MONTHLY RIDERSHIP AND PERFORMANCE REPORT

March 2021

SOUTH SHORE LINE

NICTD

MARCH, 2021 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of March was down 55.8% when compared to March of 2020. This year 57,583 passengers traveled on the South Shore Line (SSL) while March of 2020 recorded a total of 130,362 passenger trips. This is the ongoing effect on ridership from the pandemic.

Weekday Travel

Average weekday travel was down 61.0% with an average of 2,053 weekday passengers carried in 2021 compared to 5,267 in 2020. The average peak travel was down 67.4% to an average daily ridership of 1,270 while off-peak was down 31.4% to an average daily ridership of 781.

Weekend

Average weekend ridership was down by 19.5% with an average of 1,296 passengers carried per weekend day in 2021 compared to 1,611 carried in 2020.

Analysis over last 12 months:

Ridership Over Last 12 Months: April through March							
	2017/18	2018/19	% Change	2019/20	% Change	2020/21	% Change
Total	3,448,081	3,343,082	-3.05%	3,194,132	-4.46%	499,521	-84.36%
Weekday	2,907,913	2,832,420	-2.60%	2,729,307	-3.64%	413,831	-84.84%
Peak	2,095,900	2,066,094	-1.42%	1,997,614	-3.31%	256,425	-87.16%
Off Peak	812,013	766,326	-5.63%	731,693	-4.52%	157,406	-78.49%
Weekend	540,168	510,662	-5.46%	464,825	-8.98%	85,690	-81.57%
South Bend	264,469	241,029	-8.86%	228,303	-5.28%	60,066	-73.69%

Revenue

The number of tickets sold in March has decreased 72.0% for March of 2021 compared to 2020. Ticket revenue is down 80.5% for 2021 compared to 2020. Sales from digital sources represents 60.8% of ticket sales and 69.0% of revenue in 2020.

| Total Ticket Sales: March						
	Tickets			Revenue		
Method of Sale	2020	2021	% Change	2020	2021	% Change
Ticket Agent	29,180	8,564	-70.7%	913,326	142,382	-84.4%
Vending Machine	73,443	15,168	-79.3%	1,527,806	250,756	-83.6%
Conductor	51,039	18,654	-63.5%	387,054	136,619	-64.7%
Mobile App	94,387	26,985	-71.4%	1,786,492	371,339	-79.2%
Total	248,049	69,371	-72.0%	4,614,678	901,096	-80.5%

On Time Performance

Rush hour – Overall, 78.7% of A.M. and P.M. rush hour trains were on time in March 2021, compared to 92.9% in March of 2020. A train is considered to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard). 89.7% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 84.5% of westbound morning rush hour service was on time compared to 95.1% in March 2020; while eastbound rush hour trains reported an on time performance of 72.3% compared to 90.5% in March 2020. A total of 32 out of 206 westbound rush hour trains were delayed in March. Of those 32, 5 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 51 out of 184 trains delayed in March. Of those 51, 11 experienced delays greater than 15 minutes.[1]

RANGE OF RUSH HOUR DELAYS (in minutes)				
March				
Range	**a.m.**	**p.m.**	**Total**	**Percent**
6-10	16	27	43	11.0%
11-15	12	13	25	6.4%
16-20	3	7	10	2.6%
21-30	1	3	4	1.0%
31-59	0	1	1	0.3%
60+	0	0	0	0.0%
Annulled	1	0	1	
On Time	**174**	**133**	**307**	
Total Ran	206	184	390	

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[1] Weekday rush-hour trains operate 9 westbound and 8 eastbound per day.

