

**MONTHLY
RIDERSHIP
AND
2019 YEAR-END
PERFORMANCE
REPORT**

December 2019



DECEMBER, 2019 MONTHLY RIDERSHIP AND YEAR-END PERFORMANCE REPORT

Ridership

Ridership for the month of December increased 3% when compared to December of 2018. This year 273,403 passengers traveled on the South Shore Line (SSL) while December of 2018 recorded a total of 265,346 passenger trips.

Weekday Travel

Average weekday travel increased by 1% with an average of 10,654 weekday passengers carried in 2019 compared to 10,549 in 2018. The average peak travel decreased 0.7% to an average daily ridership of 7,141 while off-peak increased 4.5% to an average daily ridership of 3,513.

Average Seat Occupancy**					
Westbound			Eastbound		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2018	2019		2018	2019
5:48 a	37.0%	29.2%	3:57 p	66.2%	63.5%
6:31 a	75.5	66.9	4:02 p	72.2	67.8
6:55 a	66.0	68.9	4:28 p	78.0	81.5
7:13 a	57.8	53.2	4:57 p	88.5	82.7
7:35 a	73.1	80.3	5:10 p	76.3	64.9
7:51 a	66.6	67.6	5:28 p	79.3	58.6
8:08 a	85.0	75.9	5:32 p	61.5	45.4
8:31 a	85.1	77.4	5:58 p	67.7	66.1
8:52 a	73.2	60.7	7:10 p*	62.9	46.9
10:28 a*	77.7	65.5			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

Weekend

Average weekend ridership increased by 0.5% with an average of 4,968 passengers carried per weekend day in 2019 compared to 4,942 carried in 2018.

Analysis over last 12 months:

Ridership Over Last 12 Months: January through December							
	2016	2017	% Change	2018	% Change	2019	% Change
Total	3,504,080	3,455,963	-1.37%	3,400,196	-1.61%	3,283,603	-3.43%
Weekday	2,989,403	2,914,139	-2.52%	2,890,120	-0.82%	2,795,474	-3.27%
Peak	2,168,403	2,103,466	-2.99%	2,106,252	0.13%	2,045,157	-2.90%
Off Peak	821,000	810,673	-1.26%	783,868	-3.31%	750,317	-4.28%
Weekend	514,677	541,824	5.27%	482,763	-10.90%	488,129	1.11%
South Bend	243,920	260,794	6.92%	246,661	-5.42%	236,274	-4.21%

Revenue

The number of tickets sold for the year is down 4.1% through December of 2019 compared to 2018. Ticket revenue is down 0.9% for 2019 compared to 2018. Sales from digital sources represents 66.3% of ticket sales and 68.5% of revenue in 2019.

Total Ticket Sales: Through December						
Method of Sale	Tickets			Revenue		
	2018	2019	% Change	2018	2019	% Change
Ticket Agent	223,444	174,380	-22.0%	5,820,055	4,965,258	-14.7%
Vending Machine	534,785	468,253	-12.4%	8,763,780	8,030,327	-8.4%
Conductor	320,008	281,835	-11.9%	2,413,792	2,145,970	-11.1%
Mobile App	333,439	430,011	29.0%	5,791,793	7,433,871	28.4%
Total	1,411,676	1,354,479	-4.1%	22,789,419	22,575,425	-0.9%

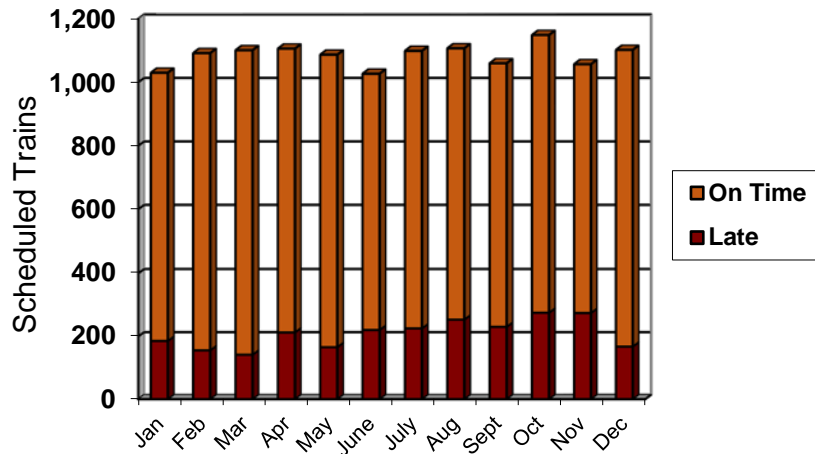
On Time Performance

Rush hour – Overall, 93.0% of A.M. and P.M. rush hour trains were on time in December 2019; compared to 89.1% in December of 2018. 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). 96.1% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 93.1% of westbound morning rush hour service was on time compared to 92.7% in December 2018; while eastbound rush hour trains reported an on time performance of 92.9% compared to 84.9% in December 2018. A total of 13 out of 188 westbound rush hour trains were delayed in December. Of those 13, four experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 12 out of 168 trains delayed in December. Of those 12, two 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)				
December				
Range	a.m.	p.m.	Total	Percent
6-10	3	8	11	3.1%
11-15	6	2	8	2.2%
16-20	3	1	4	1.1%
21-30	0	1	1	0.3%
31-59	1	0	1	0.3%
60+	0	0	0	0.0%
Annulled	1	0	1	
On Time	175	156	331	
Total Ran	188	168	356	

Overall – The SSL scheduled 1,102 trains in December and experienced 168 delays in excess of 5 minutes (ranging from 6-88 minutes) with a median delay of 10 minutes. December of 2019 experienced one annulled train. In December 2018 the South Shore Line scheduled 1,080 trains with 136 delays in excess of 5 minutes (ranging from 6-120 minutes) with a median delay of 12 minutes. December of 2018 experienced eight annulled trains.



Cumulative On Time Comparison		
Thru Dec.	2018	2019
Weekday	86.6%	82.6%
Peak	92.4%	90.7%
Off-peak	82.8%	77.2%
Weekend	73.6%	70.0%
Overall	84.4%	80.4%

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.

Year-End Performance

Rush hour – For the calendar year 2019 3,871 out of 4,269, or 90.7%, of rush hour trains were on time compared with 92.4% in 2018. A total of 95.2% of trains arrived within 10 minutes of the scheduled arrival time, and 97.7% arrived within 15 minutes of the scheduled arrival time.

Overall – NICTD operated 12,860 trains in 2019 and 10,345, or 80.4% arrived at their terminal on time compared to 85.3% in 2018. A total of 89.4% and 94.8% arrived within 10 and 15 minutes of the scheduled arrival time respectively.

