

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**April 2017  
Monthly Performance Report**



**NICTD**

## APRIL, 2017 MONTHLY PERFORMANCE REPORT

### Ridership

April ridership declined by 2.9% compared to last year. This year we carried 278,878 passengers. In April 2016 we carried 287,094.

### Weekday Travel

Average weekday travel declined by 2.3% (11,553) compared with April 2016 (11,822). Average **peak** travel fell by 2.7%; and **off-peak** travel declined 0.9%.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2016	Apr 2017		Avg. 2016	Apr 2017
5:48 a	35.5%	39.4	3:57 p***	72.4%	74.0
6:31 a	68.7	72.6	4:02 p	64.3	53.9
6:55 a***	74.6	70.1	4:28 p	90.2	87.6
7:13 a	70.9	50.4	4:57 p	93.4	90.3
7:35 a	83.1	84.3	5:10 p	79.3	72.3
7:51 a	80.3	75.7	5:28 p	76.5	80.7
8:08 a	83.0	90.5	5:32 p	77.8	75.8
8:31 a	88.8	89.2	5:58 p	74.6	75.9
8:52 a	69.3	75.4	7:10 p*	58.6	53.6
10:28 a*	66.5	52.6			

\*Non rush-hour service

\*\*Average for Tuesday thru Thursday ONLY

\*\*\*New Sunrise Express introduced on 3/16/15; 3:57p is afternoon express

### Weekend

Weekend ridership rose by 10.8% over April 2016. We averaged 4,783 passengers per day on weekends compared to 4,315 last year.

### Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: MAY THRU APRIL							
	2013-14	2014-15	%Change	2015-16	%Change	2016-17	%Change
Total	3,577,907	3,634,154	1.6	3,585,729	-1.3	3,473,542	-3.1
Weekday	3,042,834	3,078,098	1.2	3,061,632	-0.5	2,948,356	-3.7
Peak	2,178,644	2,210,092	1.4	2,219,430	0.4	2,138,664	-3.6
Off-peak	864,190	868,006	0.4	842,202	-3.0	809,831	-3.8
Weekend	535,073	556,056	3.9	524,097	-5.7	525,186	0.1
South Bend	250,773	250,696	-0.0	245,984	-1.9	246,547	0.2

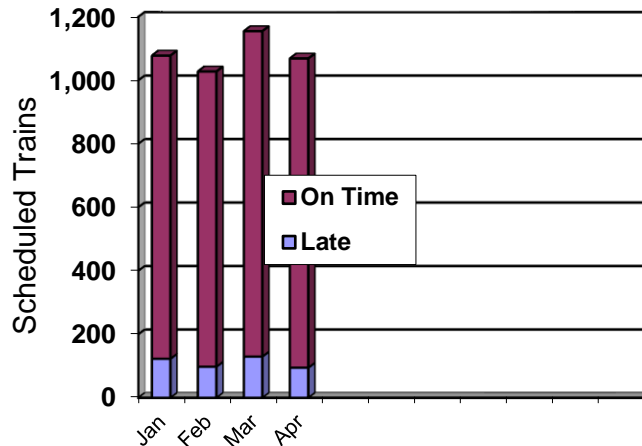
### On Time Performance

**Rush hour** –Overall, 96.8% of A.M. and P.M. rush hour trains were on time in April; compared to 93.6% in April 2016. 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). 98.3% of all trains arrived at their terminal station within 10 minutes. 96.7% of westbound morning rush hour service was on time compared to 95.2% in April 2016; while eastbound rush hour trains reported an average on time performance of 96.9% compared to 91.7% in the previous year. Six out of 180 westbound trains were delayed in April ranging from

6-14 minutes. Five out of 160 eastbound trains encountered delays ranging from 7-20 minutes.<sup>1</sup>

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	APRIL, 2017				CUMULATIVE THRU 2017			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	2	3	5	1.5	15	16	31	2.2
11-15	4	1	5	1.5	17	8	25	1.8
16-20	0	1	1	0.3	3	8	11	0.8
21-30	0	0	0	0	3	2	5	0.4
31-59	0	0	0	0	1	1	2	0.1
60+	0	0	0	0	0	10	10	0.7
<b>On Time</b>	<b>174</b>	<b>155</b>	<b>329</b>	<b>96.8%</b>	<b>708</b>	<b>619</b>	<b>1,328</b>	<b>93.2%</b>
Total Ran	180	160	340		747	664	1,412	
Annulled	0	0	0		9	7	16	

**Overall** - We operated 1,069 trains in April and experienced 95 delays in excess of 5 minutes (ranging from 6-169 minutes) with a median delay of 10 minutes. In April 2016 we operated 1,082 trains with 176 delays in excess of 5 minutes (ranging from 6-67 minutes) with a median delay of 11 minutes.



