

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**April 2016  
Monthly Performance Report**



**NICTD**

## APRIL, 2016 MONTHLY PERFORMANCE REPORT

### Ridership

April ridership declined by 5.5% compared to last year. This year we carried 287,094 passengers. In April 2015 we carried 303,792. This is the lowest monthly ridership for April since 2000. Although we had one less business day and a wet/cold beginning to spring it doesn't completely account for this significant decline.

### Weekday Travel

All segments of our ridership declined. Weekday travel was down 2.1% compared to April 2015. We averaged 11,822 passengers per day; with average **peak** travel declining 0.6%; and **off-peak** travel declining by 6.4%. This decline in average off-peak travel is disturbing and continues a trend that began in August 2015.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2015	Apr 2016		Avg. 2015	Apr 2016
5:48 a	37.5	31.7	3:57 p***	70.0	75.4
6:31 a	73.0	64.4	4:02 p	66.8	73.7
6:55 a***	71.7	79.3	4:28 p	86.7	91.0
7:13 a	76.9	72.9	4:57 p	98.6	99.4
7:35 a	88.5	85.6	5:10 p	79.7	80.2
7:51 a	87.8	79.3	5:28 p	69.2	77.4
8:08 a	77.0	90.8	5:32 p	69.7	77.5
8:31 a	90.9	90.2	5:58 p	78.6	73.2
8:52 a	65.9	69.9	7:10 p*	65.1	58.0
10:28 a*	66.0	66.8			

\*Non rush-hour service

\*\*Average for Tuesday thru Thursday ONLY

\*\*\*New Sunrise Express introduced on March 16, 2015; 3:57p is afternoon express

### Weekend

Weekend ridership declined 9.2% over April 2015. We averaged 4,315 passengers per day on weekends compared to 4,751 last year. This is the third consecutive month of average weekend ridership decline.

### Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: MAY THRU APRIL							
	2012-13	2013-14	%Change	2014-15	%Change	2015-16	%Change
Total	3,595,140	3,577,907	-0.5	3,634,154	1.6	3,585,729	-1.3
Weekday	3,057,697	3,042,834	-0.5	3,078,098	1.2	3,061,632	-0.5
Peak	2,172,850	2,178,644	0.3	2,210,092	1.4	2,219,430	0.4
Off-peak	884,847	864,190	-2.3	868,006	0.4	842,202	-3.0
Weekend	545,005	530,116	-2.7	559,031	5.4	523,262	-6.4
South Bend	267,323	250,773	-6.2	250,696	0.0	245,984	-1.9

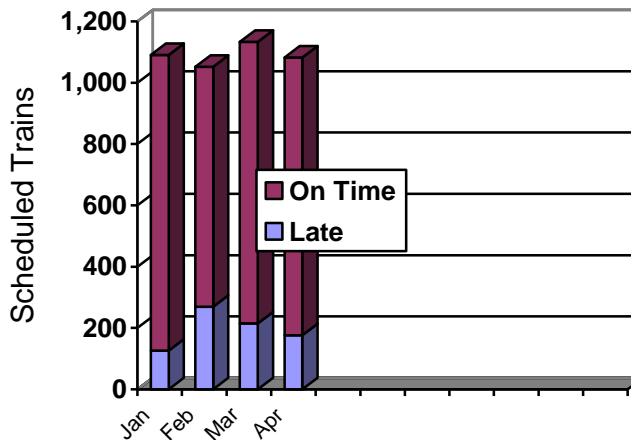
### On Time Performance

**Rush hour** –Overall, 93.6% of A.M. and P.M. rush hour trains were on time in April;

compared to 88.5% in March. We consider a train to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard). 96.7% of all trains arrived at their terminal station within 10 minutes. 95.2% of westbound morning rush hour service was on time compared to 93.7% in March; while eastbound rush hour trains reported an average on time performance of 91.7% compared to 82.6% in March. Nine out of 189 westbound trains were delayed in April ranging from 6-21 minutes. Thirty-two out of 168 eastbound trains encountered delays ranging from 6-44 minutes.<sup>1</sup>

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	APRIL, 2016				CUMULATIVE THRU 2016			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	6	8	14	3.1	30	51	81	5.6
11-15	2	4	6	1.7	27	21	48	3.3
16-20	0	2	2	0.6	7	11	18	1.3
21-30	1	2	3	0.8	4	9	13	0.9
31-59	0	1	1	0.3	8	7	15	1.0
60+	0	0	0	0.0	0	8	8	0.6
<b>On Time</b>	<b>180</b>	<b>154</b>	<b>334</b>	<b>93.6</b>	<b>679</b>	<b>573</b>	<b>1252</b>	<b>87.2</b>
Total Ran	189	168	357		755	680	1435	
Annulled					10	1	11	

**Overall** - We operated 1,082 trains in April and experienced 176 delays in excess of 5 minutes (ranging from 6-67 minutes) with a median delay of 11 minutes. In March we operated 1,134 trains with 215 delays in excess of 5 minutes (ranging from 6-89 minutes) with a median delay of 10 minutes.



Cumulative On Time Comparison		
Thru April	2015	2016
<b>Weekday</b>	<b>89.2</b>	<b>82.4</b>
Peak	89.8	87.2
Off-peak	88.8	79.2
<b>Weekend</b>	<b>87.0</b>	<b>79.3</b>
<b>Overall</b>	<b>88.9</b>	<b>81.9</b>

Most of the delays in April were the result of slow speeds associated with maintenance of way work related to preparing for this year's tie replacement program and delays on Metra. It's important to note that delays are exacerbated when they affect scheduled meets between opposing trains before entering single track territory.

<sup>1</sup> We operate 9 westbound and 8 eastbound rush-hour trains per day.

