

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**September 2017  
Monthly Performance Report**



**NICTD**

## SEPTEMBER, 2017 MONTHLY PERFORMANCE REPORT

### Ridership

September ridership declined 2.4% compared to last year. This year we carried 281,393 passengers. In September 2016 we carried 288,198.

### Weekday Travel

Average weekday travel declined 2.1% (11,440) compared with September 2016 (11,682). Average **peak** travel declined 2.6%; and **off-peak** fell 0.6%.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2016	Sept 2017		Avg. 2016	Sept 2017
5:48 a	35.5%	44.3	3:57 p***	72.4%	70.2
6:31 a	68.7	76.7	4:02 p	64.3	67.2
6:55 a***	74.6	77.1	4:28 p	90.2	86.5
7:13 a	70.9	52.4	4:57 p	93.4	88.8
7:35 a	83.1	84.5	5:10 p	79.3	86.9
7:51 a	80.3	76.0	5:28 p	76.5	71.7
8:08 a	83.0	87.7	5:32 p	77.8	56.4
8:31 a	88.8	86.8	5:58 p	74.6	71.3
8:52 a	69.3	81.4	7:10 p*	58.6	59.2
10:28 a*	66.5	55.5			

\*Non rush-hour service

\*\*Average for Tuesday thru Thursday ONLY

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

### Weekend

Weekend ridership increased 10.4% over September 2016. We averaged 5,260 passengers per day on weekends compared to 4,763 last year.

### Analysis over last 12 months:

Over the past 12 months total ridership is down less than 1%, while off-peak and weekend ridership and South Bend ridership remains positive.

RIDERSHIP OVER LAST 12 MONTHS: OCTOBER THRU SEPTEMBER							
	2013-14	2014-15	%Change	2015-16	%Change	2016-17	%Change
Total	3,596,335	3,632,957	1.0	3,509,484	-3.4	3,489,679	-0.6
Weekday	3,048,309	3,089,669	1.4	3,004,600	-2.7	2,943,395	-2.0
Peak	2,187,520	2,223,962	1.7	2,188,009	-1.6	2,122,808	-3.0
Off-peak	860,789	865,707	0.6	816,730	-5.7	820,587	0.5
Weekend	548,026	543,288	-0.9	504,884	-7.1	546,284	8.2
South Bend	248,423	250,313	0.8	242,457	-3.1	255,089	5.2

### Revenue

Farebox revenue remains positive year over year primarily because of the capital fare increase implemented last 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.

JANUARY – SEPTEMBER ALL TICKET SALES						
Method of Sale	ALL TICKETS			\$ REVENUE \$		
	2016	2017	Change	2016	2017	Change
Ticket Agent*	246,062	196,567	-20.1%	\$5,244,231	4,691,079	-10.5%
Vending Machine	422,337	433,233	2.6%	\$6,602,259	6,775,483	2.6%
Conductor	288,730	276,187	-4.3%	\$2,069,308	2,014,643	-2.6%
Mobile App**	126,211	199,863	58.4%	\$2,139,101	3,216,860	50.4%
<b>TOTAL</b>	<b>1,083,340</b>	<b>1,105,850</b>	<b>2.1%</b>	<b>\$16,054,899</b>	<b>\$16,698,065</b>	<b>4.1%</b>

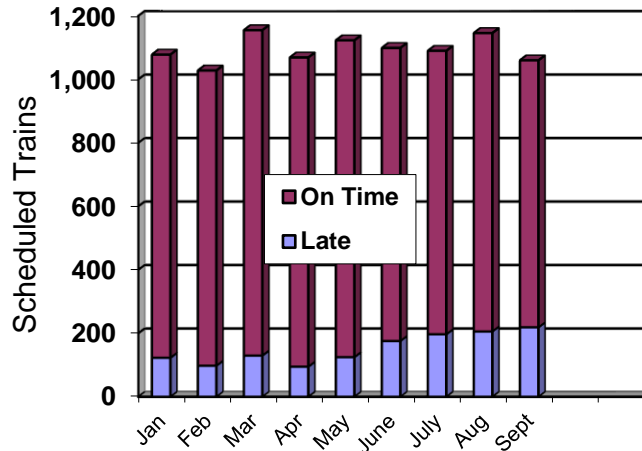
**On Time Performance**

**Rush hour** –Overall, 90.8% of A.M. and P.M. rush hour trains were on time in August; compared to 96.9% in August 2016. We consider a train to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard). 95.9% of all trains arrived at their terminal station within 10 minutes. 94.2% of westbound morning rush hour service was on time compared to 98.1% in August 2016; while eastbound rush hour trains reported an average on time performance of 87.0% compared to 95.7% in the previous year. Twelve out of 207 westbound trains were delayed in August ranging from 6-19 minutes. Twenty-four out of 184 eastbound trains encountered delays ranging from 7-55 minutes.<sup>1</sup>

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	SEPTEMBER, 2017				CUMULATIVE THRU 2017			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	6	10	16	4.7	42	72	114	3.5
11-15	8	7	15	4.4	33	38	71	2.2
16-20	2	3	5	1.5	9	24	33	1.0
21-30	0	2	2	0.6	3	9	12	0.4
31-59	1	1	2	0.6	5	7	12	0.4
60+	0	0	0	0.0	0	10	10	0.3
<b>On Time</b>	<b>163</b>	<b>137</b>	<b>300</b>	<b>88.2</b>	<b>1,618</b>	<b>1,353</b>	<b>2,971</b>	<b>92.2</b>
Total Ran	180	160	340		1,710	1,513	3,223	
Annulled	0	0	0		9	15	24	

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

**Overall** - We operated 1,060 trains in September and experienced 219 delays in excess of 5 minutes (ranging from 6-100 minutes) with a median delay of 10 minutes. We operated 1,083 trains in September 2016 and experienced 113 delays in excess of 5 minutes (ranging from 6-54 minutes) with a median delay of 9 minutes



Cumulative On Time Comparison		
Thru Sept.	2016	2017
<b>Weekday</b>	<b>81.3</b>	<b>87.6</b>
Peak	88.2	92.2
Off-peak	76.7	84.5
<b>Weekend</b>	<b>78.2</b>	<b>79.1</b>
<b>Overall</b>	<b>80.8</b>	<b>86.1</b>

**Delays caused by railroad maintenance.** Besides the unexpected delays, passengers may also experience delays caused by railroad construction and maintenance projects. Every effort is made to schedule this work during off-peak and weekends to keep the impact of delays to a minimum. We also post service bulletins in the stations and on our web site in advance of anticipated delays.