Cumulative On Time Comparison		
Thru April	2016	2017
<b>Weekday</b>	<b>82.4</b>	<b>90.5</b>
Peak	87.2	94.1
Off-peak	79.2	88.3
<b>Weekend</b>	<b>79.3</b>	<b>85.7</b>
<b>Overall</b>	<b>81.9</b>	<b>89.7</b>

**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.

In April we had two delays in excess of 59 minutes and one annulled train. The two delays were on Metra one involving a trespasser incident and the other a switch failure at Kensington. The annulled train involved a mechanical problem with Train 424. This is an equipment move between South Bend and Michigan City following the discharge of

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

Train 19's passengers in South Bend. In 2016 we had one annulled train and one delayed in excess of 59 minutes.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1-6	6	Annulled	Mechanical	1-12	112	Annulled	Weather
1-10	11	75	NIPSCO outage		113	Annulled	Weather
	15	122	NIPSCO outage		114	Annulled	Weather
	19	80	NIPSCO outage		115	Annulled	Weather
	20	97	NIPSCO outage		116	Annulled	Weather
	111	90	NIPSCO outage		117	Annulled	Weather
	113	95	NIPSCO outage		118	Annulled	Weather
	115	100	NIPSCO outage		203	Annulled	Weather
	117	125	NIPSCO outage		205	Annulled	Weather
	119	Annulled	NIPSCO outage		207	Annulled	Weather
	217	109	NIPSCO outage		209	Annulled	Weather
	220	Annulled	NIPSCO outage		214	Annulled	Weather
	222	90	NIPSCO outage		216	Annulled	Weather
	121	89	NIPSCO outage		217	Annulled	Weather
1-12	6	Annulled	Weather		218	Annulled	Weather
	7	Annulled	Weather		220	Annulled	Weather
	9	Annulled	Weather		222	Annulled	Weather
	11	Annulled	Weather	1-16	119	76	Metra
	14	Annulled	Weather		220	114	Metra
	15	82	Weather	3-8	107	170	NIPSCO outage
	18	Annulled	Weather		116	89	NIPSCO outage
	20	Annulled	Weather		216	Annulled	NIPSCO outage
	104	Annulled	Weather		218	Annulled	NIPSCO outage
	106	Annulled	Weather	4-17	19	62	Trespass on Metra
	107	Annulled	Weather	4-24	101	169	Metra switch fail
	108	Annulled	Weather	4-27	424	Annulled	Mechanical
	109	Annulled	Weather				
	110	Annulled	Weather				
	111	Annulled	Weather				

**RIDERSHIP REPORT: APRIL, 2017**

06/04/2017

	2015	Work	2016	Work	2017	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
<b>MONTHLY RIDERSHIP</b>							
January	260,741	21	255,006	20	243,280	21	-4.6%
February	261,449	20	257,998	21	256,285	20	-0.7%
March	300,752	22	295,099	23	286,216	23	-3.0%
April	303,792	22	287,094	21	278,878	20	-2.9%
May	289,203	20	289,597	21			
June	333,805	22	307,307	22			
<b>CUMULATIVE COMPARISON</b>							
January	260,741	21	255,006	20	243,280	21	-4.6%
February	522,190	41	513,004	41	499,565	41	-2.6%
March	822,942	63	808,103	64	785,781	64	-2.8%
April	1,126,734	85	1,095,197	85	1,064,659	84	-2.8%
May	1,415,937	105	1,384,794	106			
June	1,749,742	127	1,692,101	128			
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
January	10,830		10,892		10,003		-8.2%
February	11,218		10,547		10,885		3.2%
March	11,880		11,581		11,058		-4.5%
April	12,081		11,822		11,553		-2.3%
May	11,994		11,570				
June	13,104		12,161				
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
January	8,430		8,603		7,898		-8.2%
February	8,512		7,975		8,211		3.0%
March	8,934		8,642		8,350		-3.4%
April	8,810		8,760		8,520		-2.7%
May	8,747		8,537				
June	9,303		8,777				
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
January	2,399		2,289		2,105		-8.0%
February	2,706		2,585		2,674		3.4%
March	2,946		2,940		2,708		-7.9%
April	3,271		3,061		3,033		-0.9%
May	3,247		3,039				
June	3,801		3,384				

RIDERSHIP REPORT: APRIL, 2017

06/04/2017

	2015	Work	2016	Work	2017	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
January	3,332		3,379		3,321		-1.7%
February	4,637		4,532		4,822		6.4%
March	4,376		3,591		3,986		11.0%
April	4,751		4,315		4,783		10.8%
May	4,485		4,663				
June	5,689		4,971				

**RIDERSHIP REPORT: APRIL, 2017**

06/04/2017

	2015	Work Days	2016	Work Days	2017	Work Days	Change 17/16
	Passengers		Passengers		Passengers		
<b>MONTHLY RIDERSHIP</b>							
July	362,048	23	326,207	20			
August	326,279	21	321,033	23			
September	297,252	21	288,198	21			
October	305,425	22	294,337	21			
November	272,665	20	300,628	21			
December	303,855	22	281,576	21			
<b>CUMULATIVE COMPARISON</b>							
July	2,111,790	150	2,018,308	148			
August	2,438,069	171	2,339,341	171			
September	2,735,321	192	2,627,539	192			
October	3,040,746	214	2,921,876	213			
November	3,313,411	234	3,222,504	234			
December	3,617,266	256	3,504,080	255			
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
July	13,488		13,037				
August	12,742		12,289				
September	11,918		11,682				
October	11,989		11,671				
November	11,464		12,159				
December	11,733		11,217				
Thru April	11,571	85	11,226	85	10,871	84	-3.2%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
July	8,734		8,407				
August	8,910		8,694				
September	8,865		8,661				
October	8,963		8,704				
November	8,477		8,685				
December	8,031		7,552				
Thru April	8,678	85	8,497	85	8,245	84	-3.0%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
July	4,754		4,629				
August	3,831		3,595				
September	3,053		3,021				
October	3,026		2,967				
November	2,987		3,473				
December	3,703		3,665				
Thru April	2,839	85	2,729	85	2,626	84	-3.8%

