

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**March 2016  
Monthly Performance Report**



**NICTD**

## MARCH, 2016 MONTHLY PERFORMANCE REPORT

### Ridership

March ridership declined by 1.9% compared to last year. This year we carried 295,099 passengers. In March 2015 we carried 300,752. Most of the decline can be attributed to loss of Saturday service on March 12 resulting from an early morning derailment just as Train 701 was preparing for revenue service. We also experienced some lengthy eastbound rush hour delays on March 23 caused by substation problems in Porter County and a Metra switch problem at Kensington on March 29.

### Weekday Travel

Weekday travel was down 2.5% compared to March 2015. We averaged 11,581 passengers per day; with average **peak** travel declining 3.3%; and **off-peak** travel declining by 0.2%. The data appears to show that off-peak ridership responded affirmatively to the week-long off-peak westbound passengers ride free promotion that occurred on March 14-18.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2015	Mar 2016		Avg. 2015	Mar 2016
5:48 a	37.5	30.5	3:57 p***	70.0	73.7
6:31 a	73.0	67.2	4:02 p	66.8	61.7
6:55 a***	71.7	80.1	4:28 p	86.7	98.4
7:13 a	76.9	72.2	4:57 p	98.6	96.1
7:35 a	88.5	93.3	5:10 p	79.7	84.3
7:51 a	87.8	90.1	5:28 p	69.2	69.6
8:08 a	77.0	75.4	5:32 p	69.7	71.8
8:31 a	90.9	84.7	5:58 p	78.6	75.0
8:52 a	65.9	67.7	7:10 p*	65.1	55.8
10:28 a*	66.0	67.4			

\*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 17.9% over March 2015. We averaged 3,591 passengers per day on weekends compared to 4,376 last year. This is primarily due to the loss of Saturday service on March 12.

### Analysis over last 12 months:

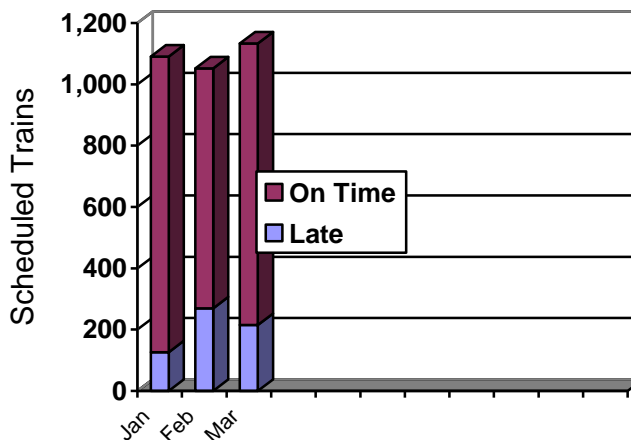
RIDERSHIP OVER LAST 12 MONTHS: APRIL THRU MARCH							
	2012-13	2013-14	%Change	2014-15	%Change	2015-16	%Change
Total	3,604,833	3,571,356	-0.9	3,641,009	1.9	3,602,178	-1.1
Weekday	3,059,828	3,041,240	-0.6	3,081,978	1.3	3,078,916	-0.1
Peak	2,167,279	2,177,044	0.4	2,211,218	1.6	2,229,288	0.8
Off-peak	892,549	864,196	-3.2	870,760	0.8	849,877	-2.4
Weekend	545,005	530,116	-2.7	559,031	5.4	523,262	-6.4
South Bend	270,374	250,760	-7.2	251,413	0.3	248,844	-1.0

**On Time Performance**

**Rush hour** –Overall, 88.5% of A.M. and P.M. rush hour trains were on time in March; compared to 80.2% in February. 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). 95.4% of all trains arrived at their terminal station within 10 minutes. 93.7% of westbound morning rush hour service was on time compared to 85.6% in February; while eastbound rush hour trains reported an average on time performance of 82.6% compared to 74.4% in February. Thirteen out of 206 westbound trains were delayed in March ranging from 6-15 minutes. Thirty-two out of 184 eastbound trains encountered delays ranging from 6-80 minutes.<sup>1</sup>

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	MARCH, 2016				CUMULATIVE THRU 2016			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	9	18	27	6.9	24	46	70	6.5
11-15	4	4	8	2.1	25	17	42	3.9
16-20	0	3	3	0.8	7	9	16	1.5
21-30	0	0	0	0.0	3	7	10	0.9
31-59	0	5	5	1.3	8	6	14	1.3
60+	0	2	2	0.5	0	8	8	0.7
<b>On Time</b>	<b>193</b>	<b>152</b>	<b>345</b>	<b>88.5</b>	<b>499</b>	<b>419</b>	<b>918</b>	<b>85.2</b>
Total Ran	206	184	390		566	512	1,078	
Annulled	1	0			10	1	11	

**Overall** - We operated 1,134 trains in March and experienced 215 delays in excess of 5 minutes (ranging from 6-89 minutes) with a median delay of 10 minutes. In February we operated 1,052 trains with 269 delays in excess of 5 minutes (ranging from 6-110 minutes) with a median delay of 12 minutes.



