

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

**September 2016
Monthly Performance Report**



NICTD

SEPTEMBER, 2016 MONTHLY PERFORMANCE REPORT

Ridership

September ridership declined 3.1% compared to last year. This year we carried 288,148 passengers. In September 2015 we carried 297,252. Thru September we have carried 2,627,489 passengers, a decline of 3.9% over last year.

Weekday Travel

Weekday travel was down 2.9% compared to September 2015. We averaged 11.682 passengers per day; with average **peak** travel declining 2.3%; and **off-peak** travel declining by 1.0%. 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	Sept 2016		Avg. 2015	Sept 2016
5:48 a	37.5	32.0	3:57 p***	70.0	69.2
6:31 a	73.0	65.6	4:02 p	66.8	59.7
6:55 a***	71.7	68.7	4:28 p	86.7	89.3
7:13 a	76.9	69.0	4:57 p	98.6	91.1
7:35 a	88.5	80.6	5:10 p	79.7	77.9
7:51 a	87.8	80.2	5:28 p	69.2	88.0
8:08 a	77.0	92.6	5:32 p	69.7	80.0
8:31 a	90.9	93.3	5:58 p	78.6	73.9
8:52 a	65.9	65.0	7:10 p*	65.1	51.3
10:28 a*	66.0	72.6			

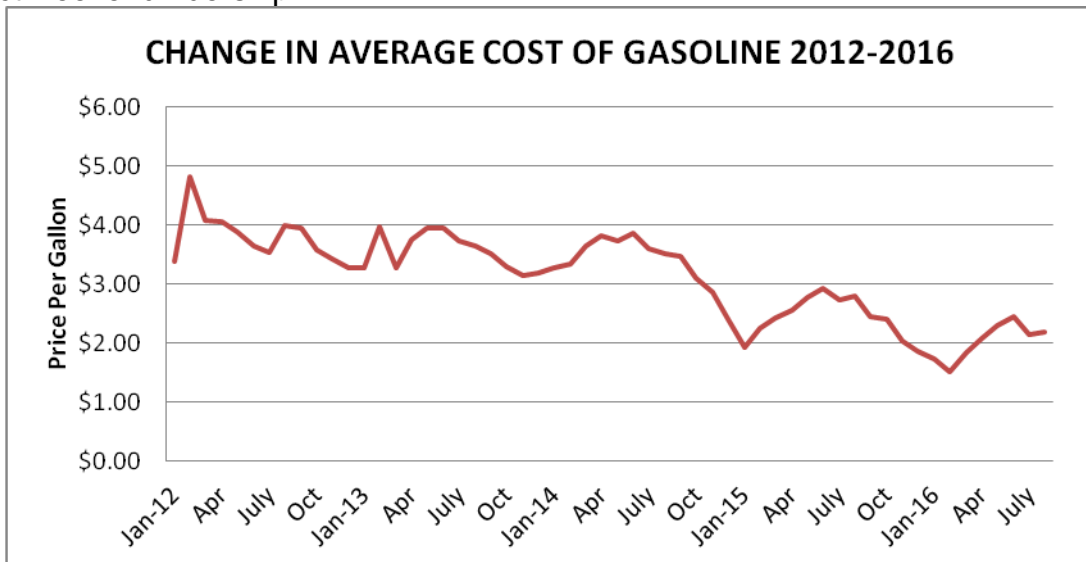
*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

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

Weekend

Average weekend ridership fell 8.7% over September 2015. We averaged 4,763 passengers per day on weekends compared to 5,218 last year. Low gas prices continue to impact weekend ridership..



Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: OCTOBER THRU SEPTEMBER							
	2012-13	2013-14	%Change	2014-15	%Change	2015-16	%Change
Total	3,617,866	3,596,335	-0.6	3,632,957	1.0	3,509,484	-3.4
Weekday	3,074,434	3,048,309	-0.8	3,089,669	1.4	3,004,600	-2.7
Peak	2,188,231	2,187,520	-0.0	2,223,962	1.7	2,188,009	-1.6
Off-peak	886,203	860,789	-2.8	865,707	0.6	816,730	-5.7
Weekend	543,432	548,026	0.8	543,288	-0.9	504,884	-7.1
South Bend	265,002	248,423	-6.3	250,313	0.7	242,457	-3.1

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. However, it should be noted that one way ticket sales are down 5.9% through August reflecting the loss of off-peak weekday and weekend ridership.

