.7%	7.6%
10-Ride Ticket	1,879	1,805	-3.9%	13.9%	13.4%
One-Way Ticket	9,233	9,526	3.2%	68.3%	70.9%
Weekend Pass	1,307	1,051	-19.6%	9.7%	7.8%
Special Passes	56	38	-32.7%	0.4%	0.3%
Total	**13,520**	**13,437**	**-0.6%**		

[1] 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	2018	2019	Change	Line	2018	2019	Change
BNSF	19,652	18,685	-4.9%	BNSF	32,773	32,989	0.7%
HC	1,052	1,017	-3.3%	HC	1,352	1,325	-2.0%
MD-N	6,895	6,855	-0.6%	MD-N	16,138	15,999	-0.9%
MD-W	7,024	6,569	-6.5%	MD-W	10,221	10,137	-0.8%
ME	8,449	8,053	-4.7%	ME	12,733	11,400	-10.5%
NCS	2,031	1,946	-4.2%	NCS	3,473	3,399	-2.1%
RI	9,859	9,504	-3.6%	RI	11,733	11,128	-5.2%
SWS	3,293	3,128	-5.0%	SWS	4,044	3,788	-6.3%
UP-N	8,271	8,166	-1.3%	UP-N	23,135	22,434	-3.0%
UP-NW	11,879	11,322	-4.7%	UP-NW	21,681	21,606	-0.3%
UP-W	9,158	8,686	-5.2%	UP-W	17,682	17,358	-1.8%
Total	**87,563**	**83,931**	**-4.1%**	**Total**	**154,965**	**151,563**	**-2.2%**
One-Way Ticket (Mobile & Station)				**One-Way Ticket (Conductor)**			
Line	**2018**	**2019**	**Change**	**Line**	**2018**	**2019**	**Change**
BNSF	129,532	131,503	1.5%	BNSF	22,826	17,974	-21.3%
HC	3,018	3,373	11.8%	HC	601	307	-48.9%
MD-N	66,552	69,798	4.9%	MD-N	21,868	19,064	-12.8%
MD-W	62,049	62,974	1.5%	MD-W	23,940	20,349	-15.0%
ME	94,905	96,675	1.9%	ME	28,405	24,941	-12.2%
NCS	12,632	12,624	-0.1%	NCS	6,503	5,434	-16.4%
RI	60,009	59,980	0.0%	RI	19,163	17,618	-8.1%
SWS	14,614	15,051	3.0%	SWS	4,798	4,013	-16.4%
UP-N	89,079	95,409	7.1%	UP-N	37,841	32,371	-14.5%
UP-NW	105,934	111,514	5.3%	UP-NW	31,762	29,992	-5.6%
UP-W	78,757	80,230	1.9%	UP-W	24,095	19,569	-18.8%
Total	**717,081**	**739,131**	**3.1%**	**Total**	**221,802**	**191,632**	**-13.6%**
Weekend, Special, Ravinia Passes (Mobile & Station)				**Weekend, Special, Ravinia Passes (Conductor)**			
Line	**2018**	**2019**	**Change**	**Line**	**2018**	**2019**	**Change**
BNSF	12,740	13,478	5.8%	BNSF	7,993	5,619	-29.7%
HC	-	-		HC	-	-	
MD-N	5,390	6,236	15.7%	MD-N	5,879	4,752	-19.2%
MD-W	5,161	5,823	12.8%	MD-W	6,924	5,267	-23.9%
ME	5,917	5,433	-8.2%	ME	3,015	1,810	-40.0%
NCS	-	-		NCS	-	-	
RI	3,224	4,312	33.7%	RI	5,085	5,210	2.5%
SWS	126	141	11.9%	SWS	297	116	-60.9%
UP-N	8,900	8,155	-8.4%	UP-N	9,002	6,364	-29.3%
UP-NW	10,045	11,081	10.3%	UP-NW	11,891	10,213	-14.1%
UP-W	6,186	6,910	11.7%	UP-W	7,819	5,990	-23.4%
Total	**57,689**	**61,569**	**6.7%**	**Total**	**57,905**	**45,341**	**-21.7%**

Tables 12 and 13 show ticket sales by ticket type, sales channel, and tender type for the current month and year-to date 2018 and 2019. Tables 14 and 15 show total ticket sales by sales channel and tender type for the current month and year-to-date 2018 and 2019.