Maintenance and Capital Improvement Summary

Track

- All mainline and passing siding rails underwent ultrasonic rail testing.
- NICTD completed mainline production rail grinding on 70 miles of track.
- Brush and weeds were cut back along over 75 miles of track.
- Crews rebuilt eight highway grade crossing surfaces.
- NICTD completed upgrades to four switches.
- New ties were installed on 13 miles of main line track.

Building & Bridge

- Rehabilitation of two concrete arch culverts as well as the full replacement of beams at the US 20 New Carlisle Bridge were completed.
- The Gary Metro Station remodeling project was completed. This project included removing a nonfunctioning escalator and upgrading the elevator.
- Extensive renovations and additions were completed to the Gary Compound maintenance building.
- Annual inspections of all bridges, culverts, and buildings was completed.

Positive Train Control

- By the end of 2019 NICTD is operating an average of 30 PTC Revenue Service Demonstration (RSD) trains as well as three to five CSS RSD trains every weekday.
- Interoperability testing with NS is ongoing.
- Metra Millennium Station's wireless network will be integrated with the NICTD network in the 1st quarter of 2020.
- Testing with CN for interoperability will begin in the 1st quarter of 2020.
- Metra Interoperability testing will begin in the 2nd quarter of 2020.
- Field testing will begin with CSX and UP in the 2nd quarter of 2020.
- The PTC Safety Plan is scheduled to be submitted to FRA in June of 2020 for approval. With FRA approval NICTD will be moved from RSD into full PTC Revenue Service.

Signal

- Crews upgraded 20 highway crossings in Porter, LaPorte, and St. Joseph counties which added gates to the flashing light warning systems.

Substations/Electrical/Line

- NICTD continues work on the Traction Power Load Study which will prioritize the updates to eight electrical substations as well as quantify, size and place additional substations to meet future service needs.
- Crews replaced six miles of fixed termination catenary with auto tension catenary.

Mechanical – Rail Cars

- NICTD's end life rehabilitation program began. Test cars were brought in and disassembled for review and analysis.
- Upgrades to the rail car HVAC systems begun which introduces a more environmentally friendly refrigerant.
- Upgrades to the rail car propulsion system were ordered in 2019.
- In 2019 NICTD awarded a contract for consulting work on the purchase of 26 new rail cars.
- Car rehabilitation includes, but is not limited to, interior upgrades to the lighting, speakers, flooring walls, and seats.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES

Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/1	507	87	Catenary Wire Damage	5/6	401	Anulled	Construction & Maintnenace
1/6	505	190	Train caught in Catenary		422	Anulled	Construction & Maintnenace
	507	124	Train caught in Catenary		424	Anulled	Construction & Maintnenace
	508	75	Train caught in Catenary	5/7	401	Anulled	Construction & Maintnenace
	608	120	Train caught in Catenary		422	Anulled	Construction & Maintnenace
1/21	401	Anulled	Weather		424	Anulled	Construction & Maintnenace
	424	Anulled	Weather	5/8	401	Anulled	Construction & Maintnenace
1/22	401	Anulled	Weather		422	Anulled	Construction & Maintnenace
1/25	401	Anulled	Weather		424	Anulled	Construction & Maintnenace
	424	Anulled	Weather	5/9	401	Anulled	Construction & Maintnenace
	205	Anulled	Weather		422	Anulled	Construction & Maintnenace
1/26	701	Anulled	Weather		424	Anulled	Construction & Maintnenace
1/27	503	75	Equipment issues	5/10	401	Anulled	Construction & Maintnenace
1/28	207	71	Metra switch issues		422	Anulled	Construction & Maintnenace
1/29	401	Anulled	Weather		424	Anulled	Construction & Maintnenace
	403	Anulled	Weather	5/11	701	Anulled	Construction & Maintnenace
	422	Anulled	Weather	5/12	701	Anulled	Construction & Maintnenace
	424	Anulled	Weather	5/13	401	Anulled	Construction & Maintnenace
1/30	All Trains	Anulled	Weather		422	Anulled	Construction & Maintnenace
1/31	All Trains	Anulled	Weather		424	Anulled	Construction & Maintnenace
2/1	All Trains	Anulled	Weather	5/14	401	Anulled	Construction & Maintnenace
2/2	All Trains	Anulled	Weather		422	Anulled	Construction & Maintnenace
2/3	601	Anulled	Weather		424	Anulled	Construction & Maintnenace
2/11	22	75	Pedestrian trespassing	5/15	401	Anulled	Construction & Maintnenace
	123	64	Ice on Catenary wires		422	Anulled	Construction & Maintnenace
2/12	6	Anulled	Weather		424	Anulled	Construction & Maintnenace
	7	Anulled	Weather	5/16	401	Anulled	Construction & Maintnenace
	14	Anulled	Weather		422	Anulled	Construction & Maintnenace
	101	Anulled	Weather		424	Anulled	Construction & Maintnenace
	102	Anulled	Weather	5/17	401	Anulled	Construction & Maintnenace
	104	Anulled	Weather	5/20	205	Anulled	Construction & Maintnenace
	106	Anulled	Weather	5/21	205	Anulled	Construction & Maintnenace
	107	Anulled	Weather	5/22	205	Anulled	Construction & Maintnenace
	108	Anulled	Weather	5/23	205	Anulled	Construction & Maintnenace
	110	Anulled	Weather	5/24	205	Anulled	Construction & Maintnenace
	112	Anulled	Weather	5/28	205	Anulled	Construction & Maintnenace
	114	Anulled	Weather	5/29	205	Anulled	Construction & Maintnenace
	203	Anulled	Weather	5/30	205	Anulled	Construction & Maintnenace
	205	Anulled	Weather	5/31	205	Anulled	Construction & Maintnenace
	207	Anulled	Weather		112	70	Vehicle trespassing
	214	Anulled	Weather	6/17	11	60	Vehicle trespassing
	216	Anulled	Weather	6/26	17	132	Broke down freight train
	218	Anulled	Weather		22	63	Broke down freight train
	403	Anulled	Weather		119	110	Broke down freight train
3/4	401	Anulled	Weather		422	115	Broke down freight train
3/5	401	Anulled	Weather	6/27	7	162	Mechanical problems
5/4	606	75	Delayed by Amtrak				