Overall – The SSL scheduled 1,149 trains in March and experienced 242 delays in excess of 5 minutes (ranging from 6-129 minutes) with a median delay of 10 minutes. March of 2021 experienced 12 annulled trains. In March 2020 the South Shore Line scheduled 1,011 trains with 133 delays in excess of 5 minutes (ranging from 6-154 minutes) with a median delay of 10 minutes. March of 2020 experienced 2 annulled trains.
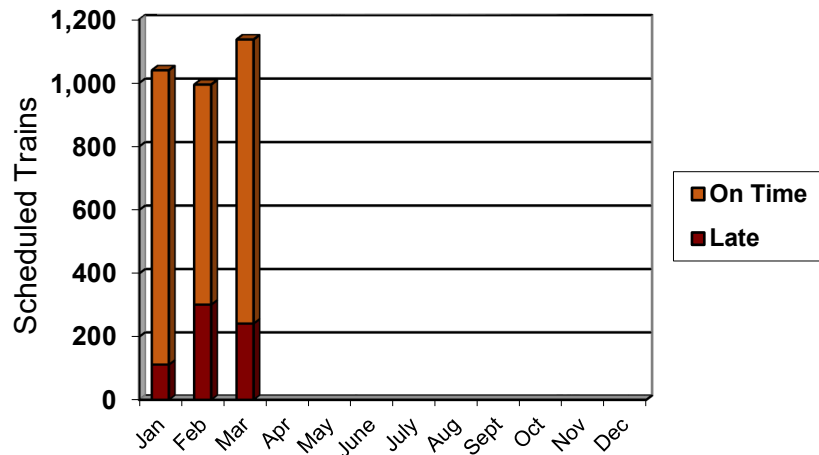
Cumulative On Time Comparison		
Thru March	**2020**	**2021**
Weekday	**88.9%**	**79.3%**
Peak	91.5%	77.8%
Off-peak	87.2%	80.2%
Weekend	**68.9%**	**79.7%**
Overall	**85.5%**	**79.3%**

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.

Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							

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Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
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1/19	121	68	Police related activity.	2/16	422	Anulled	Weather cancelation
2/4	119	134	Ice on catenary wires.	2/17	116	60	Vehicle stuck on track
2/5	106	67	Equipment issues		401	Anulled	Weather cancelation
2/6	502	82	Equipment issues	2/25	6	61	Equipment issues
	504	60	Delayed by prior train.		14	155	Delayed by prior train.
2/7	511	115	Catenary issues.		106	Anulled	Equipment issues
	600	65	Weather delay.		108	91	Delayed by prior train.
	701	Anulled	Weather cancelation		110	Anulled	Equipment issues
	703	Anulled	Weather cancelation		112	117	Delayed by prior train.
2/8	14	85	Equipment issues		114	90	Delayed by prior train.
	107	74	Equipment issues		207	Anulled	Anulled due to prior train.
	114	79	Equipment issues	3/2	116	Annulled	Train mechanical issues
	401	Anulled	Weather cancelation	3/4	114	Annulled	Police Activity
	422	Anulled	Weather cancelation	3/16	203	Annulled	Track maintenance delay.
2/9	102	Anulled	Equipment issues	3/17	203	Annulled	Track maintenance delay.
	203	Anulled	Equipment issues	3/18	203	Annulled	Track maintenance delay.
	401	Anulled	Weather cancelation	3/19	203	Annulled	Track maintenance delay.
	422	Anulled	Weather cancelation	3/19	424	129	Car blocking tracks
2/14	701	Anulled	Weather cancelation	3/23	203	Annulled	Track maintenance delay.
	703	Anulled	Weather cancelation	3/24	203	Annulled	Track maintenance delay.
2/15	19	92	Vehicle stuck on track	3/25	203	Annulled	Track maintenance delay.
	401	Anulled	Weather cancelation	3/26	203	Annulled	Track maintenance delay.
	422	Anulled	Weather cancelation	3/30	203	Annulled	Track maintenance delay.
2/16	401	Anulled	Weather cancelation	3/31	203	Annulled	Track maintenance delay.

Ridership Report

	2019 Passengers	Work Days	2020 Passengers	Work Days	2021 Passengers	Work Days	Change 20/21
Monthly Ridership							
January	226,385	22	254,857	22	38,742	20	-84.8%
February	222,250	20	246,095	20	33,162	20	-86.5%
March	272,150	21	130,362	22	57,583	23	-55.8%
April	277,549	22	15,714	22			
May	282,752	22	19,614	20			
June	293,325	20	32,249	20			
Cumulative Comparison							
January	226,385	22	254,857	22	38,742	20	-84.8%
February	448,635	42	500,952	42	71,904	40	-85.6%
March	720,785	63	631,314	64	135,822	63	-78.5%
April	998,334	85	647,028	86			
May	1,281,086	107	666,642	106			
June	1,574,411	127	698,891	126			
Average Weekday Ridership							
January	9,086		10,336		1,589		-84.6%
February	9,615		10,437		1,658		-84.1%
March	10,761		5,267		2,053		-61.0%
April	11,182		627				
May	11,167		787				
June	12,101		1,900				
Average Weekday Peak Period Ridership							
January	7,052		8,028		1,060		-86.8%
February	7,441		8,057		1,088		-86.5%
March	8,116		4,051		1,270		-68.6%
April	8,344		375				
May	8,285		468				
June	8,627		1,084				
Average Weekday Off-Peak Ridership							
January	2,034		2,309		529		-77.1%
February	2,174		2,381		570		-76.1%
March	2,645		1,215		781		-35.7%
April	2,839		252				
May	2,881		320				
June	3,473		816				

