

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**October 2016  
Monthly Performance Report**



**NICTD**

## OCTOBER, 2016 MONTHLY PERFORMANCE REPORT

### Ridership

October ridership declined 3.6% compared to last year. This year we carried 294,337 passengers. In October 2015 we carried 305,425. Thru October we have carried 2,921,876 passengers, a decline of 3.9% over last year.

### Weekday Travel

Weekday travel was down 2.7% compared to October 2015. We averaged 11,671 passengers per day; with average **peak** travel declining 2.9%; and **off-peak** travel declining by 1.9%. This decline in average off-peak travel continues a trend that began in August 2015.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2015	Oct 2016		Avg. 2015	Oct 2016
5:48 a	37.5%	43.6%	3:57 p***	70.0%	64.4%
6:31 a	73.0	76.9	4:02 p	66.8	66.9
6:55 a***	71.7	71.0	4:28 p	86.7	89.0
7:13 a	76.9	70.8	4:57 p	98.6	94.6
7:35 a	88.5	81.6	5:10 p	79.7	74.5
7:51 a	87.8	80.0	5:28 p	69.2	86.7
8:08 a	77.0	91.3	5:32 p	69.7	80.1
8:31 a	90.9	93.6	5:58 p	78.6	76.6
8:52 a	65.9	78.8	7:10 p*	65.1	48.4
10:28 a*	66.0	57.4			

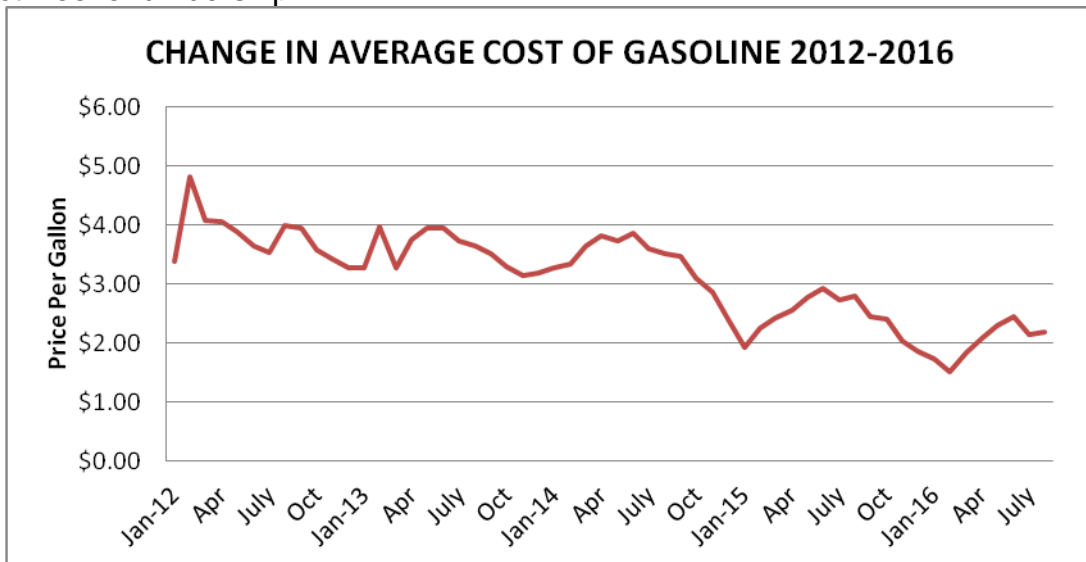
\*Non rush-hour service

\*\*Average for Tuesday thru Thursday ONLY

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

### Weekend

Average weekend ridership rose 6.5% over October 2015. We averaged 4,929 passengers per day on weekends compared to 4,630 last year. Low gas prices continue to impact weekend ridership..



**Analysis over last 12 months:**

RIDERSHIP OVER LAST 12 MONTHS: NOVEMBER THRU OCTOBER							
	2012-13	2013-14	%Change	2014-15	%Change	2015-16	%Change
Total	3,615,911	3,601,675	-0.4%	3,624,178	0.6%	3,497,946	-3.5%
Weekday	3,071,484	3,053,709	-0.6	3,078,035	0.8	2,985,923	-3.0
Peak	2,189,708	2,189,088	-0.0	2,218,255	1.3	2,173,608	-2.0
Off-peak	881,776	864,621	-1.9	859,780	-0.6	812,454	-5.5
Weekend	544,427	547,966	0.6	546,143	-0.3	512,023	-6.2
South Bend	262,345	248,889	-5.1	252,587	1.5	241,174	-4.5

**Revenue**

Farebox revenue remains positive year over year primarily because of the fare increase last July coupled with the capital fare increase implemented in July of this year. We're also continuing to see a movement away from purchasing one way tickets from agents or on board and towards ticket vending machines and mobile app. Revenue from digital sources now represents 54.7% of total revenue.

TOTAL TICKET SALES: January thru October						
Method of Sale	TICKETS			REVENUE		
	2015	2016	% Change	2015	2016	% Change
Ticket Agent	324,474	270,011	-16.8%	\$6,268,049	\$5,788,673	-7.6%
Vending Machine	465,646	465,283	-0.1%	\$6,848,249	\$7,317,650	6.9%
Conductor	376,897	317,864	-15.7%	\$2,575,069	\$2,276,623	-11.6%
Mobile App	91,645	143,968	57.1%	\$1,578,215	\$2,439,644	54.6%
<b>TOTAL</b>	<b>1,258,662</b>	<b>1,197,126</b>	<b>-4.9%</b>	<b>\$17,269,582</b>	<b>\$17,822,590</b>	<b>3.2%</b>
<b>REVENUE FROM ELECTRONIC TICKET SALES: 54.7%</b>						