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES

Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
7/1	205	Anulled	Construction & Maintenance	8/12	424	Anulled	Construction & Maintenance
7/2	9	114	Gas leak near New Carlisle	8/13	401	Anulled	Construction & Maintenance
	17	184	METRA Power Outage		422	Anulled	Construction & Maintenance
	19	Anulled	METRA Power Outage		424	Anulled	Construction & Maintenance
	20	156	METRA Power Outage	8/14	401	Anulled	Construction & Maintenance
	113	145	METRA Power Outage		422	Anulled	Construction & Maintenance
	115	178	METRA Power Outage		424	Anulled	Construction & Maintenance
	117	154	METRA Power Outage	8/15	401	Anulled	Construction & Maintenance
	119	Anulled	METRA Power Outage		422	Anulled	Construction & Maintenance
	205	Anulled	Construction & Maintenance		424	Anulled	Construction & Maintenance
	217	Anulled	METRA Power Outage	8/16	401	Anulled	Construction & Maintenance
	220	143	METRA Power Outage	8/19	11	225	Substation breaker issue
	222	Anulled	METRA Power Outage		17	210	Substation breaker issue
	424	Anulled	Gas leak near New Carlisle		19	132	Substation breaker issue
7/3	205	Anulled	Construction & Maintenance		20	272	Substation breaker issue
7/5	205	Anulled	Construction & Maintenance		111	216	Substation breaker issue
7/8	205	Anulled	Construction & Maintenance		113	207	Substation breaker issue
7/9	205	Anulled	Construction & Maintenance		115	238	Substation breaker issue
7/10	205	Anulled	Construction & Maintenance		117	182	Substation breaker issue
7/11	205	Anulled	Construction & Maintenance		119	Anulled	Substation breaker issue
7/12	205	Anulled	Construction & Maintenance		121	111	Substation breaker issue
7/19	17	58	Police activity on Metra line		209	Anulled	Substation breaker issue
	119	60	Police activity on Metra line		217	Anulled	Substation breaker issue
7/22	401	Anulled	Construction & Maintenance		220	Anulled	Substation breaker issue
	422	Anulled	Construction & Maintenance		222	Anulled	Substation breaker issue
	424	Anulled	Construction & Maintenance	8/23	114	81	Mechanical issues
7/23	401	Anulled	Construction & Maintenance	8/26	22	90	Maintenance delays
	422	Anulled	Construction & Maintenance		123	100	Maintenance delays
	424	Anulled	Construction & Maintenance	10/10	9	180	Equipment issues
7/24	401	Anulled	Construction & Maintenance		20	80	Passenger train interference
	422	Anulled	Construction & Maintenance	10/16	19	75	Late turn of equipment
	424	Anulled	Construction & Maintenance		20	101	Car accident blocking tracks
7/25	401	Anulled	Construction & Maintenance	10/17	121	61	Late turn of equipment
	422	Anulled	Construction & Maintenance		222	90	Equipment issues
7/25	424	Anulled	Construction & Maintenance	11/6	19	70	PTC Issues
7/26	401	Anulled	Construction & Maintenance	11/11	7	77	Passenger train interference
7/29	109	81	Equipment issues	11/12	22	62	Passenger train interference
8/8	6	Anulled	Mechanical issues	12/11	106	Anulled	Equipment issues
8/12	401	Anulled	Construction & Maintenance	12/15	507	71	Passenger train interference
	422	Anulled	Construction & Maintenance		508	88	Mechanical issues

Ridership Report: December 2019

	2017	Work	2018	Work	2019	Work	Change 18/19
	Passengers	Days	Passengers	Days	Passengers	Days	
Monthly Ridership							
January	243,280	21	251,990	22	226,385	22	-10.2%
February	256,285	20	242,120	20	222,250	20	-8.2%
March	286,216	23	283,789	22	272,150	21	-4.1%
April	278,878	20	279,888	21	277,549	22	-0.8%
May	291,326	22	288,137	22	282,752	22	-1.9%
June	315,133	22	299,731	21	293,325	20	-2.1%
Cumulative Comparison							
January	243,280	21	251,990	22	226,385	22	-10.2%
February	499,565	41	494,110	42	448,635	42	-9.2%
March	785,781	64	777,899	64	720,785	63	-7.3%
April	1,064,659	84	1,057,787	85	998,334	85	-5.6%
May	1,355,985	106	1,345,924	107	1,281,086	107	-4.8%
June	1,671,118	128	1,645,655	128	1,574,411	127	-4.3%
Average Weekday Ridership							
January	10,141		10,213		9,086		-11.0%
February	10,885		10,413		9,615		-7.7%
March	11,058		11,043		10,761		-2.6%
April	11,553		11,490		11,182		-2.7%
May	11,439		11,375		11,167		-1.8%
June	12,208		12,023		12,101		0.6%
Average Weekday Peak Period Ridership							
January	7,874		7,982		7,052		-11.7%
February	8,211		7,914		7,441		-6.0%
March	8,350		8,214		8,116		-1.2%
April	8,520		8,588		8,344		-2.8%
May	8,387		8,422		8,285		-1.6%
June	8,466		8,542		8,627		1.0%
Average Weekday Off-Peak Ridership							
January	2,097		2,231		2,034		-8.8%
February	2,674		2,499		2,174		-13.0%
March	2,708		2,829		2,645		-6.5%
April	3,033		2,902		2,839		-2.2%
May	3,053		2,953		2,881		-2.4%
June	3,743		3,481		3,473		-0.2%

Ridership Report: December 2019

	2017	Work Days	2018	Work Days	2019	Work Days	Change 19/18
	Passengers		Passengers		Passengers		
Average Weekend/Holiday Ridership (per day)							
January	3,690		3,035		2,943		-3.0%
February	4,822		4,233		3,744		-11.6%
March	3,986		4,538		4,617		1.7%
April	4,783		4,288		3,943		-8.1%
May	4,406		4,210		4,121		-2.1%
June	5,819		5,249		5,132		-2.2%
Monthly South Bend Ridership							
January	14,626		15,027		14,125		-6.0%
February	16,499		16,778		12,881		-23.2%
March	18,235		21,230		20,397		-3.9%
April	23,040		20,509		20,180		-1.6%
May	20,085		19,452		19,127		-1.7%
June	22,143		20,965		20,088		-4.2%

