

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

**February 2018
Monthly Performance Report**



February, 2018 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of February declined 5.5% compared to February of 2017. This year 242,121 passengers traveled on the South Shore Line (SSL) while in February of 2017 recorded a total of 256,285 passenger trips. Total ridership during the auto show was down 11.1% from 2017. Cold snowy weather resulted in some days where ridership was significantly reduced.

Weekday Travel

Average weekday travel declined by 4.3% to 10,413 weekday passengers carried in 2018. The average peak travel declined 3.6% to an average daily ridership of 7,914 and off-peak declined 6.5% to an average daily ridership of 2,499.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2017	2018		2017	2018
5:48 a	41.5%	33.6%	3:57 p***	61.9%	64.2%
6:31 a	82.5	82.8	4:02 p	87.4	62.5
6:55 a***	67.8	64.8	4:28 p	88.2	86.1
7:13 a	83.4	49.9	4:57 p	87.2	93.2
7:35 a	84.0	79.4	5:10 p	80.9	81.7
7:51 a	69.6	86.1	5:28 p	81.9	80.7
8:08 a	87.4	80.9	5:32 p	69.0	48.1
8:31 a	88.2	92.9	5:58 p	68.9	69.5
8:52 a	65.6	74.8	7:10 p*	47.9	48.2
10:28 a*	42.6	53.6			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

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

Weekend

Average weekend ridership declined 12.2% when compared to February 2017. February 2018 averaged 4,233 passengers per day on weekends compared to 4,822 in 2017.

Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: MARCH THRU FEBRUARY							
	2014-2015	2015-2016	% Change	2016-2017	% Change	2017-2018	% Change
Total	3,629,706	3,608,080	-0.60%	3,490,641	-3.25%	3,450,509	-1.15%
Weekday	3,066,372	3,074,161	0.25%	2,977,599	-3.14%	2,919,293	-1.96%
Peak	2,197,063	2,227,078	1.37%	2,158,944	-3.06%	2,108,040	-2.36%
Off Peak	869,309	847,083	-2.56%	818,655	-3.36%	811,253	-0.90%
Weekend	563,334	533,919	-5.22%	513,042	-3.91%	531,216	3.54%
South Ben	252,061	248,810	-1.29%	244,402	-1.77%	261,474	6.99%

Revenue

The number of tickets sold in 2018 are down 3% compared to 2017, however revenue is only up 2.5%. Revenue is experiencing an increase due to fare increases implemented in July of 2017 and February of 2018. Revenue from digital sources represents 57.9% of ticket sales and 61.3% of revenue in 2018.

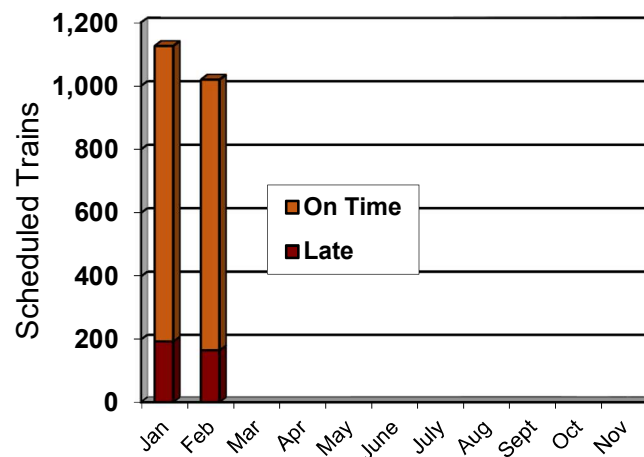
TOTAL TICKET SALES: Thru February						
Method of Sale	TICKETS			REVENUE		
	2017	2018	% Change	2017	2018	% Change
Ticket Agent	41,564	32,481	-21.9%	1,017,511	939,520	-7.7%
Vending Machine	72,690	68,659	-5.5%	1,307,674	1,270,335	-2.9%
Conductor	51,345	49,385	-3.8%	371,607	367,903	-1.0%
Mobile App	35,325	44,355	25.6%	600,577	801,339	33.4%
TOTAL	200,924	194,880	-3.0%	\$3,297,369	\$3,379,096	2.5%

On Time Performance

Rush hour –Overall, 90.9% of A.M. and P.M. rush hour trains were on time in February; compared to 94.1% in February 2017. 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). 94.9% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 92.4% of westbound morning rush hour service was on time compared to 92.8% in February 2017; while eastbound rush hour trains reported an average on time performance of 90.9% compared to 95.6% in February 2017. A total of 15 out of 198 westbound trains were delayed in February. Of those 15 only 3 experienced delays greater than 15 minutes but no more than 20 minutes. The eastbound rush hour had a total of 16 out of 175 trains delayed in February. Of those 16 only 3 experienced delays greater than 15 minutes but no more than 20 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)								
Range	February, 2018				Cumulative thru February, 2018			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	7	7	14	3.8%	17	19	36	9.7%
11-15	5	6	11	2.9%	7	9	16	4.3%
16-20	3	3	6	1.6%	3	5	8	2.1%
21-30	0	0	0	0.0%	2	0	2	0.5%
31-59	0	0	0	0.0%	2	6	8	2.1%
60+	0	0	0	0.0%	1	1	2	0.5%
Annulled	0	0	0	0.0%	0	1	1	0.3%
On Time	183	159	342		346	294	640	
Total Ran	198	175	373		378	335	713	