Table 12: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Current Month) [1]

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	27	25	-5.8%	30.4%	29.8%	10	10	-4.9%	6.8%	6.6%
Conductor	-	-				-	-			
Internet	2	-	-100%	2.4%		1	-	-100%	0.8%	
Ticket Agent	27	26	-5.4%	30.9%	30.4%	47	41	-13.1%	30.4%	27.0%
Cash & Other	4	3	-24.7%			7	6	-19.2%		
Credit Card	23	22	-1.7%			40	35	-11.9%		
Vending Machine	4	3	-20.5%	4.0%	3.3%	8	6	-27.8%	5.3%	3.9%
Ventra App	28	31	8.6%	32.3%	36.5%	88	95	7.8%	56.7%	62.5%
Credit Card	26	28	9.4%			84	90	7.8%		
Mixed & Other	2	1	-25.1%			1	1	-19.0%		
Ventra	1	1	45.3%			3	4	15.6%		
Total	**88**	**84**	**-3.9%**			**155**	**152**	**-2.1%**		

Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	222	192	-13.6%	23.6%	20.6%	58	45	-21.7%	50.1%	42.4%
Internet	-	-				-	-			
Ticket Agent	277	239	-13.6%	29.5%	25.7%	16	12	-23.4%	13.6%	11.2%
Cash & Other	152	128	-15.3%			8	6	-27.9%		
Credit Card	125	111	-11.6%			8	6	-19.1%		
Vending Machine	37	29	-20.5%	3.9%	3.1%	4	3	-18.8%	3.3%	2.9%
Ventra App	404	471	16.7%	43.0%	50.6%	38	46	21.7%	33.1%	43.5%
Credit Card	365	431	18.0%			36	44	23.1%		
Mixed & Other	3	2	-19.6%			0	0	-16.4%		
Ventra	36	38	6.0%			2	2	3.1%		
Total	**939**	**931**	**-0.9%**			**116**	**107**	**-7.5%**		

[1] Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Table 13: Ticket Sales by Ticket Type, Sales Channel, and Tender Type (Year-to-date)

Sales Channel	Monthly Pass (Thousands)					10-Ride Ticket (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	163	154	-5.6%	31.2%	30.3%	62	59	-5.4%	6.8%	6.7%
Conductor	-	-				-	-			
Internet	15	-	- 100.0%	2.8%		7	-	- 100.0%	0.8%	
Ticket Agent	164	160	-2.6%	31.4%	31.4%	287	243	-15.3%	31.2%	27.6%
Cash & Other	29	22	-23.1%			46	35	-23.8%		
Credit Card	135	138	1.7%			241	208	-13.6%		
Vending Machine	20	16	-19.7%	3.8%	3.1%	45	34	-24.1%	4.9%	3.9%
Ventra App	161	179	10.9%	30.9%	35.2%	519	545	5.0%	56.4%	61.8%
Credit Card	146	165	13.3%			491	517	5.3%		
Mixed & Other	11	7	-36.1%			8	5	-35.1%		
Ventra	5	7	48.4%			21	23	12.3%		
Total	**523**	**509**	**-2.8%**			**920**	**881**	**-4.2%**		

Sales Channel	One-Way Ticket (Thousands)					Weekend, Special, Ravinia Passes (Thousands)				
	2018	2019	Change	Share 2018	Share 2019	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	-	-				-	-			
Conductor	1,021	872	-14.6%	23.6%	20.1%	261	200	-23.2%	51.6%	46.1%
Internet	-	-				-	-			
Ticket Agent	1,248	1,103	-11.6%	28.9%	25.4%	65	50	-24.2%	12.9%	11.4%
Cash & Other	706	606	-14.2%			34	25	-26.1%		
Credit Card	542	497	-8.2%			32	25	-22.0%		
Vending Machine	154	133	-13.5%	3.6%	3.1%	15	12	-23.9%	3.1%	2.7%
Ventra App	1,899	2,228	17.3%	43.9%	51.4%	164	173	5.4%	32.4%	39.8%
Credit Card	1,690	2,028	20.0%			151	162	7.7%		
Mixed & Other	16	11	-34.0%			1	1	-36.5%		
Ventra	193	189	-1.8%			12	9	-19.0%		
Total	**4,322**	**4,336**	**0.3%**			**505**	**434**	**-14.1%**		

