

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

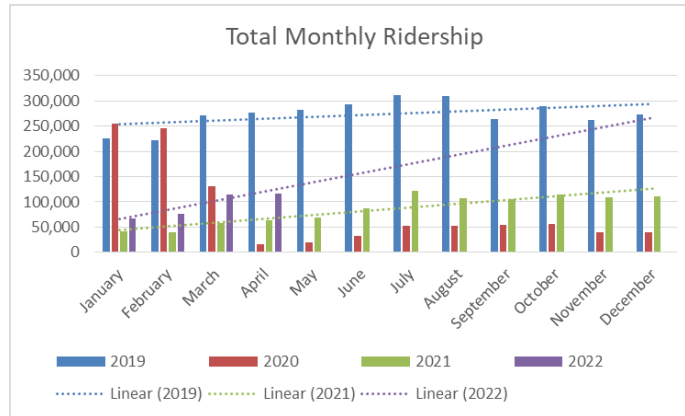
April 2022



APRIL, 2022 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of April was up 83.7% when compared to April of 2021 but down 58.2% when compared to April of 2019. Passenger trips for the month of April were 115,972 for 2022, 63,138 for 2021, and 277,549 for 2019. Monthly ridership linear trends for 2022 through April indicate the ridership recovered by December of 2022 to pre-pandemic levels.



Weekday Travel

Average weekday travel was up 92.7% when compared to April of 2021 but down 59.7% when compared to April of 2019. Average weekday trips were recorded as 4,504 in 2022, 2,337 in 2021, and 11,182 in 2019. The average peak travel was up 120.4% over 2021 but down 64.7% over 2019. Off-peak travel was up 55.8% over 2021 but down 45.0% over 2019.

Weekend

April weekend ridership was up 62.6% over 2021 but down 39.7% over 2019 with an average ridership of 2,376 in 2022, 1,456 in 2021, and 3,943 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: May through April							
	2018/19	2019/20	% Change	2020/21	% Change	2021/22	% Change
Total	3,340,743	2,932,297	-12.23%	546,945	-81.35%	1,199,029	119.22%
Weekday	2,837,136	2,497,099	-11.99%	451,450	-81.92%	940,590	108.35%
Peak	2,069,304	1,822,309	-11.94%	277,552	-84.77%	574,037	106.82%
Off Peak	767,832	674,790	-12.12%	173,898	-74.23%	366,553	110.79%
Weekend	503,607	435,198	-13.58%	95,495	-78.06%	258,439	170.63%
South Bend	240,700	210,026	-12.74%	68,630	-67.32%	160,596	134.00%

Bussing Ridership

Starting on February 28, 2022 through the current period NICTD is bussing passengers between the Carroll Avenue Station and the Dune Park Station. Construction of the Double Track Northwest Indiana has begun in the Michigan City area.

DT NWI Bussing Ridership			
2022	Total	Bussed	% Bussed
March	114,014	21,123	18.53%
April	115,972	23,091	19.91%

Revenue

The number of tickets sold has increased 77.0% for April of 2022 compared to 2021. Ticket revenue is up 87.3% for 2022 compared to 2021. Sales from digital sources represents 71.8% of ticket sales and 76.3% of revenue in 2022.

Total Ticket Sales: April						
Method of Sale	Tickets			Revenue		
	2021	2022	% Change	2021	2022	% Change
Ticket Agent	13,049	19,527	49.6%	199,623	324,908	62.8%
Vending Machine	25,225	41,192	63.3%	358,853	558,004	55.5%
Conductor	28,587	35,873	25.5%	207,140	263,850	27.4%
Mobile App	43,948	99,586	126.6%	558,474	1,333,448	138.8%
Total	110,809	196,178	77.0%	1,324,090	2,480,209	87.3%

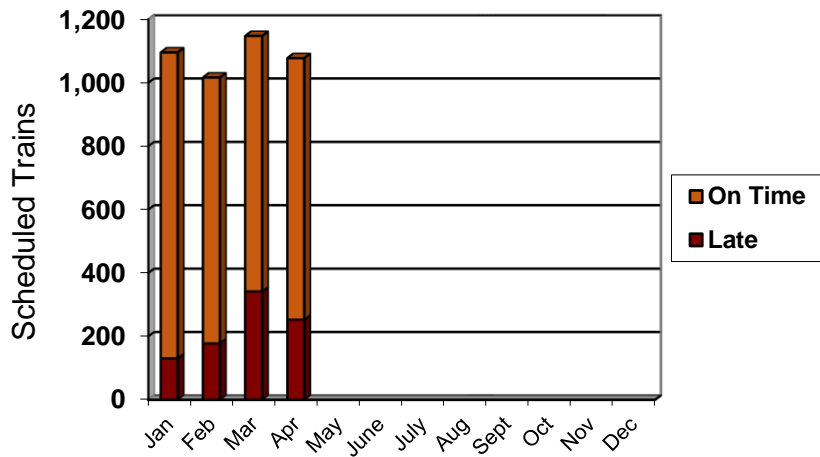
On Time Performance

Rush hour – Overall, 85.7% of A.M. and P.M. rush hour trains were on time in April 2022, compared to 82.1% in April of 2021. 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). 88.2% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 93.7% of westbound morning rush hour service was on time compared to 85.4% in April 2021; while eastbound rush hour trains reported an on time performance of 76.8% compared to 78.4% in April 2021. A total of 12 out of 189 westbound rush hour trains were delayed in April. Of those 12, 5 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 39 out of 168 trains delayed in April. Of those 39, 22 experienced delays greater than 15 minutes.¹

