

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

February 2021



FEBRUARY, 2021 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of February was down 84.0% when compared to February of 2020. This year 39,497 passengers traveled on the South Shore Line (SSL) while February of 2020 recorded a total of 246,095 passenger trips. This is the ongoing effect on ridership from the pandemic.

Weekday Travel

Average weekday travel was down 84.1% with an average of 1,658 weekday passengers carried in 2021 compared to 10,437 in 2020. The average peak travel was down 86.5% to an average daily ridership of 1,088 while off-peak was down 76.0% to an average daily ridership of 570.

Weekend

Average weekend ridership was down by 80.9% with an average of 792 passengers carried per weekend day in 2021 compared to 4,150 carried in 2020.

Analysis over last 12 months:

Ridership Over Last 12 Months: March through February							
	2017/18	2018/19	% Change	2019/20	% Change	2020/21	% Change
Total	3,450,508	3,354,721	-2.78%	3,335,920	-0.56%	572,336	-82.84%
Weekday	2,919,292	2,849,387	-2.39%	2,839,424	-0.35%	482,522	-83.01%
Peak	2,107,244	2,076,356	-1.47%	2,078,925	0.12%	316,342	-84.78%
Off Peak	812,048	773,031	-4.80%	760,499	-1.62%	166,180	-78.15%
Weekend	531,216	505,334	-4.87%	496,496	-1.75%	89,814	-81.91%
South Bend	261,474	241,862	-7.50%	240,060	-0.75%	61,374	-74.43%

Revenue

The number of tickets sold in February has decreased 81.0% for February of 2021 compared to 2020. Ticket revenue is down 84.0% for 2021 compared to 2020. Sales from digital sources represents 57.2% of ticket sales and 68.9% of revenue in 2020.

Total Ticket Sales: February						
Method of Sale	Tickets			Revenue		
	2020	2021	% Change	2020	2021	% Change
Ticket Agent	24,002	5,064	-78.9%	754,510	91,966	-87.8%
Vending Machine	65,244	8,164	-87.5%	1,192,390	171,060	-85.7%
Conductor	41,586	11,556	-72.2%	321,027	85,303	-73.4%
Mobile App	73,382	14,086	-80.8%	1,309,571	222,482	-83.0%
Total	204,214	38,870	-81.0%	3,577,497	570,811	-84.0%

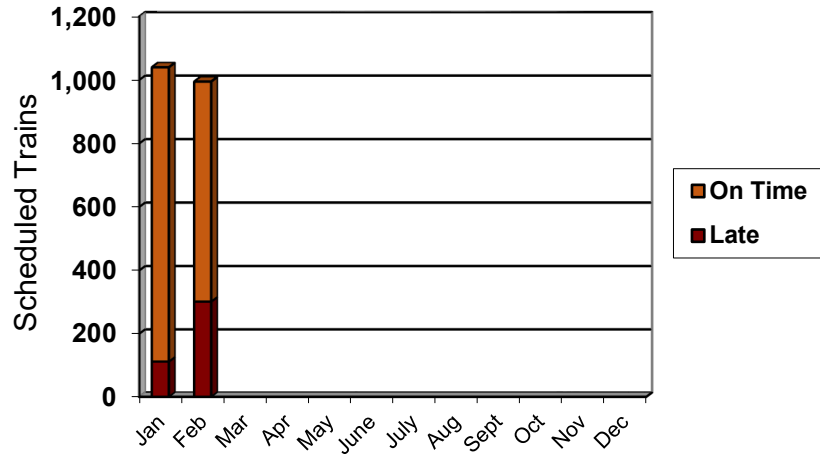
On Time Performance

Rush hour – Overall, 69.4% of A.M. and P.M. rush hour trains were on time in February 2021, compared to 87.9% in February 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). 77.7% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 62.1% of westbound morning rush hour service was on time compared to 91.7% in February 2020; while eastbound rush hour trains reported an on time performance of 77.5% compared to 83.8% in February 2020. A total of 67 out of 177 westbound rush hour trains were delayed in February. Of those 67, 35 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 36 out of 160 trains delayed in February. Of those 36, 10 experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
February				
Range	a.m.	p.m.	Total	Percent
6-10	15	13	28	8.3%
11-15	17	13	30	8.9%
16-20	16	5	21	6.2%
21-30	9	2	11	3.3%
31-59	4	2	6	1.8%
60+	6	1	7	2.1%
Annulled	3	0	3	
On Time	110	124	234	
Total Ran	177	160	337	