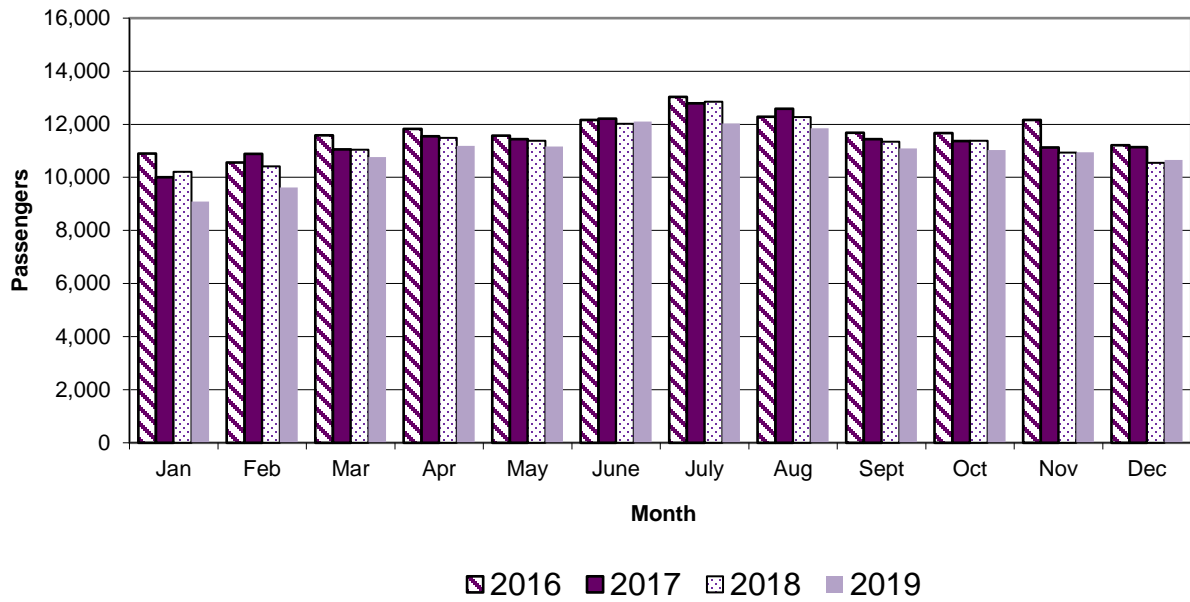
Ridership Report: December 2019

	2017	Work	2018	Work	2019	Work	Change 19/18
	Passengers	Days	Passengers	Days	Passengers	Days	
MONTHLY RIDERSHIP							
July	322,717	20	326,061	21	311,676	22	-4.4%
August	337,910	23	329,094	23	309,343	22	-6.0%
September	281,393	20	266,558	19	263,338	20	-1.2%
October	294,415	22	294,835	23	288,904	23	-2.0%
November	273,273	21	272,648	21	262,528	20	-3.7%
December	275,137	20	265,346	20	273,403	21	3.0%
CUMULATIVE COMPARISON							
July	1,993,835	148	1,971,716	149	1,886,087	149	-4.3%
August	2,331,745	171	2,300,810	172	2,195,430	171	-4.6%
September	2,613,138	191	2,567,368	191	2,458,768	191	-4.2%
October	2,907,553	213	2,862,203	214	2,747,672	214	-4.0%
November	3,180,826	234	3,134,851	235	3,010,200	234	-4.0%
December	3,455,963	254	3,400,197	255	3,283,603	255	-3.4%
AVERAGE WEEKDAY RIDERSHIP							
July	12,794		12,855		12,026		-6.4%
August	12,580		12,275		11,853		-3.4%
September	11,440		11,342		11,093		-2.2%
October	11,369		11,384		11,030		-3.1%
November	11,131		10,935		10,948		0.1%
December	11,142		10,549		10,654		1.0%
Thru December	11,478	254	11,325	255	10,963	255	
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
July	8,406		8,601		8,261		-4.0%
August	8,612		8,486		8,259		-2.7%
September	8,438		8,556		8,399		-1.8%
October	8,398		8,563		8,384		-2.1%
November	8,095		7,981		7,908		-0.9%
December	7,522		7,188		7,141		-0.7%
Thru December	8,273	254	8,253	255	8,020	255	
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
July	4,387		4,254		3,765		-11.5%
August	3,968		3,788		3,595		-5.1%
September	3,002		2,786		2,694		-3.3%
October	2,970		2,821		2,647		-6.2%
November	3,036		2,954		3,041		2.9%
December	3,620		3,361		3,513		4.5%
Thru December	3,191	254	3,072	255	2,942	255	

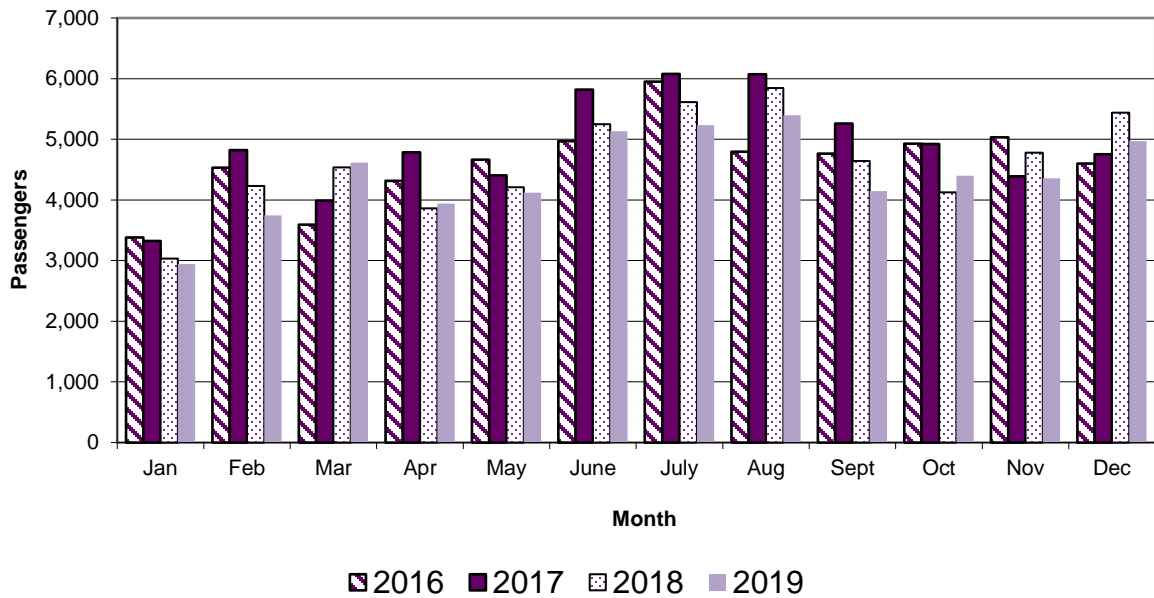
Ridership Report: December 2019

	2017	Wkend	2018	Wkend	2019	Wkend	Change 19/18
	Passengers	Days	Passengers	Days	Passengers	Days	
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
July	6,077		5,612		5,233		-6.8%
August	6,070		5,847		5,397		-7.7%
September	5,260		4,641		4,147		-10.6%
October	4,922		4,126		4,401		6.7%
November	4,391		4,779		4,357		-8.8%
December	4,753		4,942		4,968		0.5%
Thru December	4,915	111	4,625	110	4,438	110	-4.3%
MONTHLY SOUTH BEND RIDERSHIP							
July	27,623		25,692		23,571		-8.3%
August	22,887		22,070		20,433		-7.4%
September	23,618		20,944		19,530		-6.8%
October	25,870		18,422		20,997		14.0%
November	21,387		22,997		22,150		-3.7%
December	24,781		22,575		22,795		1.0%