In September we had two weekend trains delayed 100 minutes. One delay involved a rules infraction on Train 503 and the other coincidentally involved Train 503 delayed by a broken rail near South Bend.

**SEPTEMBER 2017 MONTHLY PERFORMANCE REPORT**

<b>ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES</b>							
<b>Date</b>	<b>Train #</b>	<b>Minutes</b>	<b>Reason</b>	<b>Date</b>	<b>Train #</b>	<b>Minutes</b>	<b>Reason</b>
1-6	6	Annulled	Mechanical	1-16	119	76	Metra
1-10	11	75	NIPSCO outage		220	114	Metra
	15	122	NIPSCO outage	3-8	107	170	NIPSCO outage
	19	80	NIPSCO outage		116	89	NIPSCO outage
	20	97	NIPSCO outage		216	Annulled	NIPSCO outage
	111	90	NIPSCO outage		218	Annulled	NIPSCO outage
	113	95	NIPSCO outage	4-17	19	62	Trespass on Metra
	115	100	NIPSCO outage	4-24	101	169	Metra switch fail
	117	125	NIPSCO outage	4-27	424	Annulled	Mechanical
	119	Annulled	NIPSCO outage	5-15	205	Annulled	Track maintenance
	217	109	NIPSCO outage	5-16	205	Annulled	Track maintenance
	220	Annulled	NIPSCO outage	5-16	9	77	Auto Crash
	222	90	NIPSCO outage	5-17	205	Annulled	Track maintenance
	121	89	NIPSCO outage	5-18	205	Annulled	Track maintenance
1-12	6	Annulled	Weather	5-19	205	Annulled	Track maintenance
	7	Annulled	Weather	5-22	205	Annulled	Track maintenance
	9	Annulled	Weather	5-23	205	Annulled	Track maintenance
	11	Annulled	Weather	5-24	205	Annulled	Track maintenance
	14	Annulled	Weather	5-25	205	Annulled	Track maintenance
	15	82	Weather	5-26	205	Annulled	Track maintenance
	18	Annulled	Weather	5-30	205	Annulled	Track maintenance
	20	Annulled	Weather	5-31	205	Annulled	Track maintenance
	104	Annulled	Weather	6-1	205	Annulled	Track maintenance
	106	Annulled	Weather	6-2	205	Annulled	Track maintenance
	107	Annulled	Weather	6-6	11	Annulled	Tr 18 derail Millenn
	108	Annulled	Weather		15	Annulled	Tr 18 derail Millenn
	109	Annulled	Weather		109	Annulled	Tr 18 derail Millenn
	110	Annulled	Weather		111	Annulled	Tr 18 derail Millenn
	111	Annulled	Weather		113	Annulled	Tr 18 derail Millenn
1-12	112	Annulled	Weather		115	Annulled	Tr 18 derail Millenn
	113	Annulled	Weather		117	Annulled	Tr 18 derail Millenn
	114	Annulled	Weather		119	Annulled	Tr 18 derail Millenn
	115	Annulled	Weather		209	Annulled	Tr 18 derail Millenn
	116	Annulled	Weather		217	Annulled	Tr 18 derail Millenn
	117	Annulled	Weather		220	Annulled	Tr 18 derail Millenn
	118	Annulled	Weather		222	Annulled	Tr 18 derail Millenn
	203	Annulled	Weather		422	Annulled	Tr 18 derail Millenn
	205	Annulled	Weather	7-9	510	100	Mechanical
	207	Annulled	Weather	7-20	9	87	Switch problems
	209	Annulled	Weather	7-23	507	Annulled	Debris Strike
	214	Annulled	Weather	8-1	9	Annulled	Catenary
	216	Annulled	Weather	8-4	101	68	LMU
	217	Annulled	Weather	8-8	109	103	Police
	218	Annulled	Weather		118	70	Police
	220	Annulled	Weather		209	Annulled	Police
	222	Annulled	Weather		220	Annulled	Police



**RIDERSHIP REPORT: SEPTEMBER, 2017**

10/26/2017

	2015	Work	2016	Work	2017	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
<b>MONTHLY RIDERSHIP</b>							
January	260,741	21	255,006	20	243,280	21	-4.6%
February	261,449	20	257,998	21	256,285	20	-0.7%
March	300,752	22	295,099	23	286,216	23	-3.0%
April	303,792	22	287,094	21	278,878	20	-2.9%
May	289,203	20	289,597	21	291,326	22	0.6%
June	333,805	22	307,307	22	315,133	22	2.5%
<b>CUMULATIVE COMPARISON</b>							
January	260,741	21	255,006	20	243,280	21	-4.6%
February	522,190	41	513,004	41	499,565	41	-2.6%
March	822,942	63	808,103	64	785,781	64	-2.8%
April	1,126,734	85	1,095,197	85	1,064,659	84	-2.8%
May	1,415,937	105	1,384,794	106	1,355,985	106	-2.1%
June	1,749,742	127	1,692,101	128	1,671,118	128	-1.2%
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
January	10,830		10,892		10,003		-8.2%
February	11,218		10,547		10,885		3.2%
March	11,880		11,581		11,058		-4.5%
April	12,081		11,822		11,553		-2.3%
May	11,994		11,570		11,439		-1.1%
June	13,104		12,161		12,208		0.4%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
January	8,430		8,603		7,898		-8.2%
February	8,512		7,975		8,211		3.0%
March	8,934		8,642		8,350		-3.4%
April	8,810		8,760		8,520		-2.7%
May	8,747		8,537		8,387		-1.8%
June	9,303		8,777		8,502		-3.1%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
January	2,399		2,289		2,105		-8.0%
February	2,706		2,585		2,674		3.4%
March	2,946		2,940		2,708		-7.9%
April	3,271		3,061		3,033		-0.9%
May	3,247		3,039		3,053		0.5%
June	3,801		3,384		3,706		9.5%