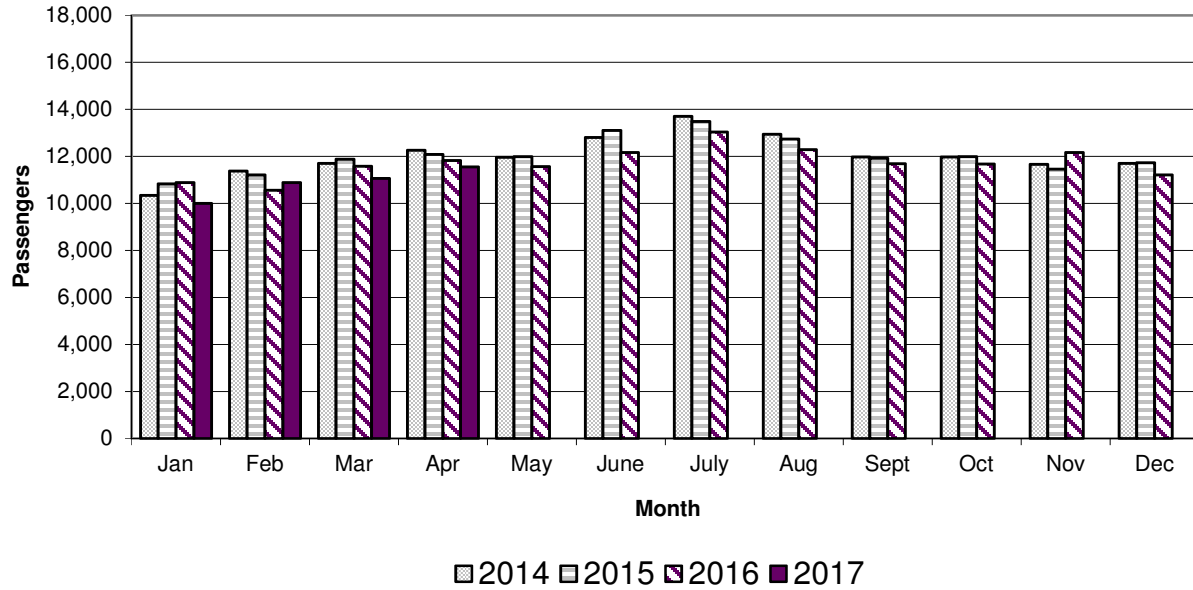
RIDERSHIP REPORT: APRIL, 2017

06/04/2017

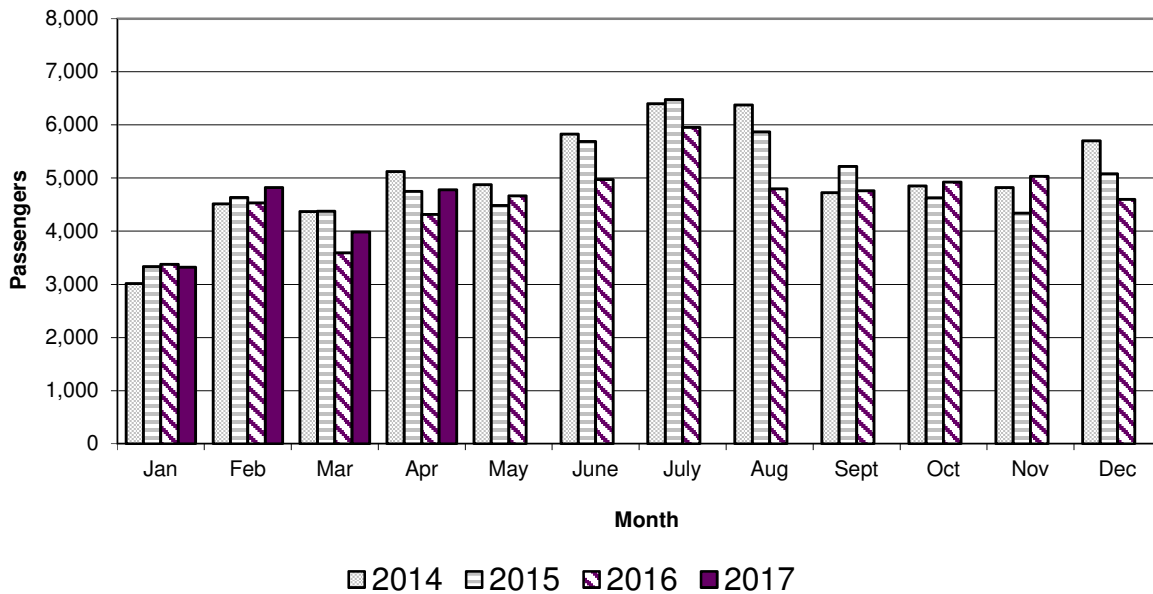
	2015	Wkend	2016	Wkend	2017	Wkend	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
July	6,478		5,952				
August	5,870		4,797				
September	5,218		4,763				
October	4,630		4,929				
November	4,339		5,033				
December	5,080		4,602				
Thru April	4,223	35	3,916	36	4,208	36	7.5%