Cumulative On Time Comparison		
Thru March	2015	2016
<b>Weekday</b>	<b>89.1%</b>	<b>81.7%</b>
Peak	88.6	85.2
Off-peak	89.4	79.4
<b>Weekend</b>	<b>85.2</b>	<b>79.3</b>
<b>Overall</b>	<b>88.5</b>	<b>81.3</b>

March train service experienced numerous restricted signal delays caused by over salting of 11<sup>th</sup> St. embedded track in Michigan City resulting in false shunting of signals. This also

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

occurred in the Portage/Ogden Dunes area due to the presence of heavy salt concentrations in the ballast. This delayed trains en route which were delayed further by scheduled train meets entering single track territory. Our maintenance forces plan to undercut and remove the affected ballast in the Portage/Ogden Dunes platform area this spring. The salt fouled ballast and track structure will be replaced between Michigan Blvd and Cedar Street on 11<sup>th</sup> St. in Michigan City this summer.

**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				
	112	Annulled	NIPSCO				
	114	Annulled	NIPSCO				
	203	Annulled	NIPSCO				
	205	Annulled	NIPSCO				

**RIDERSHIP REPORT: MARCH, 2016**

04/03/2016

	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	257,749	21	-1.4%
March	289,449	21	300,752	22	295,099	23	-1.9%
April	310,647	22	303,792	22			
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	512,755	41	-1.8%
March	797,494	62	822,942	63	807,854	64	-1.8%
April	1,108,141	84	1,126,734	85			
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		10,547		-6.0%
March	11,703		11,880		11,581		-2.5%
April	12,258		12,081				
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				
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				
May	3,282		3,247				
June	3,775		3,801				

RIDERSHIP REPORT: MARCH, 2016

04/03/2016

	2014	Work Days	2015	Work Days	2016	Work Days	Change 16/15
	Passengers		Passengers		Passengers		
<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				
May	4,874		4,485				
June	5,830		5,689				

**RIDERSHIP REPORT: MARCH, 2016**

04/03/2016

	2014	Work Days	2015	Work Days	2016	Work Days	Change 16/15
	Passengers		Passengers		Passengers		
<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 March	11,138	62	11,320	63	11,027	64	-2.6%
<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 March	8,390	62	8,632	63	8,411	64	-2.6%
<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 March	2,748	62	2,688	63	2,620	64	-2.5%