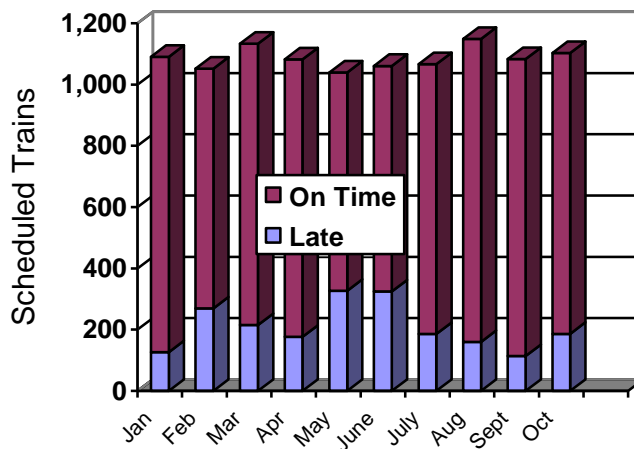
**On Time Performance**

**Rush hour** –Overall, 93.0% of A.M. and P.M. rush hour trains were on time in October; compared to 96.4% in September. 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). 97.2% of all rush hour trains arrived at their terminal station within 10 minutes. 97.9% of westbound morning rush hour service was on time compared to 96.3% in September; while eastbound rush hour trains reported an average on time performance of 87.5% compared to 96.4% in September. Four out of 189 westbound trains were delayed in October ranging from 6-12 minutes. Twenty-one out of 168 eastbound trains encountered delays ranging from 6-45 minutes.<sup>1</sup>

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

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	OCTOBER, 2016				CUMULATIVE THRU 2016			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	2	13	15	4.2%	61	135	196	5.4%
11-15	2	5	7	2.0	52	51	103	2.9
16-20	0	0	0	0.0	13	27	40	1.1
21-30	0	1	1	0.3	6	16	22	0.6
31-59	0	2	2	0.6	10	23	33	0.9
60+	0	0	0	0.0	0	13	13	0.4
<b>On Time</b>	<b>185</b>	<b>147</b>	<b>332</b>	<b>93.0%</b>	<b>1,765</b>	<b>1,430</b>	<b>3,195</b>	<b>88.7%</b>
Total Ran	189	168	357		1,907	1,695	3,602	
Annulled	0	0	0		10	10	20	

**Overall** - In October we operated 1,103 trains with 186 delays in excess of 5 minutes (ranging from 9-183 minutes) with a median delay of 9 minutes. In September we operated 1,083 trains with 113 delays in excess of 5 minutes (ranging from 6-54 minutes) with a median delay of 9 minutes.



Cumulative On Time Comparison		
<i>Thru October</i>	<b>2015</b>	<b>2016</b>
<b>Weekday</b>	<b>86.1%</b>	<b>88.7%</b>
Peak	90.9%	81.0%
Off-peak	83.0%	76.7%
<b>Weekend</b>	<b>84.5%</b>	<b>78.8%</b>
<b>Overall</b>	<b>85.7%</b>	<b>81.5%</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.

**OCTOBER 2016 MONTHLY PERFORMANCE REPORT**

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

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
	220	Annulled	Crossover Install		119	70	Metra
5-19	107	66	Crossover Install		121	146	Metra
	205	Annulled	Crossover Install		123	114	Metra
	220	Annulled	Crossover Install		205	Annulled	Crossover Install
5-20	205	Annulled	Crossover Install		217	137	Metra
	220	Annulled	Crossover Install		220	Annulled	Crossover Install
5-21	606	67	Mechanical		222	158	Metra
5-23	205	Annulled	Crossover Install		424	134	Metra
	220	Annulled	Crossover Install	6-13	205	Annulled	Crossover Install
5-24	205	Annulled	Crossover Install		220	Annulled	Crossover Install
	220	Annulled	Crossover Install	6-14	9	67	Other
5-25	205	Annulled	Crossover Install		205	Annulled	Crossover Install
	220	Annulled	Crossover Install		220	Annulled	Crossover Install
5-26	9	77	Other	6-15	205	Annulled	Crossover Install
	205	Annulled	Crossover Install		220	Annulled	Crossover Install
	220	Annulled	Crossover Install	6-16	205	Annulled	Crossover Install
5-27	205	Annulled	Crossover Install		220	Annulled	Crossover Install
	220	Annulled	Crossover Install	6-17	205	Annulled	Crossover Install
5-31	107	65	Crossover Install		220	Annulled	Crossover Install
	205	Annulled	Crossover Install	6-20	9	110	NIPSCO outage
	220	Annulled	Crossover Install		205	Annulled	Crossover Install
6-1	205	Annulled	Crossover Install		220	Annulled	Crossover Install
	220	Annulled	Crossover Install	6-24	118	86	Mechanical
6-2	9	66		6-25	606	83	Metra
	205	Annulled	Crossover Install	7-28	7	86	Maintenance Work
	220	Annulled	Crossover Install		11	Annulled	Weather
6-3	14	87	Catenary		15	Annulled	Weather
	19	126	Catenary		19	60	Weather
	205	Annulled	Crossover Install		20	Annulled	Weather
	220	Annulled	Crossover Install		109	Annulled	Weather
	424	Annulled	Other		111	Annulled	Weather
6-4	502	63	Mechanical		113	Annulled	Weather
6-6	205	Annulled	Crossover Install		115	Annulled	Weather
	220	Annulled	Crossover Install		117	Annulled	Weather
6-7	205	Annulled	Crossover Install		118	Annulled	Weather
	220	Annulled	Crossover Install		119	Annulled	Weather
6-8	205	Annulled	Crossover Install		209	Annulled	Weather
	220	Annulled	Crossover Install		217	Annulled	Weather
6-9	205	Annulled	Crossover Install		220	Annulled	Weather
	220	Annulled	Crossover Install		222	Annulled	Weather
6-10	15	70	Metra	10-13	203	87	Busing for EJ&E
	19	125	Metra	10-18	101	183	Freight train
	20	171	Metra	10-26	20	61	Other
	115	75	Metra				
	117	88	Metra				
	118	120	Metra				