**RIDERSHIP REPORT: SEPTEMBER, 2017**

10/26/2017

	<b>2015</b>	<b>Work</b>	<b>2016</b>	<b>Work</b>	<b>2017</b>	<b>Work</b>	<b>Change</b>
	<b>Passengers</b>	<b>Days</b>	<b>Passengers</b>	<b>Days</b>	<b>Passengers</b>	<b>Days</b>	<b>17/16</b>
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
January	3,332		3,379		3,321		-1.7%
February	4,637		4,532		4,822		6.4%
March	4,376		3,591		3,986		11.0%
April	4,751		4,315		4,783		10.8%
May	4,485		4,663		4,406		-5.5%
June	5,689		4,971		5,819		17.1%



**RIDERSHIP REPORT: SEPTEMBER, 2017**

10/26/2017

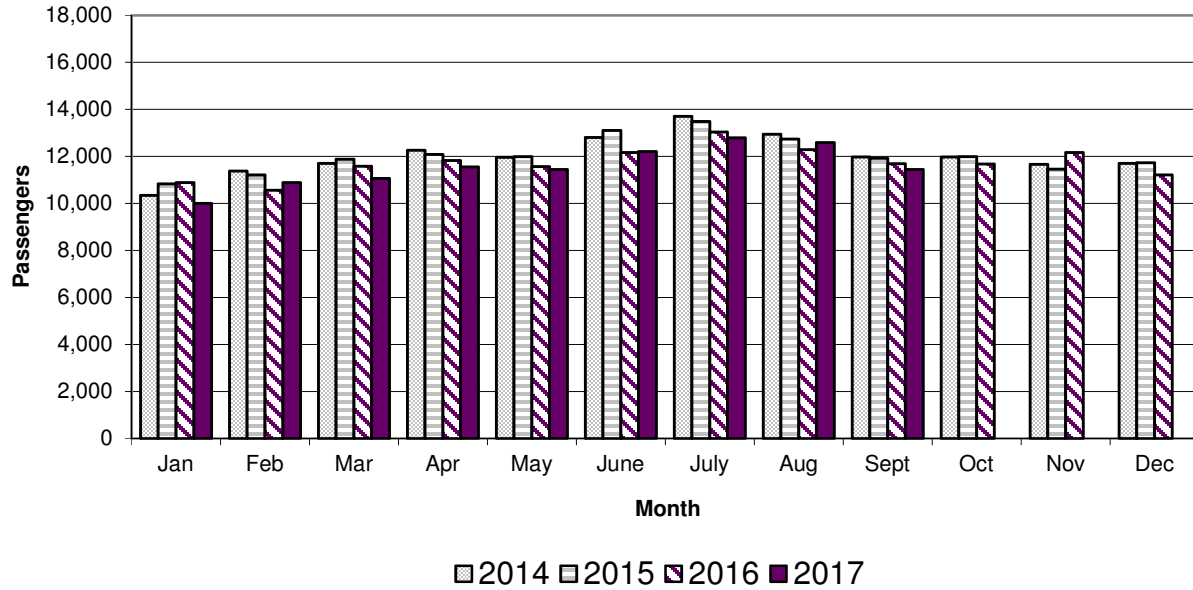
	2015	Work Days	2016	Work Days	2017	Work Days	Change 17/16
	Passengers		Passengers		Passengers		
<b>MONTHLY RIDERSHIP</b>							
July	362,048	23	326,207	20	322,717	20	-1.1%
August	326,279	21	321,033	23	337,910	23	5.3%
September	297,252	21	288,198	21	281,393	20	-2.4%
October	305,425	22	294,337	21			
November	272,665	20	300,628	21			
December	303,855	22	281,576	21			
<b>CUMULATIVE COMPARISON</b>							
July	2,111,790	150	2,018,308	148	1,993,835	148	-1.2%
August	2,438,069	171	2,339,341	171	2,331,745	171	-0.3%
September	2,735,321	192	2,627,539	192	2,613,138	191	-0.5%
October	3,040,746	214	2,921,876	213			
November	3,313,411	234	3,222,504	234			
December	3,617,266	256	3,504,080	255			
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
July	13,488		13,037		12,794		-1.9%
August	12,742		12,289		12,580		2.4%
September	11,918		11,682		11,440		-2.1%
October	11,989		11,671				
November	11,464		12,159				
December	11,733		11,217				
Thru September	12,162	192	11,737	192	11,557	191	-1.5%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
July	8,734		8,407		8,406		0.0%
August	8,910		8,694		8,612		-0.9%
September	8,865		8,661		8,438		-2.6%
October	8,963		8,704				
November	8,477		8,685				
December	8,031		7,552				
Thru September	8,810	192	8,566	192	8,372	191	-2.3%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
July	4,754		4,629		4,387		-5.2%
August	3,831		3,595		3,968		10.4%
September	3,053		3,021		3,002		-0.6%
October	3,026		2,967				
November	2,987		3,473				
December	3,703		3,665				
Thru September	3,353	192	3,172	192	3,185	191	0.4%

