

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**May 2016  
Monthly Performance Report**



**NICTD**

## MAY, 2016 MONTHLY PERFORMANCE REPORT

### Ridership

May ridership was flat (0.1%) compared to last year. This year we carried 289,597 passengers. In May 2015 we carried 289,203. Thru May we have carried 1,384,794 passengers, a decline of 2.2% over last year.

### Weekday Travel

All segments of our ridership declined. Weekday travel was down 3.5% compared to May 2015. We averaged 11,570 passengers per day; with average **peak** travel declining 2.4%; 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	May 2016		Avg. 2015	May 2016
5:48 a	37.5	62.4	3:57 p***	70.0	80.4
6:31 a	73.0	79.4	4:02 p	66.8	73.8
6:55 a***	71.7	81.2	4:28 p	86.7	87.5
7:13 a	76.9	73.8	4:57 p	98.6	93.4
7:35 a	88.5	89.2	5:10 p	79.7	76.7
7:51 a	87.8	75.5	5:28 p	69.2	78.5
8:08 a	77.0	88.4	5:32 p	69.7	85.7
8:31 a	90.9	90.3	5:58 p	78.6	68.0
8:52 a	65.9	75.4	7:10 p*	65.1	51.1
10:28 a*	66.0	47.9			

\*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 rose by 4.0% over May 2015. We averaged 4,663 passengers per day on weekends compared to 4,485 last year.

### Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: JUNE THRU MAY							
	2012-13	2013-14	%Change	2014-15	%Change	2015-16	%Change
Total	3,600,075	3,583,558	-0.5	3,623,481	1.1	3,586,123	-1.0
Weekday	3,067,617	3,031,931	-1.2	3,066,832	1.1	3,064,725	-0.1
Peak	2,181,388	2,171,689	-0.4	2,202,821	1.4	2,223,769	0.9
Off-peak	886,229	860,242	-2.9	864,011	0.4	841,095	-2.6
Weekend	539,606	542,133	0.5	556,649	2.7	521,633	-6.3
South Bend	268,912	250,661	-6.8	249,798	-0.3	245,226	-1.8

### On Time Performance

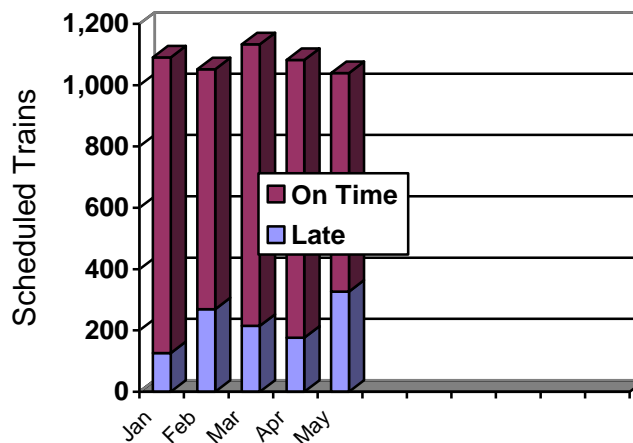
**Rush hour** –Overall, 76.2% of A.M. and P.M. rush hour trains were on time in May; compared to 93.6% in April. We consider a train to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard).

88.2% of all trains arrived at their terminal station within 10 minutes. 84.1% of westbound morning rush hour service was on time compared to 95.2% in April; while eastbound rush hour trains reported an average on time performance of 67.3% compared to 91.7% in April.

Thirty out of 189 westbound trains were delayed in May ranging from 6-25 minutes. Fifty-five out of 168 eastbound trains encountered delays ranging from 6-52 minutes.<sup>1</sup>

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	MAY, 2016				CUMULATIVE THRU 2016			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	17	26	43	12.0	47	77	124	6.9
11-15	10	10	20	5.6	37	31	68	3.8
16-20	2	7	9	2.5	9	18	27	1.5
21-30	1	5	6	1.7	5	14	19	1.1
31-59	0	7	7	2.0	8	14	22	1.2
60+	0	0	0		0	8	8	0.4
<b>On Time</b>	<b>159</b>	<b>113</b>	<b>272</b>	<b>76.2%</b>	<b>838</b>	<b>686</b>	<b>1,524</b>	<b>85.0%</b>
Total Ran	189	168	357		944	848	1,792	
Annulled					10	1	11	

**Overall** - We operated 1,040 trains in May and experienced 326 delays in excess of 5 minutes (ranging from 6-67 minutes) with a median delay of 12 minutes. In April 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		
<i>Thru May</i>	<b>2015</b>	<b>2016</b>
<b>Weekday</b>	<b>89.9</b>	<b>79.9</b>
Peak	90.5	85.0
Off-peak	88.0	76.4
<b>Weekend</b>	<b>87.7</b>	<b>76.7</b>
<b>Overall</b>	<b>88.7</b>	<b>79.3</b>