TOTAL TICKET SALES: January thru August						
	TICKETS			REVENUE		
Method of Sale	2015	2016	% Change	2015	2016	% Change
Ticket Agent	261,631	220,405	-15.8	4,967,333	4,687,470	-5.6
Vending Machine	376,215	373,671	-0.7	5,421,860	5,839,530	7.7
Conductor	309,674	256,346	-17.2	2,069,219	1,837,553	-11.2
Mobile App	69,746	109,273	56.7	1,178,633	1,856,501	57.5
TOTAL	1,017,266	959,695	-5.7	\$13,637,045	\$14,221,053	4.3

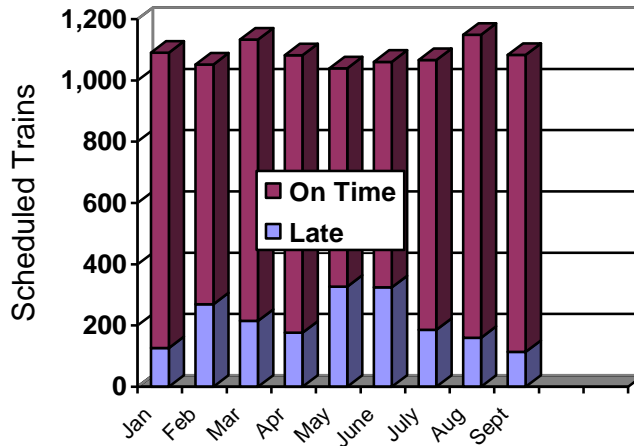
On Time Performance

Rush hour –Overall, 96.4% of A.M. and P.M. rush hour trains were on time in September; compared to 96.9% in August. 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). 98.6% of all trains arrived at their terminal station within 10 minutes. 96.3% of westbound morning rush hour service was on time compared to 98.1% in August; while eastbound rush hour trains reported an average on time performance of 96.4% compared to 95.7% in August. Seven out of 189 westbound trains were delayed in September ranging from 6-54 minutes. Six out of 168 eastbound trains encountered delays ranging from 7-16 minutes.¹

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	SEPTEMBER, 2016				CUMULATIVE THRU 2016			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	4	4	8	2.2	59	122	181	5.6
11-15	1	1	2	0.6	50	46	96	3.0
16-20	0	1	1	0.3	13	27	40	1.2
21-30	0	0	0	0.0	6	15	21	0.6
31-59	2	0	2	0.6	10	21	31	1.0
60+	0	0	0	0.0	0	13	13	0.4
On Time	182	162	344	96.4%	1,580	1,283	2,863	88.2%
Total Ran	189	168	357		1,718	1,527	3,245	
Annulled	0	0	0		10	10	20	

¹ We operate 9 westbound and 8 eastbound rush-hour trains per day.

Overall - We operated 1,083 trains in September and experienced 113 delays in excess of 5 minutes (ranging from 6-54 minutes) with a median delay of 9 minutes. In August we operated 1,149 trains with 159 delays in excess of 5 minutes (ranging from 6-36 minutes) with a median delay of 11 minutes.



Cumulative On Time Comparison		
<i>Thru September</i>	2015	2016
Weekday	86.4%	81.3%
Peak	90.9	88.2
Off-peak	83.5	76.7
Weekend	84.6	78.2
Overall	85.9	80.8

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.

SEPTEMBER 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				
	19	125	Metra				
	20	171	Metra				
	115	75	Metra				
	117	88	Metra				
	118	120	Metra				

RIDERSHIP REPORT: SEPTEMBER, 2016

10/16/2016

	2014	Work	2015	Work	2016	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
MONTHLY RIDERSHIP							
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%
CUMULATIVE COMPARISON							
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%
AVERAGE WEEKDAY RIDERSHIP							
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%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
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%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
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: SEPTEMBER, 2016

10/16/2016

	2014	Work	2015	Work	2016	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
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: SEPTEMBER, 2016