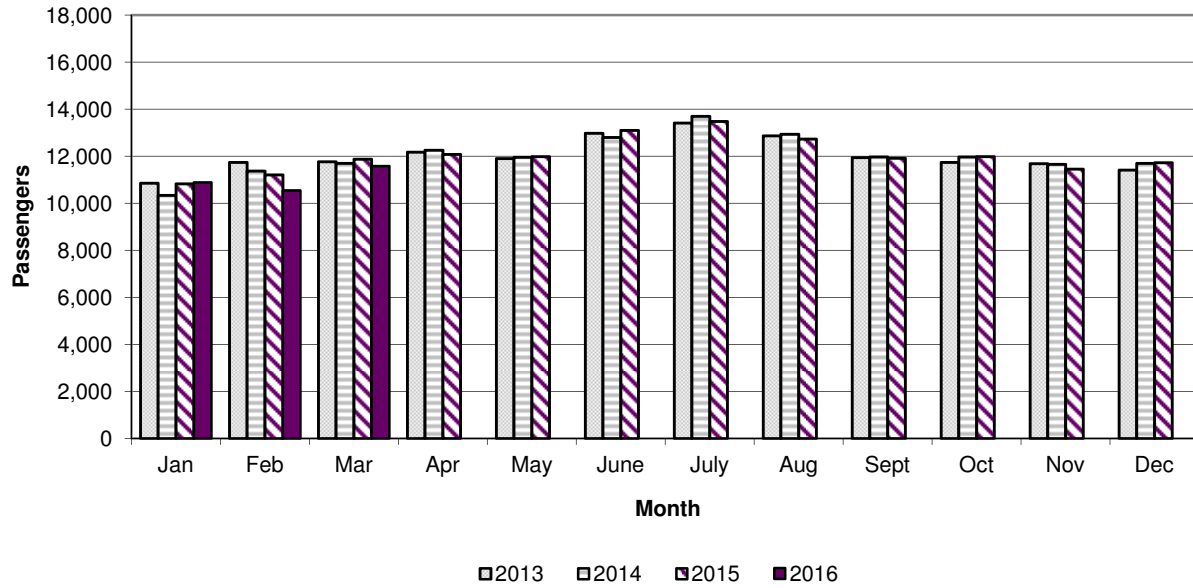
**RIDERSHIP REPORT: MARCH, 2016**

04/03/2016

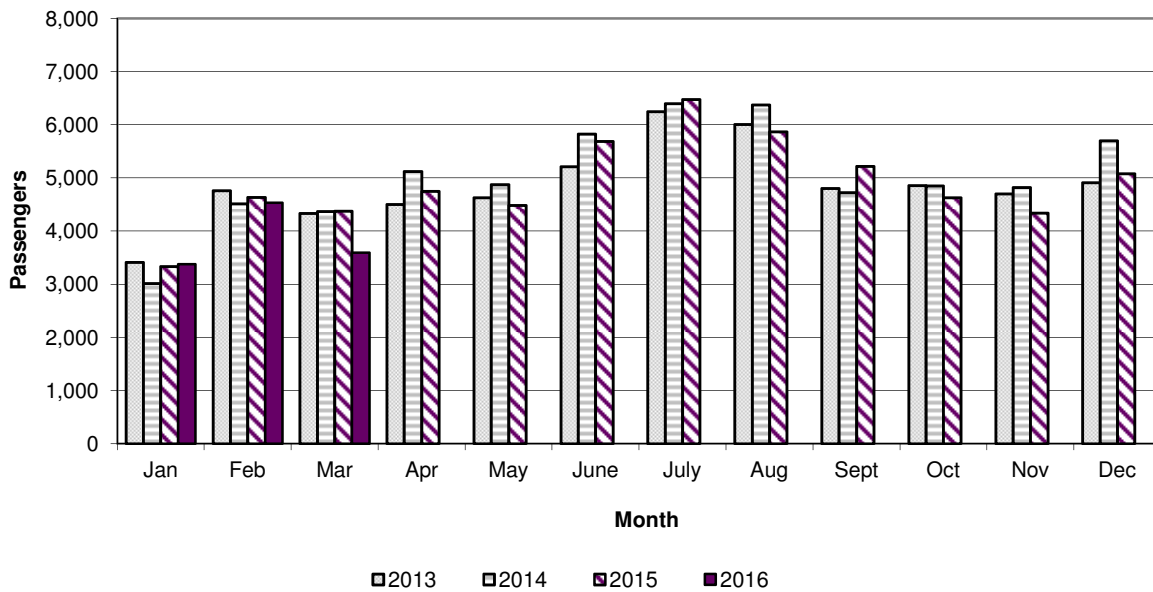
	2014	Wkend	2015	Wkend	2016	Wkend	Change 16/15
	Passengers	Days	Passengers	Days	Passengers	Days	
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
July	6,401		6,478				
August	6,373		5,870				
September	4,728		5,218				
October	4,852		4,630				
November	4,823		4,339				
December	5,698		5,080				
Thru March	3,961	28	4,067	27	3,783	27	-7.0%



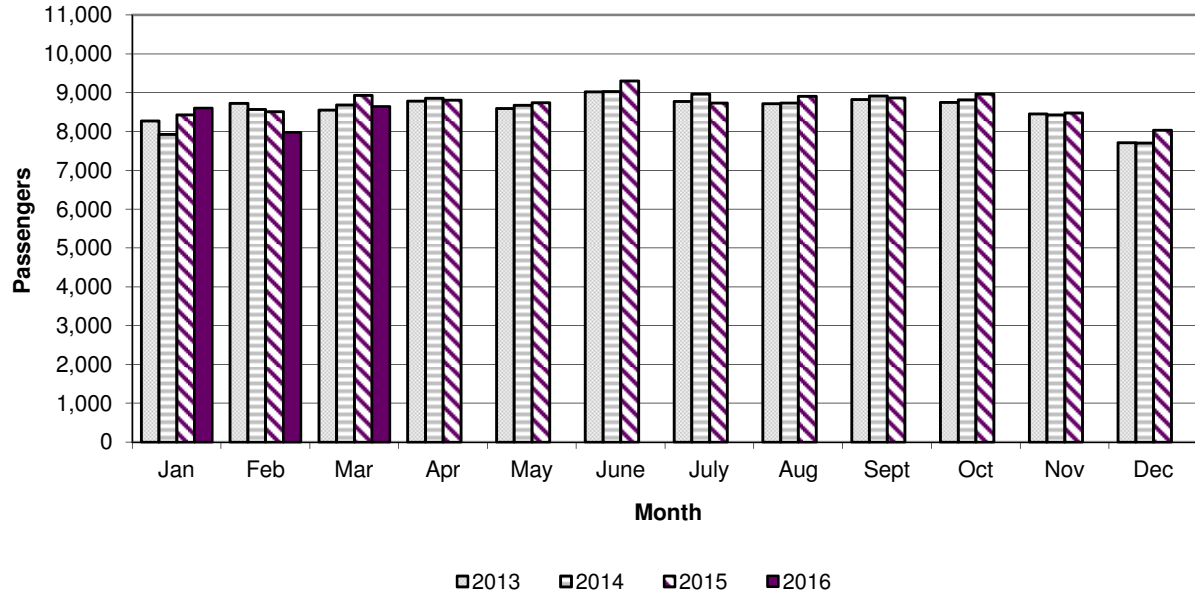
## SOUTH SHORE WEEKDAY RIDERSHIP 2013-2016