Table 14: Total Ticket Sales by Sales Channel and Tender Type (Current Month) [1]

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	37	35	-5.5%	2.9%	2.7%
Conductor	280	237	-15.3%	21.6%	18.6%
Internet	3	-	-100%	0.3%	
Ticket Agent	367	318	-13.4%	28.3%	24.9%
Cash & Other	171	143	-16.3%		
Credit Card	195	174	-10.8%		
Vending Machine	52	41	-21.5%	4.0%	3.2%
Ventra App	558	643	15.2%	43.0%	50.5%
Credit Card	510	594	16.3%		
Mixed & Other	5	4	-20.9%		
Ventra	42	45	7.3%		
Total	**1,297**	**1,274**	**-1.8%**		

[1] Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Table 15: Total Ticket Sales by Sales Channel and Tender Type (Year-to-date) [1]

Sales Channel	All Ticket Types (Thousands)				
	2018	2019	Change	Share 2018	Share 2019
Commuter Benefit	225	213	-5.6%	3.6%	3.5%
Conductor	1,282	1,073	-16.3%	20.4%	17.4%
Internet	22	-	-100%	0.3%	
Ticket Agent	1,764	1,556	-11.8%	28.1%	25.2%
Cash & Other	815	688	-15.6%		
Credit Card	949	867	-8.6%		
Vending Machine	235	195	-16.8%	3.7%	3.2%
Ventra App	2,744	3,125	13.9%	43.7%	50.7%
Credit Card	2,477	2,872	15.9%		
Mixed & Other	36	24	-35.0%		
Ventra	230	229	-0.4%		
Total	**6,271**	**6,161**	**-1.8%**		

[1] Values are rounded to the thousand. Change and share are calculated based on the unrounded values.

Link-Up and PlusBus Sales

Sales of CTA Link-Up passes decreased by 8.6 percent in the current month compared to the previous year, and sales of Pace PlusBus passes decreased by 4.5 percent in the same period. Table 16 shows Link-Up and PlusBus sales by month for 2018 and 2019.

Table 16: Link-Up and PlusBus Sales

Month	2018		2019		Change		Mobile Share (2019)	
	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus	Link-Up	PlusBus
Jan	3,090	1,177	2,836	1,057	-8.2%	-10.2%	27.5%	23.4%
Feb	3,120	1,155	2,867	1,046	-8.1%	-9.4%	29.0%	23.6%
Mar	3,109	1,188	2,873	1,062	-7.6%	-10.6%	29.1%	24.1%
Apr	3,051	1,148	2,843	1,053	-6.8%	-8.3%	27.6%	24.7%
May	2,964	1,107	2,759	1,012	-6.9%	-8.6%	28.1%	24.7%
Jun	2,908	1,068	2,658	1,020	-8.6%	-4.5%	27.5%	24.6%
Jul	2,812	1,038						
Aug	2,820	1,060						
Sep	2,798	1,063						
Oct	2,899	1,111						
Nov	2,925	1,070						
Dec	2,699	922						
Year-to-date	**18,242**	**6,843**	**16,836**	**6,250**	**-7.7%**	**-8.7%**	**28.1%**	**24.2%**
Last 3 Months	**8,923**	**3,323**	**8,260**	**3,085**	**-7.4%**	**-7.2%**	**27.7%**	**24.7%**
Last 12 Months	**35,869**	**13,870**	**33,789**	**12,514**	**-5.8%**	**-9.8%**	**27.3%**	**23.3%**

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 2018 and 2019.