Most of the delays in May were the result of single track conflicts associated with the installation of higher speed universal crossovers at Parrish and Paul's and delays on Metra. We expect the crossover install work to conclude in late June. 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		509	Annulled	Derailment
1-11	101	81	Broken rail		600	Annulled	Derailment
1-12	15	70	Catenary		603	Annulled	Derailment
	113	85	Catenary		605	Annulled	Derailment
	115	75	Catenary		606	Annulled	Derailment
	117	70	Catenary		608	Annulled	Derailment
1-31	603	80	Operational		701	Annulled	Derailment
2-10	424	69	Late make-up		703	Annulled	Derailment
2-19	9	77	Weather	3-16	9	89	Metra
2-24	19	80	NIPSCO	3-25	424	59	Other
	22	97	NIPSCO	3-29	11	80	Metra
	117	110	Weather		111	70	Metra
	118	92	Mechanical	4-16	507	67	Metra
	123	Annulled	Mechanical	4-18	121	Annulled	Catenary
	119	64	Weather	5-2	205	Annulled	Crossover Install
	217	Annulled	Mechanical		220	Annulled	Crossover Install
2-25	6	Annulled	NIPSCO	5-3	205	Annulled	Crossover Install
	7	Annulled	NIPSCO		220	Annulled	Crossover Install
	14	Annulled	NIPSCO	5-4	205	Annulled	Crossover Install
	102	Annulled	NIPSCO		220	Annulled	Crossover Install
	104	Annulled	NIPSCO	5-5	205	Annulled	Crossover Install
	106	Annulled	NIPSCO		220	Annulled	Crossover Install
	107	Annulled	NIPSCO	5-6	205	Annulled	Crossover Install
	108	Annulled	NIPSCO		220	Annulled	Crossover Install
	110	Annulled	NIPSCO	5-9	205	Annulled	Crossover Install
	112	Annulled	NIPSCO		220	Annulled	Crossover Install
	114	Annulled	NIPSCO	5-10	205	Annulled	Crossover Install
	203	Annulled	NIPSCO		220	Annulled	Crossover Install
	205	Annulled	NIPSCO	5-11	205	Annulled	Crossover Install
2-25	207	Annulled	NIPSCO		220	Annulled	Crossover Install
	214	Annulled	NIPSCO	5-12	205	Annulled	Crossover Install
	401	Annulled	NIPSCO		220	Annulled	Crossover Install
	403	Annulled	NIPSCO	5-13	205	Annulled	Crossover Install
3-1	102	Annulled	Mechanical		220	Annulled	Crossover Install
	203	Annulled	Mechanical	5-16	205	Annulled	Crossover Install
3-12	502	Annulled	Derailment		220	Annulled	Crossover Install
	503	Annulled	Derailment	5-17	107	65	Crossover Install
	504	Annulled	Derailment		205	Annulled	Crossover Install
	505	Annulled	Derailment		220	Annulled	Crossover Install
	506	Annulled	Derailment	5-18	107	67	Crossover Install
	507	Annulled	Derailment		205	Annulled	Crossover Install



**RIDERSHIP REPORT: MAY, 2016**

06/27/2016

	2014	Work	2015	Work	2016	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
<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	287,094	21	-5.5%
May	299,876	21	289,203	20	289,597	21	0.1%
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	1,094,948	85	-2.8%
May	1,408,017	105	1,415,937	105	1,384,545	106	-2.2%
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		11,822		-2.1%
May	11,959		11,994		11,570		-3.5%
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		8,537		-2.4%
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		3,039		-6.4%
June	3,775		3,801				

RIDERSHIP REPORT: MAY, 2016

06/27/2016

	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		4,663		4.0%
June	5,830		5,689				

**RIDERSHIP REPORT: MAY, 2016**

06/27/2016

	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 May	11,537	105	11,608	105	11,294	106	-2.7%
<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 May	8,546	105	8,691	105	8,505	106	-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 May	2,991	105	2,916	105	2,790	106	-4.3%