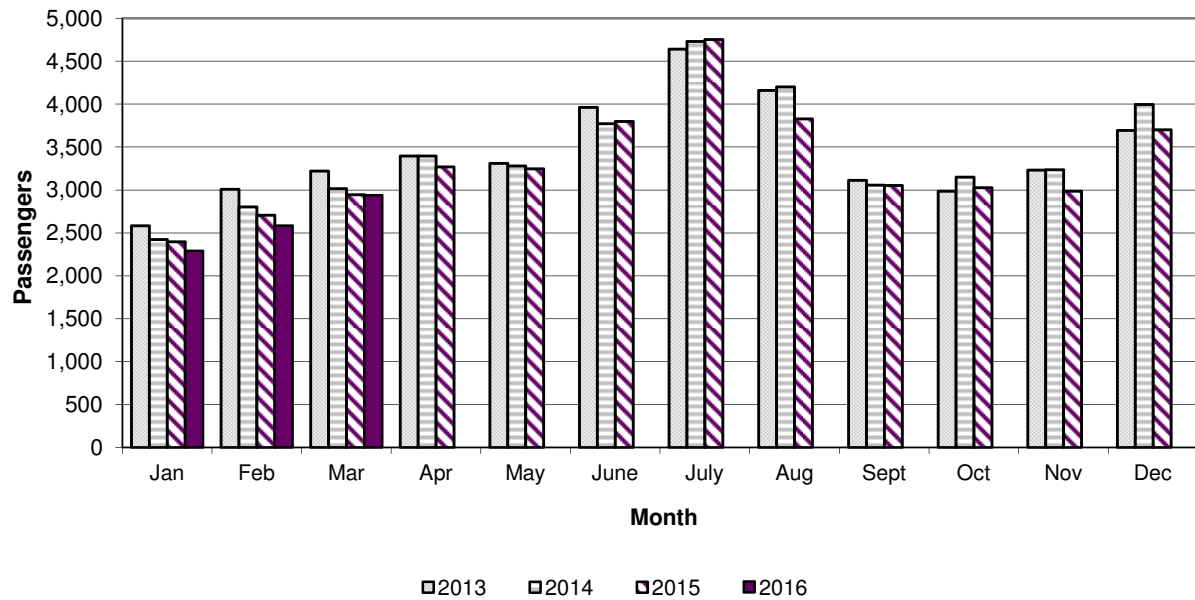
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2013-2016