**Delays caused by railroad maintenance.** Besides the unexpected delays, passengers may also experience delays caused by railroad construction and maintenance projects. Every effort is made to schedule this work during off-peak and weekends to keep the impact of delays to a minimum. We also post service bulletins in the stations and on our web site in advance of anticipated delays.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1-5	403	62	Mechanical	2-25	207	Annulled	NIPSCO
1-11	101	81	Broken rail		214	Annulled	NIPSCO
1-12	15	70	Catenary		401	Annulled	NIPSCO
	113	85	Catenary		403	Annulled	NIPSCO
	115	75	Catenary	3-1	102	Annulled	Mechanical
	117	70	Catenary		203	Annulled	Mechanical
1-31	603	80	Operational	3-12	502	Annulled	Derailment
2-10	424	69	Late make-up		503	Annulled	Derailment
2-19	9	77	Weather		504	Annulled	Derailment
2-24	19	80	NIPSCO		505	Annulled	Derailment
	22	97	NIPSCO		506	Annulled	Derailment
	117	110	Weather		507	Annulled	Derailment
	118	92	Mechanical		509	Annulled	Derailment
	123	Annulled	Mechanical		600	Annulled	Derailment
	119	64	Weather		603	Annulled	Derailment
	217	Annulled	Mechanical		605	Annulled	Derailment
2-25	6	Annulled	NIPSCO		606	Annulled	Derailment
	7	Annulled	NIPSCO		608	Annulled	Derailment
	14	Annulled	NIPSCO		701	Annulled	Derailment
	102	Annulled	NIPSCO		703	Annulled	Derailment
	104	Annulled	NIPSCO	3-16	9	89	Metra
	106	Annulled	NIPSCO	3-25	424	59	Other
	107	Annulled	NIPSCO	3-29	11	80	Metra
	108	Annulled	NIPSCO		111	70	Metra
	110	Annulled	NIPSCO	4-16	507	67	Metra
	112	Annulled	NIPSCO	4-18	121	Annulled	Catenary
	114	Annulled	NIPSCO				
	203	Annulled	NIPSCO				
	205	Annulled	NIPSCO				

**RIDERSHIP REPORT: APRIL, 2016**

05/11/2016

	2014	Work Days	2015	Work Days	2016	Work Days	Change 16/15
	Passengers		Passengers		Passengers		
<b>MONTHLY RIDERSHIP</b>							
January	244,449	21	260,741	21	255,006	20	-2.2%
February	263,596	20	261,449	20	257,998	21	-1.3%
March	289,449	21	300,752	22	295,099	23	-1.9%
April	310,647	22	303,792	22	287,094	21	-5.5%
May	299,876	21	289,203	20			
June	321,333	21	333,805	22			
<b>CUMULATIVE COMPARISON</b>							
January	244,449	21	260,741	21	255,006	20	-2.2%
February	508,045	41	522,190	41	513,004	41	-1.8%
March	797,494	62	822,942	63	808,103	64	-1.8%
April	1,108,141	84	1,126,734	85	1,095,197	85	-2.8%
May	1,408,017	105	1,415,937	105			
June	1,729,350	126	1,749,742	127			
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
January	10,348		10,830		10,892		0.6%
February	11,375		11,218		10,559		-5.9%
March	11,703		11,880		11,581		-2.5%
April	12,258		12,081		11,822		-2.1%
May	11,959		11,994				
June	12,803		13,104				
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
January	7,924		8,430		8,603		2.1%
February	8,569		8,512		7,975		-6.3%
March	8,686		8,934		8,642		-3.3%
April	8,862		8,810		8,760		-0.6%
May	8,677		8,747				
June	9,028		9,303				
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
January	2,424		2,399		2,289		-4.6%
February	2,805		2,706		2,585		-4.5%
March	3,017		2,946		2,940		-0.2%
April	3,396		3,271		3,061		-6.4%
May	3,282		3,247				
June	3,775		3,801				

RIDERSHIP REPORT: APRIL, 2016

05/11/2016

	2014	Work	2015	Work	2016	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
January	3,017		3,332		3,379		1.4%
February	4,513		4,637		4,532		-2.3%
March	4,369		4,376		3,591		-17.9%
April	5,122		4,751		4,315		-9.2%
May	4,874		4,485				
June	5,830		5,689				

**RIDERSHIP REPORT: APRIL, 2016**

05/11/2016

	2014	Work	2015	Work	2016	Work	Change 16/15
	Passengers	Days	Passengers	Days	Passengers	Days	
<b>MONTHLY RIDERSHIP</b>							
July	359,032	22	362,048	23			
August	335,468	21	326,279	21			
September	294,075	21	297,252	21			
October	314,204	23	305,425	22			
November	274,412	19	272,665	20			
December	308,773	22	303,855	22			
<b>CUMULATIVE COMPARISON</b>							
July	2,088,382	148	2,111,790	150			
August	2,423,850	169	2,438,069	171			
September	2,717,925	190	2,735,321	192			
October	3,032,129	213	3,040,746	214			
November	3,306,541	232	3,313,411	234			
December	3,615,314	254	3,617,266	256			
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
July	13,701		13,488				
August	12,940		12,742				
September	11,977		11,918				
October	11,974		11,989				
November	11,663		11,464				
December	11,704		11,733				
Thru April	11,431	84	11,517	85	11,226	85	-2.5%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
July	8,967		8,734				
August	8,738		8,910				
September	8,920		8,865				
October	8,821		8,963				
November	8,428		8,477				
December	7,705		8,031				
Thru April	8,513	84	8,678	85	8,497	85	-2.1%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
July	4,734		4,754				
August	4,202		3,831				
September	3,057		3,053				
October	3,151		3,026				
November	3,235		2,987				
December	3,999		3,703				
Thru April	2,918	84	2,839	85	2,729	85	-3.9%

