

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

**January 2019
Monthly Performance Report**



NICTD

January, 2019 MONTHLY PERFORMANCE REPORT

Ridership

January ridership was down 1.9% compared to last year when taking into account a two day service disruption. The service disruption causing service to stop for two days in January and two and a half days in February. This was due to an ice storm that contributed to Metra's overhead catenary wires coming down. January ridership would be down 10.2% without accounting for the missed service days. In January 2019 a total of 251,990 passengers were carried compared to 251,990 in 2018. The two missed service days accounted for 21,179 passengers carried in 2018.

Weekday Travel

Average weekday travel declined by 1.8% (11% if you include the service disruption due to the ice storm) with an average of 9,994 weekday passengers carried in 2019 compared to 10,175 in 2018. The average peak travel declined 2.0% to an average daily ridership of 7,758 while off-peak declined 0.8% to an average daily ridership of 2,943.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2018	2019		2018	2019
5:48 a	37.4%	33.8%	3:57 p	75.8%	63.9%
6:31 a	83.4	81.0	4:02 p	70.4	68.0
6:55 a	66.4	67.9	4:28 p	85.2	81.8
7:13 a	62.5	62.2	4:57 p	98.5	91.4
7:35 a	77.1	84.6	5:10 p	85.2	83.0
7:51 a	76.5	71.3	5:28 p	79.5	89.1
8:08 a	92.8	83.1	5:32 p	63.1	69.4
8:31 a	87.5	85.8	5:58 p	76.8	70.8
8:52 a	83.5	71.9	7:10 p*	54.4	45.6
10:28 a*	56.8	51.5			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

Weekend

Average weekend ridership decreased 3.0% when compared to January 2018. There were no weekend days in January affected by the service disruption. January 2019 averaged 2,943 passengers per day on weekends compared to 3,035 in 2018.

Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: FEBRUARY THRU JANUARY							
	2015/16	2016/17	% Change	2017/18	% Change	2018/19	% Change
Total	3,611,531	3,492,354	-3.30%	3,464,673	-0.79%	3,374,591	-2.60%
Weekday	3,077,272	2,981,635	-3.11%	2,928,746	-1.77%	2,865,344	-2.16%
Peak	2,230,358	2,162,206	-3.06%	2,113,199	-2.27%	2,085,802	-1.30%
Off Peak	846,914	819,429	-3.25%	815,547	-0.47%	779,542	-4.41%
Weekend	534,259	510,719	-4.41%	535,927	4.94%	509,247	-4.98%
South Bend	248,852	243,611	-2.11%	261,195	7.22%	245,759	-5.91%

Revenue

The number of tickets sold and revenue for January of 2019 has increased 7.4% compared to 2018. Revenue from digital sources represents 66.8% of ticket sales and 64% of revenue in 2019.

Total Ticket Sales: Through January						
Method of Sale	Tickets			Revenue		
	2018	2019	% Change	2018	2019	% Change
Ticket Agent	16,312	12,955	-20.6%	458,391	408,453	-10.9%
Vending Machine	33,155	34,923	5.3%	629,266	658,965	4.7%
Conductor	23,477	22,808	-2.8%	177,114	179,628	1.4%
Mobile App	19,617	28,737	46.5%	385,207	524,892	36.3%
Total	92,561	99,423	7.4%	1,649,977	1,771,938	7.4%