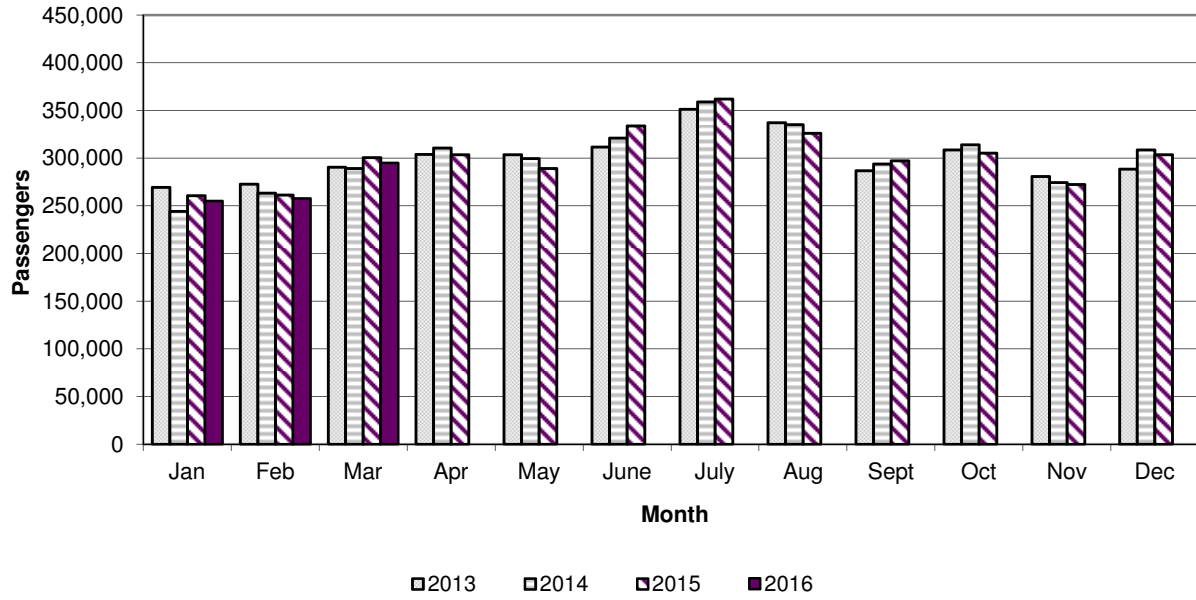
## SOUTH SHORE PEAK RIDERSHIP 2013-2016



## SOUTH SHORE OFF-PEAK RIDERSHIP 2013-2016



# SOUTH SHORE MONTHLY RIDERSHIP 2013-2016



**PERCENT ON TIME: MARCH, 2016**

**PEAK**

Train	Days Late	% on Time
102	0	100.0%
104	2	91.3%
<b>6</b>	<b>7</b>	<b>69.6%</b>
106	1	95.7%
108	0	100.0%
110	2	91.3%
112	0	100.0%
114	1	95.7%
214	0	100.0%
<b>11</b>	<b>11</b>	<b>52.2%</b>
111	1	95.7%
<b>113</b>	<b>3</b>	<b>87.0%</b>
115	1	95.7%
<b>15</b>	<b>5</b>	<b>78.3%</b>
<b>117</b>	<b>7</b>	<b>69.6%</b>
217	1	95.7%
<b>119</b>	<b>3</b>	<b>87.0%</b>
Total	45	88.5%
Westbound	13	93.7%
Eastbound	32	82.6%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>6</b>	<b>73.9%</b>
216	1	95.7%
<b>116</b>	<b>11</b>	<b>52.2%</b>
218	1	95.7%
<b>18</b>	<b>14</b>	<b>39.1%</b>
118	0	100.0%
220	1	95.7%
<b>20</b>	<b>4</b>	<b>82.6%</b>
222	1	95.7%
420	1	95.7%
<b>22</b>	<b>7</b>	<b>69.6%</b>
<b>424</b>	<b>12</b>	<b>47.8%</b>
401	1	95.7%
203	0	100.0%
403	0	100.0%
<b>205</b>	<b>12</b>	<b>47.8%</b>
207	0	100.0%
7	2	91.3%
<b>107</b>	<b>17</b>	<b>26.1%</b>
<b>9</b>	<b>11</b>	<b>52.2%</b>
<b>109</b>	<b>14</b>	<b>39.1%</b>
209	0	100.0%
<b>19</b>	<b>18</b>	<b>21.7%</b>
<b>121</b>	<b>4</b>	<b>82.6%</b>
<b>123</b>	<b>3</b>	<b>87.0%</b>
<b>101</b>	<b>5</b>	<b>78.3%</b>
Total	146	75.6%
Westbound	59	78.6%
Eastbound	87	73.0%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
600	0	100.0%
<b>502</b>	<b>5</b>	<b>28.6%</b>
<b>504</b>	<b>2</b>	<b>71.4%</b>
<b>606</b>	<b>3</b>	<b>57.1%</b>
506	0	100.0%
<b>608</b>	<b>2</b>	<b>71.4%</b>
508	0	100.0%
610	0	100.0%
<b>510</b>	<b>1</b>	<b>87.5%</b>
710	Cancelled*	
<b>503</b>	<b>2</b>	<b>71.4%</b>
603	0	100.0%
<b>605</b>	<b>1</b>	<b>85.7%</b>
<b>505</b>	<b>1</b>	<b>85.7%</b>
<b>507</b>	<b>1</b>	<b>85.7%</b>
<b>509</b>	<b>4</b>	<b>42.9%</b>
<b>511</b>	<b>1</b>	<b>87.5%</b>
613	0	100.0%
<b>601</b>	<b>1</b>	<b>87.5%</b>
701	0	100.0%
703	0	100.0%
Total	24	83.6%
Westbound	13	80.3%
Eastbound	11	86.3%

**REASONS (weekday)**

Reason	Days	%
CAR	6	3.1%
CAT		0.0%
DBS		0.0%
AMT	5	2.6%
DMW	19	9.9%
DSR	2	1.0%
DSS	25	13.1%
FTI	5	2.6%
HLD	4	2.1%
LMU	15	7.9%
MET	35	18.3%
OTH	8	4.2%
PAS	2	1.0%
POL		0.0%
PTI	34	17.8%
SVS	3	1.6%
TOD	2	1.0%
TRS		0.0%
WTR	3	1.6%
NIPSCO		0.0%
FRR	4	2.1%
OET		0.0%
TRK	14	7.3%
DDS		0.0%
OPR		0.0%
UTL		0.0%
VAN		0.0%
SUB	5	2.6%
TOTAL	191	100.0%

**REASONS (weekend)**

Reason	Days	%
CAR		0.0%
CAT		0.0%
DBS		0.0%
AMT		0.0%
DMW		0.0%
DSR		0.0%
DSS	5	20.8%
FTI		0.0%
HLD		0.0%
LMU	1	4.2%
MET	2	8.3%
OTH	1	4.2%
PAS	3	12.5%
POL		0.0%
PTI	2	8.3%
SVS	7	29.2%
TOD		0.0%
TRS		0.0%
DDS		0.0%
OPR		0.0%
WTR		0.0%
FRR		0.0%
SUB		0.0%
NIPSCO		0.0%
OET		0.0%
TRK	3	12.5%
UTL		0.0%
VAN		0.0%
TOTAL	24	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 MARCH, 2016**