**RIDERSHIP REPORT: OCTOBER, 2016**

12/24/2016

	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	289,597	21	0.1%
June	321,333	21	333,805	22	307,307	22	-7.9%
<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	1,384,794	106	-2.2%
June	1,729,350	126	1,749,742	127	1,692,101	128	-3.3%
<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		12,161		-7.2%
<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		8,777		-5.7%
<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		3,384		-11.0%

**RIDERSHIP REPORT: OCTOBER, 2016**

12/24/2016

	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		4,315		-9.2%
May	4,874		4,485		4,663		4.0%
June	5,830		5,689		4,971		-12.6%



**RIDERSHIP REPORT: OCTOBER, 2016**

12/24/2016

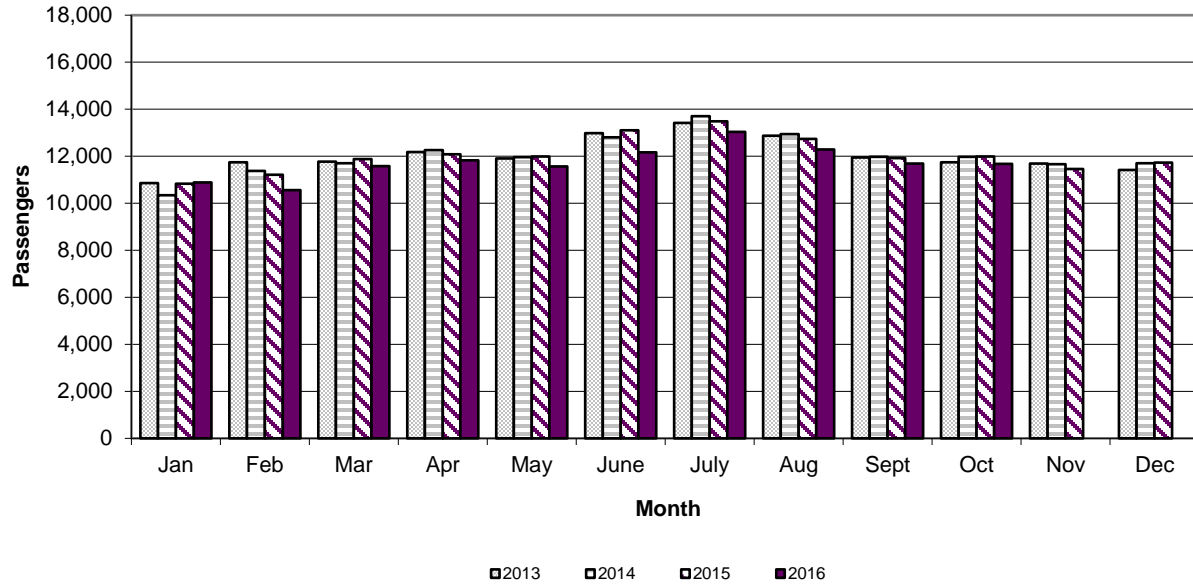
	2014	Work Days	2015	Work Days	2016	Work Days	Change 16/15
	Passengers		Passengers		Passengers		
<b>MONTHLY RIDERSHIP</b>							
July	359,032	22	362,048	23	326,207	20	-9.9%
August	335,468	21	326,279	21	321,033	23	-1.6%
September	294,075	21	297,252	21	288,198	21	-3.0%
October	314,204	23	305,425	22	294,337	21	-3.6%
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	2,018,308	148	-4.4%
August	2,423,850	169	2,438,069	171	2,339,341	171	-4.0%
September	2,717,925	190	2,735,321	192	2,627,539	192	-3.9%
October	3,032,129	213	3,040,746	214	2,921,876	213	-3.9%
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		13,037		-3.3%
August	12,940		12,742		12,289		-3.6%
September	11,977		11,918		11,682		-2.0%
October	11,974		11,989		11,671		-2.7%
November	11,663		11,464				
December	11,704		11,733				
Thru October	12,114	213	12,145	214	11,730	213	-3.4%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
July	8,967		8,734		8,407		-3.7%
August	8,738		8,910		8,694		-2.4%
September	8,920		8,865		8,661		-2.3%
October	8,821		8,963		8,704		-2.9%
November	8,428		8,477				
December	7,705		8,031				
Thru October	8,723	213	8,825	214	8,579	213	-2.8%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
July	4,734		4,754		4,629		-2.6%
August	4,202		3,831		3,595		-6.2%
September	3,057		3,053		3,021		-1.0%
October	3,153		3,026		2,967		-1.9%
November	3,235		2,987				
December	3,999		3,703				
Thru October	3,391	213	3,319	214	3,151	213	-5.1%