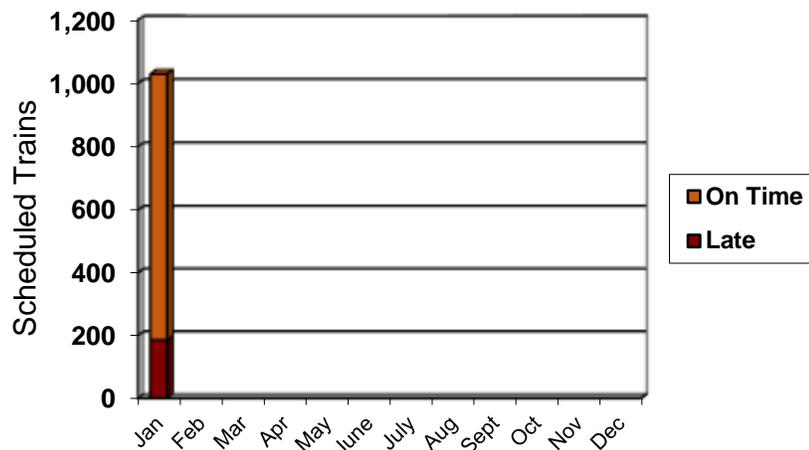
On Time Performance

Rush hour – Overall, 89.1% of A.M. and P.M. rush hour trains were on time in January; compared to 89.0% in January 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). 92.1% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 92.2% of westbound morning rush hour service was on time compared to 91.4% in January 2018; while eastbound rush hour trains reported an on time performance of 85.6% compared to 86.3% in January 2018. A total of 14 out of 180 westbound rush hour trains were delayed in January. Of those 14, 11 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 23 out of 160 trains delayed in January. Of those 23, 7 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)				
January, 2019				
Range	a.m.	p.m.	Total	Percent
6-10	1	9	10	2.9%
11-15	2	7	9	2.6%
16-20	4	3	7	2.1%
21-30	5	4	9	2.6%
31-59	2	0	2	0.6%
60+	0	0	0	0.0%
Annulled	18	16	34	10.0%
On Time	166	137	303	
Total Ran	180	160	340	

Overall – The SSL scheduled 1,126 trains in January and experienced 186 delays in excess of 5 minutes (ranging from 6-190 minutes) with a median delay of 12 minutes. January of 2019 experienced 96 annulled trains. In January 2018 the South Shore Line scheduled 1,126 trains with 182 delays in excess of 5 minutes (ranging from 6-131 minutes) with a median delay of 12 minutes. January of 2018 had 12 annulled trains.



Cumulative On Time Comparison		
Thru January	2018	2019
Weekday	86.2%	85.8%
Peak	89.0%	89.1%
Off-peak	84.3%	83.6%
Weekend	71.7%	63.7%
Overall	72.2%	81.9%

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.

As always weather is the primary factor for delays in the winter months.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/1	507	87	Catenary Wire Damage	1/26	701	Anulled	Weather
1/6	505	190	Train caught in Catenary	1/27	503	75	Equipment issues
	507	124	Train caught in Catenary	1/28	207	71	Metra switch issues
	508	75	Train caught in Catenary	1/29	401	Anulled	Weather
	608	120	Train caught in Catenary		403	Anulled	Weather
1/21	401	Anulled	Weather		422	Anulled	Weather
	424	Anulled	Weather		424	Anulled	Weather
1/22	401	Anulled	Weather	1/30	All Trains	Anulled	Weather
1/25	401	Anulled	Weather	1/31	All Trains	Anulled	Weather
	424	Anulled	Weather				
	205	Anulled	Weather				