Table 17: Reduced Fare Ticket Sales

Month	2018				2019			
	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	2,771	18,132	40,528	20,183	2,752	11,168	42,613	19,183
Feb	2,897	9,165	36,638	18,463	2,838	10,771	33,924	14,399
Mar	3,007	11,429	64,010	24,568	2,940	11,587	63,580	21,353
Apr	3,006	12,195	43,755	22,532	2,991	11,919	47,792	17,705
May	3,039	13,026	55,248	27,998	2,972	12,896	59,546	26,328
Jun	2,875	12,742	73,733	34,342	2,809	12,175	76,946	33,644
Jul	2,841	12,374	88,996	34,797				
Aug	2,703	12,919	82,500	32,105				
Sep	3,154	12,430	49,190	24,220				
Oct	3,318	14,436	52,359	25,649				
Nov	3,122	12,216	53,685	22,797				
Dec	2,675	11,029	57,839	24,766				
Year-to-date	**17,595**	**76,689**	**313,912**	**148,086**	**17,302**	**70,516**	**324,401**	**132,612**
Last 3 Months	**8,920**	**37,963**	**172,736**	**84,872**	**8,772**	**36,990**	**184,284**	**77,677**
Last 12 Months	**35,406**	**157,222**	**685,667**	**321,979**	**35,115**	**145,920**	**708,970**	**296,946**

Month	Change			
	Monthly Pass	10-Ride Ticket	One-Way Ticket Mobile & Station	One-Way Ticket Conductor
Jan	-0.7%	-38.4%	5.1%	-5.0%
Feb	-2.0%	17.5%	-7.4%	-22.0%
Mar	-2.2%	1.4%	-0.7%	-13.1%
Apr	-0.5%	-2.3%	9.2%	-21.4%
May	-2.2%	-1.0%	7.8%	-6.0%
Jun	-2.3%	-4.4%	4.4%	-2.0%
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				
Year-to-date	**-1.7%**	**-8.0%**	**3.3%**	**-10.4%**
Last 3 Months	**-1.7%**	**-2.6%**	**6.7%**	**-8.5%**
Last 12 Months	**-0.8%**	**-7.2%**	**3.4%**	**-7.8%**

From: Christina Watson
To: Board (@caltrain.com)
Cc: Bouchard, Michelle; Petty, Sebastian; Lindsey Kiner; Edison, Chad R.@CalSTA
Subject: Caltrain Business Plan Comments - TAMC
Date: Tuesday, September 03, 2019 12:34:59 PM
Attachments: Gillett - Caltrain business plan comments.pdf

Dear Chair Gillett:

Please see attached comment letter.

Thank you,

Christina

____

Christina Watson
Principal Transportation Planner
Transportation Agency for Monterey County
55-B Plaza Circle Salinas, CA 93901
Tel. (831) 775-4406
Fax (831) 775-0897
christina@tamcmonterey.org
http://www.tamcmonterey.org

TAMC
TRANSPORTATION AGENCY
FOR MONTEREY COUNTY

55-B Plaza Circle, Salinas, CA 93901-2902 • Tel: (831) 775-0903 • Website: www.tamcmonterey.org

September 3, 2019

Gillian Gillett
Chair
Peninsula Corridor Joint Powers Board
1250 San Carlos Ave
San Carlos, CA 94070

Via email to: board@caltrain.com

Subject: Caltrain Business Plan Comments

Dear Chair Gillett:

On behalf of the Transportation Agency for Monterey County (TAMC), I am writing to comment on the staff recommended preferred alternative for the Caltrain Business Plan. **TAMC encourages Caltrain to include the Monterey County Rail Extension in all near-term scenarios for the Business Plan.**

TAMC is the lead agency planning for an extension of Caltrain service to Salinas in Monterey County from the Gilroy station. The three-county Monterey Bay Area had a population of 776,000 in 2018 and is projected to reach almost a million residents by the year 2040. Our growing population needs an alternative means of getting to jobs, health care, entertainment and shopping around the region and opportunities across the state. Increased access to the rail network and connectivity to the Caltrain system in Gilroy will help the region be more sustainable economically, environmentally and socially.