**RIDERSHIP REPORT: OCTOBER, 2016**

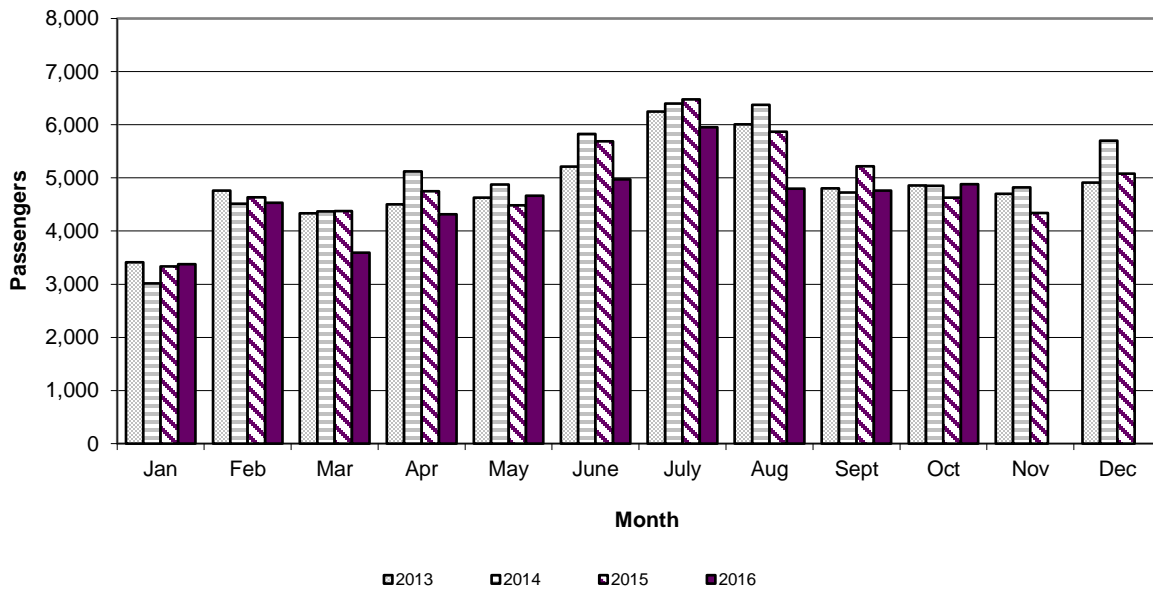
12/24/2016

	2014	Wkend Days	2015	Wkend Days	2016	Wkend Days	Change 16/15
	Passengers		Passengers		Passengers		
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
July	6,401		6,478		5,952		-8.1%
August	6,373		5,870		4,797		-18.3%
September	4,728		5,218		4,763		-8.7%
October	4,852		4,630		4,929		6.5%
November	4,823		4,339				
December	5,698		5,080				
Thru October	4,965	90	4,909	90	4,597	92	-6.4%

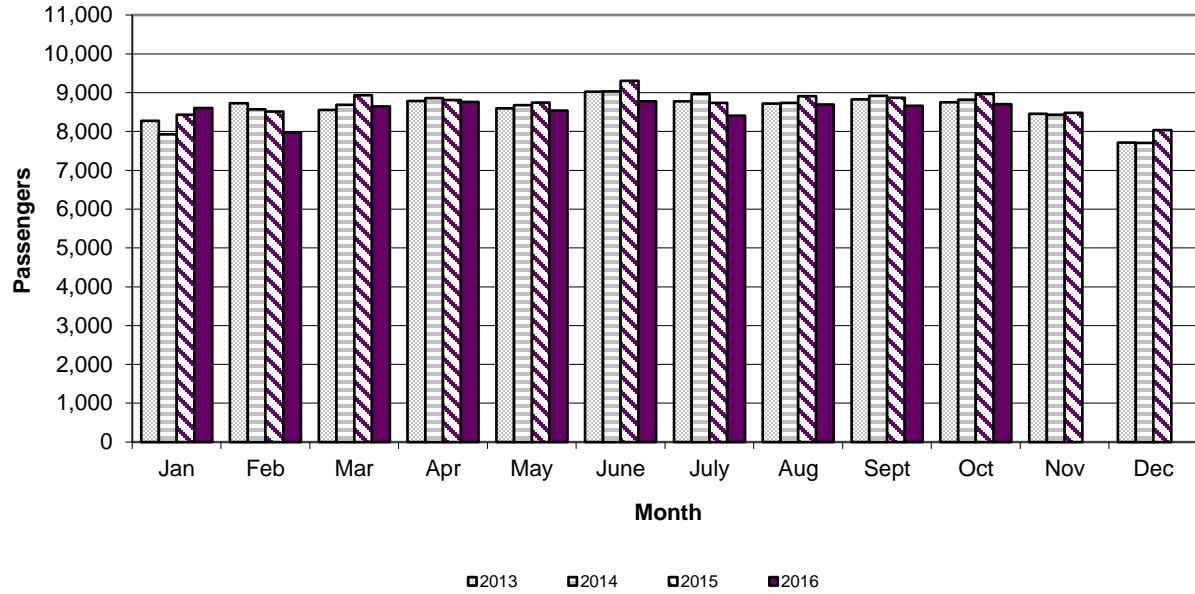
## SOUTH SHORE WEEKDAY RIDERSHIP 2013-2016



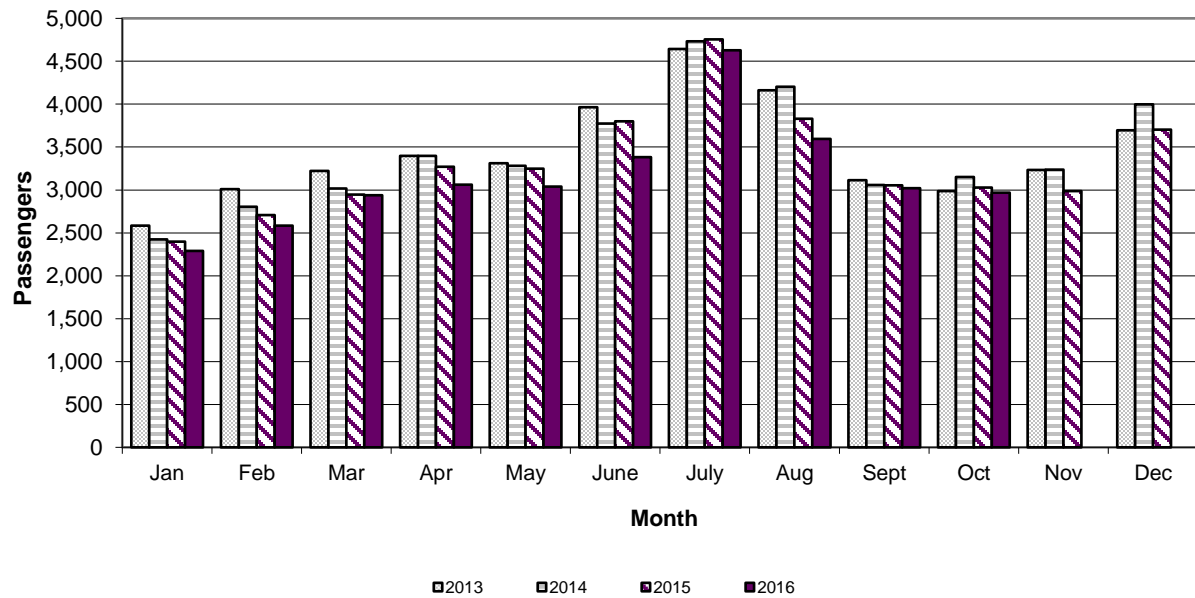
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2013-2016