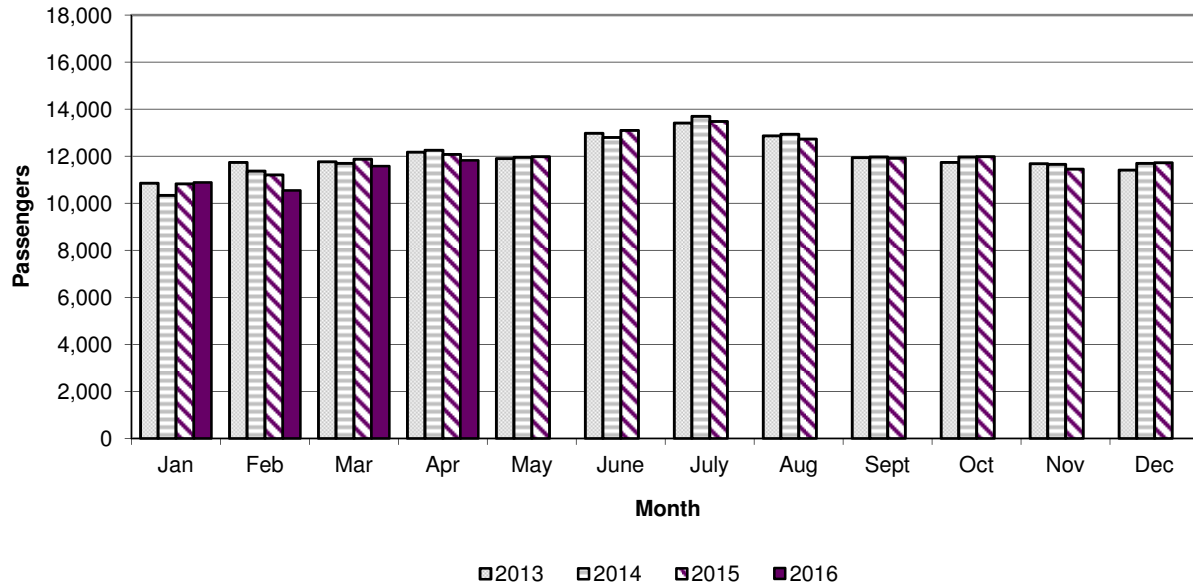
RIDERSHIP REPORT: APRIL, 2016

05/11/2016

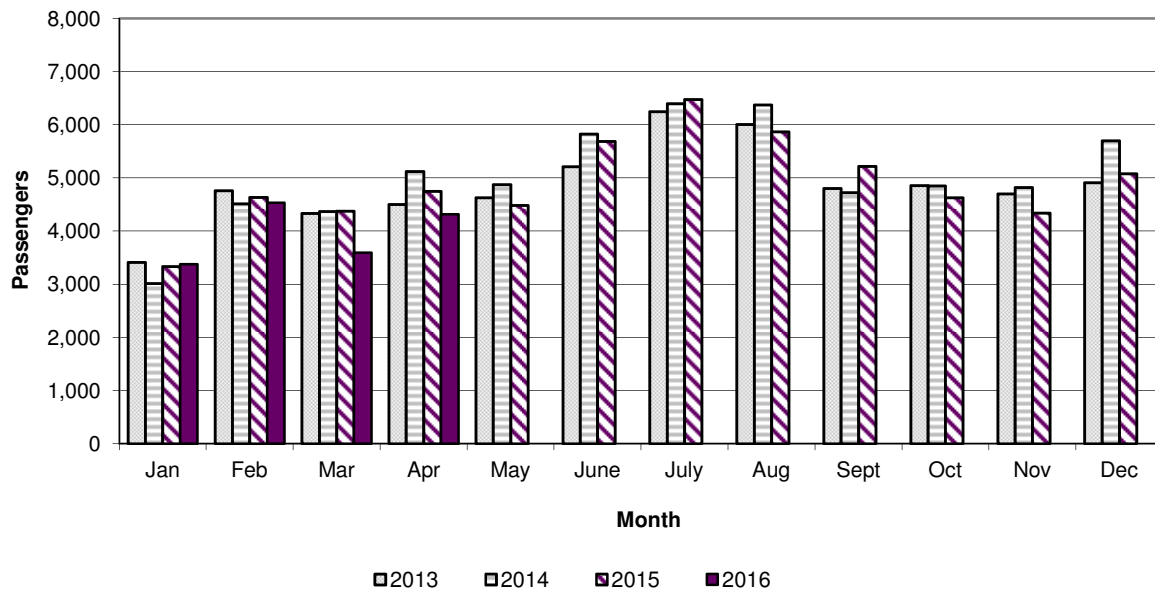
	2014	Wkend	2015	Wkend	2016	Wkend	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
July	6,401		6,478				
August	6,373		5,870				
September	4,728		5,218				
October	4,852		4,630				
November	4,823		4,339				
December	5,698		5,080				
Thru April	4,226	36	4,223	35	3,916	36	-7.3%



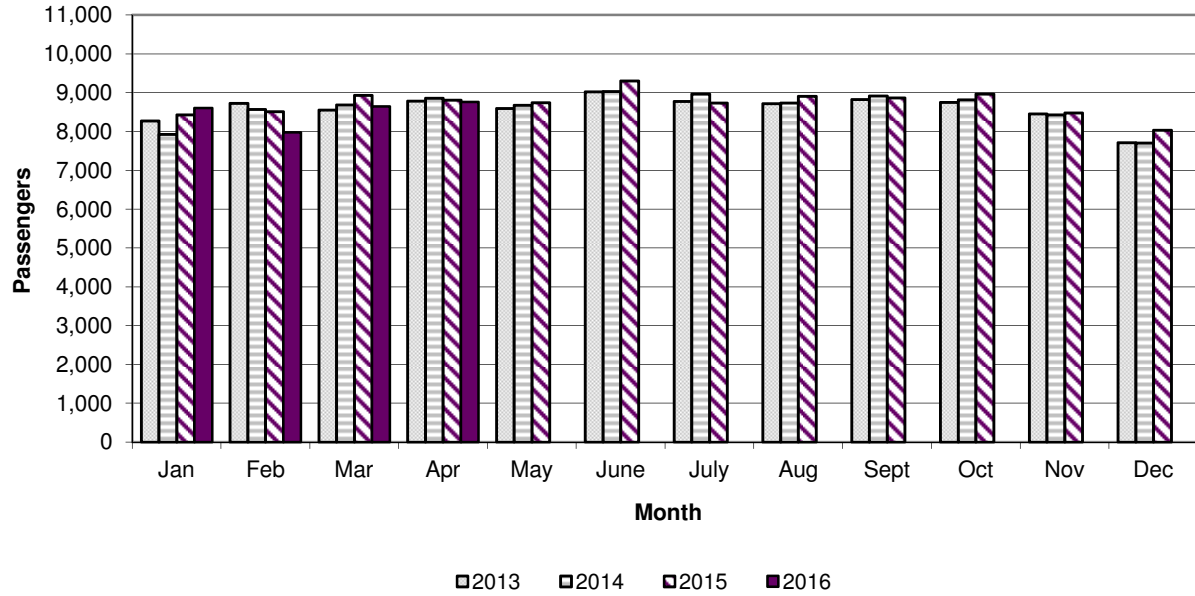
## SOUTH SHORE WEEKDAY RIDERSHIP 2013-2016