10/16/2016

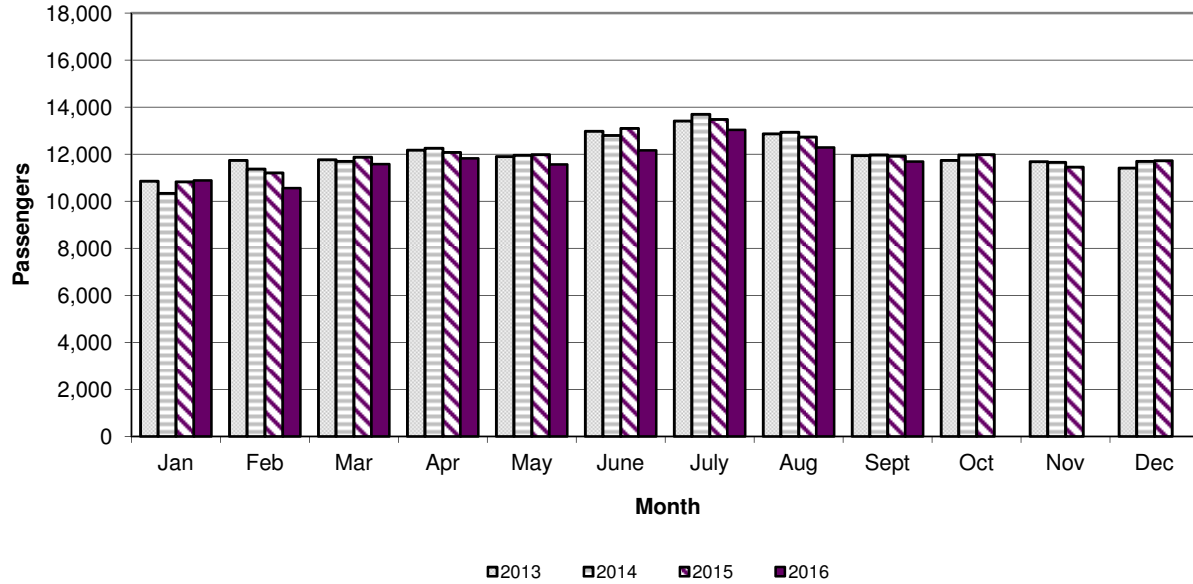
	2014	Work	2015	Work	2016	Work	Change 16/15
	Passengers	Days	Passengers	Days	Passengers	Days	
MONTHLY RIDERSHIP							
July	359,032	22	362,048	23	326,207	20	-9.9%
August	335,468	21	326,279	21	321,033	23	-1.6%
September	294,075	21	297,252	21	288,148	21	-3.1%
October	314,204	23	305,425	22			
November	274,412	19	272,665	20			
December	308,773	22	303,855	22			
CUMULATIVE COMPARISON							
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	2,627,489	192	-3.9%
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			
AVERAGE WEEKDAY RIDERSHIP							
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				
November	11,663		11,464				
December	11,704		11,733				
Thru September	12,131	190	12,162	192	11,737	192	-3.5%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
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				
November	8,428		8,477				
December	7,705		8,031				
Thru September	8,711	190	8,810	192	8,566	192	-2.8%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
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	3,151		3,026				
November	3,235		2,987				
December	3,999		3,703				
Thru September	3,420	190	3,353	192	3,172	192	-5.4%

RIDERSHIP REPORT: SEPTEMBER, 2016

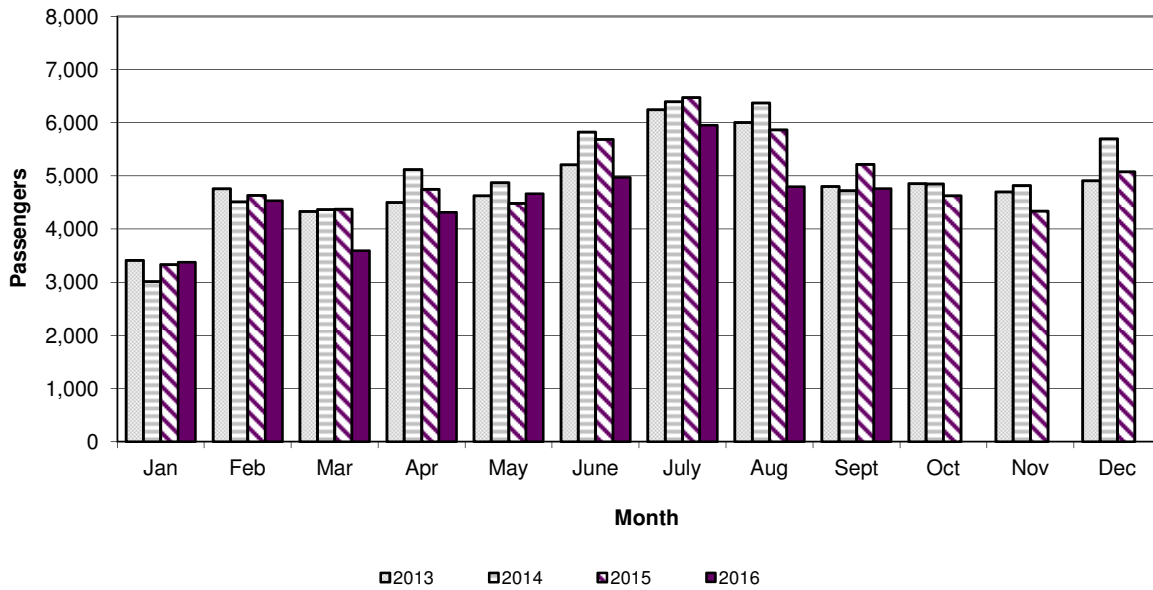
10/16/2016

	2014	Wkend	2015	Wkend	2016	Wkend	Change 16/15
	Passengers	Days	Passengers	Days	Passengers	Days	
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
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		
October	4,852		4,630				
November	4,823		4,339				
December	5,698		5,080				
Thru September	4,976	82	4,940	81	4,562	82	-7.7%