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

RANGE OF RUSH HOUR DELAYS (in minutes)				
April				
Range	a.m.	p.m.	Total	Percent
6-10	3	6	9	2.5%
11-15	4	11	15	4.2%
16-20	1	9	10	2.8%
21-30	2	11	13	3.6%
31-59	2	2	4	1.1%
60+	0	0	0	0.0%
Annulled	0	0	0	
On Time	177	129	306	
Total Ran	189	168	357	

Overall – The SSL scheduled 1,083 trains in April and experienced 253 delays in excess of 5 minutes (ranging from 6-58 minutes) with a median delay of 13 minutes. April of 2022 experienced 5 annulled trains. In April 2021 the South Shore Line scheduled 1,106 trains with 252 delays in excess of 5 minutes (ranging from 6-122 minutes) with a median delay of 12 minutes. April of 2021 experienced no annulled trains.



Cumulative On Time Comparison		
Thru April	2021	2022
Weekday	78.7%	82.9%
Peak	78.9%	85.1%
Off-peak	78.6%	81.5%
Weekend	78.9%	59.6%
Overall	78.8%	79.2%

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.

Construction of the Double Track Northwest Indiana Project began on February 28, 2022. NICTD has contracted out bussing services in order to transport passengers around track outages necessary to facilitate construction. Staff will continually monitor this service to ensure delays are kept to a minimum.