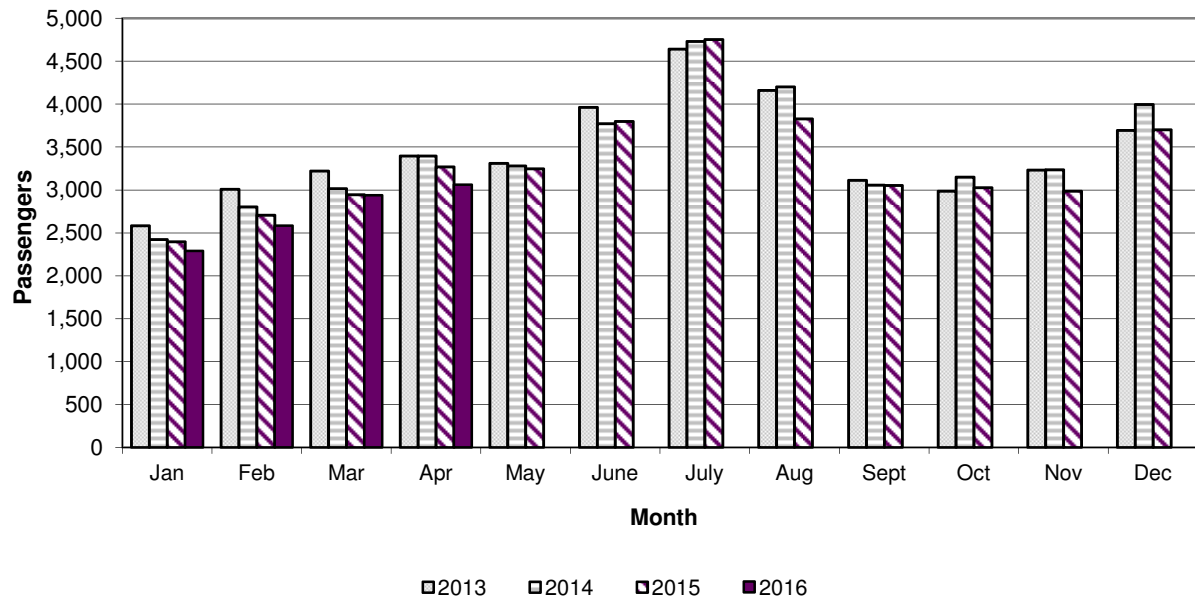
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2013-2016