**PEAK**

Train	Days Late	% on Time
102	3	95.2%
<b>104</b>	<b>9</b>	<b>85.7%</b>
<b>6</b>	<b>13</b>	<b>79.4%</b>
106	4	93.7%
108	2	96.8%
<b>110</b>	<b>12</b>	<b>81.0%</b>
<b>112</b>	<b>7</b>	<b>88.9%</b>
<b>114</b>	<b>11</b>	<b>82.5%</b>
214	4	93.7%
<b>11</b>	<b>17</b>	<b>73.4%</b>
111	4	93.8%
<b>113</b>	<b>9</b>	<b>85.9%</b>
<b>115</b>	<b>10</b>	<b>84.4%</b>
<b>15</b>	<b>13</b>	<b>79.7%</b>
<b>117</b>	<b>25</b>	<b>60.9%</b>
217	1	98.4%
<b>119</b>	<b>14</b>	<b>78.1%</b>
Total	158	85.3%
Westbound	65	88.5%
Eastbound	93	79.2%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>14</b>	<b>77.8%</b>
216	1	98.4%
<b>116</b>	<b>25</b>	<b>60.9%</b>
216	2	96.9%
<b>18</b>	<b>29</b>	<b>54.7%</b>
118	5	92.2%
218	2	96.9%
<b>20</b>	<b>17</b>	<b>73.4%</b>
220	1	98.4%
420	1	98.4%
22	11	82.8%
<b>422</b>	<b>22</b>	<b>65.6%</b>
401	2	96.8%
203	2	96.8%
403	1	98.4%
<b>205</b>	<b>26</b>	<b>58.7%</b>
207	4	93.7%
<b>7</b>	<b>8</b>	<b>87.3%</b>
<b>107</b>	<b>44</b>	<b>30.2%</b>
<b>9</b>	<b>25</b>	<b>60.9%</b>
<b>109</b>	<b>27</b>	<b>57.8%</b>
209	2	96.9%
<b>19</b>	<b>38</b>	<b>40.6%</b>
<b>121</b>	<b>9</b>	<b>85.9%</b>
<b>123</b>	<b>15</b>	<b>76.2%</b>
101	8	87.5%
Total	341	79.4%
Westbound	130	83.1%
Eastbound	211	76.2%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
<b>600</b>	<b>5</b>	<b>80.8%</b>
<b>502</b>	<b>14</b>	<b>46.2%</b>
<b>504</b>	<b>4</b>	<b>84.6%</b>
<b>606</b>	<b>11</b>	<b>57.7%</b>
<b>506</b>	<b>5</b>	<b>80.8%</b>
<b>608</b>	<b>5</b>	<b>80.8%</b>
<b>508</b>	<b>3</b>	<b>88.9%</b>
610	2	92.6%
<b>510</b>	<b>3</b>	<b>88.9%</b>
710	Cancelled*	
<b>503</b>	<b>5</b>	<b>80.8%</b>
<b>603</b>	<b>5</b>	<b>80.8%</b>
<b>605</b>	<b>5</b>	<b>80.8%</b>
<b>505</b>	<b>7</b>	<b>73.1%</b>
<b>507</b>	<b>7</b>	<b>73.1%</b>
<b>509</b>	<b>10</b>	<b>61.5%</b>
<b>511</b>	<b>6</b>	<b>77.8%</b>
513	2	92.6%
<b>601</b>	<b>4</b>	<b>85.2%</b>
703	1	96.2%
<b>705</b>	<b>5</b>	<b>80.8%</b>
Total	109	79.3%
Westbound	52	78.1%
Eastbound	57	80.3%

*Trains less than 90% on time*

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

REASONS (weekday)		
CAR	24	4.8%
CAT	6	1.2%
DBS		0.0%
AMT	14	2.8%
DMW	28	5.6%
DSR	4	0.8%
DSS	75	15.0%
FTI	14	2.8%
HLD	5	1.0%
LMU	27	5.4%
MET	81	16.2%
OTH	15	3.0%
PAS	10	2.0%
POL	6	1.2%
PTI	69	13.8%
SVS	8	1.6%
TOD	2	0.4%
TRS	1	0.2%
WTR	26	5.2%
NIPSCO		0.0%
FRR	11	2.2%
OET	8	1.6%
UTL	2	0.4%
OPR		0.0%
DDS	1	0.2%
SUB	5	1.0%
TRK	57	11.4%
VAN		0.0%
TOTAL	499	100.0%

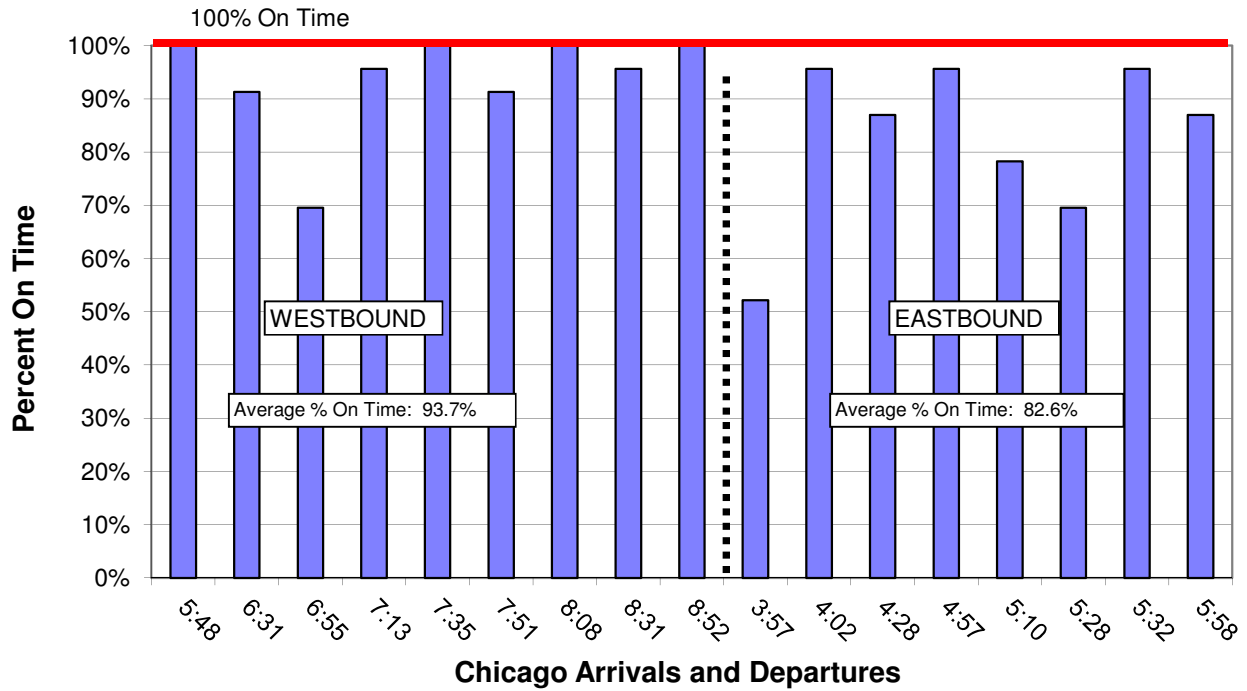
REASONS (weekend)		
CAR	3	2.8%
CAT		0.0%
DBS		0.0%
AMT	4	3.7%
DMW		0.0%
DSR	1	0.9%
DSS	20	18.3%
FTI	3	2.8%
HLD		0.0%
LMU	3	2.8%
MET	12	11.0%
OTH	9	8.3%
PAS	8	7.3%
POL	1	0.9%
PTI	8	7.3%
SVS	14	12.8%
TOD		0.0%
TRS		0.0%
WTR	3	2.8%
NIPSCO		0.0%
FRR	1	0.9%
OET		0.0%
UTL		0.0%
OPR	1	0.9%
DDS		0.0%
SUB		0.0%
TRK	18	16.5%
VAN		0.0%
TOTAL	109	100.0%