**RIDERSHIP REPORT: SEPTEMBER, 2017**

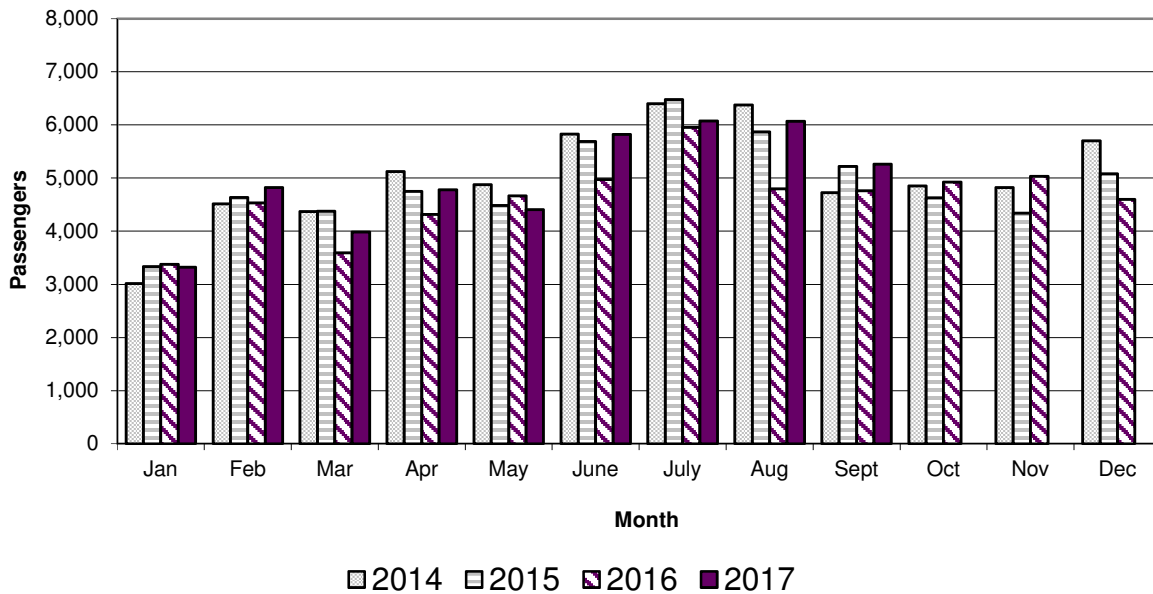
10/26/2017

	2015	Wkend Days	2016	Wkend Days	2017	Wkend Days	Change 17/16
	Passengers		Passengers		Passengers		
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
July	6,478		5,952		6,077		2.1%
August	5,870		4,797		6,070		26.5%
September	5,218		4,763		5,260		10.4%
October	4,630		4,929				
November	4,339		5,033				
December	5,080		4,602				
Thru September	4,940	81	4,562	82	4,948	82	8.5%

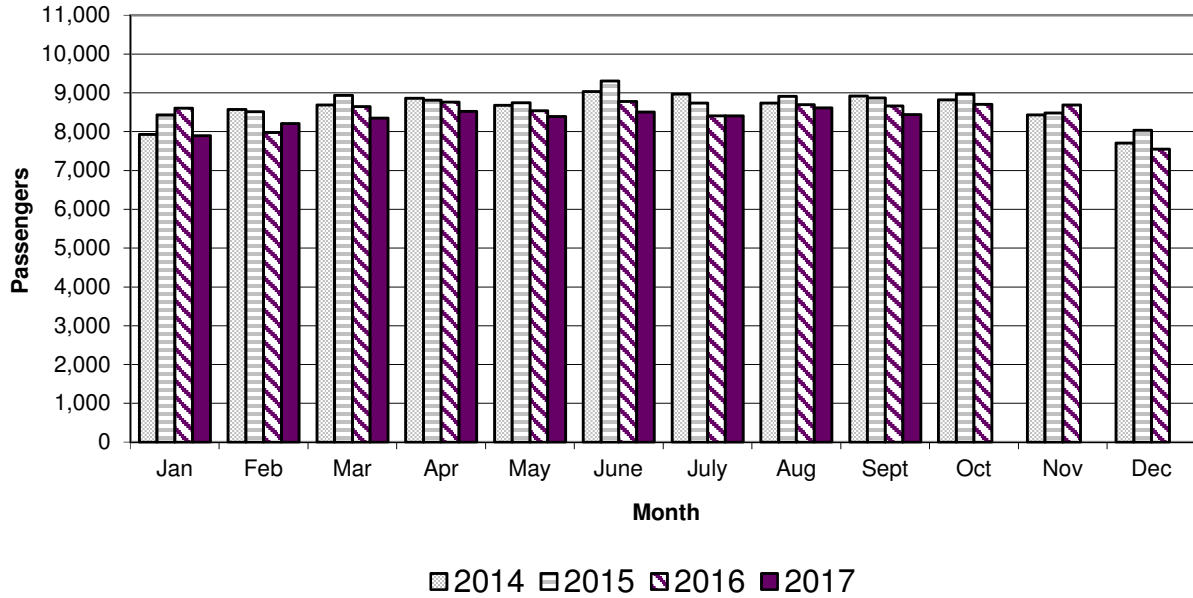
## SOUTH SHORE WEEKDAY RIDERSHIP 2014-2017



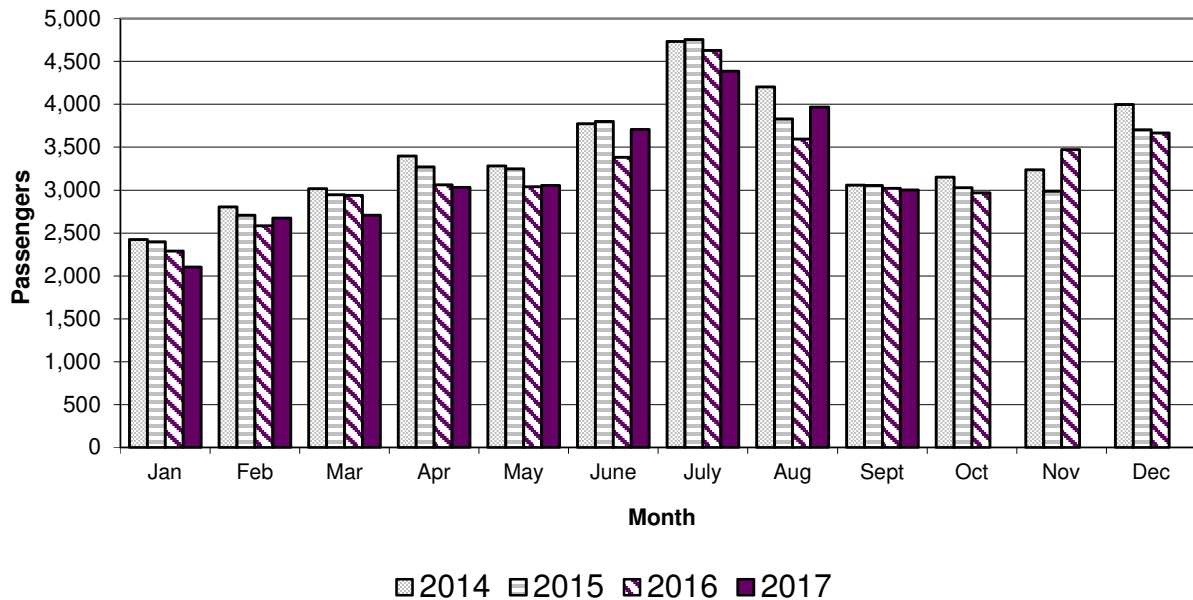
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2014-2017