Ridership Report

	2019 Passengers	Work Days	2020 Passengers	Work Days	2021 Passengers	Work Days	Change 20/21
Average Weekend/Holiday Ridership (per day)							
January	2,943		3,051		633		-79.3%
February	3,744		4,150		792		-80.9%
March	4,617		1,611		1,296		-19.6%
April	3,943		239				
May	4,121		352				
June	5,132		997				
Monthly South Bend Ridership							
January	14,125		15,044		4,618		-69.3%
February	12,881		15,748		4,932		-68.7%
March	20,397		8,640		7,332		-15.1%
April	20,180		1,903				
May	19,127		2,929				
June	20,088		3,854				

SOUTH SHORE WEEKDAY RIDERSHIP 2018-2021
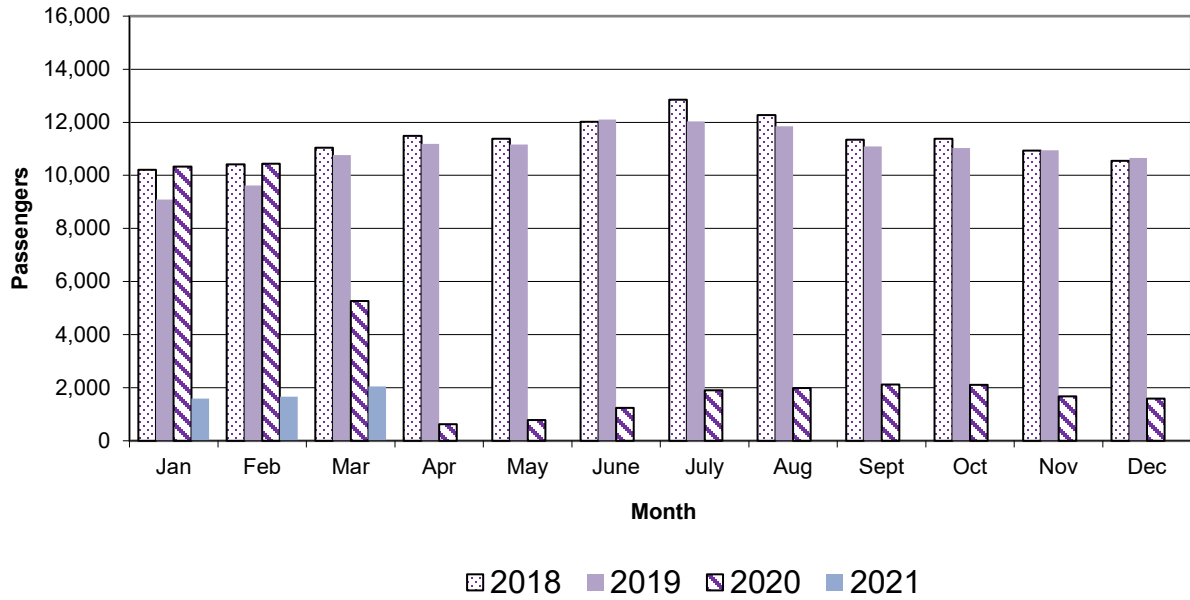
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2018-2021
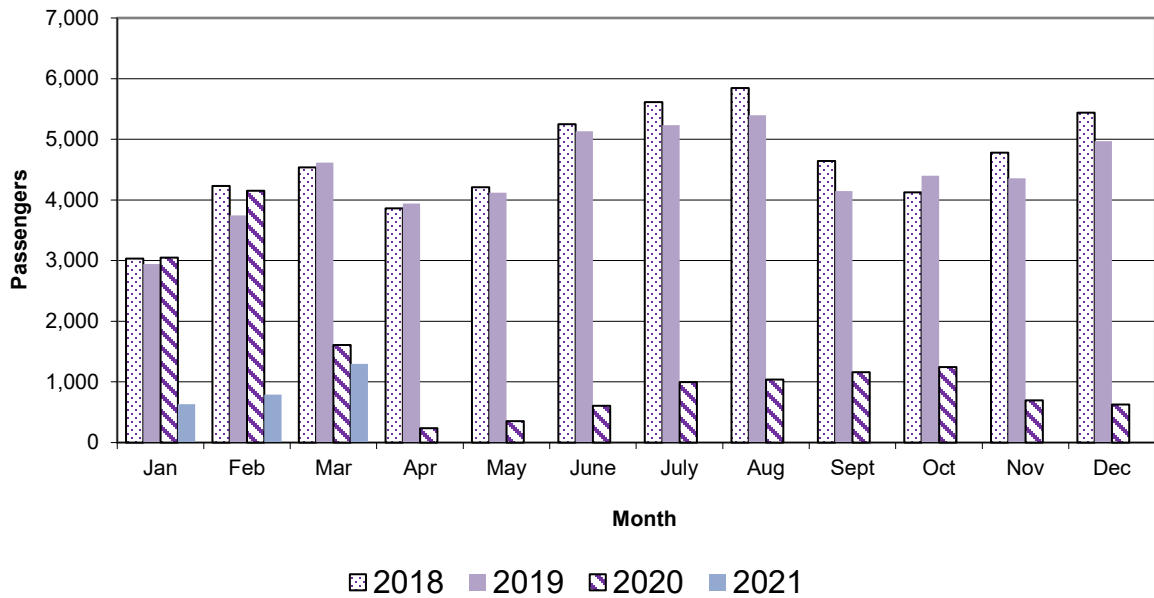
SOUTH SHORE PEAK RIDERSHIP
2018-2021