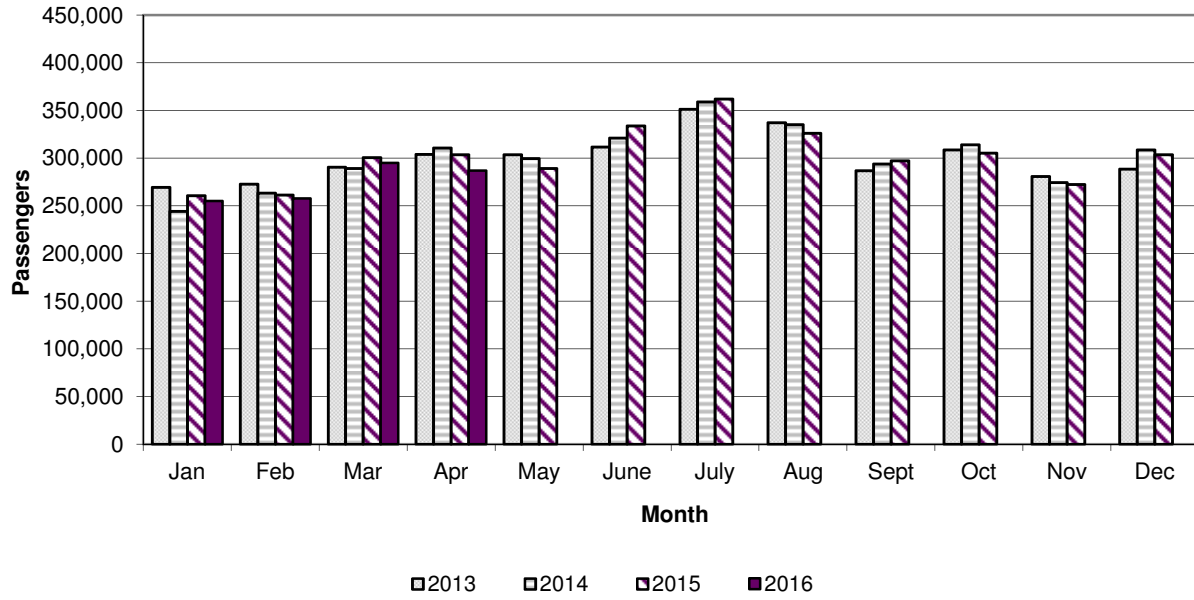
## SOUTH SHORE PEAK RIDERSHIP 2013-2016



## SOUTH SHORE OFF-PEAK RIDERSHIP 2013-2016



# SOUTH SHORE MONTHLY RIDERSHIP 2013-2016



**PERCENT ON TIME: APRIL, 2016**

**PEAK**

Train	Days Late	% on Time
102	0	100.0%
<b>104</b>	<b>3</b>	<b>85.7%</b>
<b>6</b>	<b>3</b>	<b>85.7%</b>
106	0	100.0%
108	0	100.0%
110	0	100.0%
112	0	100.0%
<b>114</b>	<b>3</b>	<b>85.7%</b>
214	0	100.0%
<b>11</b>	<b>5</b>	<b>76.2%</b>
111	2	90.5%
113	2	90.5%
115	1	95.2%
15	0	100.0%
117	1	95.2%
217	0	100.0%
<b>119</b>	<b>3</b>	<b>85.7%</b>
Total	23	93.6%
Westbound	9	95.2%
Eastbound	14	91.7%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>8</b>	<b>61.9%</b>
216	1	95.2%
<b>116</b>	<b>11</b>	<b>47.6%</b>
<b>218</b>	<b>4</b>	<b>81.0%</b>
<b>18</b>	<b>13</b>	<b>38.1%</b>
118	2	90.5%
220	1	95.2%
<b>20</b>	<b>7</b>	<b>66.7%</b>
222	1	95.2%
420	0	100.0%
<b>22</b>	<b>3</b>	<b>85.7%</b>
<b>424</b>	<b>3</b>	<b>85.7%</b>
401	0	100.0%
203	0	100.0%
403	1	95.2%
<b>205</b>	<b>15</b>	<b>28.6%</b>
207	1	95.2%
7	1	95.2%
<b>107</b>	<b>18</b>	<b>14.3%</b>
<b>9</b>	<b>10</b>	<b>52.4%</b>
109	1	95.2%
209	1	95.2%
<b>19</b>	<b>5</b>	<b>76.2%</b>
121	2	90.0%
<b>123</b>	<b>7</b>	<b>66.7%</b>
101	0	100.0%
Total	116	78.7%
Westbound	54	78.6%
Eastbound	62	78.8%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
<b>600</b>	<b>3</b>	<b>66.7%</b>
<b>502</b>	<b>5</b>	<b>44.4%</b>
<b>504</b>	<b>1</b>	<b>88.9%</b>
<b>606</b>	<b>4</b>	<b>55.6%</b>
<b>506</b>	<b>1</b>	<b>88.9%</b>
608	0	100.0%
<b>508</b>	<b>5</b>	<b>44.4%</b>
610	0	100.0%
<b>510</b>	<b>1</b>	<b>88.9%</b>
710	Cancelled*	
<b>503</b>	<b>4</b>	<b>55.6%</b>
<b>603</b>	<b>1</b>	<b>88.9%</b>
<b>605</b>	<b>2</b>	<b>77.8%</b>
<b>505</b>	<b>1</b>	<b>88.9%</b>
<b>507</b>	<b>1</b>	<b>88.9%</b>
<b>509</b>	<b>3</b>	<b>66.7%</b>
511	0	100.0%
613	0	100.0%
<b>601</b>	<b>2</b>	<b>77.8%</b>
701	0	100.0%
<b>703</b>	<b>3</b>	<b>66.7%</b>
Total	37	79.4%
Westbound	20	75.3%
Eastbound	17	82.8%

**REASONS (weekday)**

Reason	Count	%
CAR	8	5.8%
CAT	1	0.7%
DBS		0.0%
AMT	3	2.2%
DMW	44	31.7%
DSR		0.0%
DSS	12	8.6%
FTI	10	7.2%
HLD	4	2.9%
LMU	4	2.9%
MET	26	18.7%
OTH	2	1.4%
PAS	2	1.4%
POL	1	0.7%
PTI	14	10.1%
SVS	1	0.7%
TOD	1	0.7%
TRS		0.0%
WTR		0.0%
NIPSCO		0.0%
FRR	3	2.2%
OET	1	0.7%
TRK	2	1.4%
DDS		0.0%
OPR		0.0%
UTL		0.0%
VAN		0.0%
SUB		0.0%
TOTAL	139	100.0%

**REASONS (weekend)**

Reason	Count	%
CAR	5	13.5%
CAT		0.0%
DBS		0.0%
AMT	1	2.7%
DMW		0.0%
DSR	1	2.7%
DSS	5	13.5%
FTI		0.0%
HLD	2	5.4%
LMU		0.0%
MET	3	8.1%
OTH	2	5.4%
PAS	7	18.9%
POL	1	2.7%
PTI	5	13.5%
SVS		0.0%
TOD		0.0%
TRS	1	2.7%
DDS		0.0%
OPR		0.0%
WTR		0.0%
FRR	1	2.7%
SUB		0.0%
NIPSCO		0.0%
OET		0.0%
TRK	3	8.1%
UTL		0.0%
VAN		0.0%
TOTAL	37	100%

**Trains less than 90% on time**

- CAR - Car or equipment failure of malfunction
- CAT - Catenary problems or power outage
- DBS - Delays due to busing
- AMT - Amtrak Delay
- DMW - M of W work - holding for defect repair or M of W forces to clear
- DSR - Speed restriction - all speed restrictions not listed in timetable.
- DSS - Reduced speed due to restrictive signal.
- FTI - Freight train interference on NICTD owned track
- HLD - Station delays related to passengers requiring special assistance
- LMU - Late make up - includes delays from late turn of equipment.
- MET - Metra delays - including switch problems and held for late METRA trains
- OTH - Other delays
- OET - Operational Efficiency Testing
- UTL - utility power outage
- SUB - Substation

- OPR - Operational delay
- VAN - Vandalism
- PAS - Passenger boarding
- POL - Police related delays - except road crossing or trespasser accidents
- PTI - Passenger train interference
- SVS - Servicing - includes adding or subtracting equipment to or from consist
- TOD - Train order delay - not associated with train meets
- TRS - Trespasser incidents including road crossing accidents
- WTR - Delays related to inclement weather
- NIPSCO - Delays caused by power utility disruption
- FRR - Freight train interference from crossing road
- TRK - Track/wayside malfunction
- DDS - Debris Strike

We follow the industry standard and defining a train as on time if it arrives at its terminal within 5 minutes and 59 seconds.