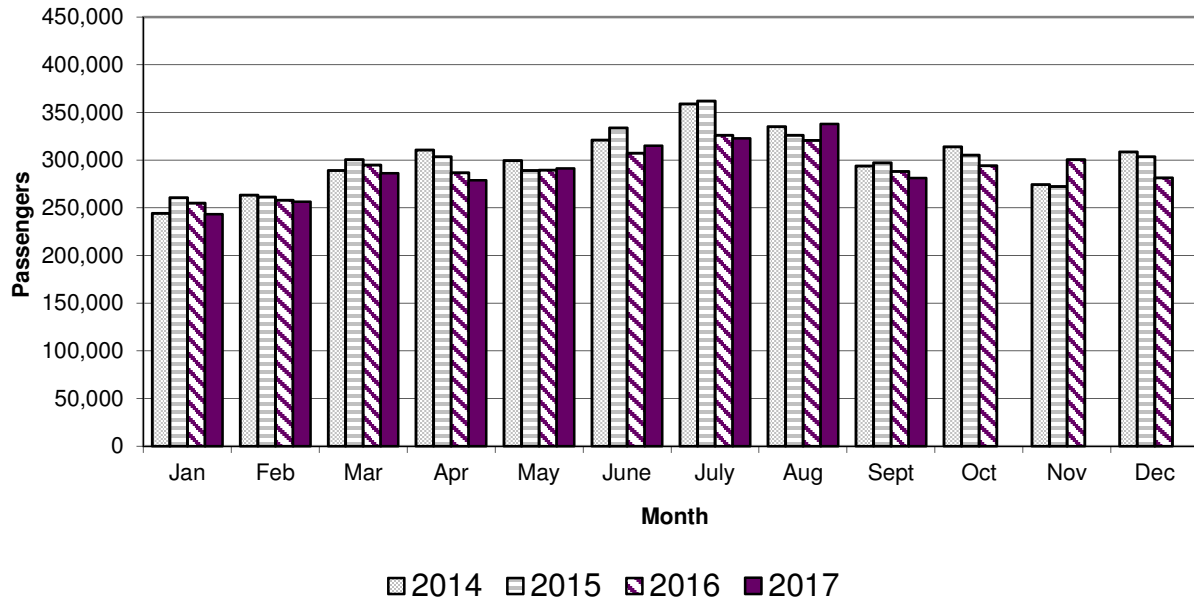
## SOUTH SHORE PEAK RIDERSHIP 2014-2017



## SOUTH SHORE OFF-PEAK RIDERSHIP 2014-2017



# SOUTH SHORE MONTHLY RIDERSHIP 2014-2017



PERCENT ON TIME: SEPTEMBER, 2017

PEAK

Train	Days Late	% on Time
102	0	100.0%
<b>104</b>	<b>5</b>	<b>75.0%</b>
6	1	95.0%
106	1	95.0%
108	1	95.0%
110	1	95.0%
<b>112</b>	<b>1</b>	<b>95.0%</b>
<b>114</b>	<b>6</b>	<b>70.0%</b>
214	1	95.0%
<b>11</b>	<b>4</b>	<b>80.0%</b>
111	0	100.0%
113	0	100.0%
115	1	95.0%
15/17	1	95.0%
<b>117</b>	<b>13</b>	<b>35.0%</b>
217	2	90.0%
119	2	90.0%
Total	40	88.2%
Westbound	17	90.6%
Eastbound	23	85.6%

OFF-PEAK

Train	Days Late	% on Time
<b>14</b>	<b>5</b>	<b>75.0%</b>
216	2	90.0%
<b>116</b>	<b>11</b>	<b>45.0%</b>
218	1	95.0%
<b>18</b>	<b>13</b>	<b>35.0%</b>
118	2	90.0%
<b>220</b>	<b>5</b>	<b>75.0%</b>
<b>20</b>	<b>10</b>	<b>50.0%</b>
<b>222</b>	<b>3</b>	<b>85.0%</b>
420	0	100.0%
<b>22</b>	<b>9</b>	<b>55.0%</b>
424	0	100.0%
401	0	100.0%
203	0	100.0%
403	0	100.0%
205	0	100.0%
207	1	95.0%
<b>7</b>	<b>13</b>	<b>35.0%</b>
<b>107</b>	<b>7</b>	<b>65.0%</b>
<b>9</b>	<b>10</b>	<b>50.0%</b>
<b>109</b>	<b>7</b>	<b>65.0%</b>
209	0	100.0%
<b>19</b>	<b>3</b>	<b>85.0%</b>
121	0	100.0%
123	2	90.0%
101	1	95.0%
Total	105	79.8%
Westbound	61	74.6%
Eastbound	44	84.3%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
<b>600</b>	<b>3</b>	<b>70.0%</b>
<b>502</b>	<b>7</b>	<b>30.0%</b>
<b>504</b>	<b>5</b>	<b>50.0%</b>
<b>606</b>	<b>7</b>	<b>30.0%</b>
<b>506</b>	<b>6</b>	<b>40.0%</b>
<b>608</b>	<b>2</b>	<b>80.0%</b>
<b>508</b>	<b>2</b>	<b>80.0%</b>
<b>610</b>	<b>2</b>	<b>80.0%</b>
<b>510</b>	<b>4</b>	<b>60.0%</b>
710	Deadhead move	
<b>503</b>	<b>4</b>	<b>60.0%</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>3</b>	<b>70.0%</b>
<b>507</b>	<b>7</b>	<b>30.0%</b>
<b>509</b>	<b>6</b>	<b>40.0%</b>
<b>511</b>	<b>4</b>	<b>60.0%</b>
613	1	90.0%
<b>601</b>	<b>3</b>	<b>70.0%</b>
701	1	90.0%
703	1	90.0%
Total	74	63.0%
Westbound	38	57.8%
Eastbound	36	67.3%

REASONS (weekday)