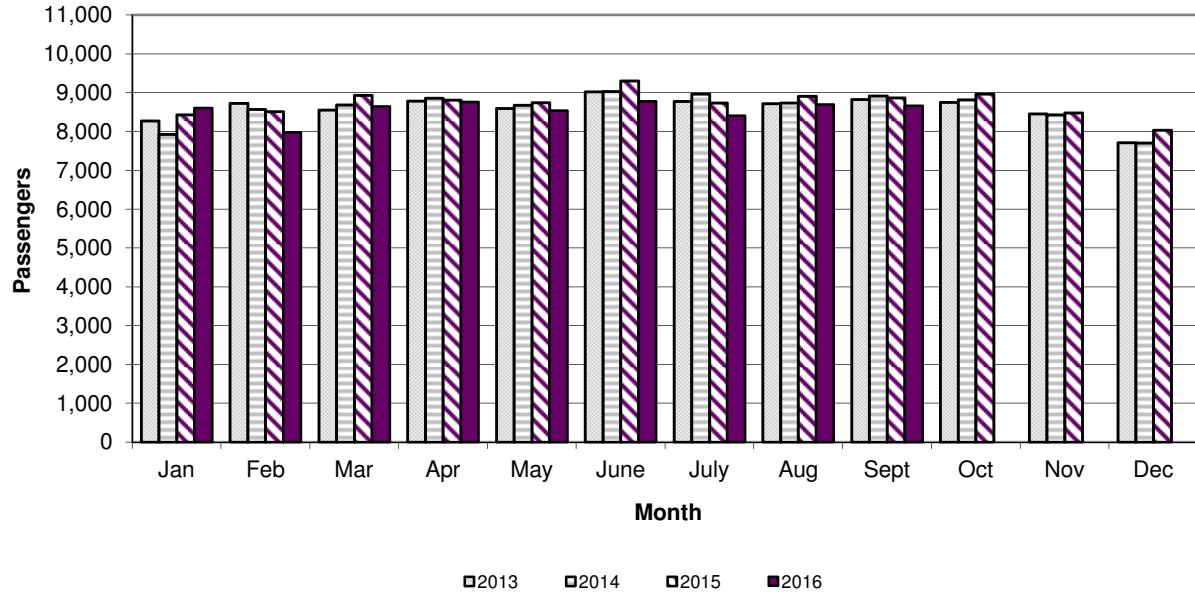
SOUTH SHORE WEEKDAY RIDERSHIP 2013-2016



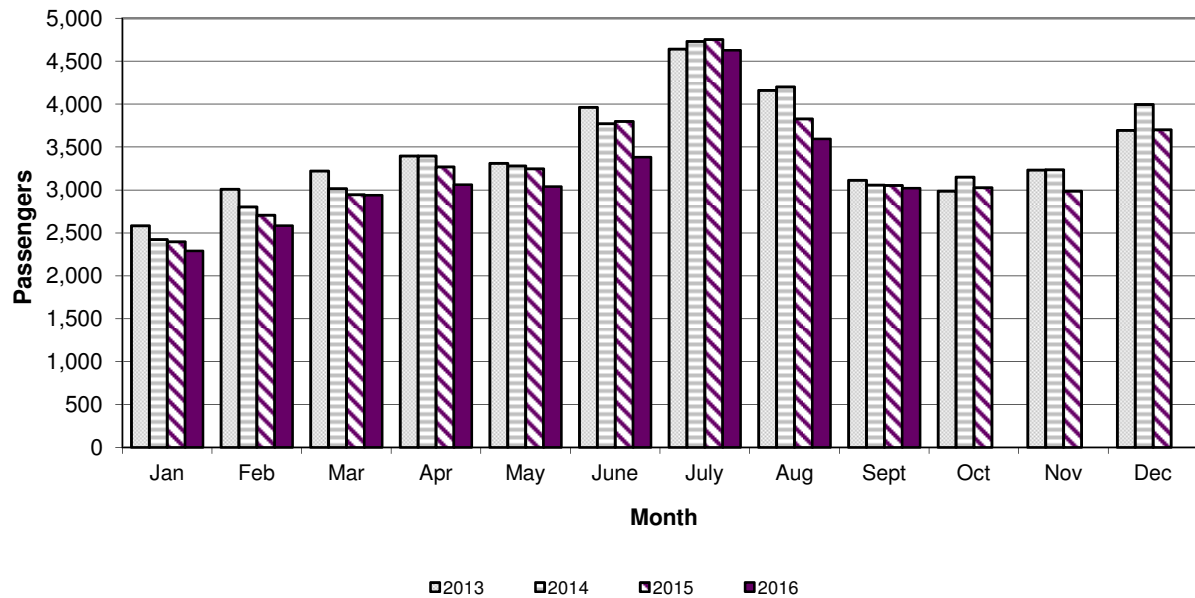
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2013-2016