We have been working with your staff over the years on the extension of service and they are currently reviewing our 75% engineering plans for the improvements at Salinas (six-train layover facility) and in Gilroy (connection of the station track to the through track to enable the extension of service). The near-term scenario is two round trips as an extension of trains currently serving Gilroy; the long-term scenario could support a much more robust service. The project has been environmentally cleared and is fully funded with state grants. The extension of service to Salinas is a priority for the State of California and is shown in the near-term 2022 vision in the State Rail Plan. We would like to see the Monterey County Rail Extension referenced in all Business Plan scenarios, including the maps and exhibits.

We appreciate the opportunity to comment on this exciting project.

Sincerely,

Debra L. Hale
Executive Director

Cc: Chad Edison, CalSTA Deputy Secretary
Michelle Bouchard
Sebastian Petty

P:\Correspondence\2019\Outgoing\Gillett - Caltrain business plan comments.docx

Office of the City Manager
Melissa Stevenson Diaz, City Manager

1017 Middlefield Road
Redwood City, CA 94063
(650) 780-7301
Fax (650) 780-7225

August 26, 2019

Caltrain Board of Directors
Peninsula Corridor Joint Powers
1250 San Carlos Avenue
San Carlos, CA 94070-1306

Honorable Board Members,

The City of Redwood City is committed to high quality, high frequency transit service as an essential alternative to driving alone for our residents, employees and visitors. The heart of downtown Redwood City is steps away from our Caltrain station. We are actively encouraging transit oriented development to maintain and build ridership for increased Caltrain service. Each day thousands of our downtown employees, residents, and visitors commute via Caltrain. While many of our larger employers, such as high tech firms, are able to purchase Go Passes under the current Program guidelines, it's not a viable option for the numerous smaller employers, including the multitude of restaurants and retailers.

At your September 5th meeting, you will be holding a public hearing on proposed fare and parking fee changes. We understand that the Board is considering increasing Go Pass fares by 20%. This is on top of the previous rate increases of the last four years, increasing the pass cost by approximately 75% in total. While we appreciate the agency's need to increase revenue, we are concerned that such an increase would further limit the program's utility – potentially decreasing the number of employers who would participate in the program. Any fare or program changes should increase Caltrain revenues while also expanding ridership and the availability of the Go Pass program for our downtown community.

We understand constraints of managing business and financial models, and we support and encourage Caltrain's consideration of program adjustments that provide greater flexibility and increased program participation and ridership for all of our downtown businesses and residential complexes.

Sincerely,

Melissa Stevenson Diaz

Melissa Stevenson Diaz
City Manager

Cc: Mayor Ian Bain and City Council

From: Jesse Budlong
To: Board (@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, September 03, 2019 3:18:53 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has lead to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Jesse Budlong
jesse.budlong@gmail.com
1130 3rd Avenue, #306
Oakland, California 94606

From: Monica Mallon
To: Board (@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, September 03, 2019 3:30:59 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has lead to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Monica Mallon
monicamallon@icloud.com
14854 Union Ave
San Jose, California 95124

From:	Paul Farmer
To:	Board (@caltrain.com)
Cc:	Debbie Hale
Subject:	Comments on Caltrain Business Plan from Salinas Valley Chamber of Commerce
Date:	Tuesday, September 03, 2019 3:42:17 PM
Attachments:	Caltrain Business Plan Comments from Salinas Valley Chamber of Commerce.pdf

Dear Chair Gillett and Members of the Peninsula Corridor Joint Powers Board,
Please find the attached letter with comments on the Caltrain Business Plan.
Thank you kindly for your attention in this matter,
~Paul Farmer

paul farmer | ceo & chief member advocate
salinas valley chamber of commerce
831.751.7725 | **president@salinaschamber.com**

We are committed to…
Creating a strong local economy
Promoting the community
Providing networking opportunities
Representing the interest of business with government
Political action

September 3, 2019

Gillian Gillett
Chair
Peninsula Corridor Joint Powers Board
1250 San Carlos Ave
San Carlos, CA 94070

Subject: Caltrain Business Plan Comments

Dear Chair Gillett:

On behalf of the Salinas Valley Chamber of Commerce, I am writing to comment on the staff recommended preferred alternative for the Caltrain Business Plan. **The Salinas Valley Chamber of Commerce encourages Caltrain to include the Monterey County Rail Extension in all near-term scenarios for the Business Plan.**