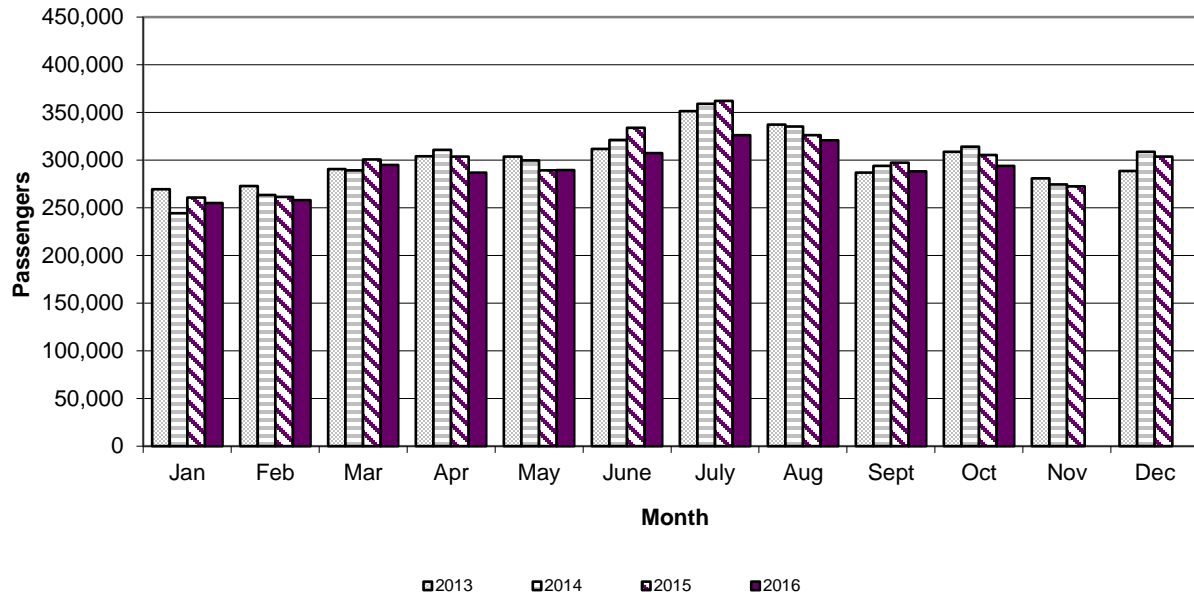
## SOUTH SHORE PEAK RIDERSHIP 2013-2016



## SOUTH SHORE OFF-PEAK RIDERSHIP 2013-2016



# SOUTH SHORE MONTHLY RIDERSHIP 2013-2016



PERCENT ON TIME: OCTOBER, 2016

PEAK

Train	Days Late	% on Time
102	0	100.0%
104	1	95.2%
6	1	95.2%
106	0	100.0%
108	0	100.0%
110	0	100.0%
112	0	100.0%
114	1	95.2%
214	1	95.2%
11	6	71.4%
111	1	95.2%
113	1	95.2%
115	3	85.7%
15	0	100.0%
117	3	85.7%
217	2	90.5%
119	6	71.4%
Total	26	92.7%
Westbound	4	97.9%
Eastbound	22	86.9%

OFF-PEAK

Train	Days Late	% on Time
14	2	90.5%
216	0	100.0%
116	8	61.9%
218	0	100.0%
18	12	42.9%
118	1	95.2%
220	8	61.9%
20	11	47.6%
222	0	100.0%
420	1	95.2%
22	3	85.7%
424	0	100.0%
401	0	100.0%
203	4	81.0%
403	3	85.7%
205	19	9.5%
207	0	100.0%
7	9	57.1%
107	5	76.2%
9	15	28.6%
109	1	95.2%
209	2	90.5%
19	9	57.1%
121	7	66.7%
123	5	76.2%
101	2	90.5%
Total	127	76.7%
Westbound	46	81.7%
Eastbound	81	72.4%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	3	70.0%
502	2	80.0%
504	2	80.0%
606	3	70.0%
506	1	90.0%
608	0	100.0%
508	3	70.0%
610	4	60.0%
510	0	100.0%
710	Cancelled*	
503	1	90.0%
603	0	100.0%
605	0	100.0%
505	0	100.0%
507	4	60.0%
509	5	50.0%
511	3	70.0%
613	0	100.0%
601	1	90.0%
701	0	100.0%
703	1	90.0%
Total	33	83.5%
Westbound	18	80.0%
Eastbound	15	86.4%

REASONS (weekday)		
CAR	1	0.7%
CAT		0.0%
DBS	1	0.7%
AMT	3	2.0%
DMW	35	22.9%
DSR	12	7.8%
DSS	7	4.6%
FTI	4	2.6%
HLD	2	1.3%
LMU	2	1.3%
MET	44	28.8%
OTH	14	9.2%
PAS	3	2.0%
POL	1	0.7%
PTI	11	7.2%
SVS	7	4.6%
TOD		0.0%
TRS		0.0%
WTR		0.0%
NIPSCO		0.0%
FRR	2	1.3%
OET		0.0%
TRK	3	2.0%
DDS		0.0%
OPR		0.0%
UTL	1	0.7%
VAN		0.0%
SUB		0.0%
TOTAL	153	100.0%

REASONS (weekend)		
CAR	3	9.1%
CAT		0.0%
DBS		0.0%
AMT	2	6.1%
DMW		0.0%
DSR	4	12.1%
DSS	1	3.0%
FTI		0.0%
HLD		0.0%
LMU		0.0%
MET	6	18.2%
OTH		0.0%
PAS	8	24.2%
POL		0.0%
PTI	4	12.1%
SVS	2	6.1%
TOD		0.0%
TRS	1	3.0%
DDS		0.0%
OPR		0.0%
WTR	2	6.1%
FRR		0.0%
SUB		0.0%
NIPSCO		0.0%
OET		0.0%
TRK		0.0%
UTL		0.0%
VAN		0.0%
TOTAL	33	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 OCTOBER, 2016**