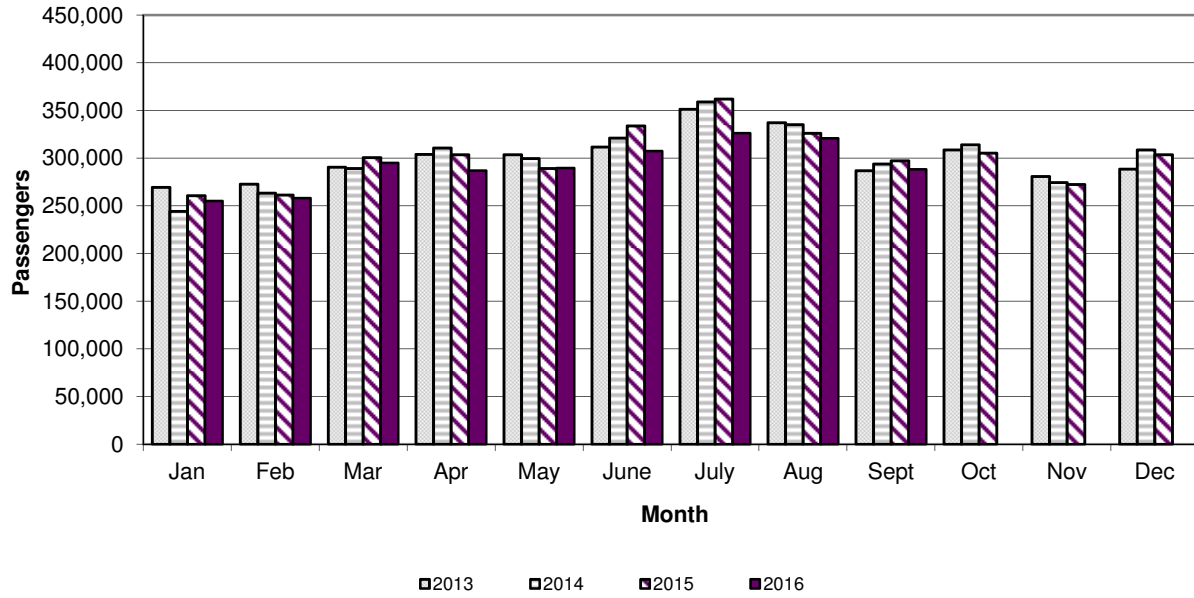
SOUTH SHORE PEAK RIDERSHIP 2013-2016



SOUTH SHORE OFF-PEAK RIDERSHIP 2013-2016



SOUTH SHORE MONTHLY RIDERSHIP 2013-2016



PERCENT ON TIME: SEPTEMBER, 2016

PEAK

Train	Days Late	% on Time
102	0	100.0%
104	2	90.5%
6	0	100.0%
106	0	100.0%
108	0	100.0%
110	0	100.0%
112	0	100.0%
114	3	85.7%
214	2	90.5%
11	3	85.7%
111	0	100.0%
113	0	100.0%
115	1	95.2%
15	0	100.0%
117	1	95.2%
217	0	100.0%
119	1	95.2%
Total	13	96.4%
Westbound	7	96.3%
Eastbound	6	96.4%

OFF-PEAK

Train	Days Late	% on Time
14	6	71.4%
216	1	95.2%
116	6	71.4%
218	0	100.0%
18	14	33.3%
118	2	90.5%
220	1	95.2%
20	4	81.0%
222	0	100.0%
420	0	100.0%
22	6	71.4%
424	0	100.0%
401	0	100.0%
203	0	100.0%
403	0	100.0%
205	14	33.3%
207	0	100.0%
7	6	71.4%
107	1	95.2%
9	6	71.4%
109	1	95.2%
209	3	85.7%
19	2	90.5%
121	2	90.5%
123	6	71.4%
101	1	95.2%
Total	82	85.0%
Westbound	40	84.1%
Eastbound	42	85.7%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	1	88.9%
502	2	77.8%
504	1	88.9%
606	0	100.0%
506	2	77.8%
608	1	88.9%
508	0	100.0%
610	2	77.8%
510	0	100.0%
710	Cancelled*	
503	2	77.8%
603	0	100.0%
605	0	100.0%
505	0	100.0%
507	2	77.8%
509	1	88.9%
511	1	88.9%
613	0	100.0%
601	1	88.9%
701	0	100.0%
703	2	77.8%
Total	18	90.0%
Westbound	9	88.9%
Eastbound	9	90.9%

REASONS (weekday)

Reason	Count	%
CAR	3	3.2%
CAT		0.0%
DBS		0.0%
AMT	1	1.1%
DMW	22	23.2%
DSR	2	2.1%
DSS	4	4.2%
FTI	2	2.1%
HLD	3	3.2%
LMU	1	1.1%
MET	39	41.1%
OTH	5	5.3%
PAS	2	2.1%
POL	2	2.1%
PTI	3	3.2%
SVS	1	1.1%
TOD		0.0%
TRS		0.0%
WTR	1	1.1%
NIPSCO		0.0%
FRR	3	3.2%
OET	1	1.1%
TRK		0.0%
DDS		0.0%
OPR		0.0%
UTL		0.0%
VAN		0.0%
SUB		0.0%
TOTAL	95	100.0%

REASONS (weekend)

Reason	Count	%
CAR	3	16.7%
CAT		0.0%
DBS		0.0%
AMT		0.0%
DMW		0.0%
DSR		0.0%
DSS	1	5.6%
FTI		0.0%
HLD	1	5.6%
LMU		0.0%
MET	2	11.1%
OTH	2	11.1%
PAS	2	11.1%
POL		0.0%
PTI	1	5.6%
SVS	3	16.7%
TOD		0.0%
TRS	1	5.6%
DDS		0.0%
OPR		0.0%
WTR		0.0%
FRR	1	5.6%
SUB		0.0%
NIPSCO		0.0%
OET	1	5.6%
TRK		0.0%
UTL		0.0%
VAN		0.0%
TOTAL	18	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 SEPTEMBER, 2016