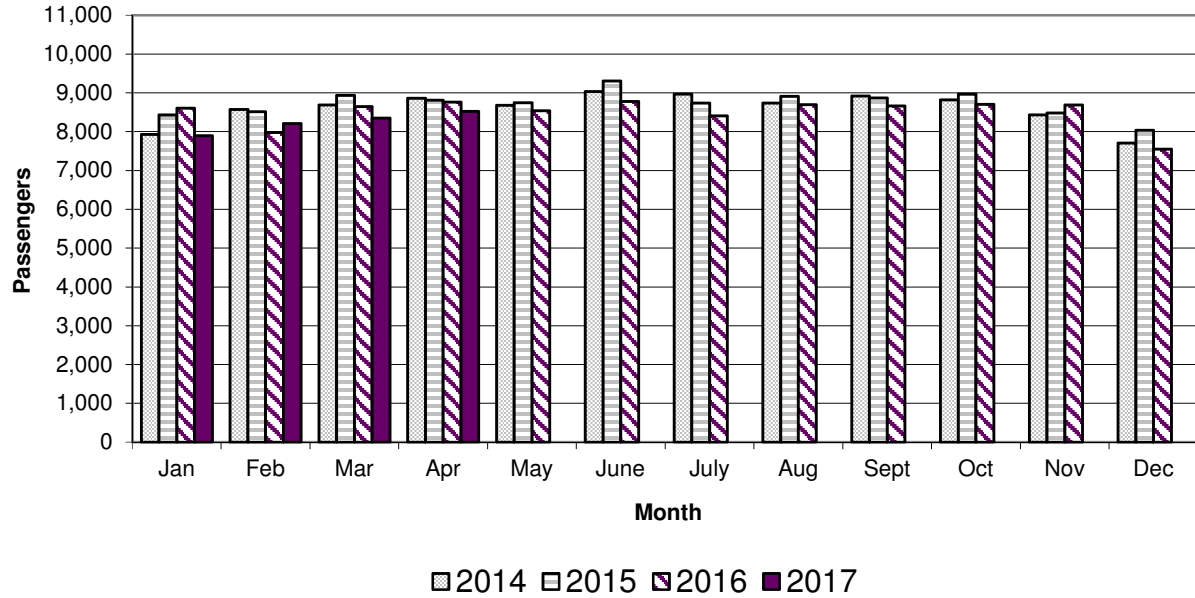
## SOUTH SHORE WEEKDAY RIDERSHIP 2014-2017



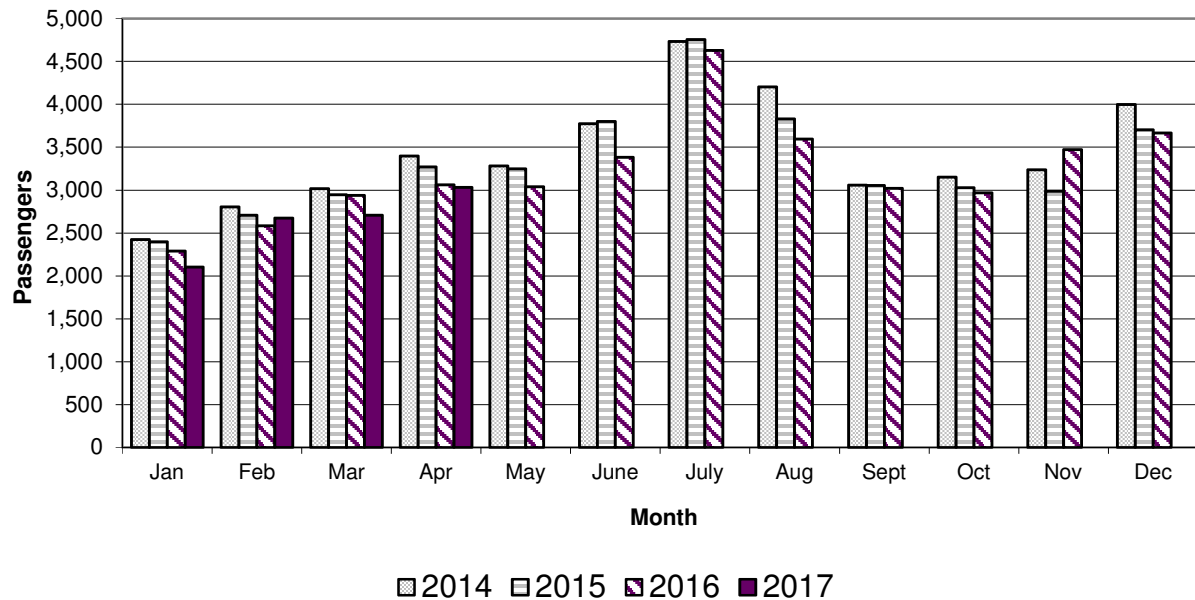
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2014-2017