SOUTH SHORE OFF-PEAK RIDERSHIP
2018-2021

SOUTH SHORE MONTHLY RIDERSHIP
2018-2021

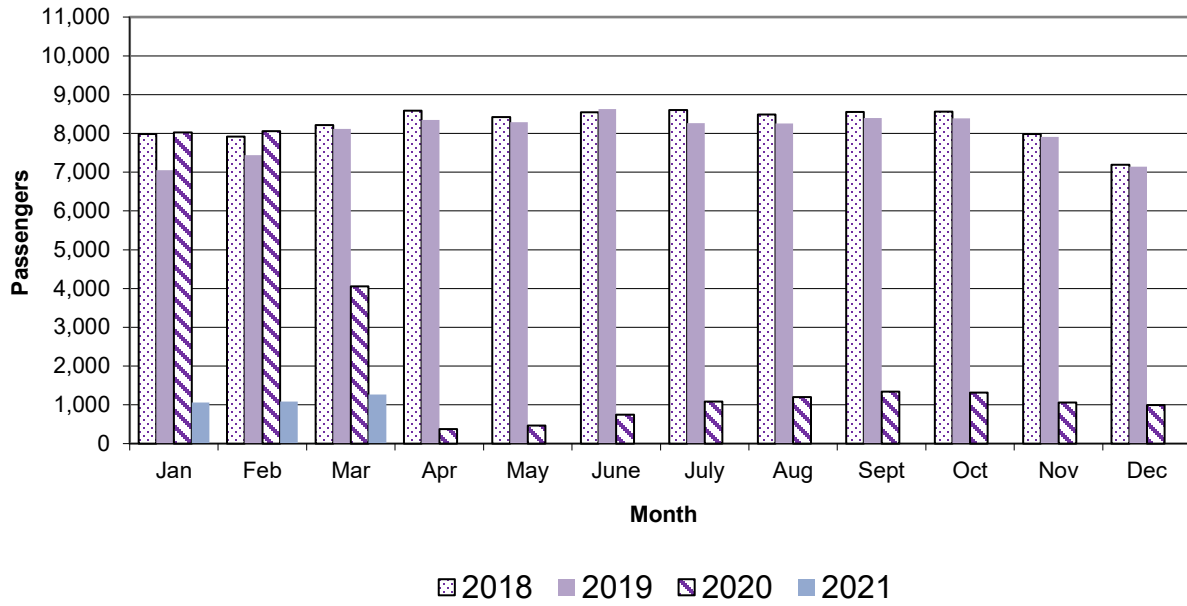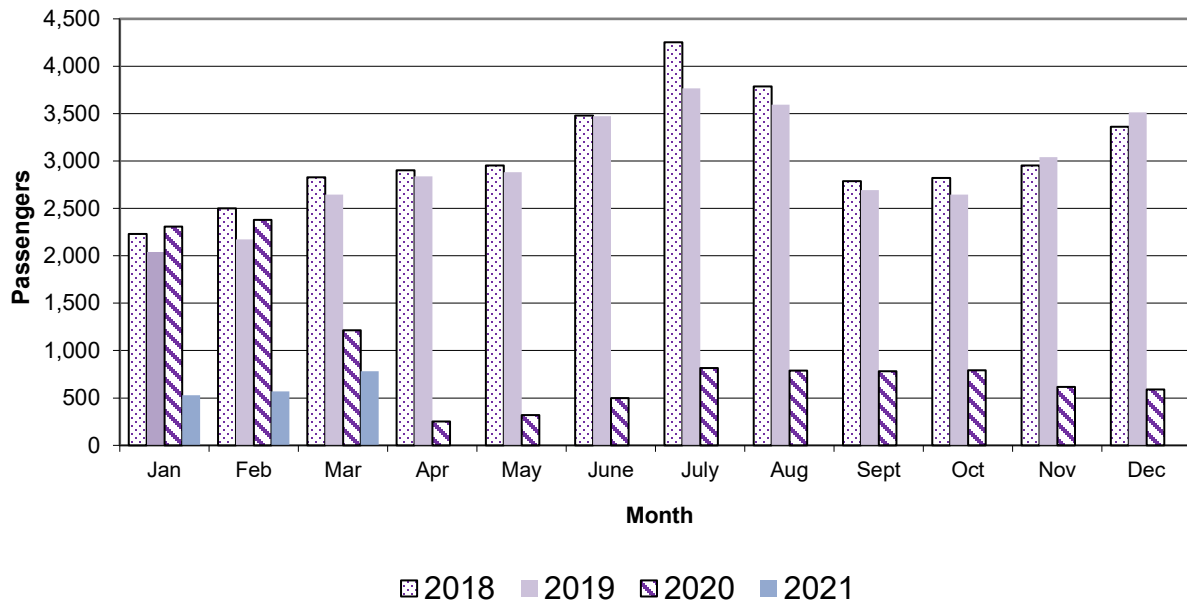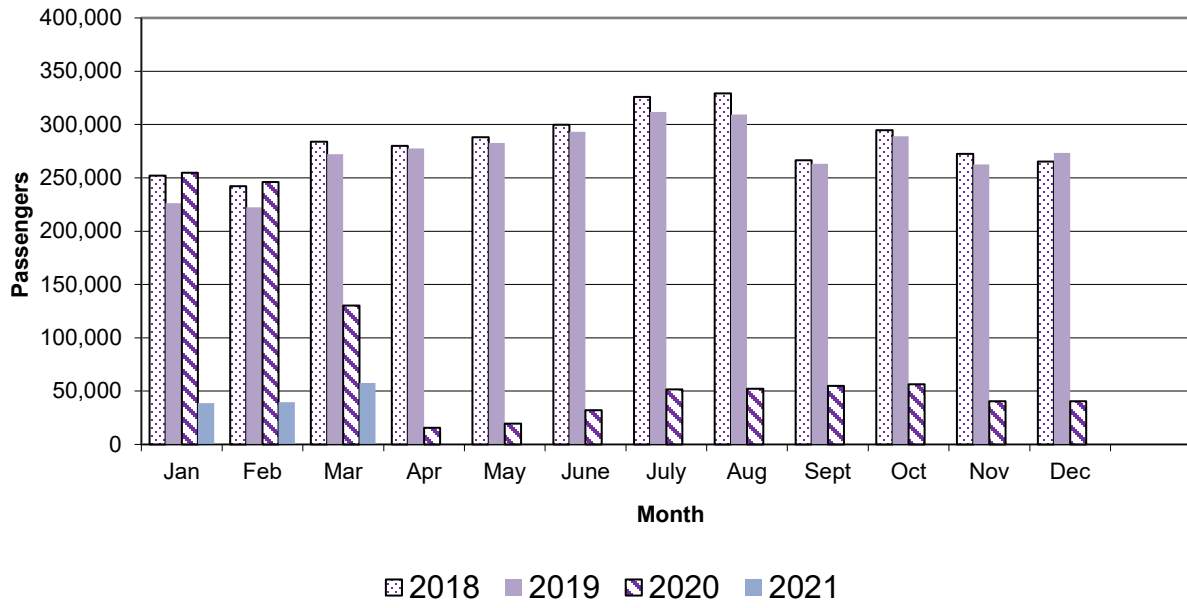# Percent on Time: March, 2021

Peak

Train	Days Late	% on Time
102	*2*	*91.3%*
104	0	100.0%
6	*21*	*8.7%*
106	*2*	*91.3%*
108	*2*	*91.3%*
110	0	100.0%
112	0	100.0%
114	*2*	*90.9%*
214	*4*	*82.6%*
11	*8*	*65.2%*
111	*2*	*91.3%*
113	*7*	*69.6%*
115	*10*	*56.5%*
17	*8*	*65.2%*
117	*14*	*39.1%*
217	*1*	*95.7%*
119	*1*	*95.7%*
Total	**84**	**78.5%**
Westbound	**33**	**84.0%**
Eastbound	**51**	**72.3%**

Trains on time less than 95% peak and 85% off peak.