Overall – The SSL scheduled 1,020 trains in February and experienced 161 delays in excess of 5 minutes (ranging from 6-120 minutes) with a median delay of 11 minutes. February of 2018 experienced no annulled trains. In February 2017 we operated 1,028 trains with 98 delays in excess of 5 minutes (ranging from 6-36 minutes) with a median delay of 10 minutes. February of 2017 also had no annulled trains.



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

Cumulative On Time Comparison		
<i>Thru February</i>	2017	2018
Weekday	90.0%	86.1%
Peak	92.4%	89.8%
Off-peak	88.5%	83.7%
Weekend	87.3%	67.9%
Overall	89.5%	83.2%

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.

In February there were five trains delayed in excess of 59 minutes. Four of the five delays were on Saturday February 17th due to Metra switch issues. The other delay was an equipment operation issue due to cold weather.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/1	510	131	Mechanical	2/5	403	89	Mechanical
	701	Annulled	Weather	2/17	502	120	METRA - Switch Issue
	703	Annulled	Weather	2/17	503	70	METRA - Switch Issue
1/2	101	81	Late turn of Equip.	2/17	504	70	METRA - Switch Issue
	401	Annulled	Weather	2/17	603	70	METRA - Switch Issue
	422	Annulled	Weather				
	424	Annulled	Weather				
1/3	401	Annulled	Weather				
	422	Annulled	Weather				
	424	Annulled	Weather				
1/4	401	Annulled	Weather				
1/12	106	67	Signal Issue				
1/14	511	84	Mechanical				
1/15	9	82	METRA				
1/19	18	74	Mechanical				
1/22	203	Annulled	Caught in Catenary				
1/29	401	Annulled	Caught in Catenary				
1/31	115	Annulled	Mechanical				
	17	60	Delayed by 115				
	20	60	Delayed by 115				