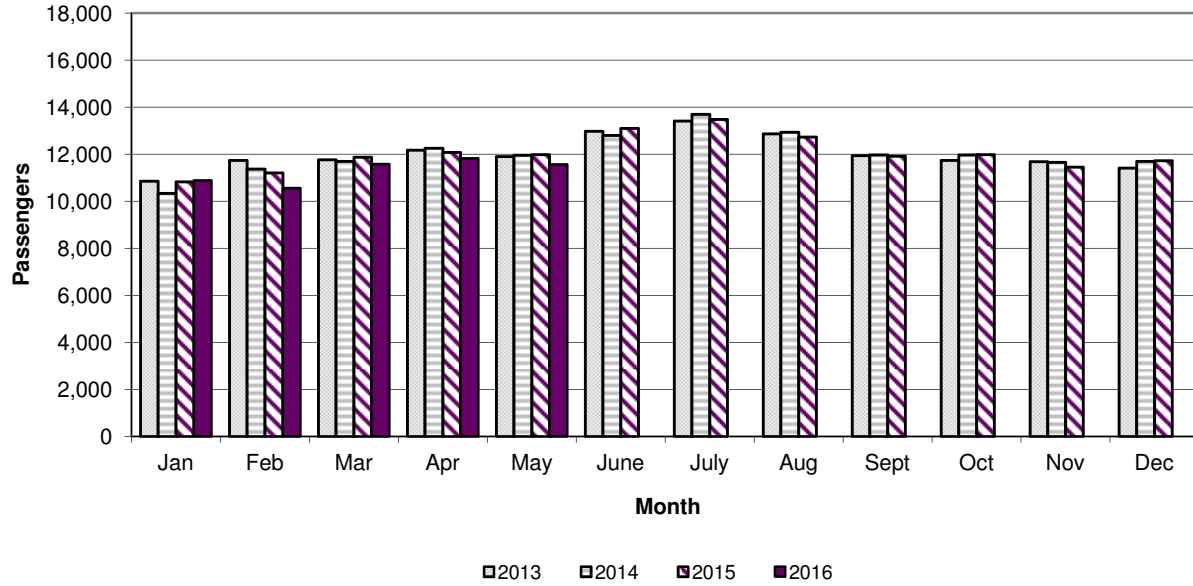


RIDERSHIP REPORT: MAY, 2016

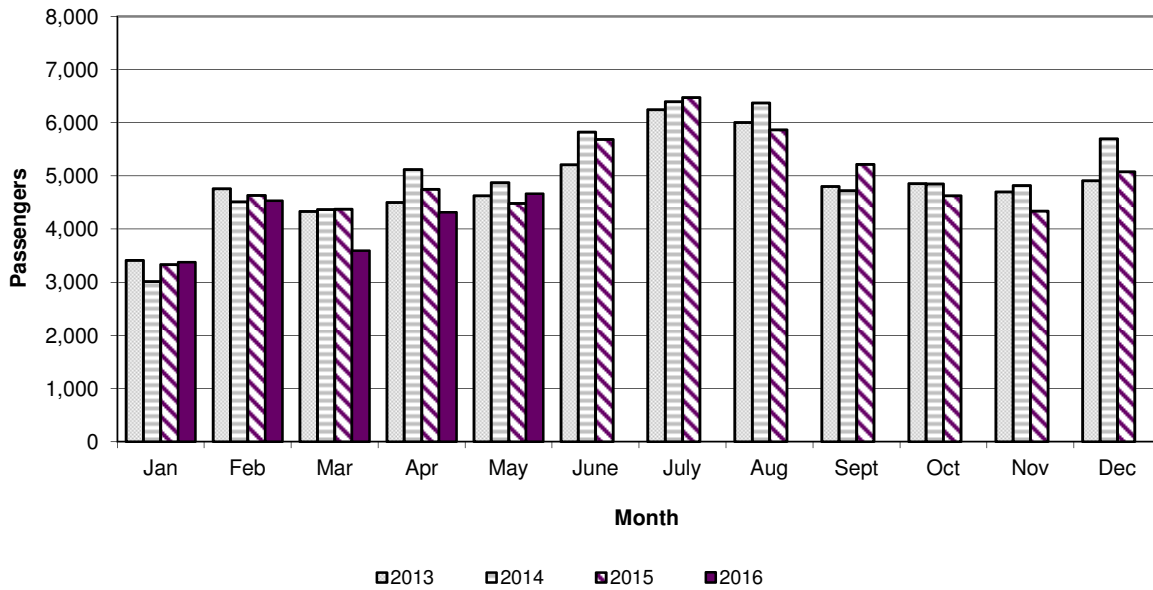
06/27/2016

	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 May	4,370	46	4,286	46	4,079	46	-4.8%

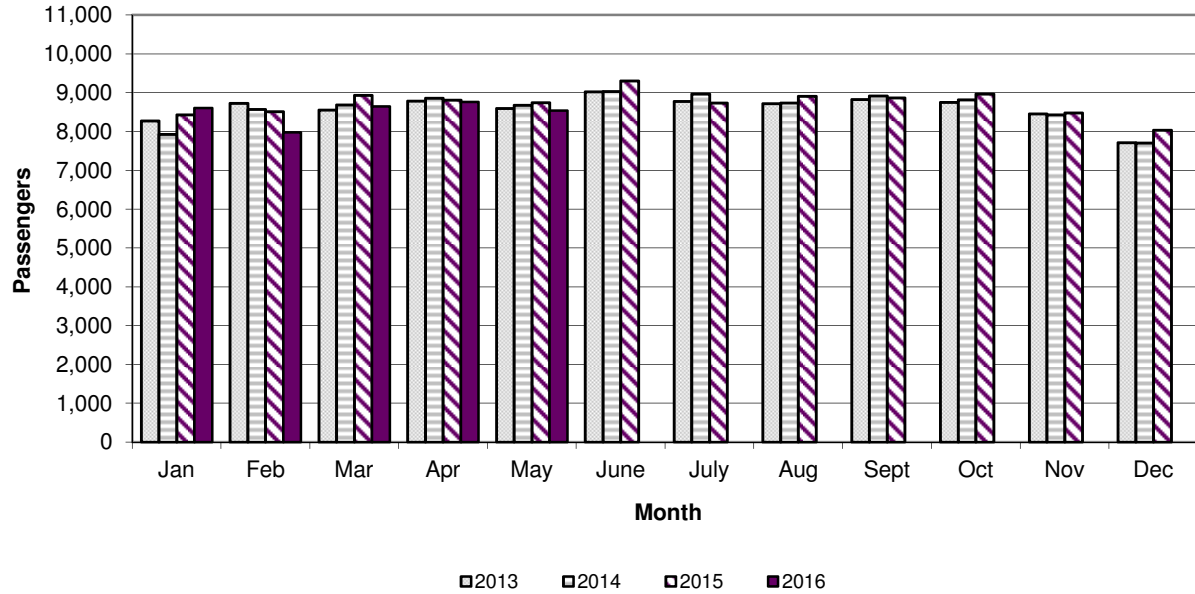
## SOUTH SHORE WEEKDAY RIDERSHIP 2013-2016