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

Overall – The SSL scheduled 1,020 trains in February and experienced 302 delays in excess of 5 minutes (ranging from 6-155 minutes) with a median delay of 14 minutes. February of 2021 experienced 25 annulled trains. In February 2020 the South Shore Line scheduled 1,040 trains with 179 delays in excess of 5 minutes (ranging from 6-72 minutes) with a median delay of 11 minutes. February of 2020 experienced no annulled trains.



Cumulative On Time Comparison		
Thru Feb.	2020	2021
Weekday	88.9%	79.9%
Peak	90.9%	77.3%
Off-peak	87.5%	81.6%
Weekend	64.8%	78.7%
Overall	84.9%	79.7%

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.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/19	121	68	Police related activity.	2/14	701	Anulled	Weather cancelation
2/4	119	134	Ice on catenary wires.		703	Anulled	Weather cancelation
2/5	106	67	Equipment issues	2/15	19	92	Vehicle stuck on track
2/6	502	82	Equipment issues		401	Anulled	Weather cancelation
	504	60	Delayed by prior train.		422	Anulled	Weather cancelation
2/7	511	115	Catenary issues.	2/16	401	Anulled	Weather cancelation
	600	65	Weather delay.		422	Anulled	Weather cancelation
	701	Anulled	Weather cancelation	2/17	116	60	Vehicle stuck on track
	703	Anulled	Weather cancelation		401	Anulled	Weather cancelation
2/8	14	85	Equipment issues	2/25	6	61	Equipment issues
	107	74	Equipment issues		14	155	Delayed by prior train.
	114	79	Equipment issues		106	Anulled	Equipment issues
	401	Anulled	Weather cancelation		108	91	Delayed by prior train.
	422	Anulled	Weather cancelation		110	Anulled	Equipment issues
2/9	102	Anulled	Equipment issues		112	117	Delayed by prior train.
	203	Anulled	Equipment issues		114	90	Delayed by prior train.
	401	Anulled	Weather cancelation		207	Anulled	Anulled due to prior train.
	422	Anulled	Weather cancelation				