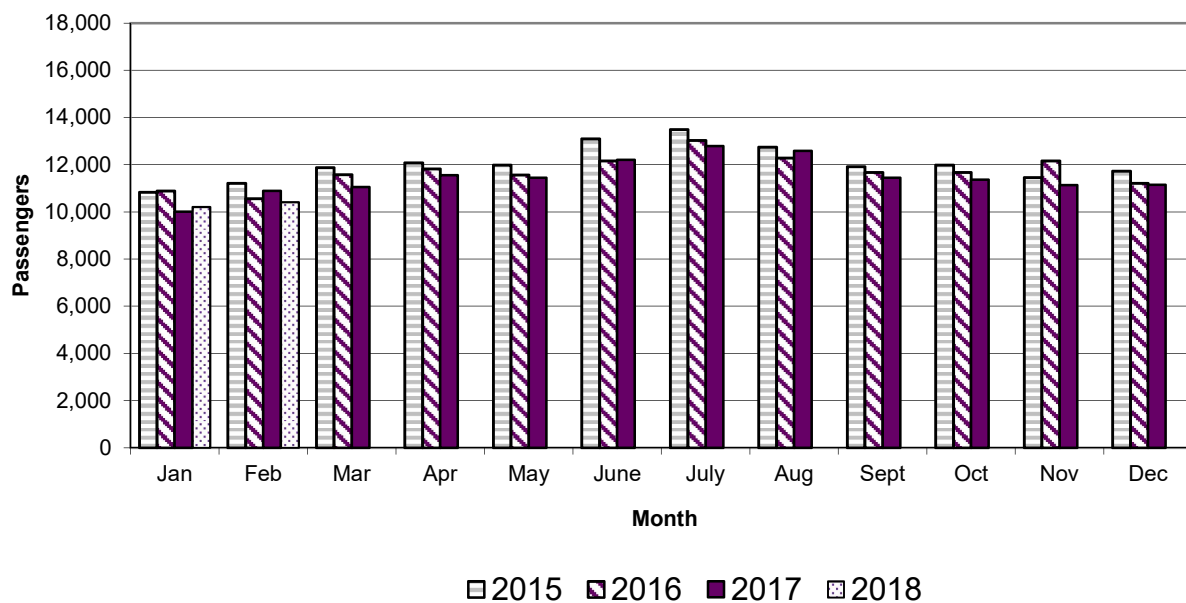
RIDERSHIP REPORT: FEBRUARY, 2018

	2016	Work	2017	Work	2018	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	18/17
MONTHLY RIDERSHIP							
January	255,006	20	243,280	21	251,990	22	3.6%
February	257,998	21	256,285	20	242,121	20	-5.5%
March	295,099	23	286,216	23			
April	287,094	21	278,878	20			
May	289,597	21	291,326	22			
June	307,307	22	315,133	22			
CUMULATIVE COMPARISON							
January	255,006	20	243,280	21	251,990	22	3.6%
February	513,004	41	499,565	41	494,111	20	-1.1%
March	808,103	64	785,781	64			
April	1,095,197	85	1,064,659	84			
May	1,384,794	106	1,355,985	106			
June	1,692,101	128	1,671,118	128			
AVERAGE WEEKDAY RIDERSHIP							
January	10,892		10,141		10,213		0.7%
February	10,547		10,885		10,413		-4.3%
March	11,581		11,058				
April	11,822		11,553				
May	11,570		11,439				
June	12,161		12,208				
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
January	8,603		7,874		7,982		1.4%
February	7,975		8,211		7,914		-3.6%
March	8,642		8,350				
April	8,760		8,520				
May	8,537		8,387				
June	8,777		8,502				
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
January	2,289		2,097		2,231		6.4%
February	2,585		2,674		2,499		-6.5%
March	2,940		2,708				
April	3,061		3,033				
May	3,039		3,053				
June	3,384		3,706				

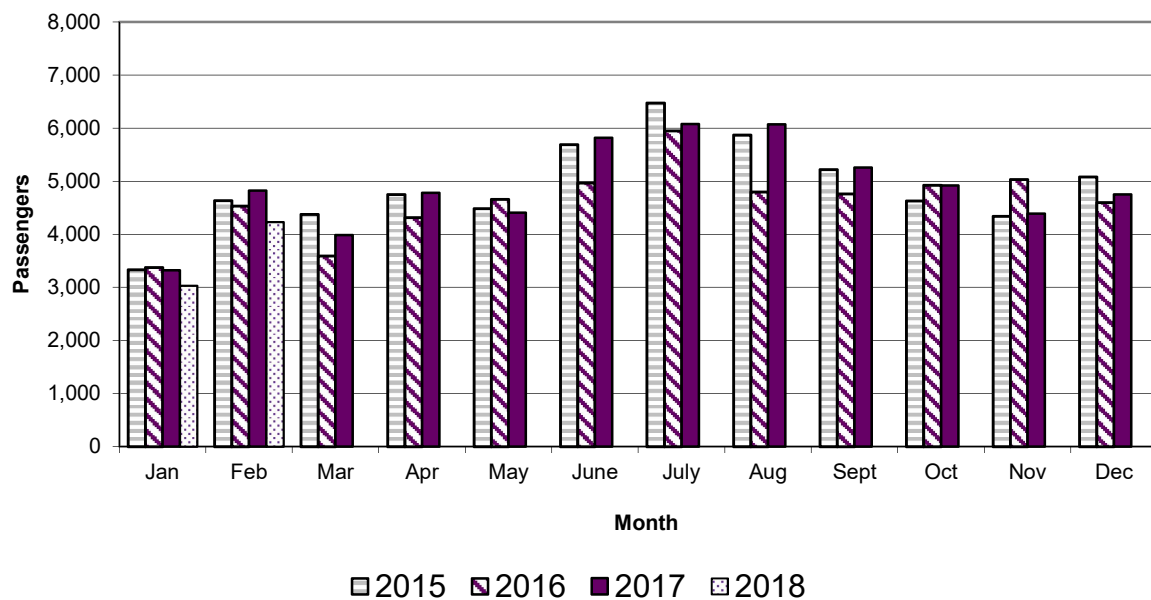
RIDERSHIP REPORT: FEBRUARY, 2018

	2016	Work	2017	Work	2018	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	18/17
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
January	3,379		3,690		3,035		-17.8%
February	4,532		4,822		4,233		-12.2%
March	3,591		3,986				
April	4,315		4,783				
May	4,663		4,406				
June	4,971		5,819				
MONTHLY SOUTH BEND RIDERSHIP							
January	14,935		14,626		15,027		2.7%
February	15,708		16,499		16,778		1.7%
March	19,040		18,235				
April	20,090		23,040				
May	19,598		20,085				
June	20,209		22,143				