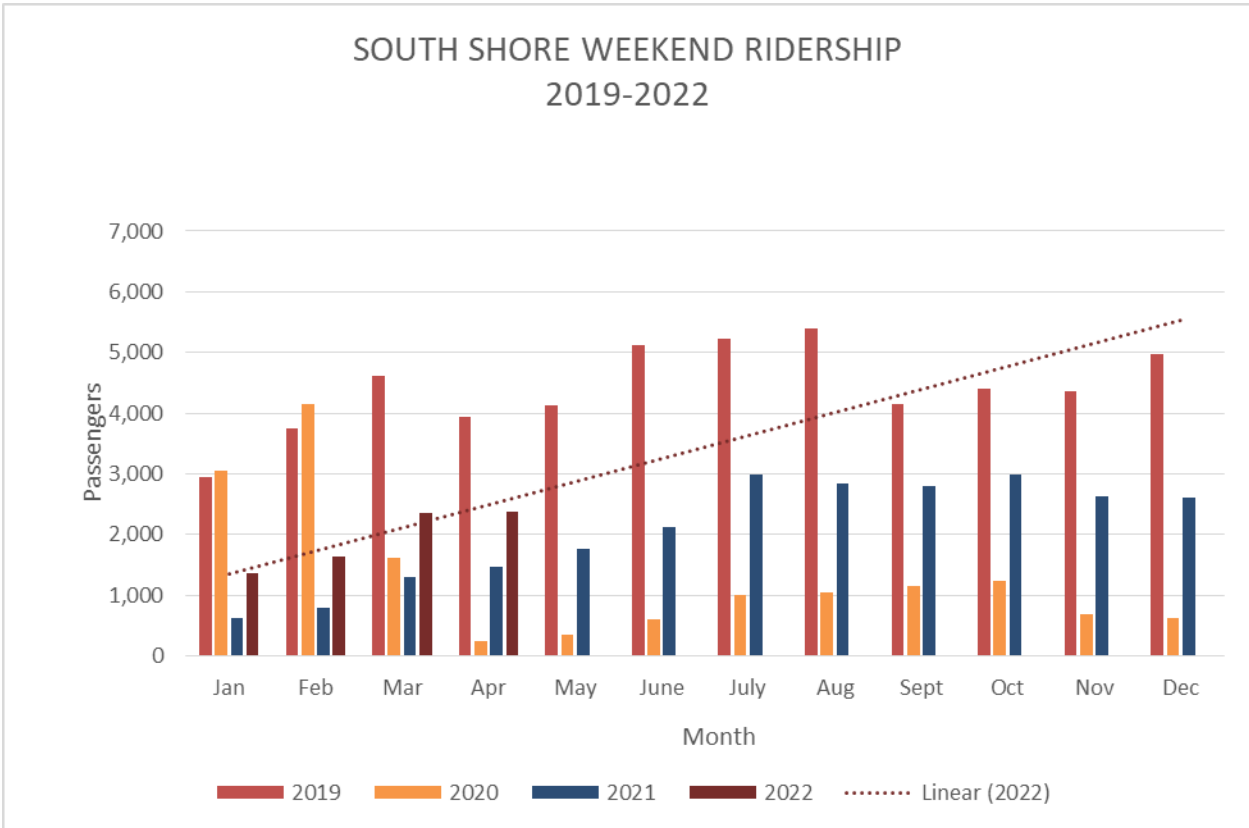
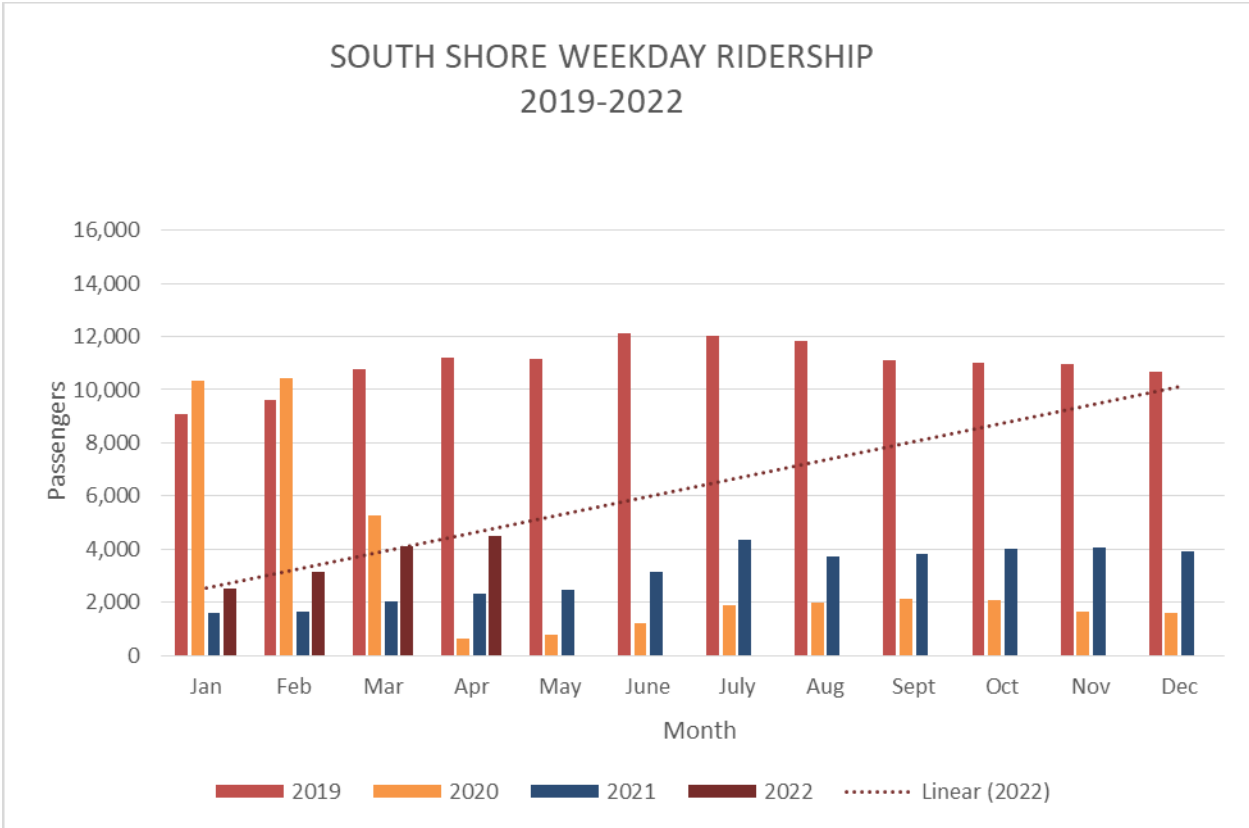
ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/3	7	62	Catenary Wire Issues	2/16	18	62	Delayed by red signal.
	14	72	Catenary Wire Issues	2/18	17	115	Metra electrical issues.
	106	Anulled	Catenary Wire Issues		111	63	Metra electrical issues.
	108	226	Catenary Wire Issues		113	121	Metra electrical issues.
	110	Anulled	Catenary Wire Issues		115	73	Metra electrical issues.
	112	216	Catenary Wire Issues		117	Anulled	Metra electrical issues.
	114	Anulled	Catenary Wire Issues		118	97	Metra electrical issues.
	203	Anulled	Catenary Wire Issues		119	94	Metra electrical issues.
	205	Anulled	Catenary Wire Issues		209	74	Metra electrical issues.
	207	Anulled	Catenary Wire Issues		217	67	Metra electrical issues.
	214	Anulled	Catenary Wire Issues		220	Anulled	Metra electrical issues.
1/5	101	126	Equipment Issues	2/19	509	178	Vehicle struck a pole.
1/7	424	62	Delayed turn of equipment.		510	91	Vehicle struck a pole.
1/15	504	90	Equipment Issues		511	149	Vehicle struck a pole.
2/4	6	72	Vehicle stopped on tracks		610	240	Vehicle struck a pole.
	14	96	Vehicle stopped on tracks		613	120	Vehicle struck a pole.
	104	94	Vehicle stopped on tracks	3/5	507	99	Substation power issues.
	106	62	Vehicle stopped on tracks		509	63	Passenger train interference
	205	Anulled	Vehicle stopped on tracks	3/6	703	Anulled	High winds causing power ou
2/7	7	136	Vehicle struck a pole.	3/12	510	67	Bussing delays
	107	60	Vehicle struck a pole.	3/21	123	124	Train derailment.
	207	116	Vehicle struck a pole.				