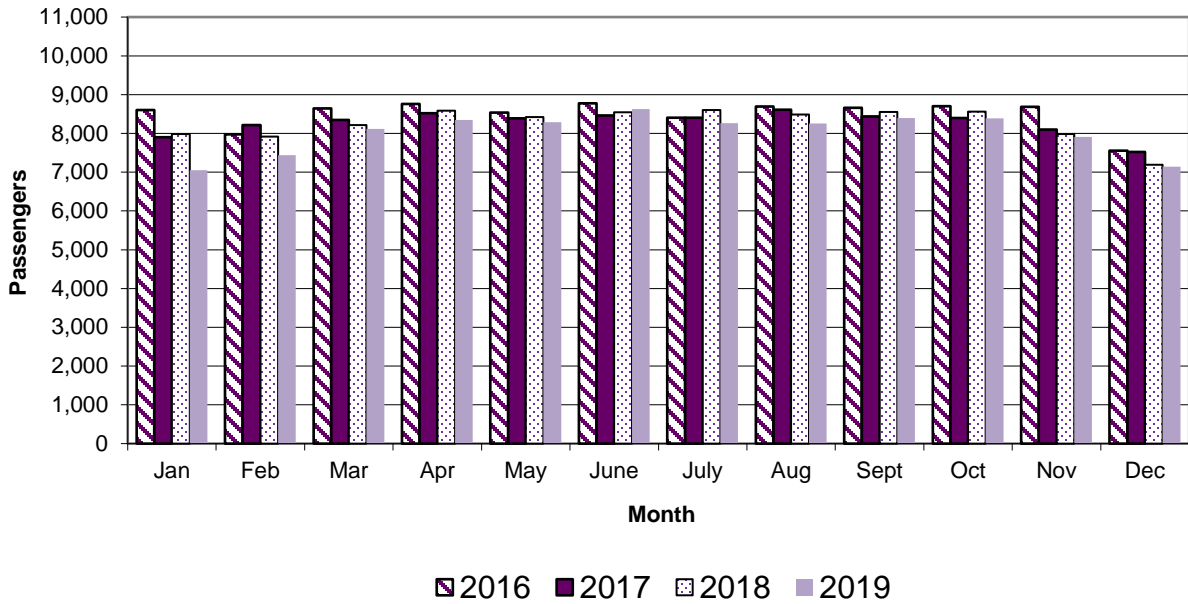
SOUTH SHORE WEEKDAY RIDERSHIP 2016-2019



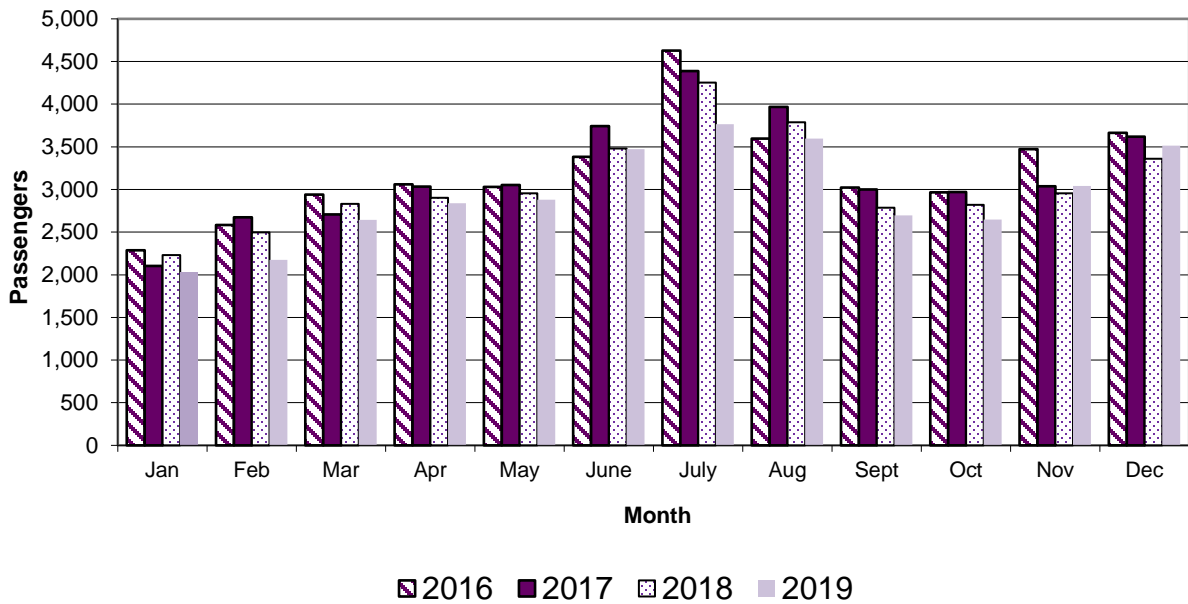
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2016-2019