<b>PEAK</b>		
Train	Days Late	% on Time
102	11	94.8%
<b>104</b>	<b>22</b>	<b>89.6%</b>
<b>6</b>	<b>22</b>	<b>89.6%</b>
106	5	97.6%
108	8	96.2%
110	16	92.5%
112	9	95.8%
<b>114</b>	<b>31</b>	<b>85.4%</b>
214	14	93.4%
<b>11</b>	<b>63</b>	<b>70.3%</b>
111	18	91.5%
<b>113</b>	<b>23</b>	<b>89.2%</b>
<b>115</b>	<b>28</b>	<b>86.8%</b>
<b>15</b>	<b>24</b>	<b>88.7%</b>
<b>117</b>	<b>56</b>	<b>73.6%</b>
217	9	95.7%
<b>119</b>	<b>37</b>	<b>82.5%</b>
Total	396	89.0%
Westbound	138	92.8%
Eastbound	258	82.6%

<b>OFF-PEAK</b>		
Train	Days Late	% on Time
<b>14</b>	<b>74</b>	<b>65.1%</b>
216	16	92.5%
<b>116</b>	<b>106</b>	<b>50.2%</b>
218	14	93.4%
<b>18</b>	<b>142</b>	<b>33.3%</b>
<b>118</b>	<b>28</b>	<b>86.9%</b>
220	16	91.0%
<b>20</b>	<b>76</b>	<b>64.2%</b>
222	7	96.7%
420	3	98.6%
<b>22</b>	<b>43</b>	<b>79.8%</b>
<b>424</b>	<b>28</b>	<b>86.8%</b>
401	2	99.1%
203	8	95.8%
403	9	95.8%
<b>205</b>	<b>97</b>	<b>51.0%</b>
207	17	92.0%
<b>7</b>	<b>76</b>	<b>64.2%</b>
<b>107</b>	<b>139</b>	<b>34.4%</b>
<b>9</b>	<b>118</b>	<b>44.6%</b>
<b>109</b>	<b>56</b>	<b>73.6%</b>
209	18	91.5%
<b>19</b>	<b>73</b>	<b>65.7%</b>
<b>121</b>	<b>44</b>	<b>79.2%</b>
<b>123</b>	<b>67</b>	<b>68.4%</b>
101	20	90.6%
Total	1,297	76.2%
Westbound	553	78.0%
Eastbound	744	74.7%

<b>WEEKEND/HOLIDAY</b>		
Train	Days Late	% on Time
<b>600</b>	<b>22</b>	<b>75.8%</b>
<b>502</b>	<b>39</b>	<b>57.1%</b>
<b>504</b>	<b>21</b>	<b>76.9%</b>
<b>606</b>	<b>39</b>	<b>57.1%</b>
<b>506</b>	<b>33</b>	<b>63.7%</b>
608	6	93.4%
<b>508</b>	<b>22</b>	<b>76.1%</b>
<b>610</b>	<b>17</b>	<b>81.5%</b>
<b>510</b>	<b>13</b>	<b>85.9%</b>
710	Cancelled*	
<b>503</b>	<b>25</b>	<b>72.5%</b>
<b>603</b>	<b>13</b>	<b>85.7%</b>
<b>605</b>	<b>15</b>	<b>83.5%</b>
<b>505</b>	<b>12</b>	<b>86.8%</b>
<b>507</b>	<b>24</b>	<b>73.6%</b>
<b>509</b>	<b>29</b>	<b>68.1%</b>
<b>511</b>	<b>13</b>	<b>85.9%</b>
513	5	94.6%
<b>601</b>	<b>14</b>	<b>84.8%</b>
703	4	95.6%
<b>705</b>	<b>18</b>	<b>80.2%</b>
Total	384	79.0%
Westbound	212	74.2%
Eastbound	172	82.9%

*Trains less than 90% on time*

## CUMULATIVE REASONS FOR DELAYS THRU OCTOBER, 2016

REASONS (weekday)		
CAR	55	3.2%
CAT	7	0.4%
DBS	46	2.7%
AMT	24	1.4%
DMW	462	27.3%
DSR	22	1.3%
DSS	127	7.5%
FTI	38	2.2%
HLD	25	1.5%
LMU	47	2.8%
MET	375	22.2%
OTH	67	4.0%
PAS	43	2.5%
POL	17	1.0%
PTI	142	8.4%
SVS	26	1.5%
TOD	4	0.2%
TRS	4	0.2%
WTR	31	1.8%
NIPSCO		0.0%
FRR	24	1.4%
OET	11	0.6%
UTL	8	0.5%
OPR		0.0%
DDS	1	0.1%
SUB	11	0.6%
TRK	76	4.5%
VAN		0.0%
<b>TOTAL</b>	<b>1,693</b>	<b>100.0%</b>

REASONS (weekend)		
CAR	28	7.3%
CAT		0.0%
DBS		0.0%
AMT	10	2.6%
DMW	48	12.5%
DSR	10	2.6%
DSS	33	8.6%
FTI	9	2.3%
HLD	7	1.8%
LMU	3	0.8%
MET	54	14.1%
OTH	23	6.0%
PAS	48	12.5%
POL	3	0.8%
PTI	34	8.9%
SVS	26	6.8%
TOD		0.0%
TRS	3	0.8%
WTR	9	2.3%
NIPSCO		0.0%
FRR	5	1.3%
OET	2	0.5%
UTL		0.0%
OPR	1	0.3%
DDS	1	0.3%
SUB	2	0.5%
TRK	25	6.5%
VAN		0.0%
<b>TOTAL</b>	<b>384</b>	<b>100.0%</b>