**CUMULATIVE PERCENT ON TIME THRU APRIL, 2016**

**PEAK**

Train	Days Late	% on Time
102	3	96.4%
<b>104</b>	<b>12</b>	<b>85.7%</b>
<b>6</b>	<b>16</b>	<b>81.0%</b>
106	4	95.2%
108	2	97.6%
<b>110</b>	<b>12</b>	<b>85.7%</b>
112	7	91.7%
<b>114</b>	<b>14</b>	<b>83.3%</b>
214	4	95.2%
<b>11</b>	<b>22</b>	<b>74.1%</b>
111	6	92.9%
<b>113</b>	<b>11</b>	<b>87.1%</b>
<b>115</b>	<b>11</b>	<b>87.1%</b>
<b>15</b>	<b>13</b>	<b>84.7%</b>
<b>117</b>	<b>26</b>	<b>69.4%</b>
217	1	98.8%
<b>119</b>	<b>17</b>	<b>80.0%</b>
Total	181	87.4%
Westbound	74	90.2%
Eastbound	107	82.0%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>22</b>	<b>73.8%</b>
216	2	97.6%
<b>116</b>	<b>36</b>	<b>57.6%</b>
216	6	92.9%
<b>18</b>	<b>42</b>	<b>50.6%</b>
118	7	91.8%
218	3	96.5%
<b>20</b>	<b>24</b>	<b>71.8%</b>
220	2	97.6%
420	1	98.8%
<b>22</b>	<b>14</b>	<b>83.5%</b>
<b>422</b>	<b>25</b>	<b>70.6%</b>
401	2	97.6%
203	2	97.6%
403	2	97.6%
<b>205</b>	<b>41</b>	<b>51.2%</b>
207	5	94.0%
<b>7</b>	<b>9</b>	<b>89.3%</b>
<b>107</b>	<b>62</b>	<b>26.2%</b>
<b>9</b>	<b>35</b>	<b>58.8%</b>
<b>109</b>	<b>28</b>	<b>67.1%</b>
209	3	96.5%
<b>19</b>	<b>43</b>	<b>49.4%</b>
<b>121</b>	<b>11</b>	<b>86.9%</b>
<b>123</b>	<b>22</b>	<b>73.8%</b>
101	8	90.6%
Total	457	79.2%
Westbound	184	81.9%
Eastbound	273	76.9%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
<b>600</b>	<b>8</b>	<b>77.1%</b>
<b>502</b>	<b>19</b>	<b>45.7%</b>
<b>504</b>	<b>5</b>	<b>85.7%</b>
<b>606</b>	<b>15</b>	<b>57.1%</b>
<b>506</b>	<b>6</b>	<b>82.9%</b>
<b>608</b>	<b>5</b>	<b>85.7%</b>
<b>508</b>	<b>8</b>	<b>77.8%</b>
610	2	94.4%
<b>510</b>	<b>4</b>	<b>88.9%</b>
710	Cancelled*	
<b>503</b>	<b>9</b>	<b>74.3%</b>
<b>603</b>	<b>6</b>	<b>82.9%</b>
<b>605</b>	<b>7</b>	<b>80.0%</b>
<b>505</b>	<b>8</b>	<b>77.1%</b>
<b>507</b>	<b>8</b>	<b>77.1%</b>
<b>509</b>	<b>13</b>	<b>62.9%</b>
<b>511</b>	<b>6</b>	<b>83.3%</b>
513	2	94.4%
<b>601</b>	<b>6</b>	<b>83.3%</b>
703	1	97.1%
<b>705</b>	<b>8</b>	<b>77.1%</b>
Total	146	79.3%
Westbound	72	77.4%
Eastbound	74	80.9%

*Trains less than 90% on time*

**CUMULATIVE REASONS FOR DELAYS THRU APRIL, 2016**

REASONS (weekday)		
CAR	32	5.0%
CAT	7	1.1%
DBS		0.0%
AMT	17	2.7%
DMW	72	11.3%
DSR	4	0.6%
DSS	87	13.6%
FTI	24	3.8%
HLD	9	1.4%
LMU	31	4.9%
MET	107	16.8%
OTH	17	2.7%
PAS	12	1.9%
POL	7	1.1%
PTI	83	13.0%
SVS	9	1.4%
TOD	3	0.5%
TRS	1	0.2%
WTR	26	4.1%
NIPSCO		0.0%
FRR	14	2.2%
OET	9	1.4%
UTL	2	0.3%
OPR		0.0%
DDS	1	0.2%
SUB	5	0.8%
TRK	59	9.2%
VAN		0.0%
<b>TOTAL</b>	<b>638</b>	<b>100.0%</b>