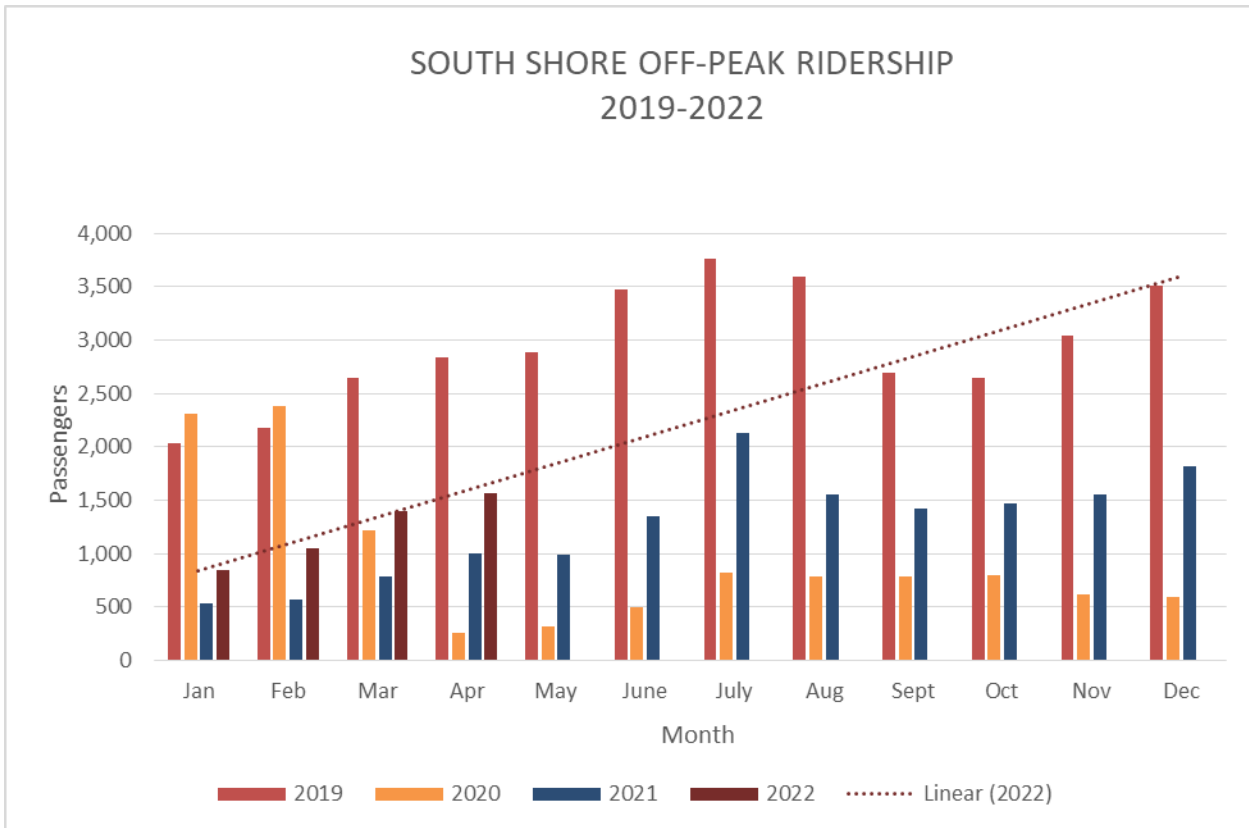
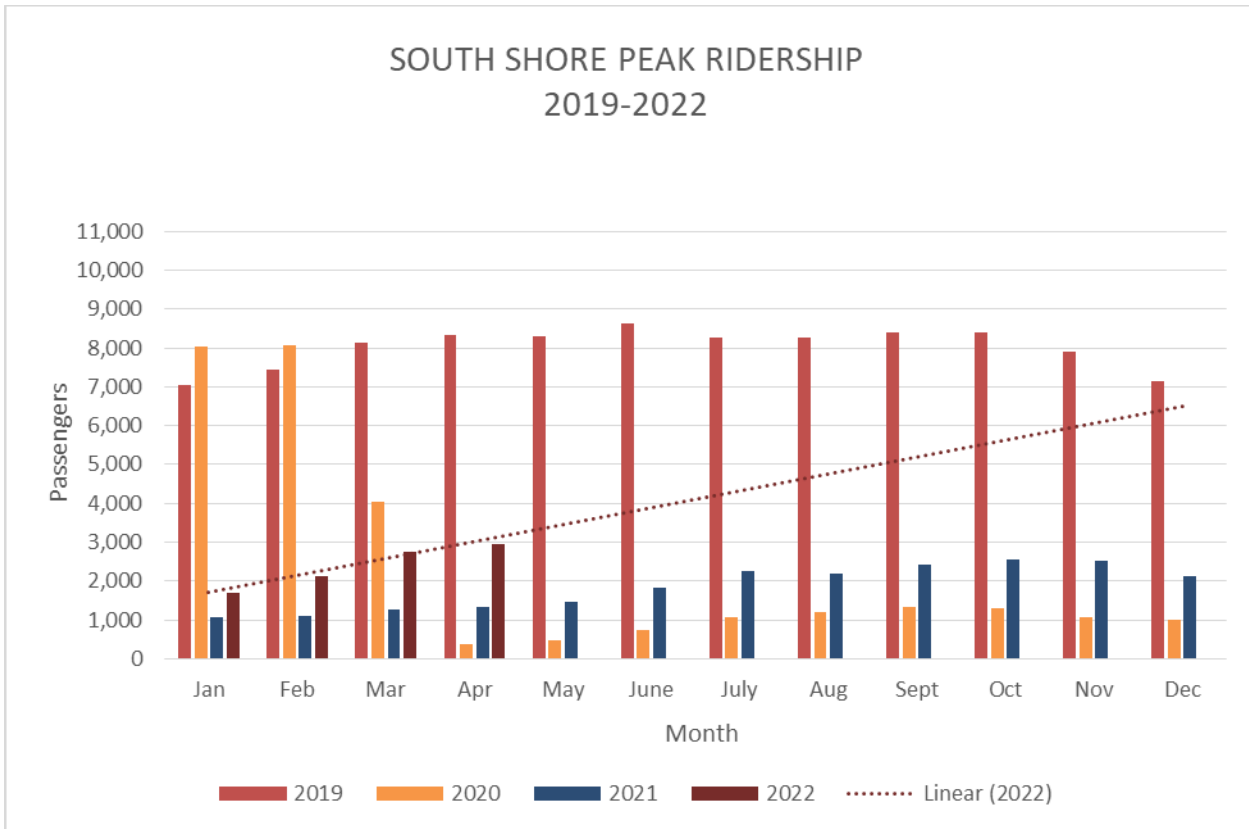
Ridership Report