TOTAL		
CAR	27	4.4%
CAT	6	1.0%
DBS	0	0.0%
AMT	18	3.0%
DMW	28	4.6%
DSR	5	0.8%
DSS	95	15.6%
FTI	17	2.8%
HLD	5	0.8%
LMU	30	4.9%
MET	93	15.3%
OTH	24	3.9%
PAS	18	3.0%
POL	7	1.2%
PTI	77	12.7%
SVS	22	3.6%
TOD	2	0.3%
TRS	1	0.2%
WTR	29	4.8%
NIPSCO	0	0.0%
FRR	12	2.0%
OET	8	1.3%
UTL	2	0.3%
OPR	1	0.2%
DDS	1	0.2%
SUB	5	0.8%
TRK	75	12.3%
VAN	0	0.0%
TOTAL	608	100.0%

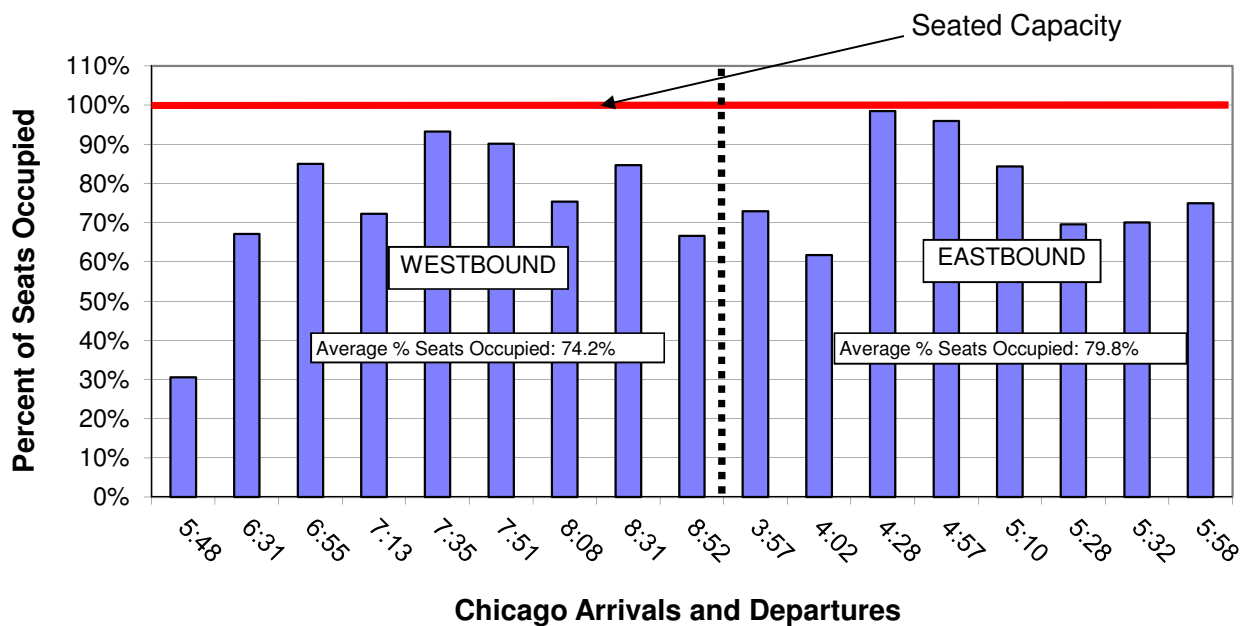
CAR - Car or equipment failure of malfunction  
 CAT - Catenary problems or power outage  
 DBS - Delays due to busing  
 AMT - Amtrak delay  
 DMW - M of W work - holding for defect repair or M of W forces to clear  
 DSR - Speed restriction - all speed restrictions not listed in timetable  
 DSS - 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: MARCH 2016