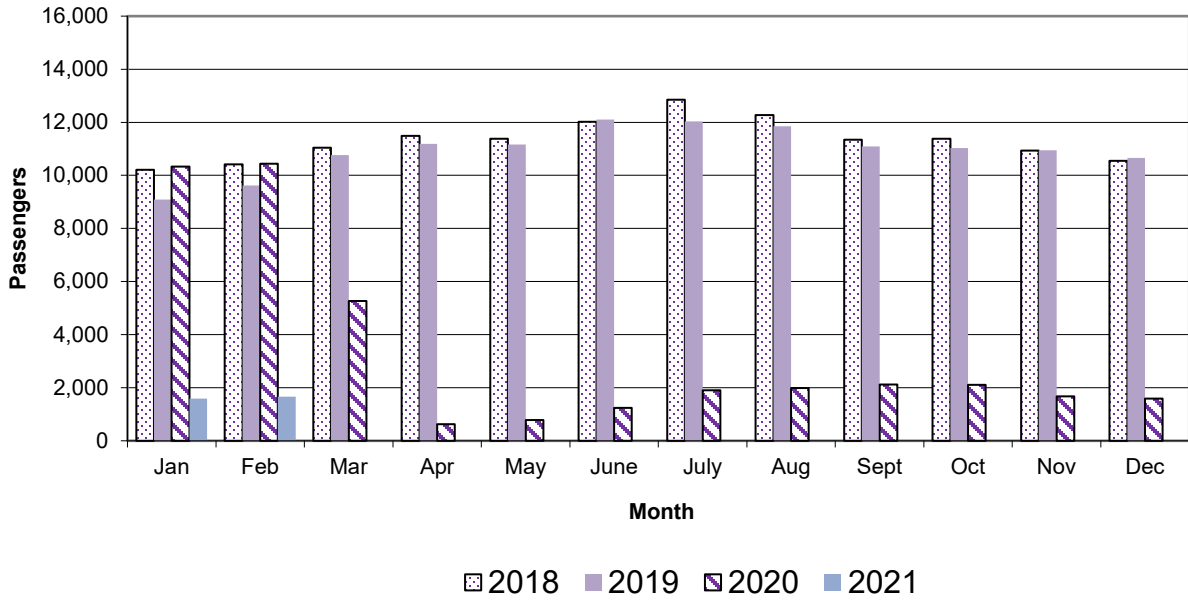
Ridership Report

	2019	Work Days	2020	Work Days	2021	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
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			
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			
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				
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				
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				
April	2,839		252				
May	2,881		320				
June	3,473		816				

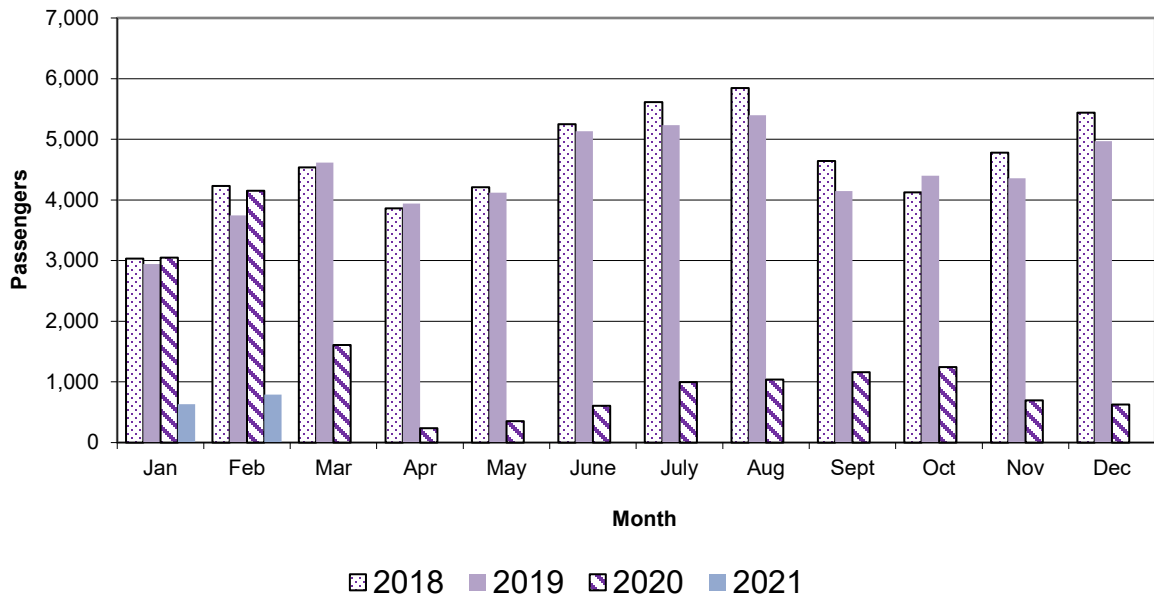
Ridership Report

	2019	Work Days	2020	Work Days	2021	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
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				
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				
April	20,180		1,903				
May	19,127		2,929				
June	20,088		3,854				