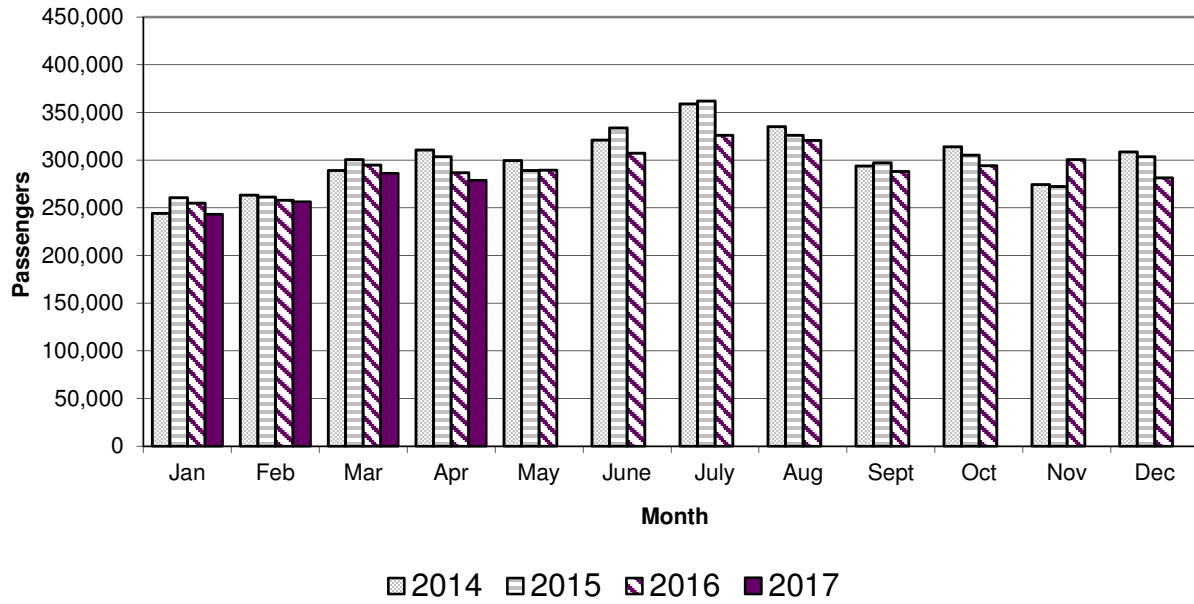
## SOUTH SHORE PEAK RIDERSHIP 2014-2017



## SOUTH SHORE OFF-PEAK RIDERSHIP 2014-2017



# SOUTH SHORE MONTHLY RIDERSHIP 2014-2017



**PERCENT ON TIME: APRIL, 2017**

**PEAK**

Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	0	100.0%
106	0	100.0%
108	0	100.0%
110	1	95.0%
112	0	100.0%
114	2	90.0%
<b>214</b>	<b>3</b>	<b>85.0%</b>
<b>11</b>	<b>4</b>	<b>80.0%</b>
111	0	100.0%
113	0	100.0%
115	0	100.0%
15	0	100.0%
117	1	95.0%
217	0	100.0%
119	0	100.0%
Total	11	96.8%
Westbound	6	96.7%
Eastbound	5	96.9%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>3</b>	<b>85.0%</b>
216	0	100.0%
<b>116</b>	<b>5</b>	<b>75.0%</b>
<b>218</b>	<b>3</b>	<b>85.0%</b>
<b>18</b>	<b>7</b>	<b>65.0%</b>
118	0	100.0%
220	1	95.0%
<b>20</b>	<b>9</b>	<b>55.0%</b>
222	0	100.0%
420	0	100.0%
22	1	95.0%
424	0	100.0%
401	0	100.0%
203	0	100.0%
403	1	95.0%
205	1	95.0%
207	0	100.0%
7	2	90.0%
107	0	100.0%
<b>9</b>	<b>5</b>	<b>75.0%</b>
109	1	95.0%
<b>209</b>	<b>3</b>	<b>85.0%</b>
19	2	90.0%
<b>121</b>	<b>6</b>	<b>70.0%</b>
123	1	95.0%
101	2	90.0%
Total	53	89.8%
Westbound	29	87.9%
Eastbound	24	91.4%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
600	1	90.0%
<b>502</b>	<b>3</b>	<b>70.0%</b>
504	1	90.0%
<b>606</b>	<b>3</b>	<b>70.0%</b>
<b>506</b>	<b>3</b>	<b>70.0%</b>
608	0	100.0%
<b>508</b>	<b>2</b>	<b>80.0%</b>
<b>610</b>	<b>2</b>	<b>80.0%</b>
510	0	100.0%
710	Cancelled*	
503	1	90.0%
603	0	100.0%
605	1	90.0%
505	0	100.0%
<b>507</b>	<b>2</b>	<b>80.0%</b>
<b>509</b>	<b>5</b>	<b>50.0%</b>
<b>511</b>	<b>2</b>	<b>80.0%</b>
613	0	100.0%
601	2	80.0%
701	0	100.0%
703	3	70.0%
Total	31	85.2%
Westbound	15	85.0%
Eastbound	16	85.5%

REASONS (weekday)		
CAR	5	7.8%
CAT		0.0%
DBS		0.0%
AMT		0.0%
DMW	9	14.1%
DSR	1	1.6%
DSS	1	1.6%
FTI	4	6.3%
HLD		0.0%
LMU	2	3.1%
MET	8	12.5%
OTH	2	3.1%
PAS	3	4.7%
POL	2	3.1%
PTI	15	23.4%
SVS	1	1.6%
TOD		0.0%
TRS	1	1.6%
WTR	7	10.9%
NIPSCO		0.0%
FRR	3	4.7%
OET		0.0%
TRK		0.0%
DDS		0.0%
OPR		0.0%
UTL		0.0%
VAN		0.0%
SUB		
TOTAL	64	100.0%

REASONS (weekend)		
CAR	1	3.2%
CAT		0.0%
DBS		0.0%
AMT		0.0%
DMW		0.0%
DSR	3	9.7%
DSS	1	3.2%
FTI	2	6.5%
HLD	1	3.2%
LMU		0.0%
MET	3	9.7%
OTH	1	3.2%
PAS	6	19.4%
POL	4	12.9%
PTI	5	16.1%
SVS	2	6.5%
TOD		0.0%
TRS		0.0%
DDS		0.0%
OPR		0.0%
WTR		0.0%
FRR	2	6.5%
SUB		0.0%
NIPSCO		0.0%
OET		0.0%
TRK		0.0%
UTL		0.0%
VAN		0.0%
TOTAL	31	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, 2017**