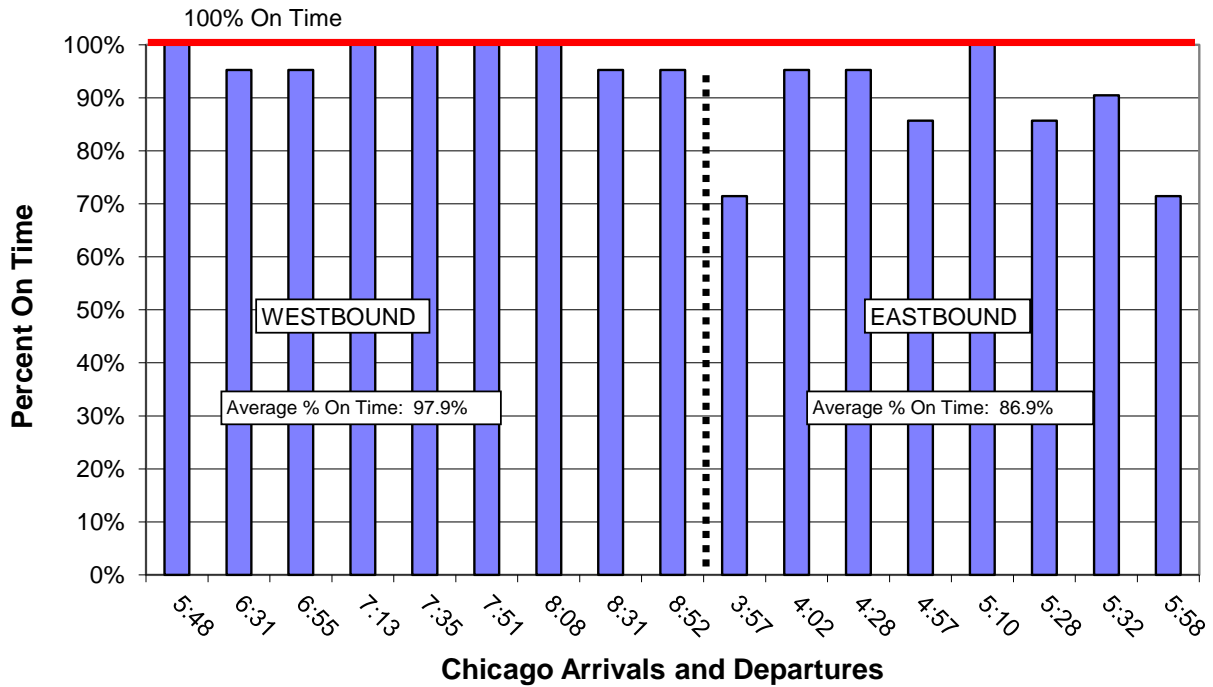
TOTAL		
CAR	83	4.0%
CAT	7	0.3%
DBS	46	2.2%
AMT	34	1.6%
DMW	510	24.6%
DSR	32	1.5%
DSS	160	7.7%
FTI	47	2.3%
HLD	32	1.5%
LMU	50	2.4%
MET	429	20.7%
OTH	90	4.3%
PAS	91	4.4%
POL	20	1.0%
PTI	176	8.5%
SVS	52	2.5%
TOD	4	0.2%
TRS	7	0.3%
WTR	40	1.9%
NIPSCO	0	0.0%
FRR	29	1.4%
OET	13	0.6%
UTL	8	0.4%
OPR	1	0.0%
DDS	2	0.1%
SUB	13	0.6%
TRK	101	4.9%
VAN	0	0.0%
<b>TOTAL</b>	<b>2,077</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

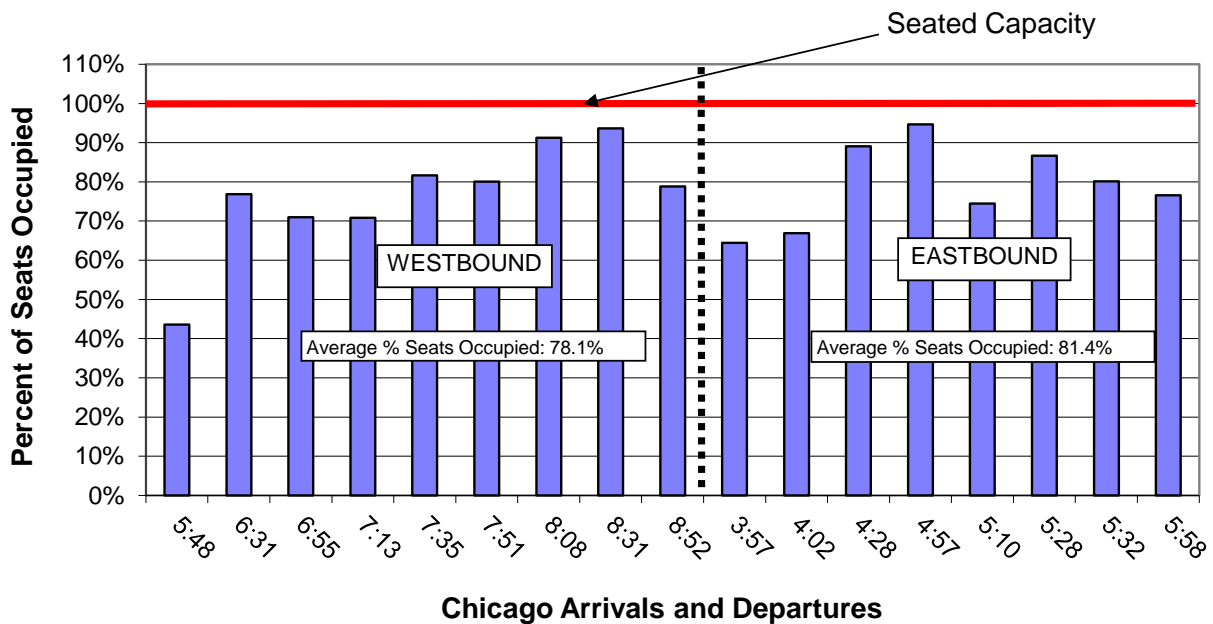
PAS - Passenger boarding  
 POL - Police related delays - except road crossing or trespasser accidents  
 PTI - Passenger train interference  
 SVS - Servicing - includes adding or subtracting equipment to or from consist  
 TOD - Train order delay - not associated with train meets  
 TRS - Trespasser 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  
 DDS - Debris Strike