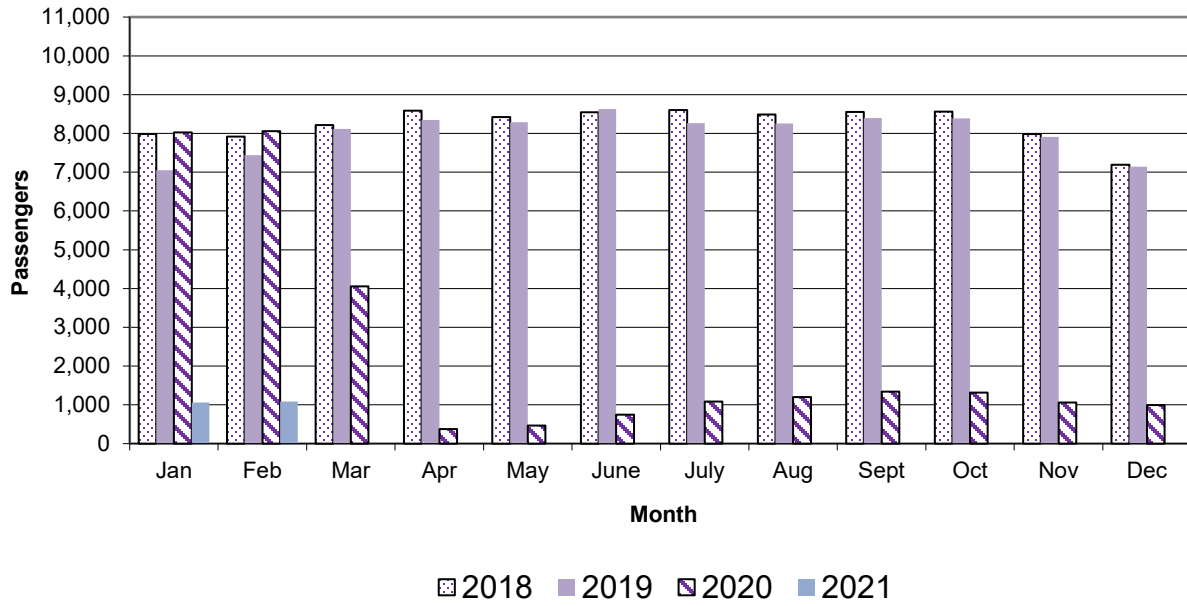
SOUTH SHORE WEEKDAY RIDERSHIP 2018-2021



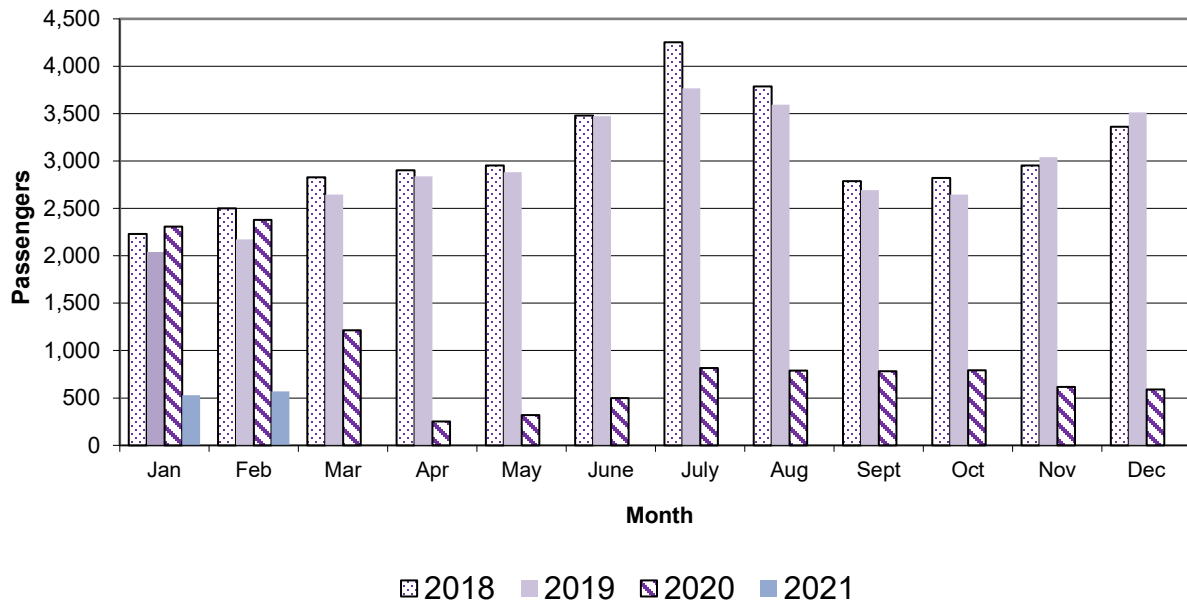
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2018-2021