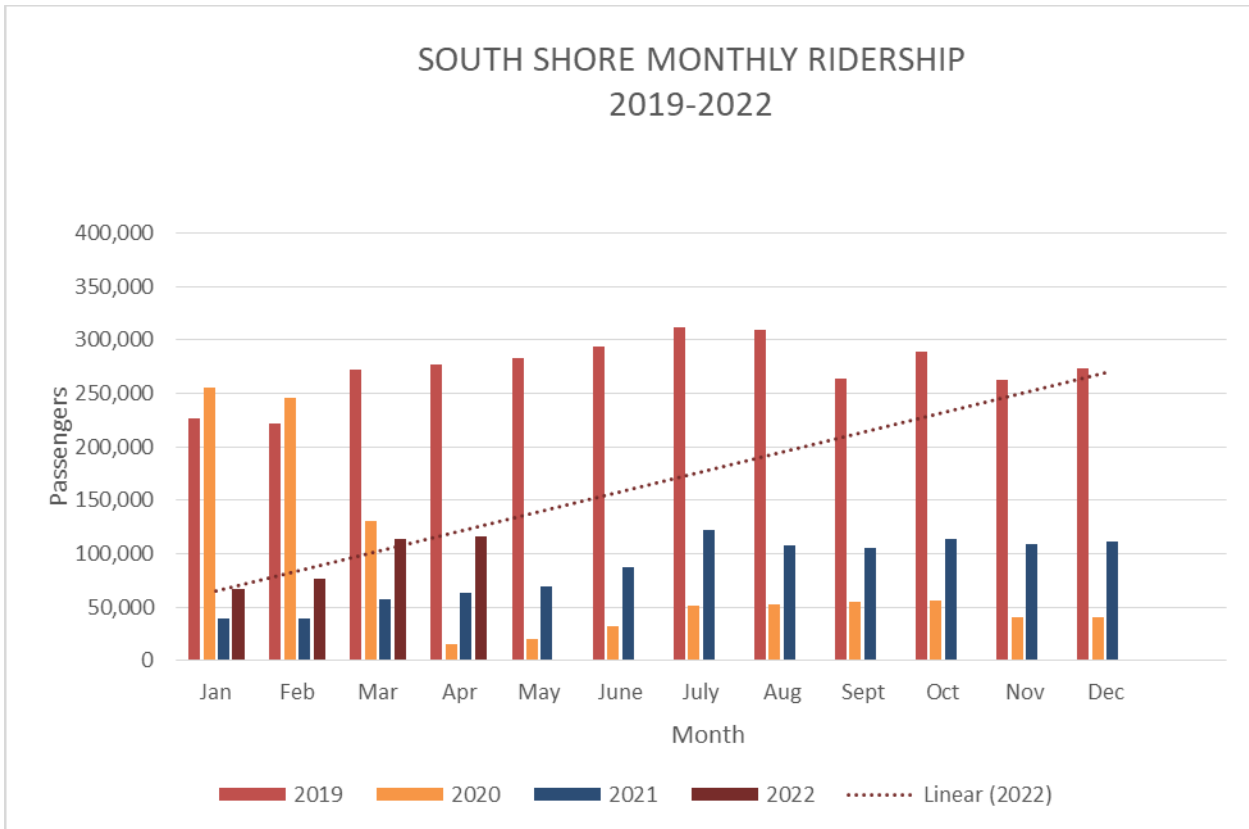
	2019	Work Days	2021	Work Days	2022	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
Monthly Ridership							
January	226,385	22	38,742	20	66,872	21	72.6%
February	222,250	20	39,497	20	76,350	20	93.3%
March	272,150	21	57,547	23	114,014	23	98.1%
April	277,549	22	63,138	22	115,972	21	83.7%
May	282,752	22	68,810	20			
June	293,325	20	86,875	22			
Cumulative Comparison							
January	226,385	22	38,742	20	66,872	21	72.6%
February	448,635	42	78,239	40	143,222	41	83.1%
March	720,785	63	135,786	63	257,236	64	89.4%
April	998,334	85	198,924	85	373,208	85	87.6%
May	1,281,086	107	267,734	105			
June	1,574,411	127	354,609	127			
Average Weekday Ridership							
January	9,086		1,589		2,539		59.8%
February	9,615		1,658		3,166		91.0%
March	10,761		2,053		4,134		101.4%
April	11,182		2,337		4,504		92.7%
May	11,167		2,465				
June	12,101		3,175				
Average Weekday Peak Period Ridership							
January	7,052		1,060		1,700		60.4%
February	7,441		1,088		2,121		94.9%
March	8,116		1,270		2,742		115.9%
April	8,344		1,336		2,943		120.3%
May	8,285		1,475				
June	8,627		1,826				
Average Weekday Off-Peak Ridership							
January	2,034		529		839		58.6%
February	2,174		570		1,045		83.3%
March	2,645		781		1,392		78.2%
April	2,839		1,001		1,561		55.9%
May	2,881		989				
June	3,473		1,349				