PEAK

Train	Days Late	% on Time
102	11	94.2%
104	21	89.0%
6	21	89.0%
106	5	97.4%
108	8	95.8%
110	16	91.6%
112	9	95.3%
114	30	84.3%
214	13	93.2%
11	57	70.2%
111	17	91.1%
113	22	88.5%
115	25	86.9%
15	24	87.4%
117	53	72.3%
217	7	96.3%
119	31	83.8%
Total	370	88.6%
Westbound	134	92.2%
Eastbound	236	82.3%

OFF-PEAK

Train	Days Late	% on Time
14	72	62.3%
216	16	91.7%
116	98	49.0%
218	14	92.7%
18	130	32.3%
118	27	85.9%
220	8	94.9%
20	65	66.0%
222	7	96.3%
420	2	99.0%
22	40	79.2%
424	28	85.3%
401	2	99.0%
203	4	97.6%
403	6	96.9%
205	78	55.9%
207	17	91.1%
7	67	64.9%
107	134	29.8%
9	103	46.4%
109	55	71.2%
209	16	91.6%
19	64	66.7%
121	37	80.6%
123	62	67.5%
101	18	90.6%
Total	1,170	76.1%
Westbound	507	77.6%
Eastbound	663	74.9%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	19	76.5%
502	37	54.3%
504	19	76.5%
606	36	55.6%
506	32	60.5%
608	6	92.6%
508	19	76.8%
610	13	84.1%
510	13	84.1%
710	Cancelled*	
503	24	70.4%
603	13	84.0%
605	15	81.5%
505	12	85.2%
507	20	75.3%
509	24	70.4%
511	10	87.8%
513	5	93.9%
601	13	84.1%
703	4	95.1%
705	17	79.0%
Total	351	78.4%
Westbound	194	73.5%
Eastbound	157	82.4%

Trains less than 90% on time

CUMULATIVE REASONS FOR DELAYS THRU SEPTEMBER, 2016

REASONS (weekday)		
CAR	54	3.5%
CAT	7	0.5%
DBS	45	2.9%
AMT	21	1.4%
DMW	427	27.7%
DSR	10	0.6%
DSS	120	7.8%
FTI	34	2.2%
HLD	23	1.5%
LMU	45	2.9%
MET	331	21.5%
OTH	53	3.4%
PAS	40	2.6%
POL	16	1.0%
PTI	131	8.5%
SVS	19	1.2%
TOD	4	0.3%
TRS	4	0.3%
WTR	31	2.0%
NIPSCO		0.0%
FRR	22	1.4%
OET	11	0.7%
UTL	7	0.5%
OPR		0.0%
DDS	1	0.1%
SUB	11	0.7%
TRK	73	4.7%
VAN		0.0%
TOTAL	1,540	100.0%

REASONS (weekend)		
CAR	25	7.1%
CAT		0.0%
DBS		0.0%
AMT	8	2.3%
DMW	48	13.7%
DSR	6	1.7%
DSS	32	9.1%
FTI	9	2.6%
HLD	7	2.0%
LMU	3	0.9%
MET	48	13.7%
OTH	23	6.6%
PAS	40	11.4%
POL	3	0.9%
PTI	30	8.5%
SVS	24	6.8%
TOD		0.0%
TRS	2	0.6%
WTR	7	2.0%
NIPSCO		0.0%
FRR	5	1.4%
OET	2	0.6%
UTL		0.0%
OPR	1	0.3%
DDS	1	0.3%
SUB	2	0.6%
TRK	25	7.1%
VAN		0.0%
TOTAL	351	100.0%

TOTAL		
CAR	79	4.2%
CAT	7	0.4%
DBS	45	2.4%
AMT	29	1.5%
DMW	475	25.1%
DSR	16	0.8%
DSS	152	8.0%
FTI	43	2.3%
HLD	30	1.6%
LMU	48	2.5%
MET	379	20.0%
OTH	76	4.0%
PAS	80	4.2%
POL	19	1.0%
PTI	161	8.5%
SVS	43	2.3%
TOD	4	0.2%
TRS	6	0.3%
WTR	38	2.0%
NIPSCO	0	0.0%
FRR	27	1.4%
OET	13	0.7%
UTL	7	0.4%
OPR	1	0.1%
DDS	2	0.1%
SUB	13	0.7%
TRK	98	5.2%
VAN	0	0.0%
TOTAL	1,891	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

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HLD - Station delays related to passengers requiring special assistance

LMU - Late make up - includes delays from late turn of equipment.