Reason	Count	%
CAR	5	3.4%
CAT		0.0%
DBS		0.0%
AMT	3	2.1%
DMW	34	23.4%
DSR	22	15.2%
DSS	2	1.4%
FTI	1	0.7%
HLD	2	1.4%
LMU		0.0%
MET	35	24.1%
OTH	4	2.8%
PAS	3	2.1%
POL		0.0%
PTI	18	12.4%
SVS	2	1.4%
TOD	1	0.7%
TRS		0.0%
WTR		0.0%
NIPSCO		0.0%
FRR	9	6.2%
OET	2	1.4%
TRK		0.0%
DDS		0.0%
OPR		0.0%
UTL	1	0.7%
VAN	1	0.7%
SUB		
TOTAL	145	100.0%

REASONS (weekend)

Reason	Count	%
CAR	7	9.5%
CAT		0.0%
DBS		0.0%
AMT		0.0%
DMW	4	5.4%
DSR	5	6.8%
DSS	1	1.4%
FTI	2	2.7%
HLD	2	2.7%
LMU	2	2.7%
MET	9	12.2%
OTH	2	2.7%
PAS	11	14.9%
POL	2	2.7%
PTI	16	21.6%
SVS	3	4.1%
TOD		0.0%
TRS		0.0%
DDS		0.0%
OPR	1	1.4%
WTR	1	1.4%
FRR	2	2.7%
SUB		0.0%
NIPSCO		0.0%
OET		0.0%
TRK	4	5.4%
UTL		0.0%
VAN		0.0%
TOTAL	74	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, 2017**

**PEAK**

Train	Days Late	% on Time
102	3	98.4%
104	10	94.7%
<b>6</b>	<b>23</b>	<b>87.8%</b>
106	5	97.4%
108	4	97.9%
110	13	93.2%
112	5	97.4%
114	18	90.5%
214	11	94.2%
<b>11</b>	<b>33</b>	<b>82.5%</b>
111	8	95.8%
<b>113</b>	<b>17</b>	<b>91.0%</b>
115	16	91.5%
15/17	8	95.8%
<b>117</b>	<b>55</b>	<b>70.9%</b>
217	15	92.1%
119	8	95.8%
Total	252	92.2%
Westbound	92	94.6%
Eastbound	160	89.4%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>41</b>	<b>78.4%</b>
216	8	95.8%
<b>116</b>	<b>65</b>	<b>65.8%</b>
216	14	92.6%
<b>18</b>	<b>101</b>	<b>46.8%</b>
118	15	92.1%
218	14	92.5%
<b>20</b>	<b>75</b>	<b>60.5%</b>
220	12	93.7%
420	1	99.5%
<b>22</b>	<b>29</b>	<b>84.8%</b>
422	7	96.3%
401	2	99.0%
203	3	98.4%
403	10	94.8%
<b>205</b>	<b>28</b>	<b>84.1%</b>
207	7	96.3%
<b>7</b>	<b>57</b>	<b>70.0%</b>
<b>107</b>	<b>44</b>	<b>76.8%</b>
<b>9</b>	<b>62</b>	<b>67.2%</b>
<b>109</b>	<b>47</b>	<b>75.1%</b>
209	11	94.1%
<b>19</b>	<b>35</b>	<b>81.7%</b>
<b>121</b>	<b>33</b>	<b>82.7%</b>
<b>123</b>	<b>29</b>	<b>84.8%</b>
101	11	94.2%
Total	761	84.5%
Westbound	382	83.2%
Eastbound	379	85.7%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
<b>600</b>	<b>12</b>	<b>85.4%</b>
<b>502</b>	<b>33</b>	<b>59.8%</b>
<b>504</b>	<b>20</b>	<b>75.6%</b>
<b>606</b>	<b>33</b>	<b>59.8%</b>
<b>506</b>	<b>31</b>	<b>62.2%</b>
608	8	90.2%
<b>508</b>	<b>20</b>	<b>75.6%</b>
<b>610</b>	<b>13</b>	<b>84.1%</b>
<b>510</b>	<b>14</b>	<b>82.9%</b>
710	Deadhead move	
<b>503</b>	<b>15</b>	<b>81.7%</b>
603	7	91.5%
<b>605</b>	<b>9</b>	<b>89.0%</b>
<b>505</b>	<b>13</b>	<b>84.1%</b>
<b>507</b>	<b>30</b>	<b>63.0%</b>
<b>509</b>	<b>29</b>	<b>64.6%</b>
<b>511</b>	<b>25</b>	<b>69.5%</b>
513	4	95.1%
<b>601</b>	<b>14</b>	<b>82.9%</b>
703	4	95.1%
<b>705</b>	<b>22</b>	<b>73.2%</b>
Total	356	78.3%
Westbound	184	75.1%
Eastbound	172	80.9%

*Trains less than 90% on time*

## CUMULATIVE REASONS FOR DELAYS THRU SEPTEMBER, 2017

REASONS (weekday)		
CAR	48	4.7%
CAT	2	0.2%
DBS	3	0.3%
AMT	35	3.5%
DMW	188	18.6%
DSR	37	3.7%
DSS	41	4.0%
FTI	31	3.1%
HLD	19	1.9%
LMU	13	1.3%
MET	235	23.2%
OTH	41	4.0%
PAS	48	4.7%
POL	19	1.9%
PTI	98	9.7%
SVS	11	1.1%
TOD	9	0.9%
TRS	5	0.5%
WTR	30	3.0%
NIPSCO		0.0%
FRR	46	4.5%
OET	9	0.9%
UTL	22	2.2%
OPR	1	0.1%
DDS	1	0.1%
SUB		0.0%
TRK	20	2.0%
VAN	1	0.1%
<b>TOTAL</b>	<b>1,013</b>	<b>100.0%</b>

REASONS (weekend)		
CAR	24	6.7%
CAT		0.0%
DBS		0.0%
AMT	10	2.8%
DMW	10	2.8%
DSR	10	2.8%
DSS	12	3.4%
FTI	18	5.1%
HLD	13	3.7%
LMU	5	1.4%
MET	45	12.6%
OTH	14	3.9%
PAS	73	20.5%
POL	11	3.1%
PTI	58	16.3%
SVS	13	3.7%
TOD	1	0.3%
TRS	7	2.0%
WTR	1	0.3%
NIPSCO		0.0%
FRR	11	3.1%
OET		0.0%
UTL	4	1.1%
OPR	1	0.3%
DDS		0.0%
SUB	2	0.6%
TRK	13	3.7%
VAN		0.0%
<b>TOTAL</b>	<b>356</b>	<b>100.0%</b>