Ridership Report

	2019	Work	2021	Work	2022	Work	Change 20/21
	Passengers	Days	Passengers	Days	Passengers	Days	
Average Weekend/Holiday Ridership (per day)							
January	2,943		633		1,355		114.1%
February	3,744		792		1,629		105.7%
March	4,617		1,296		2,366		82.6%
April	3,943		1,465		2,376		62.2%
May	4,121		1,774				
June	5,132		2,128				
Monthly South Bend Ridership							
January	14,125		4,618		8,972		94.3%
February	12,881		4,932		8,940		81.3%
March	20,397		7,332		1,350		-81.6%
April	20,180		10,467		14,608		39.6%
May	19,127		10,437				
June	20,088		11,197				







Percent on Time: April, 2022

Peak

Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	2	90.5%
106	3	85.7%
108	2	90.5%
110	1	95.2%
112	2	90.5%
114	0	100.0%
214	2	90.5%
11	19	9.5%
111	0	100.0%
113	5	76.2%
115	1	95.2%
17	3	85.7%
117	11	47.6%
217	0	100.0%
119	0	100.0%
Total	51	85.7%
Westbound	12	93.7%
Eastbound	39	76.8%

Off-Peak

Train	Days Late	% on Time
14	7	66.7%
216	0	100.0%
116	1	95.2%
218	0	100.0%
18	10	52.4%
118	3	85.7%
220	0	100.0%
20	6	71.4%
222	3	85.7%
420	0	100.0%
22	13	38.1%
424	4	78.9%
401	0	100.0%
203	2	90.5%
403	1	95.0%
205	1	95.2%
207	5	76.2%
7	6	71.4%
107	4	81.0%
9	12	42.9%
109	1	95.2%
209	5	76.2%
19	17	19.0%
121	1	95.2%
123	5	76.2%
101	1	95.2%
Total	108	80.0%
Westbound	47	81.0%
Eastbound	61	79.2%

Weekend/Holiday

Train	Days Late	% on Time
600	3	66.7%
502	4	55.6%
504	9	0.0%
606	8	11.1%
506	6	33.3%
608	3	66.7%
508	6	33.3%
610	1	88.9%
510	3	66.7%
503	9	0.0%
603	0	100.0%
605	3	66.7%
505	7	22.2%
507	9	0.0%
509	9	0.0%
511	9	0.0%
613	0	100.0%
601	2	77.8%
701	1	88.9%
703	2	77.8%
Total	94	47.8%
Westbound	43	46.9%
Eastbound	51	48.5%