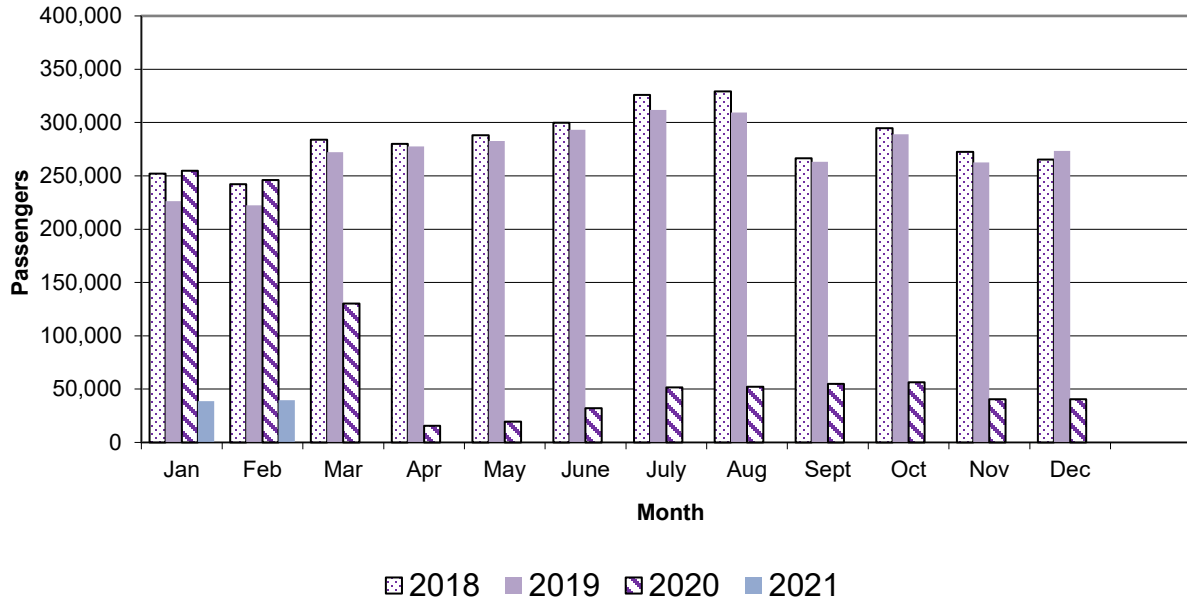
SOUTH SHORE PEAK RIDERSHIP 2018-2021



SOUTH SHORE OFF-PEAK RIDERSHIP 2018-2021



SOUTH SHORE MONTHLY RIDERSHIP 2018-2021



Percent on Time: February 2021

Peak		
Train	Days Late	% on Time
102	5	73.7%
104	3	85.0%
6	20	0.0%
106	5	73.7%
108	6	70.0%
110	7	63.2%
112	7	65.0%
114	8	60.0%
214	6	70.0%
11	7	65.0%
111	0	100.0%
113	5	75.0%
115	2	90.0%
17	6	70.0%
117	9	55.0%
217	3	85.0%
119	4	80.0%
Total	103	69.4%
Westbound	67	62.1%
Eastbound	36	77.5%

Off-Peak		
Train	Days Late	% on Time
14	4	80.0%
216	3	85.0%
116	9	55.0%
218	6	70.0%
18	9	55.0%
118	10	50.0%
220	4	80.0%
20	11	45.0%
222	3	85.0%
420	0	100.0%
22	8	60.0%
424	2	87.5%
401	2	86.7%
203	3	84.2%
403	0	100.0%
205	1	95.0%
207	7	63.2%
7	15	25.0%
107	6	70.0%
9	6	70.0%
109	8	60.0%
209	3	85.0%
19	9	55.0%
121	2	90.0%
123	7	65.0%
101	8	60.0%
Total	146	71.1%
Westbound	69	70.3%
Eastbound	77	71.8%