<b>PEAK</b>		
Train	Days Late	% on Time
102	2	97.6%
104	5	94.0%
6	3	96.3%
106	2	97.6%
108	1	98.8%
110	7	91.6%
112	3	96.4%
<b>114</b>	<b>9</b>	<b>89.2%</b>
214	7	91.6%
11	8	90.4%
111	3	96.4%
113	7	91.6%
115	4	95.2%
15	4	95.2%
<b>117</b>	<b>9</b>	<b>89.2%</b>
217	6	92.8%
119	4	95.2%
Total	84	94.0%
Westbound	39	94.8%
Eastbound	45	93.2%

<b>OFF-PEAK</b>		
Train	Days Late	% on Time
<b>14</b>	<b>10</b>	<b>88.0%</b>
216	0	100.0%
<b>116</b>	<b>21</b>	<b>74.7%</b>
216	5	93.9%
<b>18</b>	<b>29</b>	<b>65.1%</b>
118	2	97.6%
218	5	93.9%
<b>20</b>	<b>24</b>	<b>71.1%</b>
220	3	96.4%
420	1	98.8%
<b>22</b>	<b>10</b>	<b>88.1%</b>
422	4	95.2%
401	1	98.8%
203	2	97.6%
403	5	94.0%
<b>205</b>	<b>27</b>	<b>67.5%</b>
207	3	96.4%
<b>7</b>	<b>15</b>	<b>81.9%</b>
<b>107</b>	<b>13</b>	<b>84.3%</b>
<b>9</b>	<b>13</b>	<b>84.3%</b>
109	7	91.6%
209	4	95.2%
<b>19</b>	<b>15</b>	<b>82.1%</b>
<b>121</b>	<b>18</b>	<b>78.6%</b>
<b>123</b>	<b>13</b>	<b>84.5%</b>
101	4	95.2%
Total	254	88.3%
Westbound	114	88.5%
Eastbound	140	88.0%

<b>WEEKEND/HOLIDAY</b>		
Train	Days Late	% on Time
600	2	94.4%
<b>502</b>	<b>5</b>	<b>86.1%</b>
<b>504</b>	<b>6</b>	<b>83.3%</b>
<b>606</b>	<b>11</b>	<b>69.4%</b>
<b>506</b>	<b>6</b>	<b>83.3%</b>
608	1	97.2%
<b>508</b>	<b>6</b>	<b>83.3%</b>
<b>610</b>	<b>6</b>	<b>83.3%</b>
<b>510</b>	<b>4</b>	<b>88.9%</b>
710	Cancelled*	
<b>503</b>	<b>4</b>	<b>88.9%</b>
603	1	97.2%
605	1	97.2%
<b>505</b>	<b>4</b>	<b>88.9%</b>
<b>507</b>	<b>13</b>	<b>63.9%</b>
<b>509</b>	<b>11</b>	<b>69.4%</b>
<b>511</b>	<b>6</b>	<b>83.3%</b>
513	2	94.4%
601	4	88.9%
703	0	100.0%
<b>705</b>	<b>15</b>	<b>58.3%</b>
Total	108	85.7%
Westbound	47	86.9%
Eastbound	61	84.6%

*Trains less than 90% on time*

**CUMULATIVE REASONS FOR DELAYS THRU APRIL, 2017**

REASONS (weekday)		
CAR	18	5.3%
CAT		0.0%
DBS	1	0.3%
AMT	6	1.8%
DMW	22	6.5%
DSR	5	1.5%
DSS	13	3.8%
FTI	14	4.1%
HLD	1	0.3%
LMU	8	2.4%
MET	106	31.4%
OTH	12	3.6%
PAS	11	3.3%
POL	8	2.4%
PTI	40	11.8%
SVS	5	1.5%
TOD	1	0.3%
TRS	2	0.6%
WTR	14	4.1%
NIPSCO		0.0%
FRR	10	3.0%
OET	4	1.2%
UTL	18	5.3%
OPR		0.0%
DDS		0.0%
SUB		0.0%
TRK	19	5.6%
VAN		0.0%
TOTAL	338	100.0%