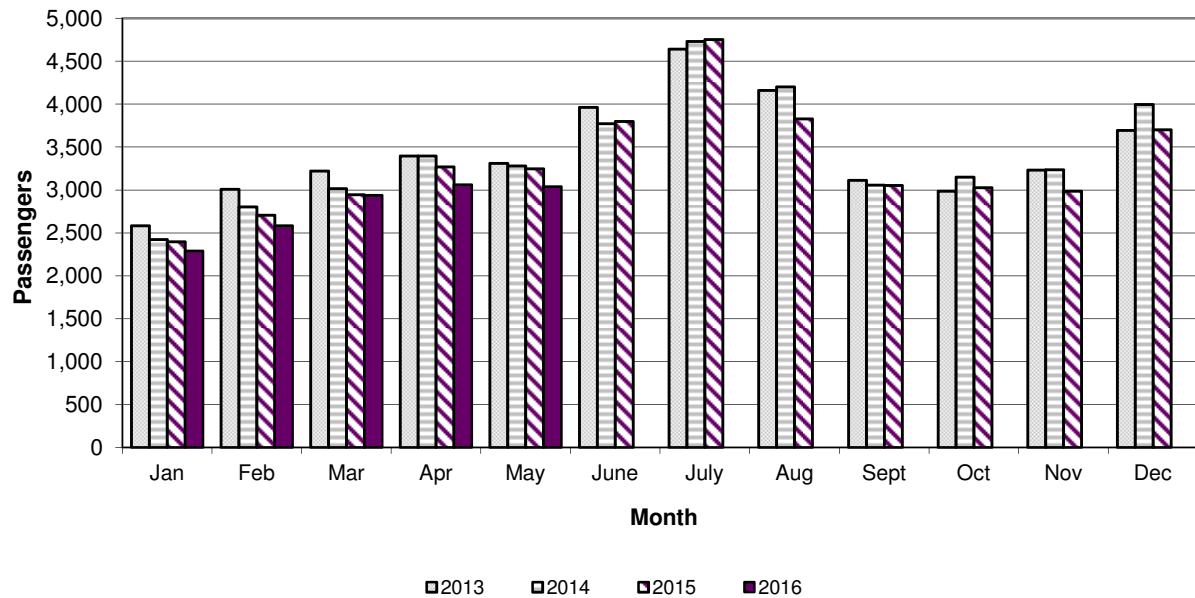
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2013-2016



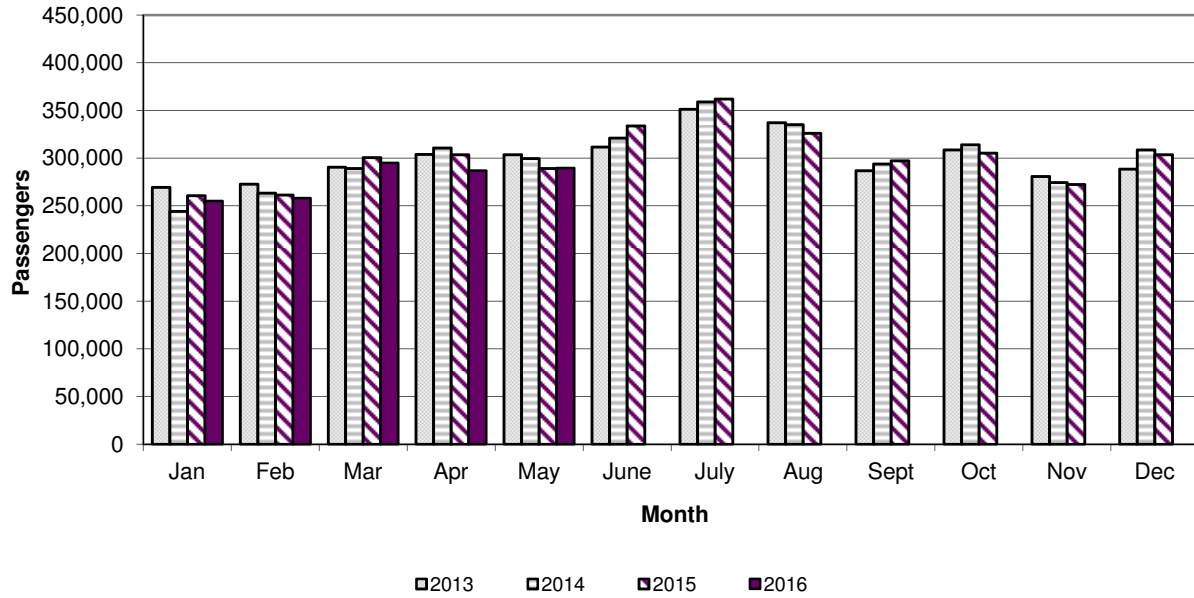
## SOUTH SHORE PEAK RIDERSHIP 2013-2016



## SOUTH SHORE OFF-PEAK RIDERSHIP 2013-2016



# SOUTH SHORE MONTHLY RIDERSHIP 2013-2016



PERCENT ON TIME: MAY, 2016

PEAK

Train	Days Late	% on Time
102	2	90.5%
<b>104</b>	<b>3</b>	<b>85.7%</b>
<b>6</b>	<b>4</b>	<b>81.0%</b>
106	1	95.2%
<b>108</b>	<b>4</b>	<b>81.0%</b>
110	1	95.2%
112	1	95.2%
<b>114</b>	<b>9</b>	<b>57.1%</b>
<b>214</b>	<b>5</b>	<b>76.2%</b>
<b>11</b>	<b>17</b>	<b>19.0%</b>
<b>111</b>	<b>3</b>	<b>85.7%</b>
<b>113</b>	<b>5</b>	<b>76.2%</b>
<b>115</b>	<b>4</b>	<b>81.0%</b>
<b>15</b>	<b>4</b>	<b>81.0%</b>
<b>117</b>	<b>11</b>	<b>47.6%</b>
<b>217</b>	<b>3</b>	<b>85.7%</b>
<b>119</b>	<b>8</b>	<b>61.9%</b>
Total	85	76.2%
Westbound	30	84.1%
Eastbound	55	67.3%