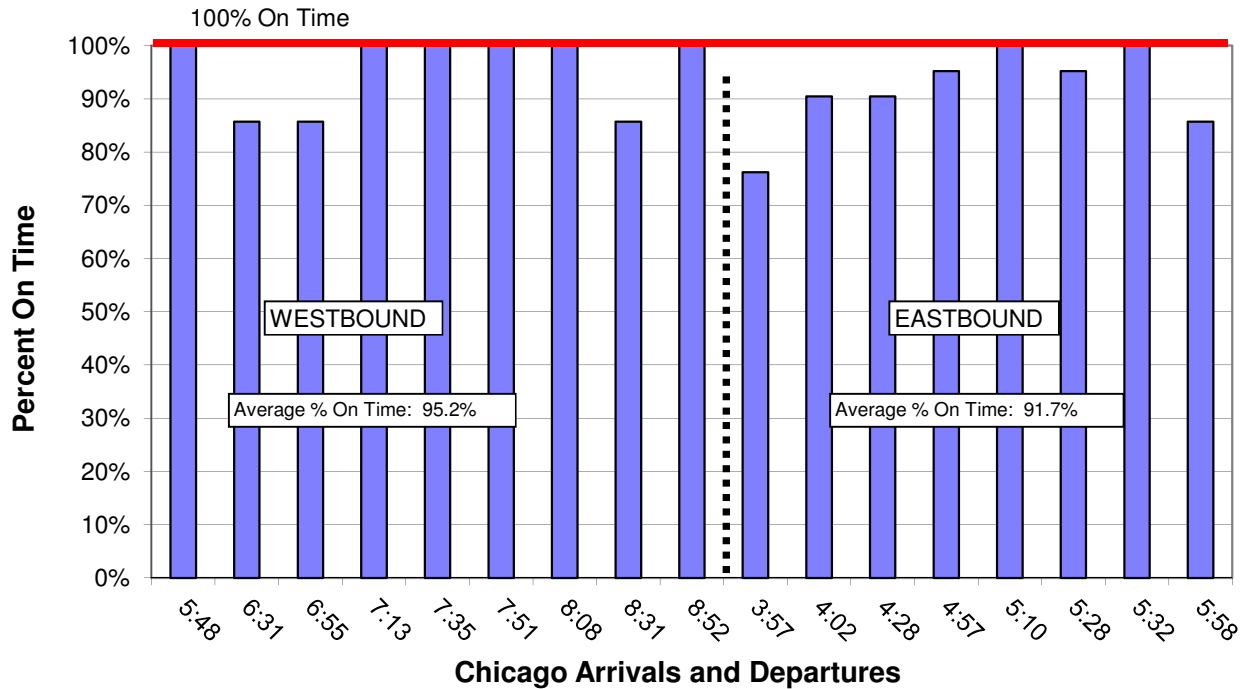
REASONS (weekend)		
CAR	8	5.5%
CAT		0.0%
DBS		0.0%
AMT	5	3.4%
DMW		0.0%
DSR	2	1.4%
DSS	25	17.1%
FTI	3	2.1%
HLD	2	1.4%
LMU	3	2.1%
MET	15	10.3%
OTH	11	7.5%
PAS	15	10.3%
POL	2	1.4%
PTI	13	8.9%
SVS	14	9.6%
TOD		0.0%
TRS	1	0.7%
WTR	3	2.1%
NIPSCO		0.0%
FRR	2	1.4%
OET		0.0%
UTL		0.0%
OPR	1	0.7%
DDS		0.0%
SUB		0.0%
TRK	21	14.4%
VAN		0.0%
<b>TOTAL</b>	<b>146</b>	<b>100.0%</b>

TOTAL		
CAR	40	5.1%
CAT	7	0.9%
DBS	0	0.0%
AMT	22	2.8%
DMW	72	9.2%
DSR	6	0.8%
DSS	112	14.3%
FTI	27	3.4%
HLD	11	1.4%
LMU	34	4.3%
MET	122	15.6%
OTH	28	3.6%
PAS	27	3.4%
POL	9	1.1%
PTI	96	12.2%
SVS	23	2.9%
TOD	3	0.4%
TRS	2	0.3%
WTR	29	3.7%
NIPSCO	0	0.0%
FRR	16	2.0%
OET	9	1.1%
UTL	2	0.3%
OPR	1	0.1%
DDS	1	0.1%
SUB	5	0.6%
TRK	80	10.2%
VAN	0	0.0%
<b>TOTAL</b>	<b>784</b>	<b>100.0%</b>

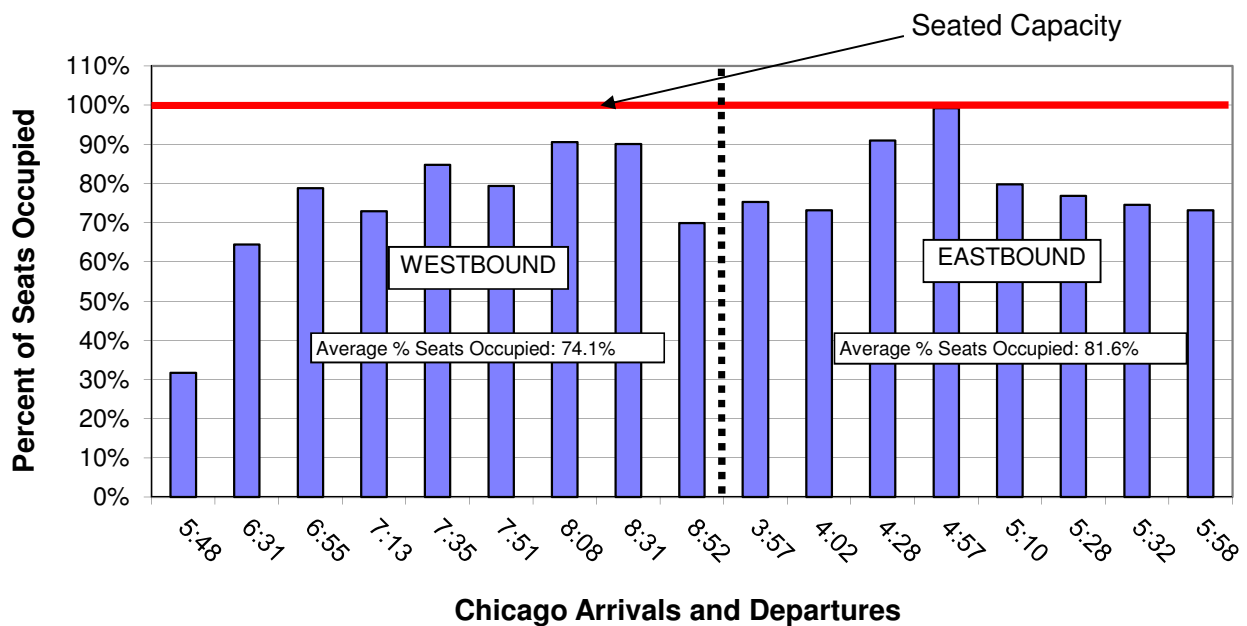
CAR - Car or equipment failure of malfunction  
 CAT - Catenary problems or power outage  
 DBS - Delays due to busing  
 AMT - Amtrak delay  
 DMW - M of W work - holding for defect repair or M of W forces to clear  
 DSR - Speed restriction - all speed restrictions not listed in timetable  
 DSS - Reduced speed due to restrictive signal  
 FTI - Freight train interference on NICTD owned track  
 HLD - Station delays related to passengers requiring special assistance  
 LMU - Late make up - includes delays from late turn of equipment.  
 MET - Metra delays - including switch problems and held for late METRA trains  
 OTH - Other delays  
 SUB - Substation  
 UTL - utility power outage