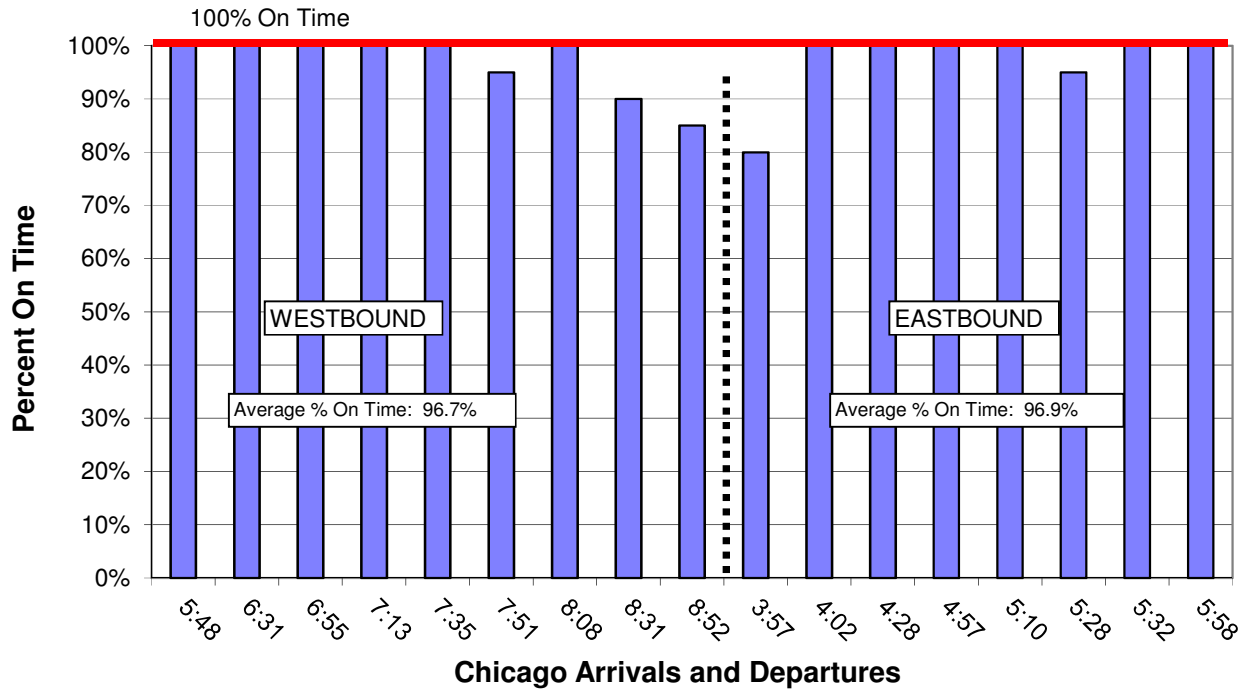
REASONS (weekend)		
CAR	5	4.6%
CAT		0.0%
DBS		0.0%
AMT	1	0.9%
DMW	1	0.9%
DSR	3	2.8%
DSS	2	1.9%
FTI	7	6.5%
HLD	3	2.8%
LMU	1	0.9%
MET	11	10.2%
OTH	4	3.7%
PAS	20	18.5%
POL	5	4.6%
PTI	23	21.3%
SVS	4	3.7%
TOD		0.0%
TRS	1	0.9%
WTR		0.0%
NIPSCO		0.0%
FRR	3	2.8%
OET		0.0%
UTL	4	3.7%
OPR		0.0%
DDS		0.0%
SUB	1	0.9%
TRK	9	8.3%
VAN		0.0%
TOTAL	108	100.0%

TOTAL		
CAR	23	5.2%
CAT	0	0.0%
DBS	1	0.2%
AMT	7	1.6%
DMW	23	5.2%
DSR	8	1.8%
DSS	15	3.4%
FTI	21	4.7%
HLD	4	0.9%
LMU	9	2.0%
MET	117	26.2%
OTH	16	3.6%
PAS	31	7.0%
POL	13	2.9%
PTI	63	14.1%
SVS	9	2.0%
TOD	1	0.2%
TRS	3	0.7%
WTR	14	3.1%
NIPSCO	0	0.0%
FRR	13	2.9%
OET	4	0.9%
UTL	22	4.9%
OPR	0	0.0%
DDS	0	0.0%
SUB	1	0.2%
TRK	28	6.3%
VAN	0	0.0%
TOTAL	446	100.0%

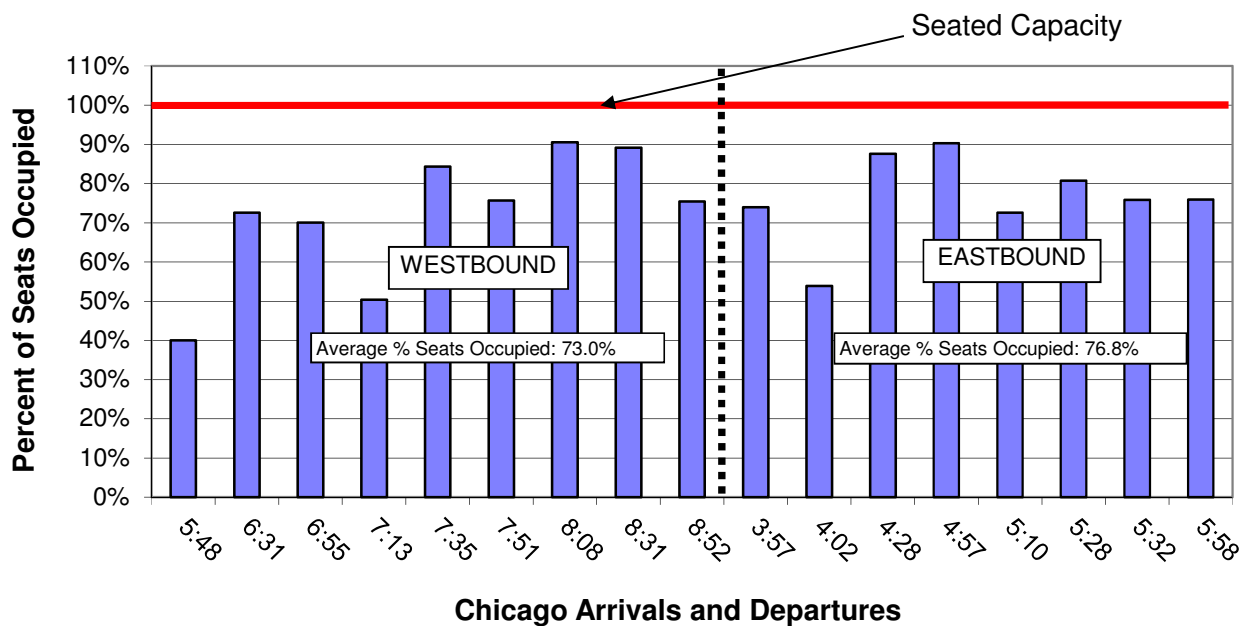
CAR - Car or equipment failure of malfunction  
 CAT - Catenary problems or power outage  
 DBS - Delays due to busing  
 AMT - Amtrak delay  
 DMW - M of W work - holding for defect repair or M of W forces to clear  
 DSR - Speed restriction - all speed restrictions not listed in timetable  
 DSS - 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 2017