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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

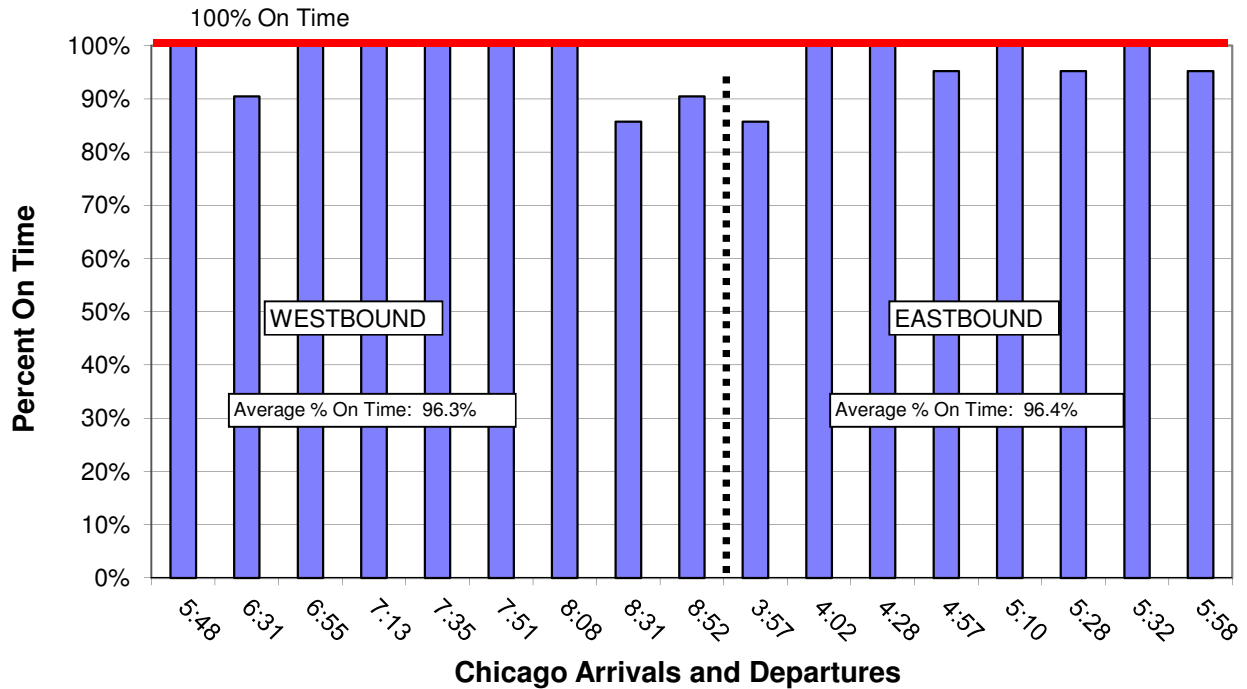
OET - Operational efficiency testing

TRK - Track/wayside malfunction

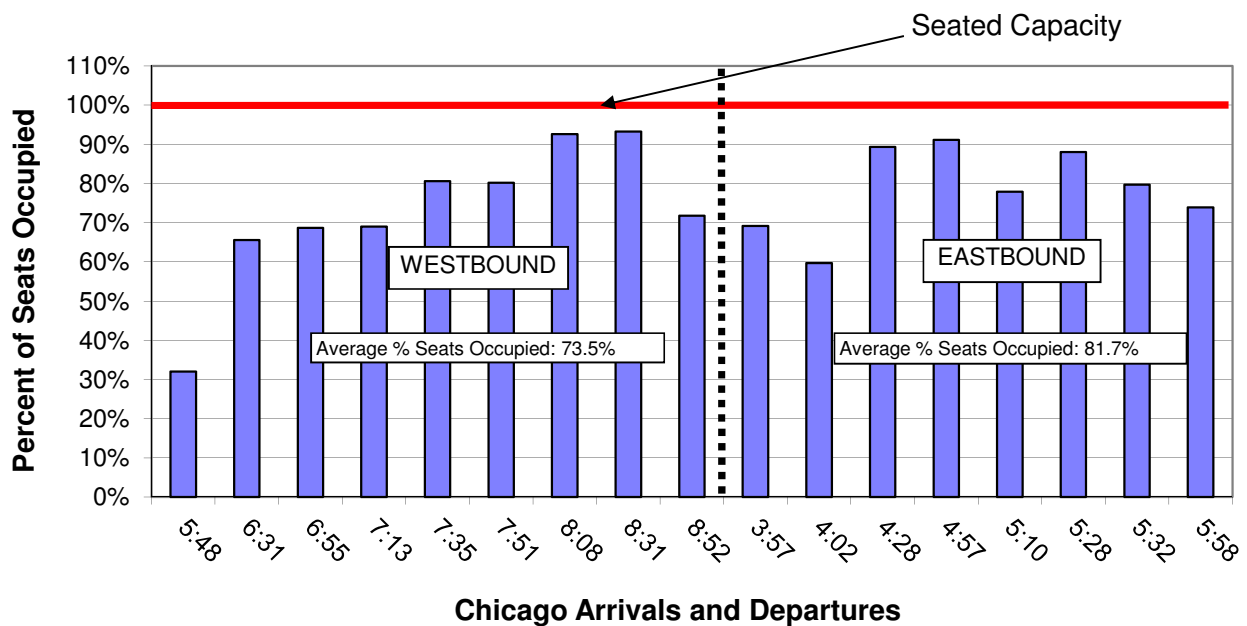
VAN - Vandalism

DDS - Debris Strike

RUSH HOUR ON TIME PERFORMANCE: SEPT 2016



PERCENT OF RUSH HOUR SEATS OCCUPIED: SEPT 2016



RUSH HOUR* TRAIN DELAYS - SEPTEMBER 2016 (minutes late)