Weekend/Holiday		
Train	Days Late	% on Time
600	4	50.0%
502	3	62.5%
504	2	75.0%
606	5	37.5%
506	5	37.5%
608	3	62.5%
508	4	50.0%
610	2	75.0%
510	4	50.0%
710	Deadhead move	
503	3	62.5%
603	0	100.0%
605	3	62.5%
505	2	75.0%
507	4	50.0%
509	3	62.5%
511	3	62.5%
613	0	100.0%
601	3	62.5%
701	0	100.0%
703	0	100.0%
Total	53	66.0%
Westbound	32	55.6%
Eastbound	21	75.0%

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

Reason for Delay: February

Reasons (weekday)		
AMT	1	0.4%
CAR	35	14.1%
CAT	0	0.0%
DBS	0	0.0%
DMW	0	0.0%
DSR	1	0.4%
DSS	5	2.0%
FRR	0	0.0%
FTI	7	2.8%
HLD	1	0.4%
LMU	15	6.0%
MET	66	26.5%
OET	1	0.4%
OPR	39	15.7%
OTH	6	2.4%
PAS	3	1.2%
POL	3	1.2%
PTC	0	0.0%
PTI	35	14.1%
SUB	0	0.0%
SVS	9	3.6%
TOD	0	0.0%
TRK	0	0.0%
TRS	6	2.4%
UTL	0	0.0%
VAN	0	0.0%
WTR	16	6.4%
TOTAL	249	100.0%

Reasons (weekend)		
AMT	0	0.0%
CAR	8	15.1%
CAT	1	1.9%
DBS	0	0.0%
DMW	0	0.0%
DSR	1	1.9%
DSS	0	0.0%
FRR	1	1.9%
FTI	1	1.9%
HLD	0	0.0%
LMU	3	5.7%
MET	9	17.0%
OET	0	0.0%
OPR	6	11.3%
OTH	0	0.0%
PAS	0	0.0%
POL	2	3.8%
PTC	0	0.0%
PTI	8	15.1%
SUB	0	0.0%
SVS	2	3.8%
TOD	0	0.0%
TRK	1	1.9%
TRS	1	1.9%
UTL	0	0%
VAN	0	0%
WTR	9	17%
TOTAL	53	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 February 2021

Peak		
Train	Days Late	% on Time
102	8	79.5%
104	4	90.0%
6	38	5.0%
106	8	79.5%
108	11	72.5%
110	8	79.5%
112	7	82.5%
114	10	75.0%
214	7	82.5%
11	14	65.0%
111	0	100.0%
113	6	85.0%
115	2	95.0%
17	10	75.0%
117	13	67.5%
217	4	90.0%
119	4	90.0%
Total	154	77.3%
Westbound	101	71.7%
Eastbound	53	83.4%

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

Off-Peak		
Train	Days Late	% on Time
14	4	90.0%
216	4	90.0%
116	9	77.5%
216	6	85.0%
18	12	70.0%
118	13	67.5%
218	5	87.5%
20	18	55.0%
220	4	90.0%
420	0	100.0%
22	12	70.0%
422	2	94.4%
401	2	94.3%
203	5	87.2%
403	0	100.0%
205	1	97.5%
207	11	71.8%
7	17	57.5%
107	7	82.5%
9	7	82.5%
109	9	77.5%
209	5	87.5%
19	10	75.0%
121	5	87.5%
123	10	75.0%
101	11	72.5%
Total	189	81.6%
Westbound	89	81.1%
Eastbound	100	81.9%

Weekend/Holiday		
Train	Days Late	% on Time
600	4	85.7%
502	3	89.3%
504	2	92.9%
606	6	78.6%
506	7	75.0%
608	4	85.7%
508	5	82.1%
610	2	92.9%
510	6	78.6%
710	Deadhead move	
503	6	78.6%
603	0	100.0%
605	5	82.1%
505	4	85.7%
507	5	82.1%
509	3	89.3%
511	4	85.7%
613	1	96.4%
601	4	85.7%
701	0	100.0%
703	0	100.0%
Total	71	87.2%
Westbound	39	84.5%
Eastbound	32	89.5%