OFF-PEAK

Train	Days Late	% on Time
<b>14</b>	<b>15</b>	<b>28.6%</b>
<b>216</b>	<b>4</b>	<b>81.0%</b>
<b>116</b>	<b>15</b>	<b>28.6%</b>
218	2	90.5%
<b>18</b>	<b>19</b>	<b>9.5%</b>
<b>118</b>	<b>5</b>	<b>76.2%</b>
220		Annulled
<b>20</b>	<b>11</b>	<b>47.6%</b>
222	1	95.2%
422	0	100.0%
<b>22</b>	<b>11</b>	<b>47.6%</b>
424	1	95.2%
401	0	100.0%
203		Annulled
403	1	95.2%
205*	0	100.0%
<b>207</b>	<b>8</b>	<b>61.9%</b>
<b>7</b>	<b>16</b>	<b>23.8%</b>
<b>107</b>	<b>14</b>	<b>33.3%</b>
<b>9</b>	<b>21</b>	<b>0.0%</b>
<b>109</b>	<b>8</b>	<b>61.9%</b>
<b>209</b>	<b>5</b>	<b>76.2%</b>
<b>19</b>	<b>5</b>	<b>76.2%</b>
<b>121</b>	<b>6</b>	<b>71.4%</b>
<b>123</b>	<b>10</b>	<b>52.4%</b>
101	1	95.2%
Total	179	64.5%
Westbound	84	63.6%
Eastbound	95	65.2%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
<b>600</b>	<b>3</b>	<b>70.0%</b>
<b>502</b>	<b>4</b>	<b>60.0%</b>
<b>504</b>	<b>4</b>	<b>60.0%</b>
<b>606</b>	<b>9</b>	<b>10.0%</b>
<b>506</b>	<b>7</b>	<b>30.0%</b>
608	0	100.0%
<b>508</b>	<b>3</b>	<b>70.0%</b>
<b>610</b>	<b>5</b>	<b>50.0%</b>
<b>510</b>	<b>4</b>	<b>60.0%</b>
710		Cancelled*
<b>503</b>	<b>7</b>	<b>30.0%</b>
<b>603</b>	<b>2</b>	<b>80.0%</b>
<b>605</b>	<b>4</b>	<b>60.0%</b>
<b>505</b>	<b>2</b>	<b>80.0%</b>
<b>507</b>	<b>2</b>	<b>80.0%</b>
509	0	100.0%
511	1	90.0%
613	0	100.0%
<b>601</b>	<b>3</b>	<b>70.0%</b>
701	0	100.0%
<b>703</b>	<b>2</b>	<b>80.0%</b>
Total	62	69.0%
Westbound	39	56.7%
Eastbound	23	79.1%

REASONS (weekday)

Reason	Days	%
CAR	3	1.1%
CAT		0.0%
DBS		0.0%
AMT	1	0.4%
DMW	179	67.8%
DSR	1	0.4%
DSS	7	2.7%
FTI	6	2.3%
HLD	2	0.8%
LMU	2	0.8%
MET	25	9.5%
OTH	14	5.3%
PAS	6	2.3%
POL		0.0%
PTI	12	4.5%
SVS	3	1.1%
TOD		0.0%
TRS		0.0%
WTR	1	0.4%
NIPSCO		0.0%
FRR	1	0.4%
OET		0.0%
TRK	1	0.4%
DDS		0.0%
OPR		0.0%
UTL		0.0%
VAN		0.0%
SUB		0.0%
TOTAL	264	100.0%

REASONS (weekend)

Reason	Days	%
CAR	4	6.5%
CAT		0.0%
DBS		0.0%
AMT	1	1.6%
DMW	36	58.1%
DSR		0.0%
DSS	2	3.2%
FTI	2	3.2%
HLD	2	3.2%
LMU		0.0%
MET	4	6.5%
OTH	2	3.2%
PAS	3	4.8%
POL		0.0%
PTI	4	6.5%
SVS	2	3.2%
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		0.0%
UTL		0.0%
VAN		0.0%
TOTAL	62	100%