TAMC is the lead agency for the Monterey County Rail Extension project. It is our understanding that TAMC and Caltrain staff have been reviewing the 75% engineering plans for the improvements at Salinas (six-train layover facility) and in Gilroy (connection of the station track to the through track to enable the extension of service). The near-term scenario is two round trips as an extension of trains currently serving Gilroy; the long-term scenario could support a much more robust service. The project has been environmentally cleared and is fully funded with state grants. The extension of service to Salinas is a priority for the State of California and is shown in the near-term 2022 vision in the State Rail Plan.

The Salinas Valley Chamber of Commerce is strongly in support of the Monterey County Rail Extension project. Construction of the non-rail elements of the project are well underway at the existing Amtrak train station. The downtown area is ideal for transit-oriented development and related improvements in the city center are underway to realize a revitalization vision for the City.

We appreciate the opportunity to comment on this exciting project.

Sincerely,

Paul Farmer

Paul Farmer
President & CEO
Salinas Valley Chamber of Commerce

Sent via email to: board@caltrain.com
Cc: Debra L. Hale, Transportation Agency for Monterey County

From: Nik Kaestner
To: Board (@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, September 03, 2019 3:56:14 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has lead to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Nik Kaestner
niksletter@outlook.com
17 Milton St.
San Francisco, California 94112

From:	Kat Orekhova
To:	Board (@caltrain.com)
Subject:	Re: Caltrain payment
Date:	Tuesday, September 03, 2019 4:27:30 PM

Is there someone else I can reach out to about changing the Caltrain payment system? The requirement to tag on/off each month for people with monthly autopay set up leads to significant frustration. I would be happy to help the relevant team make some changes to improve the experience - please help connect me.

Thanks,
Kat Orekhova

On Fri, May 3, 2019 at 5:36 PM Kat Orekhova <eorekhova@gmail.com> wrote:

> Hello,
>
> I have recently started commuting on the Caltrain and have found the payment experience with Clipper to be quite confusing. This has led to me paying extra money and almost being given a citation despite having auto monthly payments set up. If you are open to it, I would love to discuss some simple changes to your website and mobile app which would greatly improve usability. I am a product manager by trade and have a design colleague who would love to help as well. If you could connect us to the person(s) who manages your website, we could share suggestions directly.
>
> Thanks!
> Kat

From:	Marilyn Price
To:	Board (@caltrain.com)
Subject:	Please Support Moving Forward Immediately with the Fare Integration
Date:	Tuesday, September 03, 2019 5:47:39 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

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It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Marilyn Price
mprice@the-acorn.com
138 Sunnyside Ave
Mill Valley , California 94941-2074

From: Dustin Harber
To: Board (@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, September 03, 2019 6:15:57 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has lead to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Dustin Harber
contact.dustin.now@gmail.com
4261 DRY BED CT
SANTA CLARA, California 95054

From: Alexander Li
To: Board (@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, September 03, 2019 6:30:49 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has lead to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

When each agency proposes its own fare schedule, it makes traveling difficult and expensive in the Bay Area. As a student and a frequent rider on Caltrain, I cannot stress how much I pay in transportation to go across the bay. It costs me more to get from Palo Alto to Berkeley than it costs for me to go home to Los Angeles. Please fix this.

Alexander Li
ali17@stanford.edu
531 Lausen Mall
Stanford, California 94305

From: Flavio Poehlmann
To: Board (@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, September 03, 2019 6:45:20 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

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It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Flavio Poehlmann
flavio.poehlmann@gmail.com
35620 Nuttman Lane
Fremont, California 94536

From: Eric Gregory
To: Board (@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Wednesday, September 04, 2019 12:51:56 AM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

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It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Eric Gregory
mrericsir@gmail.com
255 Dolores St 3
San Francisco, California 94103

From: Nik Kaestner
To: Board (@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Wednesday, September 04, 2019 1:00:16 AM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

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It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Nik Kaestner
niksletter@outlook.com
17 Milton St.
San Francisco, California 94112