Off-Peak

Train	Days Late	% on Time
14	*4*	*82.6%*
216	2	91.3%
116	*8*	*63.6%*
218	*9*	*60.9%*
18	*13*	*43.5%*
118	*4*	*82.6%*
220	*11*	*52.2%*
20	*14*	*39.1%*
222	2	91.3%
420	0	100.0%
22	*5*	*78.3%*
424	*4*	*82.6%*
401	0	100.0%
203	*11*	*15.4%*
403	0	100.0%
205	0	100.0%
207	*5*	*78.3%*
7	*11*	*52.2%*
107	3	87.0%
9	*12*	*47.8%*
109	2	91.3%
209	1	95.7%
19	*6*	*73.9%*
121	3	87.0%
123	*6*	*73.9%*
101	*5*	*78.3%*
Total	**141**	**76.0%**
Westbound	**76**	**72.4%**
Eastbound	**65**	**79.2%**

Weekend/Holiday

Train	Days Late	% on Time
600	2	75.0%
502	0	100.0%
504	1	87.5%
606	1	87.5%
506	1	87.5%
608	1	87.5%
508	5	37.5%
610	1	87.5%
510	2	75.0%
710	Deadhead move	
503	1	87.5%
603	1	87.5%
605	1	87.5%
505	1	87.5%
507	4	50.0%
509	4	50.0%
511	1	87.5%
613	0	100.0%
601	1	87.5%
701	0	100.0%
703	1	87.5%
Total	**29**	**81.9%**
Westbound	**14**	**80.6%**
Eastbound	**15**	**83.0%**

Reason for Delay: March

Reasons (weekday)		
AMT	1	0.5%
CAR	2	0.9%
CAT	0	0.0%
DBS	0	0.0%
DMW	54	25.4%
DSR	1	0.5%
DSS	0	0.0%
FRR	4	1.9%
FTI	7	3.3%
HLD	3	1.4%
LMU	4	1.9%
MET	43	20.2%
OET	0	0.0%
OPR	48	22.5%
OTH	4	1.9%
PAS	4	1.9%
POL	5	2.3%
PTC	0	0.0%
PTI	27	12.7%
SUB	0	0.0%
SVS	1	0.5%
TOD	0	0.0%
TRK	2	0.9%
TRS	3	1.4%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	213	100.0%

Reasons (weekend)		
AMT	0	0.0%
CAR	3	10.3%
CAT	0	0.0%
DBS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	0	0.0%
FRR	1	3.4%
FTI	5	17.2%
HLD	1	3.4%
LMU	0	0.0%
MET	7	24.1%
OET	0	0.0%
OPR	7	24.1%
OTH	1	3.4%
PAS	1	3.4%
POL	0	0.0%
PTC	0	0.0%
PTI	2	6.9%
SUB	0	0.0%
SVS	1	3.4%
TOD	0	0.0%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0%
VAN	0	0%
WTR	0	0%
TOTAL	29	100%

AMT-Amtrak delay
CAR-Car or equipment failure
DBS-Delays due to busing
DDS-Debris strike
DMW-Maintenance of Way work
DSR-Speed Restriction
DSS-Reduced speed due to restrictive signal
FRR-Freight train interference from crossing
FTI-Freight train interference on NICTD track
HLD-Station delay related to passenger
    boarding
LMU-Late make up(includes turn of equipment)
MET-Metra delays

OET-Operational efficiency testing
OPR-Operational delay
OTH-Other delays
PAS-Passenger boarding
PTC-Positive train control delays
PTI-Passenger train interference
SUB-Substation
SVS-Servicing (adding/removing equipment)
TOD-Train order delay
TRK-Track/wayside malfunction
UTL-Utility power outage
WTR-Weather

NICTD follows the industry standard in defining a train as on time if it arrives at its terminal within 5 minutes and 59 seconds.

Cumulative Percent on Time Thru March, 2021

Peak

Train	Days Late	% on Time
102	*10*	*83.9%*
104	*4*	*93.7%*
6	*59*	*6.3%*
106	*10*	*83.9%*
108	*13*	*79.4%*
110	*8*	*87.1%*
112	*7*	*88.9%*
114	*12*	*80.6%*
214	*11*	*82.5%*
11	*22*	*65.1%*
111	2	96.8%
113	*13*	*79.4%*
115	*12*	*81.0%*
17	*18*	*71.4%*
117	*27*	*57.1%*
217	*5*	*92.1%*
119	*5*	*92.1%*
Total	238	77.7%
Westbound	134	76.2%
Eastbound	104	79.4%

Trains on time less than 95% peak and 85% off peak.