## PERCENT OF RUSH HOUR SEATS OCCUPIED: APRIL 2017



**RUSH HOUR\* TRAIN DELAYS - APRIL 2017 (minutes late)**

Train	Arrive	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				
		3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28							
102	5:48a																							20	100.0%			
104	6:31																								20	100.0%		
6	6:55																								20	100.0%		
106	7:13																								20	100.0%		
108	7:35																								20	100.0%		
110	7:51				13																			1	20	95.0%		
112	8:08																								20	100.0%		
114	8:31				13					14															2	20	90.0%	
214	8:52		6		13	6																			3	20	85.0%	
14	10:28					30									9										3	20	85.0%	
Train	Depart																					Days Late	Days Ran	% On Time				
11	3:57			7	20	15				10															4	20	80.0%	
111	4:02																									20	100.0%	
113	4:28																									20	100.0%	
115	4:57																									20	100.0%	
15	5:10																									20	100.0%	
117	5:32							9																	1	20	95.0%	
217	5:28																									20	100.0%	
119	5:58																									20	100.0%	
19	7:10									62								10							2	20	90.0%	
High temp		57	57	46	42	46	72	54	58	56	69	69	74	71	76	51	72	74	82	61	61							
Low temp		47	33	32	32	28	54	40	30	37	44	39	45	51	51	37	37	49	61	45	41							

\* 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	11	180	93.9%	13	180	92.8%	9	207	95.7%	6	180	96.7%			#DIV/0!			#DIV/0!
EB Rush	21	161	87.0%	7	160	95.6%	12	184	93.5%	5	160	96.9%			#DIV/0!			#DIV/0!
Total Rush	32	341	90.6%	20	340	94.1%	21	391	94.6%	11	340	96.8%	0	0	#DIV/0!	0	0	#DIV/0!

	July		Aug		Sept		Oct		Nov		Dec	
	#Late	#Ran	#Late	#Ran	#Late	#Ran	#Late	#Ran	#Late	#Ran	#Late	#Ran
WB Rush												
EB Rush												
Total Rush	0	0	0	0	0	0	0	0	0	0	0	0

**EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:**



Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	2	84	97.6%
6:31	104	5	83	94.0%
6:55	6	3	82	96.3%
7:13	106	2	83	97.6%
7:35	108	1	83	98.8%
7:51	110	7	83	91.6%
8:08	112	3	83	96.4%
8:31	114	9	83	89.2%
8:52	214	7	83	91.6%
10:28	14	9	83	89.2%
<b>Depart</b>				
3:57	11	8	83	90.4%
4:02p	111	3	83	96.4%
4:28	113	7	83	91.6%
4:57	115	4	83	95.2%
5:10	15	4	84	95.2%
5:28	117	9	83	89.2%
5:32	217	6	83	92.8%
5:58	119	4	83	95.2%
7:15	19	14	84	83.3%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	39	747	94.8%
EB Rush	45	665	93.2%
Total Rush	84	1,412	94.1%

CUMULATIVE RUSH HOUR thru APRIL						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	15	16	31	2.0%	2.4%	2.2%
11-15	17	8	25	2.3%	1.2%	1.8%
16-20	3	8	11	0.4%	1.2%	0.8%
21-30	3	2	5	0.4%	0.3%	0.4%
31-59	1	1	2	0.1%	0.2%	0.1%
60+	0	10	10	0.0%	1.5%	0.7%
Annulled	9	7	16			
Total Late	39	45	84	5.2%	6.8%	5.9%
On time	708	620	1,328	94.8%	93.2%	94.1%
Total ran	747	665	1,412			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru APRIL						
Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	15	16	159	54	244	5.6%
11-15	17	8	47	32	104	2.4%
16-20	3	8	10	12	33	0.8%
21-30	3	2	17	8	30	0.7%
31-59	1	1	12	2	16	0.4%
60+	0	10	9	0	19	0.4%
Annulled	9	7	21	0	37	
Total	39	45	254	108	446	10.3%
On Time	708	619	1,909	648	3,884	89.7%
Total ran	747	664	2,163	756	4,330	

Total Late and Total Ran exclude annulled trains

APRIL RUSH HOUR						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	2	3	5	1.1%	1.9%	1.5%
11-15	4	1	5	2.2%	0.6%	1.5%
16-20	0	1	1	0.0%	0.6%	0.3%
21-30	0	0	0	0.0%	0.0%	0.0%
31-59	0	0	0	0.0%	0.0%	0.0%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	6	5	11	3.3%	3.1%	3.2%
On time	174	155	329	96.7%	96.9%	96.8%
Total ran	180	160	340			