\*Ran as a bus during Xover

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 MAY, 2016**

**PEAK**

Train	Days Late	% on Time
102	5	95.2%
<b>104</b>	<b>15</b>	<b>85.7%</b>
<b>6</b>	<b>20</b>	<b>81.0%</b>
106	5	95.2%
108	8	92.4%
<b>110</b>	<b>13</b>	<b>87.6%</b>
112	8	92.4%
<b>114</b>	<b>23</b>	<b>78.1%</b>
214	9	91.4%
<b>11</b>	<b>39</b>	<b>63.2%</b>
111	9	91.5%
<b>113</b>	<b>16</b>	<b>84.9%</b>
<b>115</b>	<b>15</b>	<b>85.8%</b>
<b>15</b>	<b>17</b>	<b>84.0%</b>
<b>117</b>	<b>37</b>	<b>65.1%</b>
217	4	96.2%
<b>119</b>	<b>25</b>	<b>76.4%</b>
Total	268	85.0%
Westbound	106	88.8%
Eastbound	162	78.1%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>37</b>	<b>64.8%</b>
216	6	94.3%
<b>116</b>	<b>51</b>	<b>51.9%</b>
218	8	92.5%
<b>18</b>	<b>61</b>	<b>42.5%</b>
<b>118</b>	<b>12</b>	<b>88.7%</b>
220	3	96.5%
<b>20</b>	<b>35</b>	<b>67.0%</b>
222	3	97.2%
422	1	99.1%
<b>22</b>	<b>25</b>	<b>76.4%</b>
<b>424</b>	<b>26</b>	<b>75.5%</b>
401	2	98.1%
203	2	97.6%
403	3	97.1%
<b>205</b>	<b>41</b>	<b>61.0%</b>
<b>207</b>	<b>13</b>	<b>87.6%</b>
<b>7</b>	<b>25</b>	<b>76.2%</b>
<b>107</b>	<b>76</b>	<b>27.6%</b>
<b>9</b>	<b>56</b>	<b>47.2%</b>
<b>109</b>	<b>36</b>	<b>66.0%</b>
209	8	92.5%
<b>19</b>	<b>48</b>	<b>54.7%</b>
<b>121</b>	<b>17</b>	<b>83.8%</b>
<b>123</b>	<b>32</b>	<b>69.5%</b>
101	9	91.5%
Total	636	76.5%
Westbound	268	78.6%
Eastbound	368	74.7%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
<b>600</b>	<b>11</b>	<b>75.6%</b>
<b>502</b>	<b>23</b>	<b>48.9%</b>
<b>504</b>	<b>9</b>	<b>80.0%</b>
<b>606</b>	<b>24</b>	<b>46.7%</b>
<b>506</b>	<b>13</b>	<b>71.1%</b>
<b>608</b>	<b>5</b>	<b>88.9%</b>
<b>508</b>	<b>11</b>	<b>76.1%</b>
<b>610</b>	<b>7</b>	<b>84.8%</b>
<b>510</b>	<b>8</b>	<b>82.6%</b>
710	Cancelled*	
<b>503</b>	<b>16</b>	<b>64.4%</b>
<b>603</b>	<b>8</b>	<b>82.2%</b>
<b>605</b>	<b>11</b>	<b>75.6%</b>
<b>505</b>	<b>10</b>	<b>77.8%</b>
<b>507</b>	<b>10</b>	<b>77.8%</b>
<b>509</b>	<b>13</b>	<b>71.1%</b>
<b>511</b>	<b>7</b>	<b>84.8%</b>
513	2	95.7%
<b>601</b>	<b>9</b>	<b>80.4%</b>
703	1	97.8%
<b>705</b>	<b>10</b>	<b>77.8%</b>
Total	208	77.0%
Westbound	111	72.8%
Eastbound	97	80.5%

*Trains less than 90% on time*

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

REASONS (weekday)		
CAR	35	3.9%
CAT	6	0.7%
DBS	0	0.0%
AMT	18	2.0%
DMW	254	28.1%
DSR	3	0.3%
DSS	99	11.0%
FTI	28	3.1%
HLD	12	1.3%
LMU	33	3.7%
MET	135	14.9%
OTH	32	3.5%
PAS	18	2.0%
POL	7	0.8%
PTI	93	10.3%
SVS	12	1.3%
TOD	3	0.3%
TRS	1	0.1%
WTR	28	3.1%
NIPSCO		0.0%
FRR	15	1.7%
OET	9	1.0%
UTL	2	0.2%
OPR		0.0%
DDS	1	0.1%
SUB	5	0.6%
TRK	55	6.1%
VAN		0.0%
TOTAL	904	100.0%