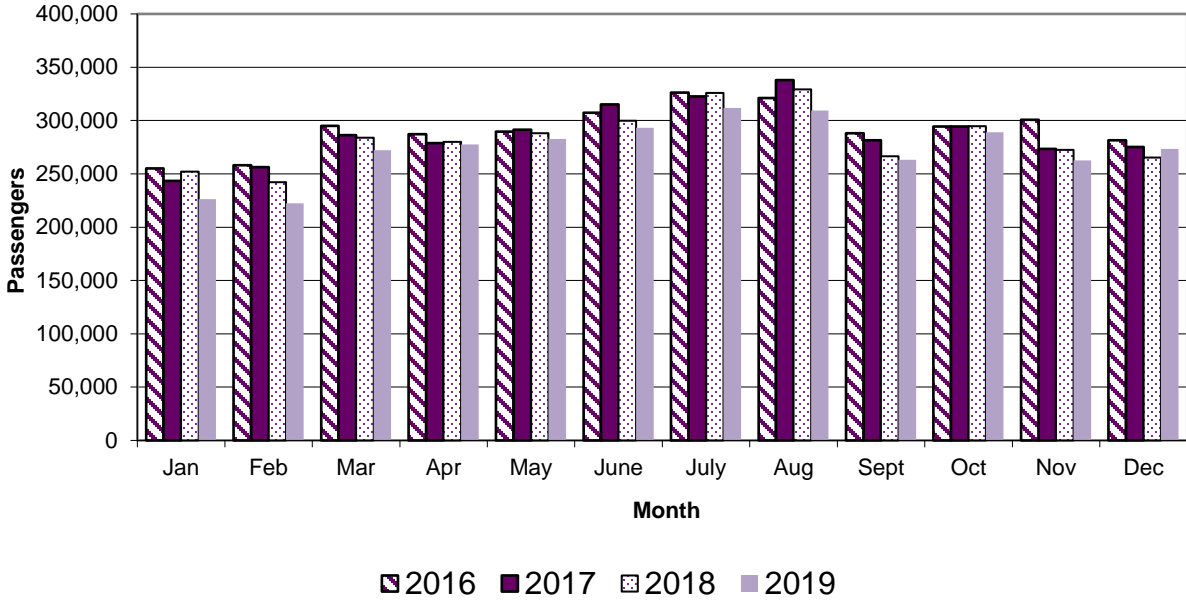
SOUTH SHORE PEAK RIDERSHIP 2016-2019



SOUTH SHORE OFF-PEAK RIDERSHIP 2016-2019



SOUTH SHORE MONTHLY RIDERSHIP 2016-2019



Percent on Time: December, 2019

Peak		
Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	0	100.0%
106	1	95.0%
108	1	95.2%
110	2	90.5%
112	3	85.7%
114	5	76.2%
214	1	95.2%
11	0	100.0%
111	0	100.0%
113	1	95.2%
115	2	90.5%
17	1	95.2%
117	6	71.4%
217	1	95.2%
119	1	95.2%
Total	25	93.0%
Westbound	13	93.1%
Eastbound	12	92.9%

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

Off-Peak		
Train	Days Late	% on Time
14	6	71.4%
216	3	85.7%
116	7	66.7%
218	1	95.2%
18	6	71.4%
118	0	100.0%
220	3	85.7%
20	11	47.6%
222	1	95.2%
420	0	100.0%
22	2	90.5%
424	0	100.0%
401	1	95.2%
203	0	100.0%
403	3	85.7%
205	0	100.0%
207	1	95.2%
7	8	61.9%
107	9	57.1%
9	9	57.1%
109	6	71.4%
209	1	95.2%
19	4	81.0%
121	3	85.7%
123	7	66.7%
101	2	90.5%
Total	94	82.8%
Westbound	40	84.1%
Eastbound	54	81.6%

Weekend/Holiday		
Train	Days Late	% on Time
600	3	70.0%
502	1	90.0%
504	2	80.0%
606	3	70.0%
506	3	70.0%
608	3	70.0%
508	5	50.0%
610	0	100.0%
510	1	90.0%
710	Deadhead move	
503	4	60.0%
603	1	90.0%
605	2	80.0%
505	4	60.0%
507	1	90.0%
509	9	10.0%
511	5	50.0%
613	1	90.0%
601	1	90.0%
701	0	100.0%
703	0	100.0%
Total	49	75.5%
Westbound	21	76.7%
Eastbound	28	74.5%

Reason for Delay: December

Reasons (weekday)		
AMT	4	3.4%
CAR	6	5.0%
CAT	0	0.0%
DBS	0	0.0%
DMW	1	0.8%
DSR	0	0.0%
DSS	0	0.0%
FRR	1	0.8%
FTI	2	1.7%
HLD	1	0.8%
LMU	0	0.0%
MET	29	24.4%
OET	3	2.5%
OPR	13	10.9%
OTH	3	2.5%
PAS	13	10.9%
POL	4	3.4%
PTC	2	1.7%
PTI	18	15.1%
SVS	5	4.2%
TOD	2	1.7%
TRK	11	9.2%
TRS	1	0.8%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	119	100%

Reasons (weekend)		
AMT	0	0.0%
CAR	4	8.2%
CAT	0	0.0%
DBS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	0	0.0%
FRR	1	2.0%
FTI	3	6.1%
HLD	2	4.1%
LMU	1	2.0%
MET	8	16.3%
OET	0	0.0%
OPR	3	6.1%
OTH	0	0.0%
PAS	15	30.6%
POL	1	2.0%
PTC	1	2.0%
PTI	6	12.2%
SVS	3	6.1%
TOD	0	0.0%
TRK	0	0.0%
TRS	1	2.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	49	100%

- AMT - Amtrak Delay
- CAR - Car or equipment failure of malfunction
- CAT - Catenary problems or power outage
- DBS - Delays due to busing
- 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.
- FRR - Freight train interference from crossing road
- 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
- NIPSCO - Delays caused by power utility disruption
- OET - Operational Efficiency Testing
- OPR - Operational Delay
- OTH - Other delays
- PAS - Passenger boarding
- POL - Police related delays - except road crossing or trespasser accidents
- PTI - Passenger train interference
- SUB - Substation
- SVS - Servicing - includes adding or subtracting equipment to or from consist
- TOD - Train order delay - not associated with train meets
- TRK - Track/wayside malfunction
- TRS - Trespasser incidents including road crossing accidents
- UTL - utility power outage
- VAN - Vandalism
- WTR - Delays related to inclement weather

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

Cumulative Percent on Time Thru December, 2019

Peak		
Train	Days Late	% on Time
102	6	97.6%
104	12	95.2%
6	15	94.0%
106	10	96.0%
108	14	94.4%
110	10	96.0%
112	11	95.6%
114	24	90.4%
214	18	92.8%
11	77	69.4%
111	13	94.8%
113	9	96.4%
115	18	92.9%
17	24	90.5%
117	81	67.9%
217	14	94.4%
119	41	83.6%
Total	397	90.7%
Westbound	120	94.7%
Eastbound	277	86.2%

Off-Peak		
Train	Days Late	% on Time
14	65	74.1%
216	35	86.1%
116	114	54.8%
216	21	91.6%
18	129	48.8%
118	26	89.7%
218	51	79.6%
20	78	69.0%
220	18	92.8%
420	7	97.0%
22	79	68.7%
422	6	97.4%
401	15	93.2%
203	6	97.6%
403	12	95.2%
205	2	99.1%
207	32	87.3%
7	95	62.2%
107	196	21.9%
9	142	43.7%
109	131	48.0%
209	35	86.1%
19	69	72.5%
121	36	85.7%
123	50	80.2%
101	20	92.1%
Total	1,470	77.1%
Westbound	629	78.8%
Eastbound	841	75.6%