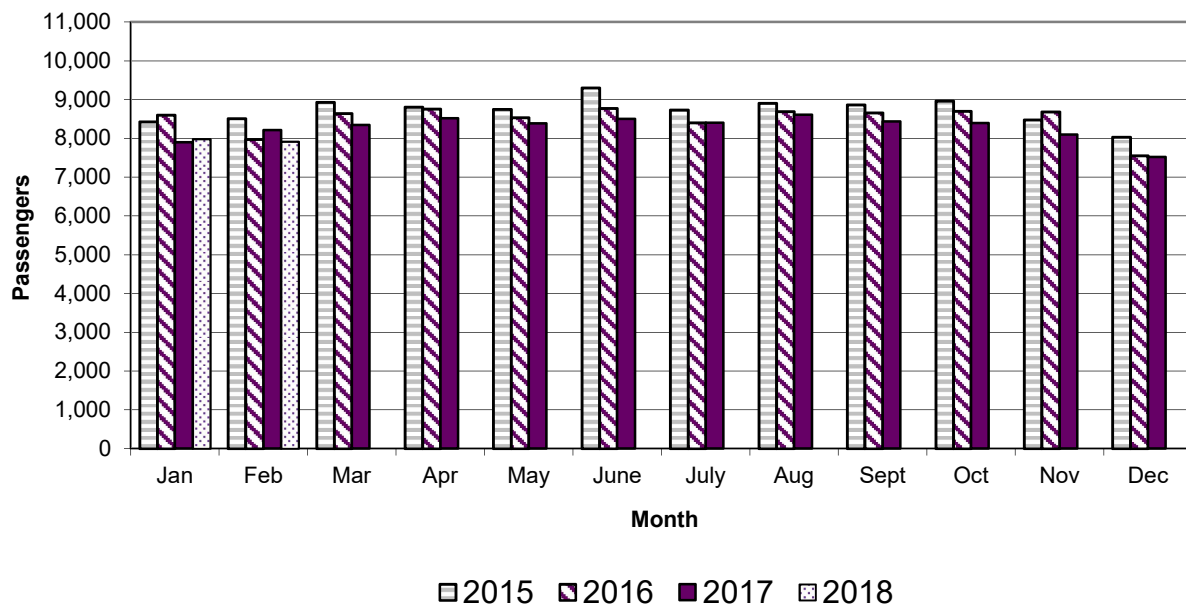
SOUTH SHORE WEEKDAY RIDERSHIP 2015-2018



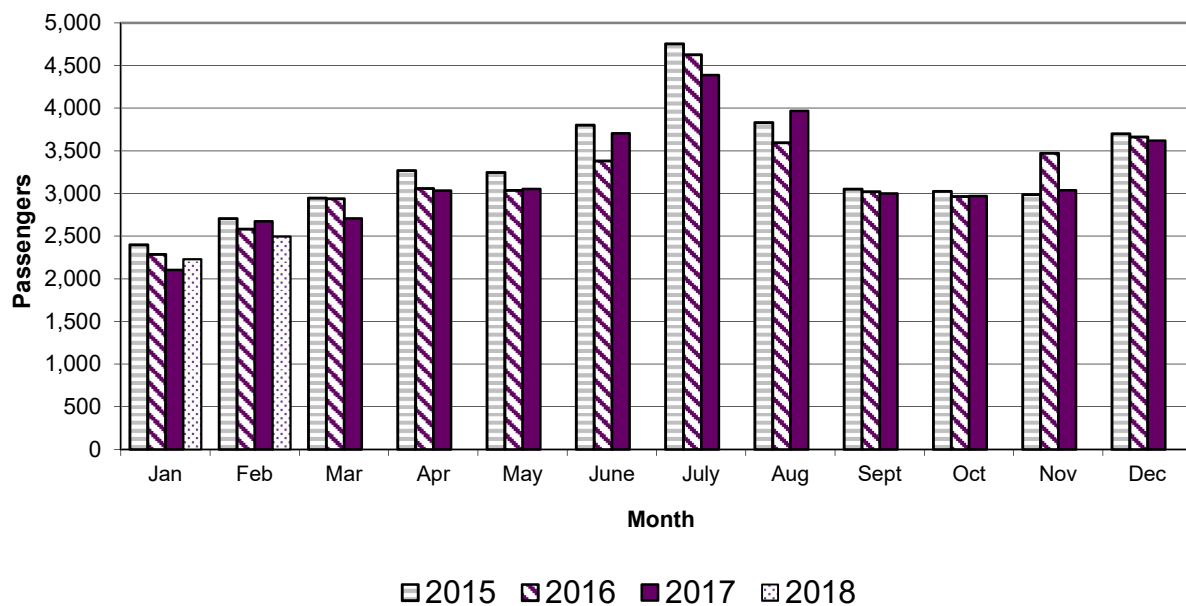
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2015-2018