Off-Peak

Train	Days Late	% on Time
14	8	87.3%
216	6	90.5%
116	*17*	*72.6%*
216	*15*	*76.2%*
18	*25*	*60.3%*
118	*17*	*73.0%*
218	*16*	*74.6%*
20	*32*	*49.2%*
220	6	90.5%
420	0	100.0%
22	*17*	*73.0%*
422	6	89.8%
401	2	96.6%
203	*16*	*69.2%*
403	0	100.0%
205	1	98.4%
207	*16*	*74.2%*
7	*28*	*55.6%*
107	*10*	*84.1%*
9	*19*	*69.8%*
109	*11*	*82.5%*
209	6	90.5%
19	*16*	*74.6%*
121	8	87.3%
123	*16*	*74.6%*
101	*16*	*74.6%*
Total	330	79.5%
Westbound	165	77.9%
Eastbound	165	80.9%

Weekend/Holiday

Train	Days Late	% on Time
600	6	83.3%
502	3	91.7%
504	3	91.7%
606	7	80.6%
506	8	77.8%
608	5	86.1%
508	10	72.2%
610	3	91.7%
510	8	77.8%
710	Deadhead move	
503	7	80.6%
603	1	97.2%
605	6	83.3%
505	5	86.1%
507	9	75.0%
509	7	80.6%
511	5	86.1%
613	1	97.2%
601	5	86.1%
701	0	100.0%
703	1	97.1%
Total	100	86.0%
Westbound	53	83.6%
Eastbound	47	88.0%

Cumulative Reasons for Delay Thru March 2021

Reasons (weekday)				Reasons (weekend)		
AMT	3	0.5%		AMT	0	0.0%
CAR	43	7.7%		CAR	11	11.0%
CAT	0	0.0%		CAT	1	1.0%
DBS	0	0.0%		DBS	0	0.0%
DMW	55	9.9%		DMW	0	0.0%
DSR	2	0.4%		DSR	1	1.0%
DSS	9	1.6%		DSS	0	0.0%
FRR	7	1.3%		FRR	3	3.0%
FTI	19	3.4%		FTI	7	7.0%
HLD	4	0.7%		HLD	1	1.0%
LMU	21	3.8%		LMU	3	3.0%
MET	124	22.3%		MET	18	18.0%
OET	1	0.2%		OET	0	0.0%
OPR	117	21.0%		OPR	18	18.0%
OTH	14	2.5%		OTH	2	2.0%
PAS	8	1.4%		PAS	1	1.0%
POL	12	2.2%		POL	2	2.0%
PTC	0	0.0%		PTC	0	0.0%
PTI	68	12.2%		PTI	10	10.0%
SUB	0	0.0%		SUB	1	1.0%
SVS	11	2.0%		SVS	3	3.0%
TOD	0	0.0%		TOD	0	0.0%
TRK	8	1.4%		TRK	1	1.0%
TRS	9	1.6%		TRS	1	1.0%
UTL	0	0.0%		UTL	0	0%
VAN	0	0.0%		VAN	0	0%
WTR	21	3.8%		WTR	16	16%
TOTAL	556	100.0%		TOTAL	##	100%

AMT-Amtrak delay
CAR-Car or equipment failure
CAT-Catenary Delays
DBS-Delays due to busing
DDS-Debris strike
DMW-Maintenance of Way work
DSR-Speed Restriction
DSS-Reduced speed due to restrictive signal
FRR-Freight train interference from crossing
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OTH-Other delays
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PTI-Passenger train interference
SUB-Substation
SVS-Servicing (adding/removing equipment)
TOD-Train order delay
TRK-Track/wayside malfunction
UTL-Utility power outage
WTR-Weather

NICTD follows the industry standard in defining a train as on time if it arrives at its terminal within 5 minutes and 59 seconds.