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

APRIL REASONS FOR DELAYS

REASONS (weekday)		
AMT	0	0.0%
CAR	2	1.3%
CAT	0	0.0%
DBS	0	0.0%
DMW	73	45.9%
DSR	0	0.0%
DSS	1	0.6%
FRR	1	0.6%
FTI	11	6.9%
HLD	1	0.6%
LMU	6	3.8%
MET	8	5.0%
OET	0	0.0%
OPR	17	10.7%
OTH	6	3.8%
PAS	4	2.5%
POL	0	0.0%
PTC	0	0.0%
PTI	21	13.2%
SUB	0	0.0%
SVS	2	1.3%
TOD	0	0.0%
TRK	0	0.0%
TRS	1	0.6%
UTL	0	0.0%
VAN	0	0.0%
WTR	5	3.1%
TOTAL	159	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	0	0.0%
CAT	0	0.0%
DBS	0	0.0%
DMW	54	57.4%
DSR	0	0.0%
DSS	0	0.0%
FRR	1	1.1%
FTI	2	2.1%
HLD	3	3.2%
LMU	0	0.0%
MET	12	12.8%
OET	0	0.0%
OPR	8	8.5%
OTH	3	3.2%
PAS	1	1.1%
POL	0	0.0%
PTC	0	0.0%
PTI	9	9.6%
SUB	0	0.0%
SVS	1	1.1%
TOD	0	0.0%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	94	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 April, 2022

Peak

Train	Days Late	% on Time
102	5	94.1%
104	2	97.6%
6	16	81.2%
106	11	86.9%
108	10	88.2%
110	10	88.1%
112	14	83.5%
114	6	92.9%
214	8	90.5%
11	54	36.5%
111	5	94.1%
113	19	77.6%
115	8	90.6%
17	15	82.4%
117	27	67.9%
217	2	97.6%
119	3	96.5%
Total	215	85.1%
Westbound	82	89.2%
Eastbound	133	80.4%

Off-Peak

Train	Days Late	% on Time
14	18	78.8%
216	7	91.8%
116	14	83.5%
216	6	92.9%
18	41	51.8%
118	16	81.2%
218	1	98.8%
20	30	64.7%
220	6	92.9%
420	2	97.6%
22	43	49.4%
422	14	83.1%
401	1	98.8%
203	6	92.9%
403	3	96.4%
205	1	98.8%
207	19	77.4%
7	34	60.0%
107	15	82.4%
9	34	60.0%
109	10	88.2%
209	8	90.6%
19	49	42.4%
121	2	97.6%
123	17	80.0%
101	10	88.2%
Total	407	81.5%
Westbound	198	80.5%
Eastbound	209	82.4%

Weekend/Holiday

Train	Days Late	% on Time
600	12	65.7%
502	11	68.6%
504	22	37.1%
606	22	37.1%
506	19	45.7%
608	11	68.6%
508	17	51.4%
610	12	65.7%
503	20	42.9%
603	3	91.4%
605	10	71.4%
505	20	42.9%
507	26	25.7%
509	25	28.6%
511	18	48.6%
613	4	88.6%
601	9	74.3%
701	2	94.3%
703	6	82.4%
Total	269	59.7%
Westbound	126	55.9%
Eastbound	143	62.8%

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

Cumulative Reasons for Delays Thru April, 2022

REASONS (weekday)		
AMT	1	0.2%
CAR	19	3.1%
CAT	8	1.3%
DBS	0	0.0%
DMW	219	35.2%
DSR	2	0.3%
DSS	16	2.6%
FRR	4	0.6%
FTI	29	4.7%
HLD	1	0.2%
LMU	22	3.5%
MET	78	12.5%
OET	1	0.2%
OPR	58	9.3%
OTH	17	2.7%
PAS	10	1.6%
POL	4	0.6%
PTC	1	0.2%
PTI	68	10.9%
SUB	1	0.2%
SVS	7	1.1%
TOD	3	0.5%
TRK	10	1.6%
TRS	20	3.2%
UTL	2	0.3%
VAN	0	0.0%
WTR	21	3.4%
TOTAL	622	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	7	2.5%
CAT	0	0.0%
DBS	0	0.0%
DMW	122	43.3%
DSR	0	0.0%
DSS	5	1.8%
FRR	3	1.1%
FTI	10	3.5%
HLD	5	1.8%
LMU	7	2.5%
MET	39	13.8%
OET	1	0.4%
OPR	18	6.4%
OTH	6	2.1%
PAS	12	4.3%
POL	0	0.0%
PTC	0	0.0%
PTI	25	8.9%
SUB	2	0.7%
SVS	5	1.8%
TOD	1	0.4%
TRK	2	0.7%
TRS	9	3.2%
UTL	0	0.0%
VAN	0	0.0%
WTR	3	1.1%
TOTAL	282	100.0%

TOTAL		
AMT	1	0.1%
CAR	26	2.9%
CAT	8	0.9%
DBS	0	0.0%
DMW	341	37.7%
DSR	2	0.2%
DSS	21	2.3%
FRR	7	0.8%
FTI	39	4.3%
HLD	6	0.7%
LMU	29	3.2%
MET	117	12.9%
OET	2	0.2%
OPR	76	8.4%
OTH	23	2.5%
PAS	22	2.4%
POL	4	0.4%
PTC	1	0.1%
PTI	93	10.3%
SUB	3	0.3%
SVS	12	1.3%
TOD	4	0.4%
TRK	12	1.3%
TRS	29	3.2%
UTL	2	0.2%
VAN	0	0.0%
WTR	24	2.7%
TOTAL	904	100.0%

- 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
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- 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.