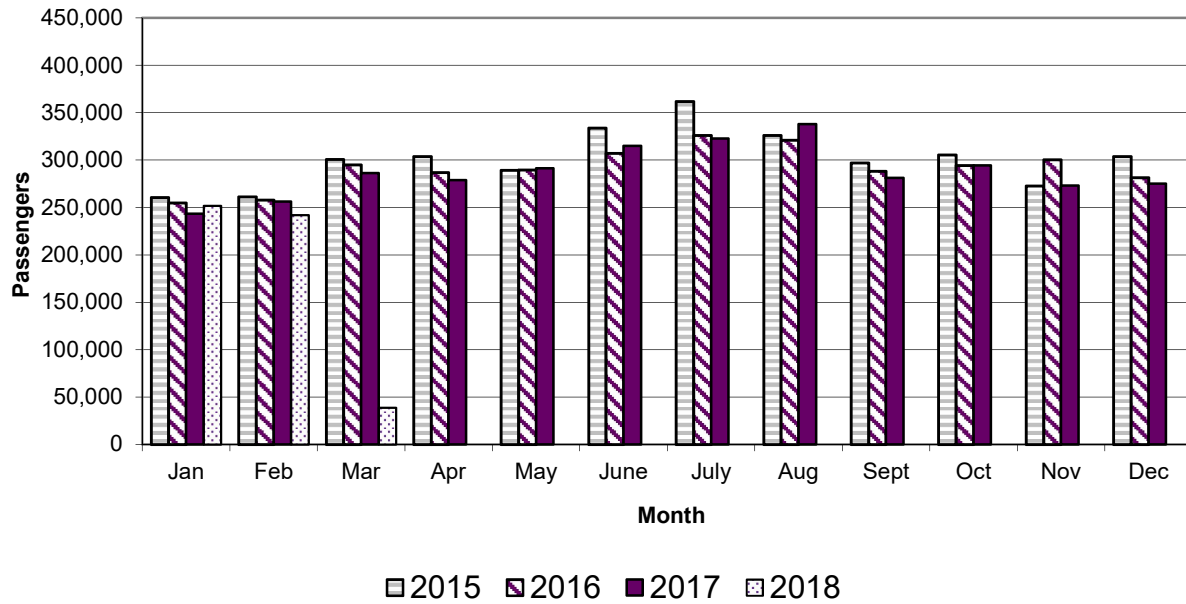
SOUTH SHORE PEAK RIDERSHIP 2015-2018



SOUTH SHORE OFF-PEAK RIDERSHIP 2015-2018



SOUTH SHORE MONTHLY RIDERSHIP 2015-2018



PERCENT ON TIME: FEBRUARY, 2018

PEAK		
Train	Days Late	% on Time
102	1	95.0%
104	1	95.0%
6	2	90.0%
106	1	95.0%
108	0	100.0%
110	2	90.0%
112	2	90.0%
114	5	75.0%
214	1	95.0%
11	4	80.0%
111	0	100.0%
113	1	95.0%
115	2	90.0%
15/17	0	100.0%
117	6	70.0%
217	2	90.0%
119	1	95.0%
Total	31	90.9%
Westbound	15	91.7%
Eastbound	16	90.0%

OFF-PEAK		
Train	Days Late	% on Time
14	2	90.0%
216	2	90.0%
116	1	95.0%
218	2	90.0%
18	12	40.0%
118	0	100.0%
220	3	85.0%
20	8	60.0%
222	1	95.0%
420	1	95.0%
22	7	65.0%
424	1	95.0%
401	1	95.0%
203	3	85.0%
403	3	85.0%
205	0	100.0%
207	2	90.0%
7	7	65.0%
107	1	95.0%
9	4	80.0%
109	3	85.0%
209	0	100.0%
19	6	70.0%
121	4	80.0%
123	4	80.0%
101	1	95.0%
Total	79	84.8%
Westbound	40	83.3%
Eastbound	39	86.1%

WEEKEND/HOLIDAY		
Train	Days Late	% on Time
600	2	75.0%
502	4	50.0%
504	6	25.0%
606	3	62.5%
506	2	75.0%
608	3	62.5%
508	7	12.5%
610	2	75.0%
510	4	50.0%
710	Deadhead move	
503	1	87.5%
603	1	87.5%
605	2	75.0%
505	3	62.5%
507	3	62.5%
509	6	25.0%
511	3	62.5%
613	1	87.5%
601	3	62.5%
701	0	100.0%
703	0	100.0%
Total	56	65.0%
Westbound	33	54.2%
Eastbound	23	73.9%

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

REASON FOR DELAY: FEBRUARY

REASONS (weekday)		
AMT	1	1%
CAR	23	21%
CAT		0%
DBS		0%
DDS		0%
DMW	4	4%
DSR	4	4%
DSS		0%
FRR	4	4%
FTI	4	4%
HLD		0%
LMU	4	4%
MET	25	23%
NIPSCO		0%
OET		0%
OPR		0%
OTH	7	6%
PAS	2	2%
POL	2	2%
PTI	11	10%
SUB		0%
SVS	4	4%
TOD	2	2%
TRK	3	3%
TRS	2	2%
UTL		0%
VAN		0%
WTR	8	7%
TOTAL	110	100%