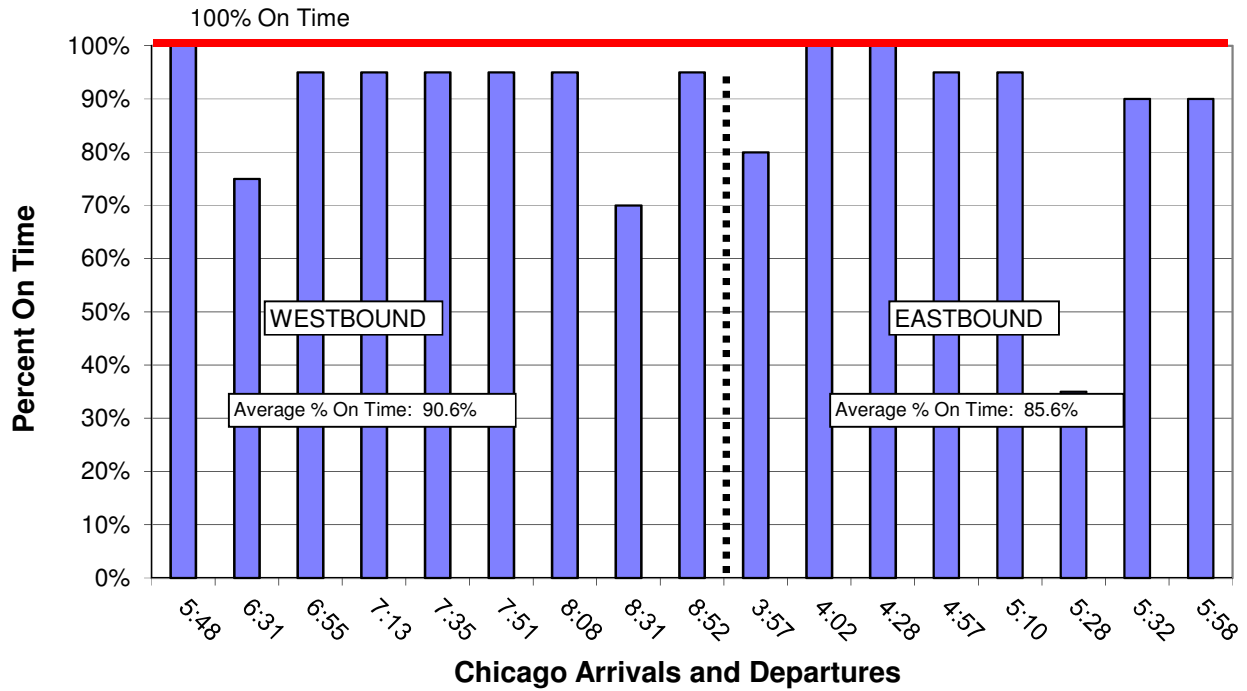
TOTAL		
CAR	72	5.3%
CAT	2	0.1%
DBS	3	0.2%
AMT	45	3.3%
DMW	198	14.5%
DSR	47	3.4%
DSS	53	3.9%
FTI	49	3.6%
HLD	32	2.3%
LMU	18	1.3%
MET	280	20.5%
OTH	55	4.0%
PAS	121	8.8%
POL	30	2.2%
PTI	156	11.4%
SVS	24	1.8%
TOD	10	0.7%
TRS	12	0.9%
WTR	31	2.3%
NIPSCO	0	0.0%
FRR	57	4.2%
OET	9	0.7%
UTL	26	1.9%
OPR	2	0.1%
DDS	1	0.1%
SUB	2	0.1%
TRK	33	2.4%
VAN	1	0.1%
<b>TOTAL</b>	<b>1,369</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

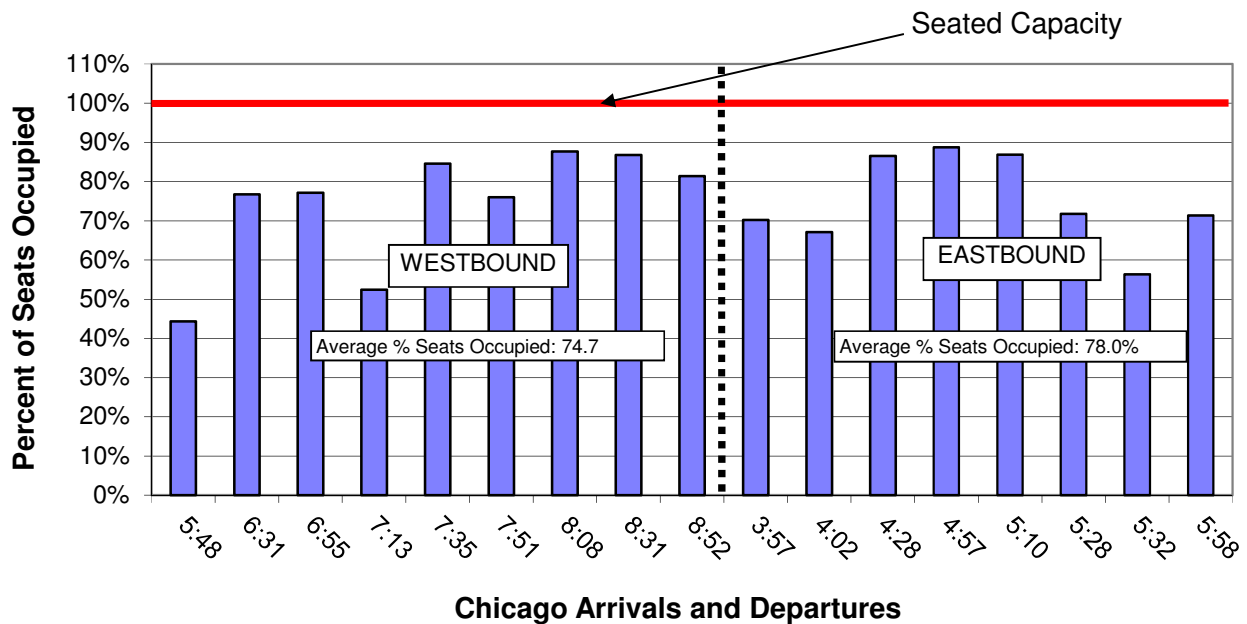
PAS - Passenger boarding  
 POL - Police related delays - except road crossing or trespasser accidents  
 PTI - Passenger train interference  
 SVS - Servicing - includes adding or subtracting equipment to or from consist  
 TOD - Train order delay - not associated with train meets  
 TRS - Trespasser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