PAS - Passenger boarding  
 POL - Police related delays - except road crossing or trespasser accidents  
 PTI - Passenger train interference  
 SVS - Servicing - includes adding or subtracting equipment to or from consist  
 TOD - Train order delay - not associated with train meets  
 TRS - Trespasser incidents including road crossing accidents  
 WTR - Delays related to inclement weather  
 NIPSCO - Delays caused by power utility disruption  
 FRR - Freight train interference from crossing road  
 OET - Operational efficiency testing  
 TRK - Track/wayside malfunction  
 VAN - Vandalism

# RUSH HOUR ON TIME PERFORMANCE: APRIL 2016



# PERCENT OF RUSH HOUR SEATS OCCUPIED: APRIL 2016



**RUSH HOUR\* TRAIN DELAYS - APRIL 2016 (minutes late)**

Train	Arrive	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Days Late	Days Ran	% On Time		
102	5:43a																								21	100.0%	
104	6:38	7				6								21										3	21	85.7%	
6	6:55	15				8						12												3	21	85.7%	
106	7:21																								21	100.0%	
108	7:35																								21	100.0%	
110	7:47																								21	100.0%	
112	8:08																								21	100.0%	
114	8:31	10		10																				3	21	85.7%	
214	8:52																								21	100.0%	
14	10:28	10	20	8		10														16	20	10	22		8	21	61.9%
Train	Depart																					Days Late	Days Ran	% On Time			
11	3:57		10		8													6		44		17		5	21	76.2%	
111	4:02											12								27				2	21	90.5%	
113	4:28												11							12				2	21	90.5%	
115	4:57							7																1	21	95.2%	
15	5:10																								21	100.0%	
117	5:32																			21				1	21	95.2%	
217	5:28																								21	100.0%	
119	5:58												7							12		18		3	21	85.7%	
19	7:10	9			8	12						11												5	21	76.2%	
High temp		48	43	43	50	41	39	52	46	55	63	71	82	73	73	67	56	79	66	59	53	51					
Low temp		36	22	18	38	30	27	28	24	29	34	37	46	52	51	51	42	59	42	43	42	42					

\* Includes off-peak Trains 14 and 19 for comparative purposes

Temperatures from South Bend

On time

A = Annulled

**MONTHLY SUMMARY OF RUSH HOUR ON TIME PERFORMANCE**

	Jan			Feb			Mar			Apr			May			June		
	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time
WB Rush	28	180	84.4%	26	180	85.6%	13	206	93.7%	9	189	95.2%			#DIV/0!			#DIV/0!
EB Rush	18	160	88.8%	43	168	74.4%	32	184	82.6%	14	168	91.7%			#DIV/0!			#DIV/0!
Total Rush	46	340	86.5%	69	348	80.2%	45	390	88.5%	23	357	93.6%	0	0	#DIV/0!	0	0	#DIV/0!
	July			Aug			Sept			Oct			Nov			Dec		
WB Rush			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
EB Rush			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
Total Rush	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!

**EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:**



Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:40a	102	3	83	96.4%
6:38	104	12	84	85.7%
6:55	6	16	84	81.0%
7:21	106	4	84	95.2%
7:35	108	4	84	95.2%
7:47	110	12	84	85.7%
8:05	112	7	84	91.7%
8:31	114	14	84	83.3%
8:52	214	4	84	95.2%
10:25	14	21	84	75.0%
<b>Depart</b>				
3:57	11	22	85	74.1%
4:02p	111	6	85	92.9%
4:28	113	11	85	87.1%
4:57	115	12	85	85.9%
5:10	15	12	85	85.9%
5:28	117	26	85	69.4%
5:32	217	1	85	98.8%
5:58	119	17	85	80.0%
7:15	19	40	85	52.9%

**Year-to-date cumulative**

	#Late	#Ran	%On time
WB Rush	76	755	89.9%
EB Rush	107	680	84.3%
Total Rush	183	1,435	87.2%

**CUMULATIVE RUSH HOUR thru APRIL**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	30	51	81	4.0%	7.5%	5.6%
11-15	27	21	48	3.6%	3.1%	3.3%
16-20	7	11	18	0.9%	1.6%	1.3%
21-30	4	9	13	0.5%	1.3%	0.9%
31-59	8	7	15	1.1%	1.0%	1.0%
60+	0	8	8	0.0%	1.2%	0.6%
Annulled	10	1	11			
Total Late	76	107	183	10.1%	15.7%	12.8%
On time	679	573	1,252	89.9%	84.3%	87.2%
Total ran	755	680	1,435			

Total Late and Total Ran exclude annulled trains

**GRAND TOTAL ALL TRAINS thru APRIL**

Range	Peak					
	WB	EB	Off	Wkend	Total	%
6-10	30	51	211	83	375	8.6%
11-15	27	21	123	35	206	4.7%
16-20	7	11	48	13	79	1.8%
21-30	4	9	41	8	62	1.4%
31-59	8	7	26	5	46	1.1%
60+	0	8	8	2	18	0.4%
Annulled	10	1	11	14	36	
Total	76	107	457	146	786	18.1%
On Time	679	572	1,743	560	3,554	81.9%
Total ran	755	679	2,200	706	4,340	

Total Late and Total Ran exclude annulled trains

**APRIL RUSH HOUR**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	6	5	11	3.2%	3.0%	3.1%
11-15	2	4	6	1.1%	2.4%	1.7%
16-20	0	2	2	0.0%	1.2%	0.6%
21-30	1	2	3	0.5%	1.2%	0.8%
31-59	0	1	1	0.0%	0.6%	0.3%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	9	14	23	4.8%	8.3%	6.4%
On time	180	154	334	95.2%	91.7%	93.6%
Total ran	189	168	357			

Total Late and Total Ran exclude annulled trains