REASONS (weekend)		
AMT		0%
CAR	6	11%
CAT		0%
DBS		0%
DDS	1	2%
DMW		0%
DSR		0%
DSS		0%
FRR		0%
FTI	1	2%
HLD	2	4%
LMU	6	11%
MET	14	25%
NIPSCO		0%
OET		0%
OPR		0%
OTH		0%
PAS	2	4%
POL		0%
PTI	5	9%
SUB		0%
SVS	5	9%
TOD		0%
TRK	1	2%
TRS	3	5%
UTL		0%
VAN		0%
WTR	10	18%
TOTAL	56	100%

AMT - Amtrak Delay

CAR - Car or equipment failure or malfunction

CAT - Catenary problems or power outage

DBS - Delays due to busing

DDS - Debris Strike

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

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 FEBRUARY, 2018

PEAK			OFF-PEAK			WEEKEND/HOLIDAY		
Train	Days Late	% on Time	Train	Days Late	% on Time	Train	Days Late	% on Time
102	2	95.2%	14	6	85.7%	600	4	76.5%
104	3	92.9%	216	4	90.5%	502	6	64.7%
6	6	85.7%	116	7	83.3%	504	12	29.4%
106	3	92.9%	216	4	90.5%	606	7	58.8%
108	1	97.6%	18	22	47.6%	506	4	76.5%
110	3	92.9%	118	0	100.0%	608	5	70.6%
112	3	92.9%	218	6	85.7%	508	11	35.3%
114	9	78.6%	20	17	59.5%	610	3	82.4%
214	2	95.2%	220	2	95.2%	510	7	58.8%
11	7	83.3%	420	5	88.1%	710	Deadhead move	
111	1	97.6%	22	13	69.0%	503	4	76.5%
113	1	97.6%	422	3	92.9%	603	2	88.2%
115	5	88.1%	401	5	88.1%	605	4	76.5%
17	5	88.1%	203	5	88.1%	505	8	52.9%
117	11	73.8%	403	6	85.7%	507	6	64.7%
217	4	90.5%	205	3	92.9%	509	9	47.1%
119	7	83.3%	207	3	92.9%	511	8	52.9%
Total	73	89.8%	7	14	66.7%	513	3	82.4%
Westbound	32	91.5%	107	6	85.7%	601	3	82.4%
Eastbound	41	87.8%	9	10	76.2%	701	1	94.1%
			109	5	88.1%	703	2	88.2%
			209	0	100.0%	Total	109	67.9%
			19	12	71.4%	Westbound	59	61.4%
			121	8	81.0%	Eastbound	50	73.3%
			123	10	76.2%			
			101	2	95.2%			
			Total	178	83.7%			
			Westbound	89	82.3%			
			Eastbound	89	84.9%			

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

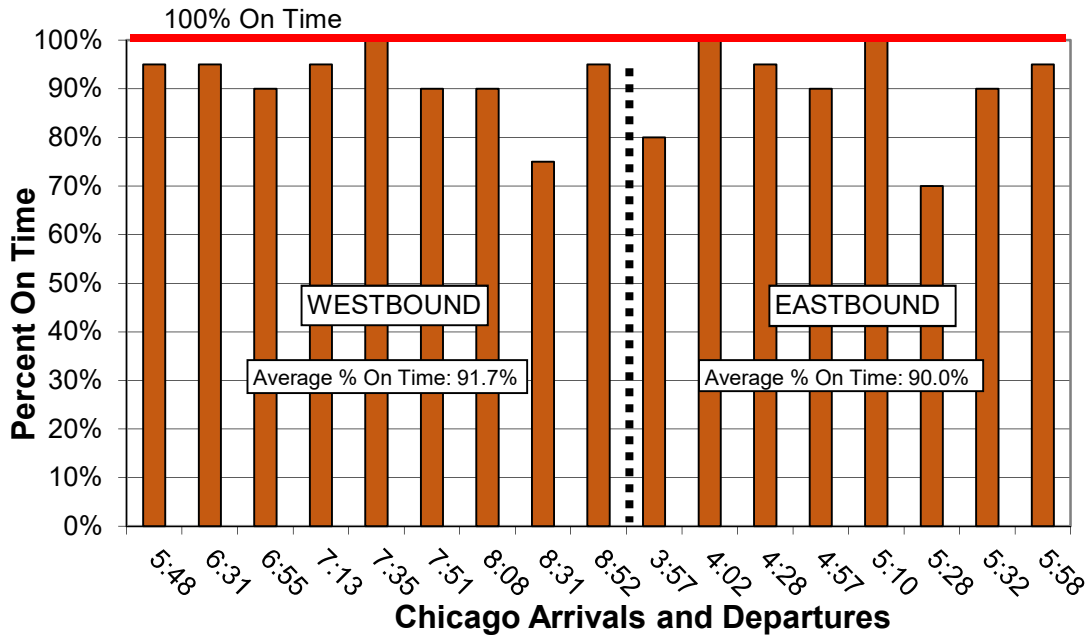
CUMULATIVE REASON FOR DELAYS THRU FEBRUARY, 2018