Weekend/Holiday		
Train	Days Late	% on Time
600	24	78.0%
502	20	81.7%
504	50	54.1%
606	59	45.9%
506	36	67.0%
608	37	66.1%
508	40	63.3%
610	14	87.2%
510	36	67.0%
710	Deadhead move	
503	55	49.5%
603	13	88.1%
605	45	58.7%
505	25	77.1%
507	42	61.5%
509	70	35.8%
511	45	58.7%
613	13	88.1%
601	15	86.1%
701	3	97.2%
703	10	90.8%
Total	652	70.0%
Westbound	316	67.8%
Eastbound	336	71.9%

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

Cumulative Reasons for Delays Thru December, 2019

Reasons (weekday)		
AMT	29	1.6%
CAR	87	4.7%
CAT	10	0.5%
DBS	11	0.6%
DMW	167	9.0%
DSR	61	3.3%
DSS	30	1.6%
FRR	47	2.5%
FTI	61	3.3%
HLD	24	1.3%
LMU	25	1.3%
MET	427	22.9%
OET	8	0.4%
OPR	283	15.2%
OTH	80	4.3%
PAS	112	6.0%
POL	18	1.0%
PTC	6	0.3%
PTI	211	11.3%
SVS	35	1.9%
TOD	15	0.8%
TRK	42	2.3%
TRS	12	0.6%
UTL	1	0.1%
VAN	2	0.1%
WTR	58	3.1%
TOTAL	1862	1

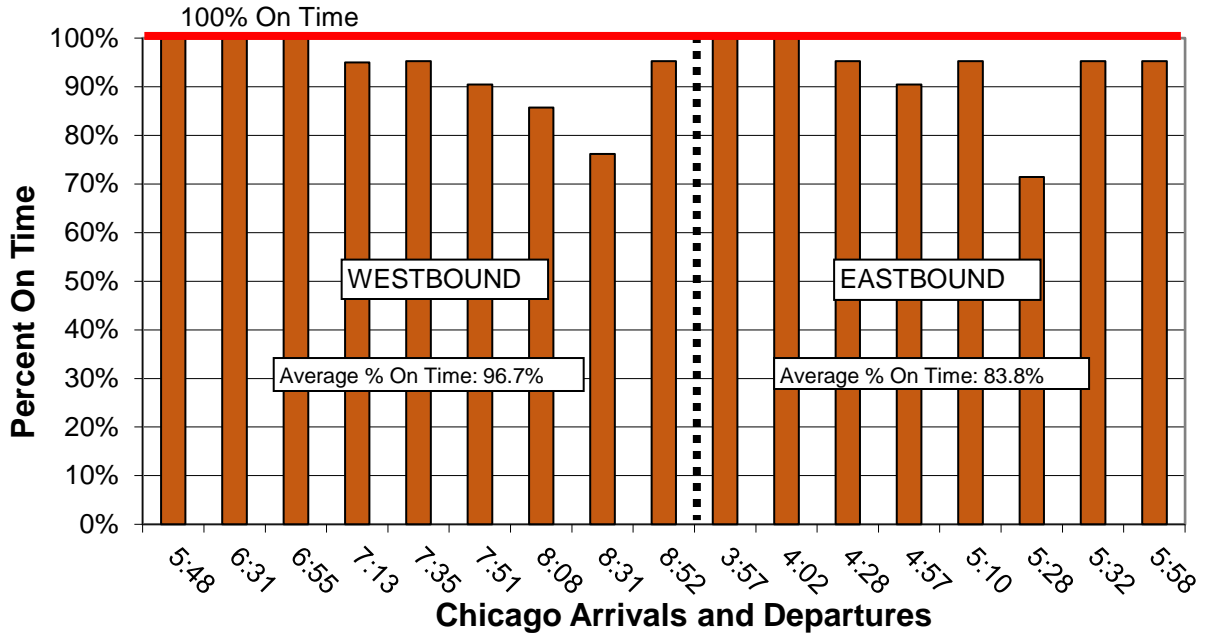
Reasons (weekend)		
AMT	15	2.3%
CAR	46	7.1%
CAT	6	0.9%
DBS	2	0.3%
DMW	8	1.2%
DSR	17	2.6%
DSS	9	1.4%
FRR	8	1.2%
FTI	20	3.1%
HLD	13	2.0%
LMU	11	1.7%
MET	150	23.0%
OET	2	0.3%
OPR	73	11.2%
OTH	16	2.5%
PAS	120	18.4%
POL	8	1.2%
PTC	2	0.3%
PTI	58	8.9%
SVS	34	5.2%
TOD	3	0.5%
TRK	12	1.8%
TRS	2	0.3%
UTL	1	0.2%
VAN	0	0.0%
WTR	16	2.5%
TOTAL	652	1

Total		
AMT	44	1.8%
CAR	133	5.3%
CAT	16	0.6%
DBS	13	0.5%
DMW	175	7.0%
DSR	78	3.1%
DSS	39	1.6%
FRR	55	2.2%
FTI	81	3.2%
HLD	37	1.5%
LMU	36	1.4%
MET	577	23.0%
OET	10	0.4%
OPR	356	14.2%
OTH	96	3.8%
PAS	232	9.2%
POL	26	1.0%
PTC	8	0.3%
PTI	269	10.7%
SVS	69	2.7%
TOD	18	0.7%
TRK	54	2.1%
TRS	14	0.6%
UTL	2	0.1%
VAN	2	0.1%
WTR	74	2.9%
TOTAL	2514	1