## RUSH HOUR ON TIME PERFORMANCE: SEPT 2017



## PERCENT OF RUSH HOUR SEATS OCCUPIED: SEPT 2017



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

Train	Arrive	Fri 1	Tues 5	Wed 6	Thurs 7	Fri 8	Mon 11	Tues 12	Wed 13	Thurs 14	Fri 15	Mon 18	Tues 19	Wed 20	Thurs 21	Fri 22	Mon 25	Tues 26	Wed 27	Thurs 28	Fri 29	Days Late	Days Ran	% On Time	
102	5:48a																							20	100.0%
104	6:31															8	6	8	10	9			5	20	75.0%
6	6:55																6						1	20	95.0%
106	7:13																		17				1	20	95.0%
108	7:35																				13		1	20	95.0%
110	7:51																	15					1	20	95.0%
112	8:08																17						1	20	95.0%
114	8:31						14										12	11	12	13	12		6	20	70.0%
214	8:52											47											1	20	95.0%
14	10:28									6							9	20	17		10		5	20	75.0%
Train	Depart																					Days Late	Days Ran	% On Time	
11	3:57	13					9					8										10	4	20	80.0%
111	4:02																							20	100.0%
113	4:28																							20	100.0%
115	4:57							40															1	20	95.0%
117	5:10						21	16	19	11	24		9	11	12		7	6	8	9	8		13	20	35.0%
17	5:28							12															1	20	95.0%
217	5:32							15									13						2	20	90.0%
119	5:58																20			7			2	20	90.0%
19	7:10	10						9		10													3	20	85.0%
High temp		70	68	66	64	68	71	77	68	77	81	79	73	87	90	90	89	89	72	68	68				
Low temp		50	52	50	50	52	43	46	58	53	54	59	62	59	67	66	60	62	55	50	50				

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

Temperatures from South Bend

On time

A = Annulled

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

	Jan			Feb			Mar			Apr			May			June		
	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time
WB Rush	11	180	93.9%	13	180	92.8%	9	207	95.7%	6	180	96.7%	8	198	96.0%	5	198	97.5%
EB Rush	21	161	87.0%	7	160	95.6%	12	184	93.5%	5	160	96.9%	22	176	87.5%	23	168	86.3%
Total Rush	32	341	90.6%	20	340	94.1%	21	391	94.6%	11	340	96.8%	30	374	92.0%	28	366	92.3%

	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	11	180	93.9%	12	207	94.2%	17	180	90.6%			#DIV/0!			#DIV/0!			#DIV/0!
EB Rush	23	160	85.6%	24	184	87.0%	23	160	85.6%			#DIV/0!			#DIV/0!			#DIV/0!
Total Rush	34	340	90.0%	36	391	90.8%	40	340	88.2%	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!

**EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:**

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	3	191	98.4%
6:31	104	10	190	94.7%
6:55	6	23	189	87.8%
7:13	106	5	190	97.4%
7:35	108	4	190	97.9%
7:51	110	13	190	93.2%
8:08	112	5	190	97.4%
8:31	114	18	190	90.5%
8:52	214	11	190	94.2%
10:28	14	39	190	79.5%
<b>Depart</b>				
3:57	11	33	189	82.5%
4:02p	111	8	189	95.8%
4:28	113	17	189	91.0%
4:57	115	16	189	91.5%
5:10	117	32	190	83.2%
5:28	17	31	189	83.6%
5:32	217	15	189	92.1%
5:58	119	8	189	95.8%
7:15	19	32	190	83.2%

**Year-to-date cumulative**

	#Late	#Ran	%On time
WB Rush	92	1710	94.6%
EB Rush	160	1513	89.4%
Total Rush	252	3,223	92.2%

**CUMULATIVE RUSH HOUR thru SEPTEMBER**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	42	72	114	2.5%	4.8%	3.5%
11-15	33	38	71	1.9%	2.5%	2.2%
16-20	9	24	33	0.5%	1.6%	1.0%
21-30	3	9	12	0.2%	0.6%	0.4%
31-59	5	7	12	0.3%	0.5%	0.4%
60+	0	10	10	0.0%	0.7%	0.3%
Annulled	9	15	24			
Total Late	92	160	252	5.4%	10.6%	7.8%
On time	1,618	1,353	2,971	94.6%	89.4%	92.2%
Total ran	1,710	1,513	3,223			

Total Late and Total Ran exclude annulled trains

**GRAND TOTAL ALL TRAINS thru SEPTEMBER 2017**

Range	Peak					
	WB	EB	Off	Wkend	Total	%
6-10	42	72	429	173	716	7.3%
11-15	33	38	174	105	350	3.6%
16-20	9	24	61	45	139	1.4%
21-30	3	9	56	17	85	0.9%
31-59	5	7	26	13	51	0.5%
60+	0	10	15	3	28	0.3%
Annulled	9	15	43	1	68	
Total	92	160	761	356	1,369	13.9%
On Time	1,618	1,352	4,162	1,347	8,479	86.1%
Total ran	1,710	1,512	4,923	1,703	9,848	

Total Late and Total Ran exclude annulled trains

**SEPTEMBER RUSH HOUR**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	6	10	16	3.3%	6.3%	4.7%
11-15	8	7	15	4.4%	4.4%	4.4%
16-20	2	3	5	1.1%	1.9%	1.5%
21-30	0	2	2	0.0%	1.3%	0.6%
31-59	1	1	2	0.6%	0.6%	0.6%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	17	23	40	9.4%	14.4%	11.8%
On time	163	137	300	90.6%	85.6%	88.2%
Total ran	180	160	340			