RUSH HOUR* TRAIN DELAYS - APRIL 2022 (minutes late)

Train	Arrive	Fri 1	Mon 4	Tue 5	Wed 6	Thu 7	Fri 8	Mon 11	Tue 12	Wed 13	Thu 14	Fri 15	Mon 18	Tue 19	Wed 20	Thu 21	Fri 22	Mon 25	Tue 26	Wed 27	Thu 28	Fri 29	Days Late	Days Ran	% On Time	
102	5:48a																							0	21	100.0%
104	6:31																							0	21	100.0%
6	6:55															6	30							2	21	90.5%
106	7:13		13					52							22									3	21	85.7%
108	7:35							37									21							2	21	90.5%
110	7:51																14							1	21	95.2%
112	8:08							13											12					2	21	90.5%
114	8:31																							0	21	100.0%
214	8:52														6				8					2	21	90.5%
14	10:28	10		11	11	17	7								7									7	21	66.7%
Train	Depart																									
11	3:57	15	19	21	25	24	32	15	17	17			21	19	16	31	23	17	16	25	23	24		19	21	9.5%
111	4:02																							0	21	100.0%
113	4:28						24				7						15		12			7		5	21	76.2%
115	4:57						10																	1	21	95.2%
117	5:10	6					9		12		21	6			16	15	17	12	14			14		11	21	47.6%
17	5:28						25									15	11							3	21	85.7%
217	5:32																							0	21	100.0%
119	5:58																							0	21	100.0%
19	7:10	10	8	177	15	13	35			58	10	11	12	8		13	40	6		13	10	19		17	21	19.0%
High temp		39	58	60	57	46	44	65	70	67	55	56	39	45	56	70	55	62	46	43	51	64				
Low temp		29	38	30	46	38	33	38	32	44	35	39	32	34	33	45	41	42	30	27	37	44				

* 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

	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	17	185	90.8%	30	180	83.3%	23	207	88.9%	12	189	93.7%						
EB Rush	13	168	92.3%	26	159	83.6%	55	184	70.1%	39	168	76.8%						
Total Rush	30	353	91.5%	56	339	83.5%	78	391	80.1%	51	357	85.7%						

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	5	85	94.1%
6:31	104	2	85	97.6%
6:55	6	16	85	81.2%
7:13	106	11	84	86.9%
7:35	108	10	85	88.2%
7:51	110	10	84	88.1%
8:08	112	14	85	83.5%
8:31	114	6	84	92.9%
8:52	214	8	84	90.5%
10:28	14	18	85	78.8%
Depart				
3:57	11	54	85	36.5%
4:02p	111	5	85	94.1%
4:28	113	19	85	77.6%
4:57	115	8	85	90.6%
5:10	117	27	84	67.9%
5:28	17	15	85	82.4%
5:32	217	2	85	97.6%
5:58	119	3	85	96.5%
7:15	19	49	85	42.4%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	82	761	89.2%
EB Rush	133	679	80.4%
Total Rush	215	1,440	85.1%

Cumulative Rush Hour Thru April						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	33	38	71	4.3%	5.6%	4.9%
11-15	21	22	43	2.8%	3.2%	3.0%
16-20	9	23	32	1.2%	3.4%	2.2%
21-30	6	29	35	0.8%	4.3%	2.4%
31-59	8	15	23	1.1%	2.2%	1.6%
60+	5	6	11	0.7%	0.9%	0.8%
Annulled	4	1	5			
Total Late	82	133	215	10.8%	19.6%	14.9%
On time	679	546	1225	89.2%	80.4%	85.1%
Total ran	761	679	1440			

April 2019 Rush Hour						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	3	6	9	1.6%	3.6%	2.5%
11-15	4	11	15	2.1%	6.5%	4.2%
16-20	1	9	10	0.5%	5.4%	2.8%
21-30	2	11	13	1.1%	6.5%	3.6%
31-59	2	2	4	1.1%	1.2%	1.1%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	12	39	51	6.3%	23.2%	14.3%
On time	177	129	306	93.7%	76.8%	85.7%
Total ran	189	168	357			

Grant Total All Trains Thru April, 2019

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	33	38	143	67	281	6.5%
11-15	21	22	113	82	238	5.5%
16-20	9	23	43	36	111	2.6%
21-30	6	29	50	52	137	3.2%
31-59	8	15	46	36	105	2.4%
60+	5	6	12	9	32	0.7%
Annulled	4	1	10	1	16	
Total	82	133	407	282	904	20.8%
On Time	679	546	1793	417	3435	79.2%
Total ran	761	679	2200	699	4339	
%On Time	89.2%	80.4%	81.5%	59.7%	79.2%	