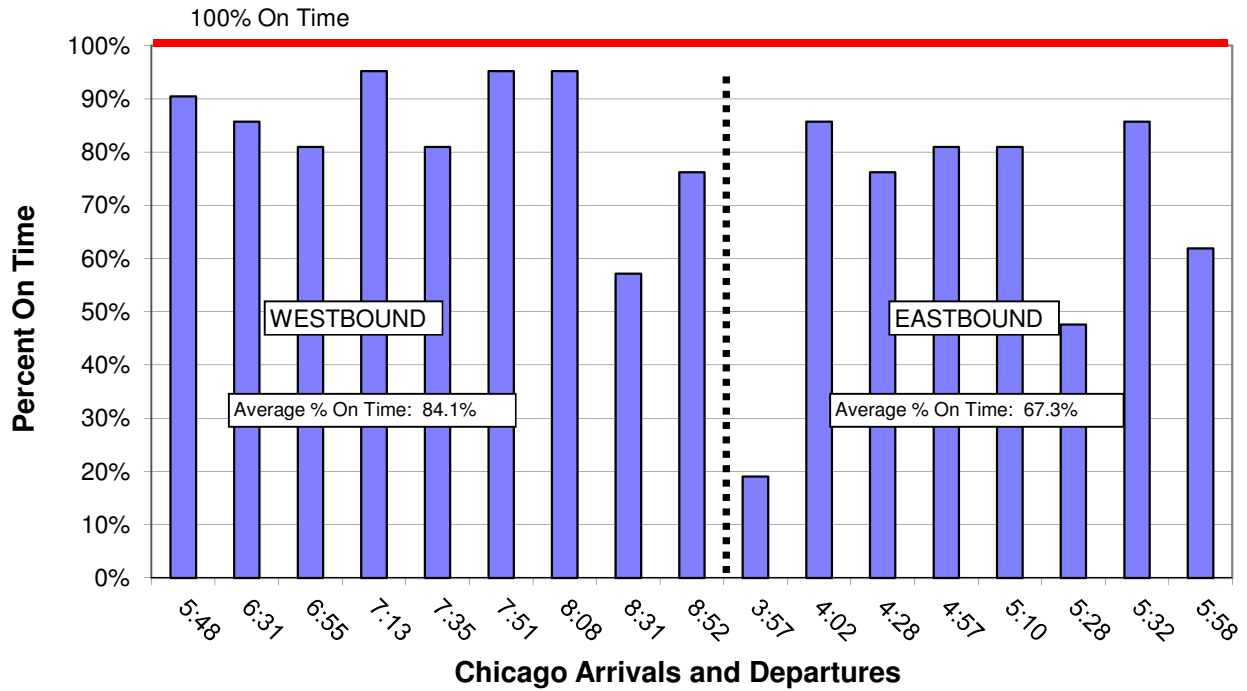
REASONS (weekend)		
CAR	12	5.8%
CAT		0.0%
DBS		0.0%
AMT	6	2.9%
DMW	36	17.3%
DSR	2	1.0%
DSS	27	13.0%
FTI	5	2.4%
HLD	4	1.9%
LMU	3	1.4%
MET	19	9.1%
OTH	13	6.3%
PAS	18	8.7%
POL	2	1.0%
PTI	17	8.2%
SVS	16	7.7%
TOD		0.0%
TRS	1	0.5%
WTR	3	1.4%
NIPSCO		0.0%
FRR	2	1.0%
OET		0.0%
UTL		0.0%
OPR	1	0.5%
DDS		0.0%
SUB		0.0%
TRK	21	10.1%
VAN		0.0%
TOTAL	208	100.0%

TOTAL		
CAR	47	4.2%
CAT	6	0.5%
DBS	0	0.0%
AMT	24	2.2%
DMW	290	26.1%
DSR	5	0.4%
DSS	126	11.3%
FTI	33	3.0%
HLD	16	1.4%
LMU	36	3.2%
MET	154	13.8%
OTH	45	4.0%
PAS	36	3.2%
POL	9	0.8%
PTI	110	9.9%
SVS	28	2.5%
TOD	3	0.3%
TRS	2	0.2%
WTR	31	2.8%
NIPSCO	0	0.0%
FRR	17	1.5%
OET	9	0.8%
UTL	2	0.2%
OPR	1	0.1%
DDS	1	0.1%
SUB	5	0.4%
TRK	76	6.8%
VAN	0	0.0%
TOTAL	1,112	100.0%

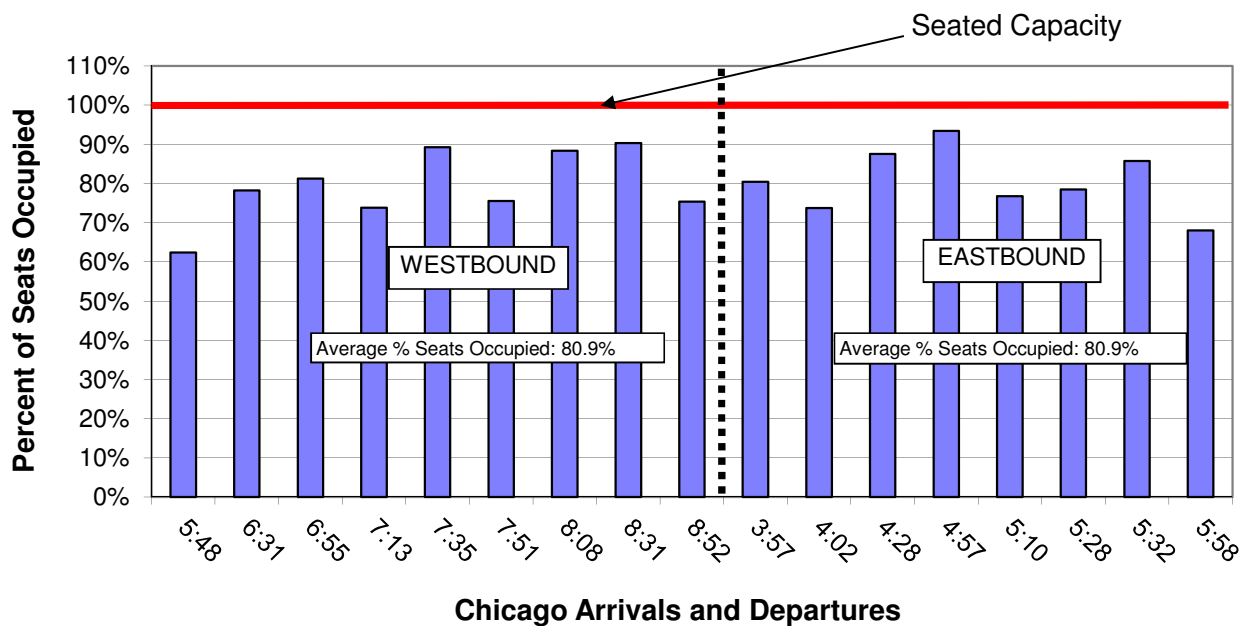
CAR - Car or equipment failure of malfunction  
 CAT - Catenary problems or power outage  
 DBS - Delays due to busing  
 AMT - Amtrak delay  
 DMW - M of W work - holding for defect repair or M of W forces to clear  
 DSR - Speed restriction - all speed restrictions not listed in timetable  
 DSS -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