REASONS (weekday)			REASONS (weekend)			TOTAL		
AMT	8	3.3%	AMT	1	0.9%	AMT	9	2.6%
CAR	40	16.6%	CAR	16	15.0%	CAR	56	16.1%
CAT		0.0%	CAT		0.0%	CAT	0	0.0%
DBS		0.0%	DBS		0.0%	DBS	0	0.0%
DDS		0.0%	DDS		0.0%	DDS	0	0.0%
DMW	8	3.3%	DMW		0.0%	DMW	8	2.3%
DSR	4	1.7%	DSR	2	1.9%	DSR	6	1.7%
DSS	8	3.3%	DSS	4	3.7%	DSS	12	3.4%
FRR	6	2.5%	FRR	3	2.8%	FRR	9	2.6%
FTI	10	4.1%	FTI	3	2.8%	FTI	13	3.7%
HLD	4	1.7%	HLD	3	2.8%	HLD	7	2.0%
LMU	9	3.7%	LMU	6	5.6%	LMU	15	4.3%
MET	50	20.7%	MET	20	18.7%	MET	70	20.1%
NIPSCO		0.0%	NIPSCO		0.0%	NIPSCO	0	0.0%
OET	3	1.2%	OET		0.0%	OET	3	0.9%
OPR		0.0%	OPR		0.0%	OPR	0	0.0%
OTH	8	3.3%	OTH	2	1.9%	OTH	10	2.9%
PAS	4	1.7%	PAS	3	2.8%	PAS	7	2.0%
POL	2	0.8%	POL		0.0%	POL	2	0.6%
PTI	31	12.9%	PTI	13	12.1%	PTI	44	12.6%
SUB		0.0%	SUB		0.0%	SUB	0	0.0%
SVS	10	4.1%	SVS	8	7.5%	SVS	18	5.2%
TOD	2	0.8%	TOD	1	0.9%	TOD	3	0.9%
TRK	8	3.3%	TRK	1	0.9%	TRK	9	2.6%
TRS	3	1.2%	TRS	3	2.8%	TRK	6	1.7%
UTL		0.0%	UTL		0.0%	TRS	0	0.0%
VAN		0.0%	VAN		0.0%	VAN	0	0.0%
WTR	23	9.5%	WTR	18	16.8%	WTR	41	11.8%
TOTAL	241	100.0%	TOTAL	107	100.0%	TOTAL	348	100.0%

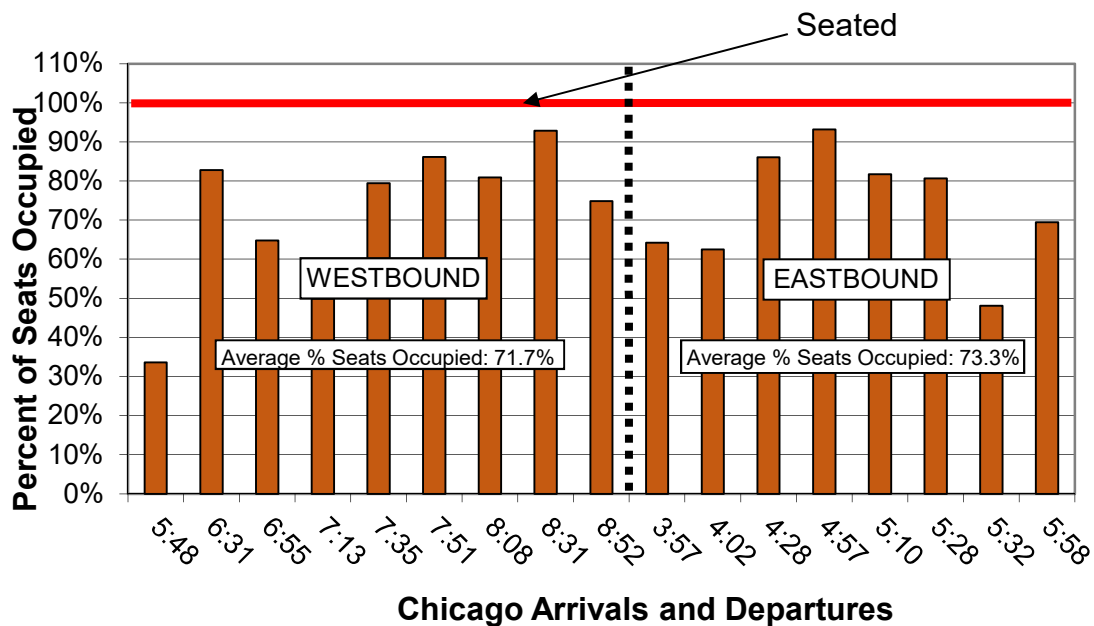
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 OPR - Operational delay
 OTH - Other delays
 PAS - Passenger boarding
 POL - Police related delays - except road crossing or trespasser accidents
 PTI - Passenger train interference
 SUB - Substation
 SVS - Servicing - includes adding or subtracting 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