## RUSH HOUR ON TIME PERFORMANCE: OCT 2016



## PERCENT OF RUSH HOUR SEATS OCCUPIED: OCT 2016



**RUSH HOUR\* TRAIN DELAYS - OCTOBER 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	Mon	Days	Days	%		
		3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	31	Late	Ran	On Time		
102	5:43a																								21	100.0%	
104	6:38																					6		1	21	95.2%	
6	6:55												9											1	21	95.2%	
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		12																					1	21	95.2%	
214	8:52									12														1	21	95.2%	
14	10:28																10	10						2	21	90.5%	
Train	Depart																						Days	Days	%		
11	3:57	8				30		7	8			7									15			6	21	71.4%	
111	4:02					31																		1	21	95.2%	
113	4:28					10																		1	21	95.2%	
115	4:57														7	12							8		3	21	85.7%
15	5:10																								21	100.0%	
117	5:32									9			7						12						3	21	85.7%
217	5:28									12									6						2	21	90.5%
119	5:58					7			45	8			9						11						5	21	76.2%
19	7:10			10		20	11	10	10	8	13	7							35						8	21	61.9%
High temp		67	76	81	78	79	68	71	72	57	64	80	76	70	58	54	56	53	47	48	61	55					
Low temp		56	58	59	57	50	43	53	50	38	39	63	49	45	50	38	35	30	42	43	40	35					

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

Temperatures from South Bend

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

On time

A = Annulled

	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%	16	198	91.9%
EB Rush	18	160	88.8%	43	168	74.4%	32	184	82.6%	14	168	91.7%	55	168	67.3%	46	175	73.7%
Total Rush	46	340	86.5%	69	348	80.2%	45	390	88.5%	23	357	93.6%	85	357	76.2%	62	373	83.4%

	July			Aug			Sept			Oct			Nov			Dec		
	#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	3	180	98.3%	4	207	98.1%	7	189	96.3%	4	189	97.9%			#DIV/0!			#DIV/0!
EB Rush	13	152	91.4%	8	184	95.7%	6	168	96.4%	21	168	87.5%			#DIV/0!			#DIV/0!
Total Rush	16	332	95.2%	12	391	96.9%	13	357	96.4%	25	357	93.0%	0	0	#DIV/0!	0	0	#DIV/0!

**EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:**

- Oct 7: President Obama at residence MED temporarily shutdown
- Oct 12: Train 119 held at Miller for NS auto collision at Lake/Porter Co Road
- Oct 13-27: Commence single track operations Clark Rd. to Parrish for replacement of bridge span over CN
- Oct 19-24: Commerce Drive at SB Airport renewed reducing train length to 4 cars requiring cut on Train 11 at Carroll Ave.
- Oct 26: Train 20 struck gate that had been struck by truck and fouling the mainline at Virginia St.

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:40a	102	11	211	94.8%
6:38	104	22	212	89.6%
6:55	6	22	212	89.6%
7:21	106	5	212	97.6%
7:35	108	10	212	95.3%
7:47	110	16	212	92.5%
8:05	112	9	212	95.8%
8:31	114	31	212	85.4%
8:52	214	14	212	93.4%
10:25	14	70	212	67.0%
<b>Depart</b>				
3:57	11	63	212	70.3%
4:02p	111	18	212	91.5%
4:28	113	23	212	89.2%
4:57	115	29	212	86.3%
5:10	15	23	212	89.2%
5:28	117	56	212	73.6%
5:32	217	8	211	96.2%
5:58	119	36	212	83.0%
7:15	19	68	213	68.1%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	140	1907	92.7%
EB Rush	256	1695	84.9%
Total Rush	396	3,602	89.0%

CUMULATIVE RUSH HOUR thru OCTOBER							
Range	TOTAL			PERCENTAGE			
	am	pm	total	am	pm	total	
6-10	61	135	196	3.2%	8.0%	5.4%	
11-15	52	51	103	2.7%	3.0%	2.9%	
16-20	13	27	40	0.7%	1.6%	1.1%	
21-30	6	16	22	0.3%	0.9%	0.6%	
31-59	10	23	33	0.5%	1.4%	0.9%	
60+	0	13	13	0.0%	0.8%	0.4%	
Annulled	10	10	20				
Total Late	142	265	407	7.4%	15.6%	11.3%	
On time	1,765	1,430	3,195	92.6%	84.4%	88.7%	
Total ran	1,907	1,695	3,602				

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru OCTOBER							
Range	Peak					Total	%
	WB	EB	Off	Wkend			
6-10	61	135	536	209	941	8.7%	
11-15	52	51	324	84	511	4.7%	
16-20	13	27	181	40	261	2.4%	
21-30	6	16	125	34	181	1.7%	
31-59	10	23	72	15	120	1.1%	
60+	0	13	31	5	49	0.5%	
Annulled	10	10	89	14	123		
Total	142	265	1269	387	2,063	19.0%	
On Time	1,765	1,429	4,182	1,439	8,815	81.0%	
Total ran	1,907	1,694	5,451	1,826	10,878		

Total Late and Total Ran exclude annulled trains

OCTOBER RUSH HOUR							
Range	TOTAL			PERCENTAGE			
	am	pm	total	am	pm	total	
6-10	2	13	15	1.1%	7.7%	4.2%	
11-15	2	5	7	1.1%	3.0%	2.0%	
16-20	0	0	0	0.0%	0.0%	0.0%	
21-30	0	1	1	0.0%	0.6%	0.3%	
31-59	0	2	2	0.0%	1.2%	0.6%	
60+	0	0	0	0.0%	0.0%	0.0%	
Annulled	0	0	0				
Total Late	4	21	25	2.1%	12.5%	7.0%	
On time	185	147	332	97.9%	87.5%	93.0%	
Total ran	189	168	357				

Total Late and Total Ran exclude annulled trains