# RUSH HOUR ON TIME PERFORMANCE: MAY 2016



# PERCENT OF RUSH HOUR SEATS OCCUPIED: MAY 2016





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

Train	Arrive	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Tues			Days	Days	%			
		2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	31			Late	Ran	On Time			
102	5:43a						10							7												2	21	90.5%		
104	6:38	6						6												9							3	21	85.7%	
6	6:55							8	6		6			7													4	21	81.0%	
106	7:21									13																	1	21	95.2%	
108	7:35			17			14	17			12																4	21	81.0%	
110	7:47	14																									1	21	95.2%	
112	8:08					12																					1	21	95.2%	
114	8:31	11	10	7	10		11	10	10							13						11					9	21	57.1%	
214	8:52	6	11	10	25		8																				5	21	76.2%	
14	10:28	20	28	20	24	22	17	22	24	40	32			12		8	13	10									15	21	28.6%	
Train	Depart																													
11	3:57	40	15	15	15	20	20	30	20	25	15			6	8	15	9											17	21	19.0%
111	4:02	25			7			13																				3	21	85.7%
113	4:28	9	14	33									9			11												5	21	76.2%
115	4:57			48										8	20				14									4	21	81.0%
15	5:10			52		32				24					7													4	21	81.0%
117	5:32	6		42		17					8	10	12		18	21				8			7	8				11	21	47.6%
217	5:28	8	6	43																								3	21	85.7%
119	5:58	8		20			6		7	6					6	6			8									8	21	61.9%
19	7:10			10				8			18				18					9								5	21	76.2%
High temp		53	65	56	57	73	55	61	70	70	67	68	61	66	70	69	79	85	85	84	85	86								
Low temp		44	39	37	39	34	44	50	53	54	48	38	46	39	36	44	42	51	61	65	64	58								

\* 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%	30	189	84.1%			#DIV/0!
EB Rush	18	160	88.8%	43	168	74.4%	32	184	82.6%	14	168	91.7%	55	168	67.3%			#DIV/0!
Total Rush	46	340	86.5%	69	348	80.2%	45	390	88.5%	23	357	93.6%	85	357	76.2%	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	

**EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:**

May 2: Beginning of crossover work - straight track returns at Parrish 5/14

May 4: Report that truck hit bridge over Bishop Ford. Later determined bridge was misidentified. Delayed evening trains.

May 16: Begin Paul's Xover

May 20: Parrish Xover complete

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:40a	102	5	104	95.2%
6:38	104	15	105	85.7%
6:55	6	20	105	81.0%
7:21	106	5	105	95.2%
7:35	108	8	105	92.4%
7:47	110	13	105	87.6%
8:05	112	8	105	92.4%
8:31	114	23	105	78.1%
8:52	214	9	105	91.4%
10:25	14	36	105	65.7%
<b>Depart</b>				
3:57	11	39	106	63.2%
4:02p	111	9	106	91.5%
4:28	113	16	106	84.9%
4:57	115	16	106	84.9%
5:10	15	16	106	84.9%
5:28	117	37	106	65.1%
5:32	217	4	106	96.2%
5:58	119	25	106	76.4%
7:15	19	45	106	57.5%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	106	944	88.8%
EB Rush	162	848	80.9%
Total Rush	268	1,792	85.0%

CUMULATIVE RUSH HOUR thru MAY						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	47	77	124	5.0%	9.1%	6.9%
11-15	37	31	68	3.9%	3.7%	3.8%
16-20	9	18	27	1.0%	2.1%	1.5%
21-30	5	14	19	0.5%	1.7%	1.1%
31-59	8	14	22	0.8%	1.7%	1.2%
60+	0	8	8	0.0%	0.9%	0.4%
Annulled	10	1	11			
Total Late	106	162	268	11.2%	19.1%	15.0%
On time	838	686	1,524	88.8%	80.9%	85.0%
Total ran	944	848	1,792			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru MAY						
Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	47	77	271	105	500	9.3%
11-15	37	31	175	46	289	5.4%
16-20	9	18	79	21	127	2.4%
21-30	5	14	61	25	105	1.9%
31-59	8	14	38	11	71	1.3%
60+	0	8	13	3	24	0.4%
Annulled	10	1	53	14	78	
Total	106	162	637	211	1,116	20.7%
On Time	838	685	2,067	695	4,285	79.3%
Total ran	944	847	2,704	906	5,401	

Total Late and Total Ran exclude annulled trains

MAY RUSH HOUR						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	17	26	43	9.0%	15.5%	12.0%
11-15	10	10	20	5.3%	6.0%	5.6%
16-20	2	7	9	1.1%	4.2%	2.5%
21-30	1	5	6	0.5%	3.0%	1.7%
31-59	0	7	7	0.0%	4.2%	2.0%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	30	55	85	15.9%	32.7%	23.8%
On time	159	113	272	84.1%	67.3%	76.2%
Total ran	189	168	357			

Total Late and Total Ran exclude annulled trains