Train	Arrive	Thurs 1	Fri 2	Tues 6	Wed 7	Thurs 8	Fri 9	Mon 12	Tues 13	Wed 14	Thurs 15	Fri 16	Mon 19	Tues 20	Wed 21	Thurs 22	Fri 23	Mon 26	Tues 27	Wed 28	Thurs 29	Fri 30	Days Late	Days Ran	% On Time	
102	5:43a																								21	100.0%
104	6:38									8					9									2	21	90.5%
6	6:55																								21	100.0%
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			54									11			10								3	21	85.7%
214	8:52			42				6																2	21	90.5%
14	10:28		14					10		10	8	10				7								6	21	71.4%
Train	Depart																						Days Late	Days Ran	% On Time	
11	3:57	7	15															8						3	21	85.7%
111	4:02																								21	100.0%
113	4:28																								21	100.0%
115	4:57																		16					1	21	95.2%
15	5:10																								21	100.0%
117	5:32									6														1	21	95.2%
217	5:28																								21	100.0%
119	5:58				10																			1	21	95.2%
19	7:10		13															10						2	21	90.5%
High temp		74	75	90	91	81	80	77	83	72	75	83	83	82	84	82	78	69	69	61	70	65				
Low temp		56	53	71	73	68	64	56	56	60	57	57	53	62	62	62	63	51	47	50	55	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%	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%			#DIV/0!			#DIV/0!			#DIV/0!
EB Rush	13	152	91.4%	8	184	95.7%	6	168	96.4%			#DIV/0!			#DIV/0!			#DIV/0!
Total Rush	16	332	95.2%	12	391	96.9%	13	357	96.4%	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!

EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:

Sept 6: Metra power outage

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:40a	102	11	190	94.2%
6:38	104	21	191	89.0%
6:55	6	21	191	89.0%
7:21	106	5	191	97.4%
7:35	108	10	191	94.8%
7:47	110	16	191	91.6%
8:05	112	9	191	95.3%
8:31	114	30	191	84.3%
8:52	214	13	191	93.2%
10:25	14	68	191	64.4%
Depart				
3:57	11	57	191	70.2%
4:02p	111	17	191	91.1%
4:28	113	22	191	88.5%
4:57	115	26	191	86.4%
5:10	15	23	191	88.0%
5:28	117	53	191	72.3%
5:32	217	6	190	96.8%
5:58	119	31	191	83.8%
7:15	19	60	192	68.8%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	136	1718	92.1%
EB Rush	235	1527	84.6%
Total Rush	371	3,245	88.6%

CUMULATIVE RUSH HOUR thru SEPTEMBER						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	59	122	181	3.4%	8.0%	5.6%
11-15	50	46	96	2.9%	3.0%	3.0%
16-20	13	27	40	0.8%	1.8%	1.2%
21-30	6	15	21	0.3%	1.0%	0.6%
31-59	10	21	31	0.6%	1.4%	1.0%
60+	0	13	13	0.0%	0.9%	0.4%
Annulled	10	10	20			
Total Late	138	244	382	8.0%	16.0%	11.8%
On time	1,580	1,283	2,863	92.0%	84.0%	88.2%
Total ran	1,718	1,527	3,245			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru SEPTEMBER						
Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	59	122	464	185	830	8.5%
11-15	50	46	301	78	475	4.9%
16-20	13	27	161	39	240	2.5%
21-30	6	15	118	33	172	1.8%
31-59	10	21	70	14	115	1.2%
60+	0	13	28	5	46	0.5%
Annulled	10	10	89	14	123	
Total	138	244	1142	354	1,878	19.2%
On Time	1,580	1,282	3,763	1,272	7,897	80.8%
Total ran	1,718	1,526	4,905	1,626	9,775	

Total Late and Total Ran exclude annulled trains

SEPTEMBER RUSH HOUR						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	4	4	8	2.1%	2.4%	2.2%
11-15	1	1	2	0.5%	0.6%	0.6%
16-20	0	1	1	0.0%	0.6%	0.3%
21-30	0	0	0	0.0%	0.0%	0.0%
31-59	2	0	2	1.1%	0.0%	0.6%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	7	6	13	3.7%	3.6%	3.6%
On time	182	162	344	96.3%	96.4%	96.4%
Total ran	189	168	357			

Total Late and Total Ran exclude annulled trains