# PERCENT OF RUSH HOUR SEATS OCCUPIED: MARCH 2016



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

Train	Arrive	Tues 1	Wed 2	Thurs 3	Fri 4	Mon 7	Tues 8	Wed 9	Thurs 10	Fri 11	Mon 14	Tues 15	Wed 16	Thurs 17	Fri 18	Mon 21	Tues 22	Wed 23	Thurs 24	Fri 25	Mon 28	Tues 29	Wed 30	Thurs 31	Days Late	Days Ran	% On Time		
102	5:43a	A																								22	23	100.0%	
104	6:38	15				7																				2	23	91.3%	
6	6:55	15		10	6						10	6	6			10										7	23	69.6%	
106	7:21										9															1	23	95.7%	
108	7:35																									0	23	100.0%	
110	7:47		14								13															2	23	91.3%	
112	8:08																									0	23	100.0%	
114	8:31		10																							1	23	95.7%	
214	8:52																									0	23	100.0%	
14	10:28	15																25	15		7	9	7			6	23	73.9%	
Train	Depart																								Days Late	Days Ran	% On Time		
11	3:57	7	8							8		10	7			12	6		17	7		80		10	11	23	52.2%		
111	4:02																						70			1	23	95.7%	
113	4:28			11														6					55			3	23	87.0%	
115	4:57																						39		6	2	23	91.3%	
15	5:10			11	10													47					18			4	23	82.6%	
117	5:32		9	8	8				6															20		6	7	23	69.6%
217	5:28																							15			1	23	95.7%
119	5:58					7												40					6			3	23	87.0%	
19	7:10	33	19		15	14	10	12	10	10	15	12	23	17	8							12	15	10	14	17	23	26.1%	
High temp		32	30	30	35	61	71	65	57	58	54	61	59	55	45	49	65	68	60	48	43	57	60	63					
Low temp		21	14	24	8	43	54	57	34	28	40	33	45	37	30	25	34	44	37	30	28	23	39	46					

\* 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%			#DIV/0!			#DIV/0!			#DIV/0!
EB Rush	18	160	88.8%	43	168	74.4%	32	184	82.6%			#DIV/0!			#DIV/0!			#DIV/0!
Total Rush	46	340	86.5%	69	348	80.2%	45	390	88.5%	0	0	#DIV/0!	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:**

Mar 1: Tr 102 mechanical problems at Hegewisch

Mar 23: substations problems Furnesville to Madison delayed evening rush hour

Mar 29: Metra had switch failure at Kensington delaying evening rush hour service



Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:40a	102	3	62	95.2%
6:38	104	9	63	85.7%
6:55	6	13	63	79.4%
7:21	106	4	63	93.7%
7:35	108	4	63	93.7%
7:47	110	12	63	81.0%
8:05	112	7	63	88.9%
8:31	114	11	63	82.5%
8:52	214	4	63	93.7%
10:25	14	13	63	79.4%
Depart				
3:57	11	17	64	73.4%
4:02p	111	4	64	93.8%
4:28	113	9	64	85.9%
4:57	115	11	64	82.8%
5:10	15	12	64	81.3%
5:28	117	25	64	60.9%
5:32	217	1	64	98.4%
5:58	119	14	64	78.1%
7:15	19	35	64	45.3%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	67	566	88.2%
EB Rush	93	512	81.8%
Total Rush	160	1,078	85.2%

CUMULATIVE RUSH HOUR thru MARCH						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	24	46	70	4.2%	9.0%	6.5%
11-15	25	17	42	4.4%	3.3%	3.9%
16-20	7	9	16	1.2%	1.8%	1.5%
21-30	3	7	10	0.5%	1.4%	0.9%
31-59	8	6	14	1.4%	1.2%	1.3%
60+	0	8	8	0.0%	1.6%	0.7%
Annulled	10	1	11			
Total Late	67	93	160	11.8%	18.2%	14.8%
On time	499	419	918	88.2%	81.8%	85.2%
Total ran	566	512	1,078			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru MARCH						
Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	24	46	160	59	289	8.9%
11-15	25	17	98	30	170	5.2%
16-20	7	9	26	9	51	1.6%
21-30	3	7	28	5	43	1.3%
31-59	8	6	21	5	40	1.2%
60+	0	8	8	1	17	0.5%
Annulled	10	1	10	14	35	
Total	67	93	341	109	610	18.7%
On Time	499	418	1,314	417	2,648	81.3%
Total ran	566	511	1,655	526	3,258	

Total Late and Total Ran exclude annulled trains

MARCH RUSH HOUR						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	9	18	27	4.4%	9.8%	6.9%
11-15	4	4	8	1.9%	2.2%	2.1%
16-20	0	3	3	0.0%	1.6%	0.8%
21-30	0	0	0	0.0%	0.0%	0.0%
31-59	0	5	5	0.0%	2.7%	1.3%
60+	0	2	2	0.0%	1.1%	0.5%
Annulled	1	0	1			
Total Late	13	32	45	6.3%	17.4%	11.5%
On time	193	152	345	93.7%	82.6%	88.5%
Total ran	206	184	390			

Total Late and Total Ran exclude annulled trains