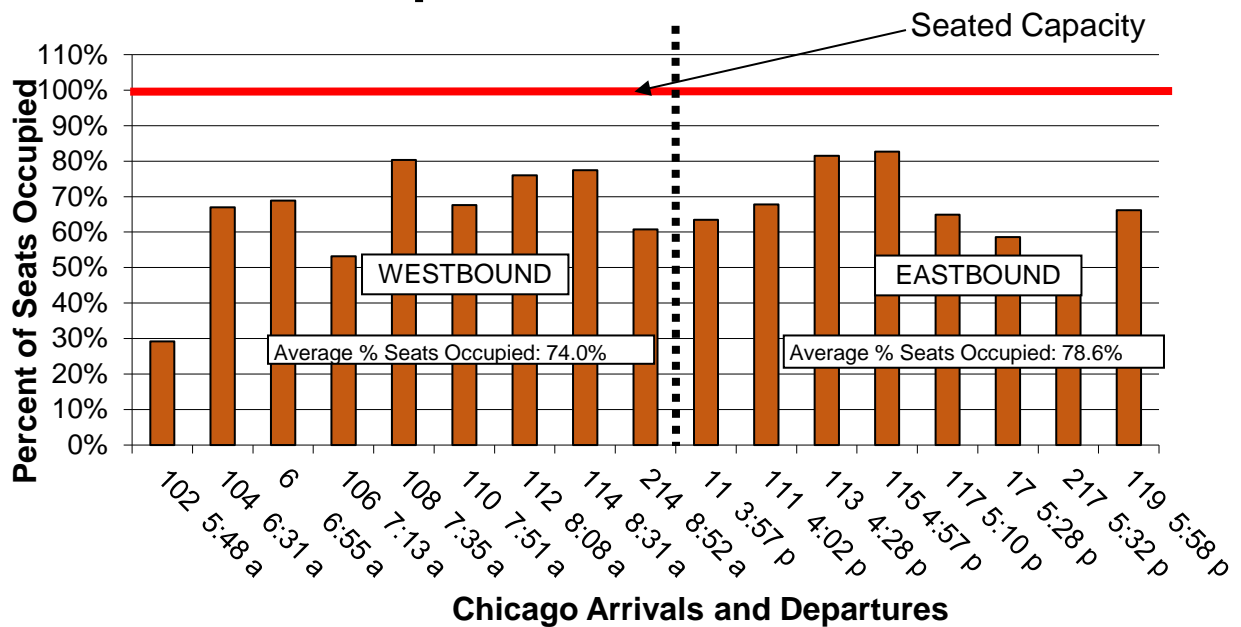
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- TRS - Trespasser incidents including road crossing accidents
- UTL - utility power outage
- VAN - Vandalism
- WTR - Delays related to inclement weather

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

Rush Hour On Time Performance: December 2019



Percent of Rush Hour Seats Occupied: December 2019



Rush Hour* Train Delays - December 2019 (minutes late)

Train	Arrive	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Thu	Fri	Mon	Tue	Days Late	Days Ran	% On Time
102	5:48a																						0	21	100.0%
104	6:31																						0	21	100.0%
6	6:55																						0	21	100.0%
106	7:13	7							A														1	20	95.0%
108	7:35								32														1	21	95.2%
110	7:51	6							20														2	21	90.5%
112	8:08	16							12			14											3	21	85.7%
114	8:31	13										15		12	13								5	21	76.2%
214	8:52																						1	21	95.2%
14	10:28	35		10	15	12			20						9								6	21	71.4%
Train	Depart																								
11	3:57																						0	21	100.0%
111	4:02																						0	21	100.0%
113	4:28																						1	21	95.2%
115	4:57				20												6						2	21	90.5%
117	5:10	8		6	24	8		10		7													6	21	71.4%
17	5:28								15														1	21	95.2%
217	5:32				7																		1	21	95.2%
119	5:58				11																		1	21	95.2%
19	7:10					11							13				16						4	21	81.0%
High temp		39	37	41	45	43	51	32	24	42	44	33	36	30	37	40	54	45	63	50	52	31			
Low temp		33	30	31	26	21	32	16	12	15	29	26	25	13	15	20	30	27	50	32	30	26			

* 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	14	180	92.2%	12	162	92.6%	2	189	98.9%	2	198	99.0%	8	198	96.0%	8	180	95.6%
EB Rush	23	160	85.6%	25	152	83.6%	17	168	89.9%	24	176	86.4%	19	176	89.2%	22	160	86.3%
Total Rush	37	340	89.1%	37	314	88.2%	19	357	94.7%	26	374	93.0%	27	374	92.8%	30	340	91.2%

	July			August			September			October			November			December		
	#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	7	198	96.5%	12	197	93.9%	6	180	96.7%	17	207	91.8%	19	180	89.4%	13	188	93.1%
EB Rush	26	174	85.1%	37	174	78.7%	26	160	83.8%	19	184	89.7%	25	160	84.4%	12	168	92.9%
Total Rush	33	372	91.1%	49	371	86.8%	32	340	90.6%	36	391	90.8%	44	340	87.1%	25	356	93.0%

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	6	251	97.6%
6:31	104	12	251	95.2%
6:55	6	15	250	94.0%
7:13	106	10	250	96.0%
7:35	108	14	251	94.4%
7:51	110	10	251	96.0%
8:08	112	11	251	95.6%
8:31	114	24	251	90.4%
8:52	214	18	251	92.8%
10:28	14	59	251	76.5%
Depart				
3:57	11	77	252	69.4%
4:02p	111	13	252	94.8%
4:28	113	9	252	96.4%
4:57	115	18	252	92.9%
5:10	117	81	252	67.9%
5:28	17	22	252	91.3%
5:32	217	14	250	94.4%
5:58	119	41	250	83.6%
7:15	19	62	251	75.3%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	120	2257	94.7%
EB Rush	275	2012	86.3%
Total Rush	395	4,269	90.7%

Cumulative Rush Hour Thru December

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	49	144	193	2.2%	7.2%	4.52%
11-15	38	67	105	1.7%	3.3%	2.46%
16-20	18	17	35	0.8%	0.8%	0.82%
21-30	8	20	28	0.4%	1.0%	0.66%
31-59	5	15	20	0.2%	0.7%	0.47%
60+	2	14	16	0.1%	0.7%	0.37%
Annulled	38	28	66			
Total Late	120	277	397	5.3%	13.8%	9.30%
On time	2,136	1,735	3,871	94.6%	86.2%	90.68%
Total ran	2,257	2,012	4,269			

December Rush Hour

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	3	8	11	1.6%	4.8%	3.1%
11-15	6	2	8	3.2%	1.2%	2.2%
16-20	3	1	4	1.6%	0.6%	1.1%
21-30	0	1	1	0.0%	0.6%	0.3%
31-59	1	0	1	0.5%	0.0%	0.3%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	1	0	1			
Total Late	13	12	25	6.9%	7.1%	7.0%
On time	175	156	331	93.1%	92.9%	93.0%
Total ran	188	168	356			

Grand Total All Trains Thru December 2019

Range	Peak		Off	Wkend	Total	%
	WB	EB				
6-10	49	144	677	275	1145	8.9%
11-15	38	67	403	194	702	5.5%
16-20	18	17	178	92	305	2.4%
21-30	8	20	108	52	188	1.5%
31-59	5	15	75	30	125	1.0%
60+	2	14	24	9	49	0.4%
Annulled	38	28	213	26	305	
Total	120	277	1465	652	2,514	19.5%
On Time	2,136	1,735	4,952	1,522	10,345	80.4%
Total ran	2,257	2,012	6,417	2,174	12,860	
%On Time	94.6%	86.2%	77.2%	70.0%	80.4%	