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RUSH HOUR ON TIME PERFORMANCE: FEB 2018



PERCENT OF RUSH HOUR SEATS OCCUPIED: FEB 2018



RUSH HOUR* TRAIN DELAYS - FEBRUARY 2018 (minutes late)

		Thurs	Fri	Mon	Tue	Wed	Thurs	Fri	Mon	Tue	Wed	Thurs	Fri	Mon	Tue	Wed	Thurs	Fri	Mon	Tue	Wed	Days	Days	%
Train	Arrive	1	2	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	Late	Ran	On Time
102	5:48a															10						1	20	0.95
104	6:31									10												1	20	0.95
6	6:55										13			7								2	20	0.9
106	7:13								13													1	20	0.95
108	7:35																					0	20	1
110	7:51										10					14						2	20	0.9
112	8:08									12						18						2	20	0.9
114	8:31		10				15	9		20								19				5	20	0.75
214	8:52															6						1	20	0.95
14	10:28	6							12													2	20	0.9
Train	Depart																							
11	3:57						20	10			11		18									4	20	0.8
111	4:02																					0	20	1
113	4:28						10															1	20	0.95
115	4:57					15			8													2	20	0.9
117	5:10	6				13			13	8					11					7		6	20	0.7
17	5:28																					0	20	1
217	5:32																11			17		2	20	0.9
119	5:58							8														1	20	0.95
19	7:10			30			50	17	47		39			14								6	20	0.7
High temp		34	16	15	21	22	18	29	28	32	43	45	36	58	64	37	44	45	51	60	55			
Low temp		11	3	-5	5	11	6	17	-1	5	24	35	17	36	37	28	28	35	24	35	43			

* 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

[illegible]

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	2	42	95.2%
6:31	104	3	42	92.9%
6:55	6	6	42	85.7%
7:13	106	3	42	92.9%
7:35	108	1	42	97.6%
7:51	110	3	42	92.9%
8:08	112	3	42	92.9%
8:31	114	9	42	78.6%
8:52	214	2	42	95.2%
10:28	14	6	42	85.7%
Depart				
3:57	11	7	42	83.3%
4:02p	111	1	42	97.6%
4:28	113	1	42	97.6%
4:57	115	4	41	90.2%
5:10	117	11	42	73.8%
5:28	17	5	42	88.1%
5:32	217	4	42	90.5%
5:58	119	7	42	83.3%
7:15	19	12	42	71.4%

Year-to-date Cumulative

	#Late	#Ran	%On time
WB Rush	32	378	91.5%
EB Rush	40	335	88.1%
Total Rush	72	713	89.9%

CUMULATIVE RUSH HOUR THRU FEBRUARY

Range	TOTAL			PERCENTAGE		
	am	pm	Total	am	pm	Total
6-10	17	19	36	4.5%	5.7%	5.0%
11-15	7	9	16	1.9%	2.7%	2.2%
16-20	3	5	8	0.8%	1.5%	1.1%
21-30	2	0	2	0.5%	0.0%	0.3%
31-59	2	6	8	0.5%	1.8%	1.1%
60+	1	1	2	0.3%	0.3%	0.3%
Annulled	0	1	1			
Total Late	32	41	73	8.5%	12.2%	10.2%
On time	346	294	640	91.5%	87.8%	89.8%
Total ran	378	335	713			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS THRU FEBRUARY

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	17	19	77	46	159	7.4%
11-15	7	9	32	23	71	3.3%
16-20	3	5	19	9	36	1.7%
21-30	2	0	20	17	39	1.8%
31-59	2	6	16	6	30	1.4%
60+	1	1	5	6	13	0.6%
Annulled	0	1	9	2	12	
Total	32	40	169	107	348	16.2%
On Time	346	295	914	231	1,798	83.8%
Total ran	378	336	1,092	340	2,146	
%On Time	91.5%	87.8%	83.7%	67.9%	83.8%	

FEBRUARY RUSH HOUR

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	7	7	14	3.5%	4.0%	3.8%
11-15	5	6	11	2.5%	3.4%	2.9%
16-20	3	3	6	1.5%	1.7%	1.6%
21-30	0	0	0	0.0%	0.0%	0.0%
31-59	0	0	0	0.0%	0.0%	0.0%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	15	16	31	7.6%	9.1%	8.3%
On time	183	159	342	92.4%	90.9%	91.7%
Total ran	198	175	373			

Total Late and Total Ran exclude annulled trains