Cumulative Reasons for Delay Thru February 2021

Reasons (weekday)		
AMT	2	0.6%
CAR	41	12.0%
CAT	0	0.0%
DBS	0	0.0%
DMW	1	0.3%
DSR	1	0.3%
DSS	9	2.6%
FRR	3	0.9%
FTI	12	3.5%
HLD	1	0.3%
LMU	17	5.0%
MET	81	23.6%
OET	1	0.3%
OPR	69	20.1%
OTH	10	2.9%
PAS	4	1.2%
POL	7	2.0%
PTC	0	0.0%
PTI	41	12.0%
SUB	0	0.0%
SVS	10	2.9%
TOD	0	0.0%
TRK	6	1.7%
TRS	6	1.7%
UTL	0	0.0%
VAN	0	0.0%
WTR	21	6.1%
TOTAL	343	100.0%

Reasons (weekend)		
AMT	0	0.0%
CAR	8	11.3%
CAT	1	1.4%
DBS	0	0.0%
DMW	0	0.0%
DSR	1	1.4%
DSS	0	0.0%
FRR	2	2.8%
FTI	2	2.8%
HLD	0	0.0%
LMU	3	4.2%
MET	11	15.5%
OET	0	0.0%
OPR	11	15.5%
OTH	1	1.4%
PAS	0	0.0%
POL	2	2.8%
PTC	0	0.0%
PTI	8	11.3%
SUB	1	1.4%
SVS	2	2.8%
TOD	0	0.0%
TRK	1	1.4%
TRS	1	1.4%
UTL	0	0%
VAN	0	0%
WTR	16	23%
TOTAL	71	100%

AMT-Amtrak delay
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 CAT-Catenary Delays
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 DDS-Debris strike
 DMW-Maintenance of Way work
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 TRK-Track/wayside malfunction
 UTL-Utility power outage
 WTR-Weather

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Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	8	39	79.5%
6:31	104	4	40	90.0%
6:55	6	38	40	5.0%
7:13	106	8	39	79.5%
7:35	108	11	40	72.5%
7:51	110	8	39	79.5%
8:08	112	7	40	82.5%
8:31	114	10	40	75.0%
8:52	214	7	40	82.5%
10:28	14	4	40	90.0%
Depart				
3:57	11	14	40	65.0%
4:02p	111	0	40	100.0%
4:28	113	6	40	85.0%
4:57	115	2	40	95.0%
5:10	117	13	40	67.5%
5:28	17	10	40	75.0%
5:32	217	4	40	90.0%
5:58	119	4	40	90.0%
7:15	19	10	40	75.0%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	101	357	71.7%
EB Rush	53	320	83.4%
Total Rush	154	677	77.3%

Cumulative Rush Hour Thru February

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	34	21	55	9.5%	6.6%	8.12%
11-15	25	19	44	7.0%	5.9%	6.50%
16-20	18	8	26	5.0%	2.5%	3.84%
21-30	13	2	15	3.6%	0.6%	2.22%
31-59	5	2	7	1.4%	0.6%	1.03%
60+	6	1	7	1.7%	0.3%	1.03%
Annulled	3	0	3			
Total Late	101	53	154	28.3%	16.6%	22.75%
On time	256	267	523	71.7%	83.4%	77.25%
Total ran	357	320	677			

February Rush Hour

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	15	13	28	8.5%	8.1%	8.3%
11-15	17	13	30	9.6%	8.1%	8.9%
16-20	16	5	21	9.0%	3.1%	6.2%
21-30	9	2	11	5.1%	1.3%	3.3%
31-59	4	2	6	2.3%	1.3%	1.8%
60+	6	1	7	3.4%	0.6%	2.1%
Annulled	3	0	3			
Total Late	67	36	103	37.9%	22.5%	30.6%
On time	110	124	234	62.1%	77.5%	69.4%
Total ran	177	160	337			

Grand Total All Trains Thru February

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	34	21	72	25	152	7.5%
11-15	25	19	45	19	108	5.3%
16-20	18	8	13	7	46	2.3%
21-30	13	2	26	10	51	2.5%
31-59	5	2	27	6	40	2.0%
60+	6	1	6	4	17	0.8%
Annulled	3	0	15	7	25	
Total	101	53	189	71	414	20.3%
On Time	256	267	836	262	1,621	79.7%
Total ran	357	320	1,025	333	2,035	
%On Time	71.7%	83.4%	81.6%	78.7%	79.7%	