RUSH HOUR* TRAIN DELAYS - March 2021 (minutes late)

		Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Days	Days	%
Train	Arrive	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	31	Late	Ran	On Time
102	5:48a					8							8												2	23	91.3%
104	6:31																								0	23	100.0%
6	6:55	11	14	12	11	17	10	11	9	11	9	11		11	9	10	8	8	7	6	6	17		7	21	23	8.7%
106	7:13					12															10				2	23	91.3%
108	7:35												10								6				2	23	91.3%
110	7:51																								0	23	100.0%
112	8:08																								0	23	100.0%
114	8:31				A														14						1	23	95.7%
214	8:52				16														11		11		30		4	23	82.6%
14	10:28				13	10							13										8		4	23	82.6%
Train	Depart																										
11	3:57					21					10	10	15							8		15	18	13	8	23	65.2%
111	4:02					8				27															2	23	91.3%
113	4:28							7				22		13			16	8		15		10			7	23	69.6%
115	4:57												16	10	15		14	7	12	12		9	9	7	10	23	56.5%
117	5:10				7		12	10				17	15	10	8	10	17	12		17		9	17	10	14	23	39.1%
17	5:28	7											10		7	7		8	32	8		10			8	23	65.2%
217	5:32										7														1	23	95.7%
119	5:58																	11							1	23	95.7%
19	7:10				8				30				13		10					10		10			6	23	73.9%
High temp		36	41	53	39	43	67	68	69	65	50	38	40	59	48	52	68	73	65	57	47	57	70	47			
Low temp		18	15	28	24	19	37	36	53	37	33	28	32	35	34	28	35	47	50	46	37	26	46	29			

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

Temperatures from South Bend

[gray] On time

A = Annulled

MONTHLY SUMMARY OF RUSH HOUR ON TIME PERFORMANCE

	January			February			March			April			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	34	180	81.1%	67	177	62.1%	32	207	84.5%									
EB Rush	17	160	89.4%	36	160	77.5%	51	184	72.3%									
Total Rush	51	340	85.0%	103	337	69.4%	83	391	78.8%									

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	**102**	10	62	83.9%
6:31	**104**	4	63	93.7%
6:55	**6**	59	63	6.3%
7:13	**106**	10	62	83.9%
7:35	**108**	13	63	79.4%
7:51	**110**	8	62	87.1%
8:08	**112**	7	63	88.9%
8:31	**114**	11	63	82.5%
8:52	**214**	11	63	82.5%
10:28	**14**	8	63	87.3%
Depart				
3:57	**11**	22	63	65.1%
4:02p	**111**	2	63	96.8%
4:28	**113**	13	63	79.4%
4:57	**115**	12	63	81.0%
5:10	**117**	27	63	57.1%
5:28	**17**	18	63	71.4%
5:32	**217**	5	63	92.1%
5:58	**119**	5	63	92.1%
7:15	**19**	16	63	74.6%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	133	564	76.4%
EB Rush	104	504	79.4%
Total Rush	237	1,068	77.8%

Cumulative Rush Hour Thru March

Range	TOTAL am	TOTAL pm	TOTAL total	PERCENTAGE am	PERCENTAGE pm	PERCENTAGE total
6-10	50	48	98	8.9%	9.5%	9.2%
11-15	37	32	69	6.6%	6.3%	6.5%
16-20	21	15	36	3.7%	3.0%	3.4%
21-30	14	5	19	2.5%	1.0%	1.8%
31-59	5	3	8	0.9%	0.6%	0.7%
60+	6	1	7	1.1%	0.2%	0.7%
Annulled	4	0	4			
Total Late	133	104	237	23.6%	20.6%	22.2%
On time	430	400	830	76.4%	79.4%	77.8%
Total ran	563	504	1067			

Grant Total All Trains Thru March, 2019

Range	Peak WB	Peak EB	Off	Wkend	Total	%
6-10	50	48	135	44	277	8.7%
11-15	37	32	77	24	170	5.4%
16-20	21	15	30	9	75	2.4%
21-30	14	5	37	12	68	2.1%
31-59	5	3	33	7	48	1.5%
60+	6	1	7	4	18	0.6%
Annulled	4	0	26	7	37	
Total	133	104	319	100	656	20.7%
On Time	430	400	1293	393	2516	79.3%
Total ran	563	504	1612	493	3172	
%On Time	76.4%	79.4%	80.2%	79.7%	79.3%	

March 2019 Rush Hour

Range	TOTAL am	TOTAL pm	TOTAL total	PERCENTAGE am	PERCENTAGE pm	PERCENTAGE total
6-10	16	27	43	7.8%	14.7%	11.0%
11-15	12	13	25	5.8%	7.1%	6.4%
16-20	3	7	10	1.5%	3.8%	2.6%
21-30	1	3	4	0.5%	1.6%	1.0%
31-59	0	1	1	0.0%	0.5%	0.3%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	1	0	1			
Total Late	32	51	83	15.5%	27.7%	21.3%
On time	174	133	307	84.5%	72.3%	78.7%
Total ran	206	184	390			