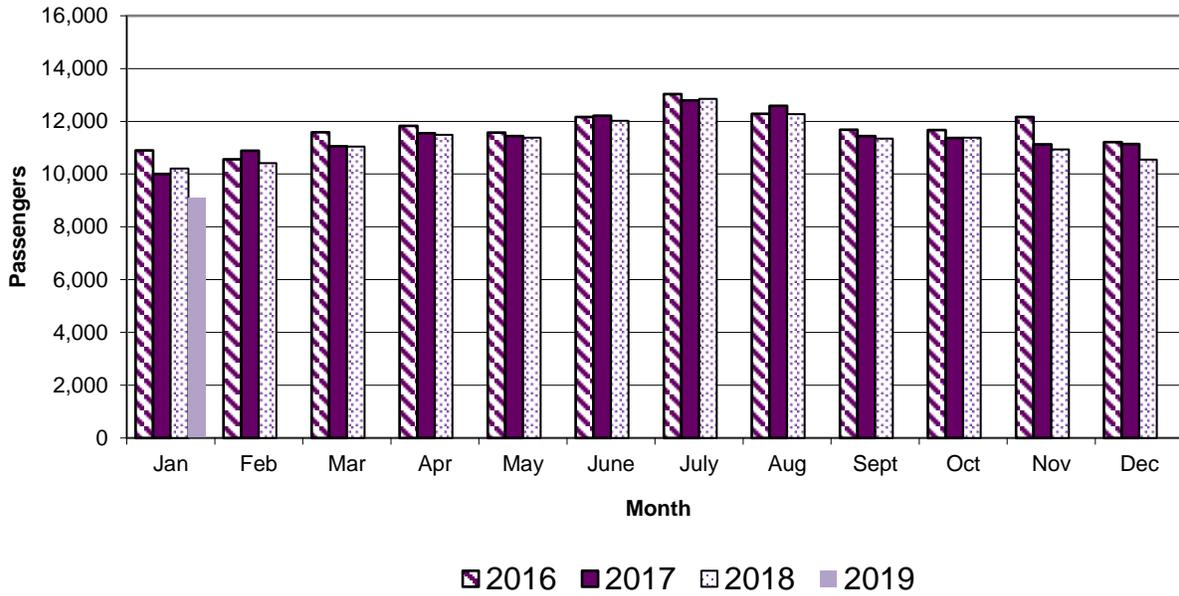
RIDERSHIP REPORT: JANUARY, 2018

	2017	Work	2018	Work	2019	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	18/19
MONTHLY RIDERSHIP							
January	243,280	21	251,990	22	226,385	22	-10.2%
February	256,285	20	242,120	20			-100.0%
March	286,216	23	283,789	22			-100.0%
April	278,878	20	279,888	21			-100.0%
May	291,326	22	288,137	22			-100.0%
June	315,133	22	299,731	21			-100.0%
CUMULATIVE COMPARISON							
January	243,280	21	251,990	22	226,385	22	-10.2%
February	499,565	41	494,110	42			
March	785,781	64	777,899	64			
April	1,064,659	84	1,057,787	85			
May	1,355,985	106	1,345,924	107			
June	1,671,118	128	1,645,655	128			
AVERAGE WEEKDAY RIDERSHIP							
January	10,141		10,213		9,086		-11.0%
February	10,885		10,413				
March	11,058		11,403				
April	11,553		11,490				
May	11,439		11,375				
June	12,208		11,989				
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
January	7,874		7,982		7,052		-11.7%
February	8,211		7,914				
March	8,350		8,214				
April	8,520		8,588				
May	8,387		8,422				
June	8,466		8,542				
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
January	2,097		2,231		2,034		-8.8%
February	2,674		2,499				
March	2,708		2,829				
April	3,033		2,902				
May	3,053		2,953				
June	3,743		3,481				

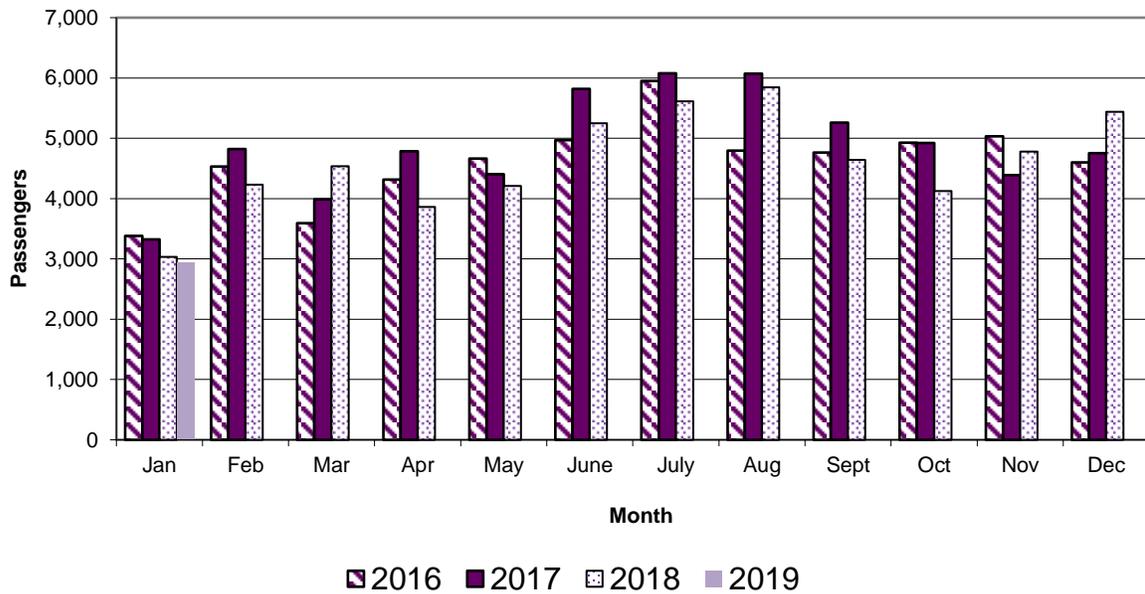
RIDERSHIP REPORT: JANUARY, 2018

	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				
March	3,986		4,538				
April	4,783		4,288				
May	4,406		4,210				
June	5,819		5,249				
MONTHLY SOUTH BEND RIDERSHIP							
January	14,626		15,027		14,125		-6.0%
February	16,499		16,778				
March	18,235		21,230				
April	23,040		20,509				
May	20,085		19,452				
June	22,143		20,965				

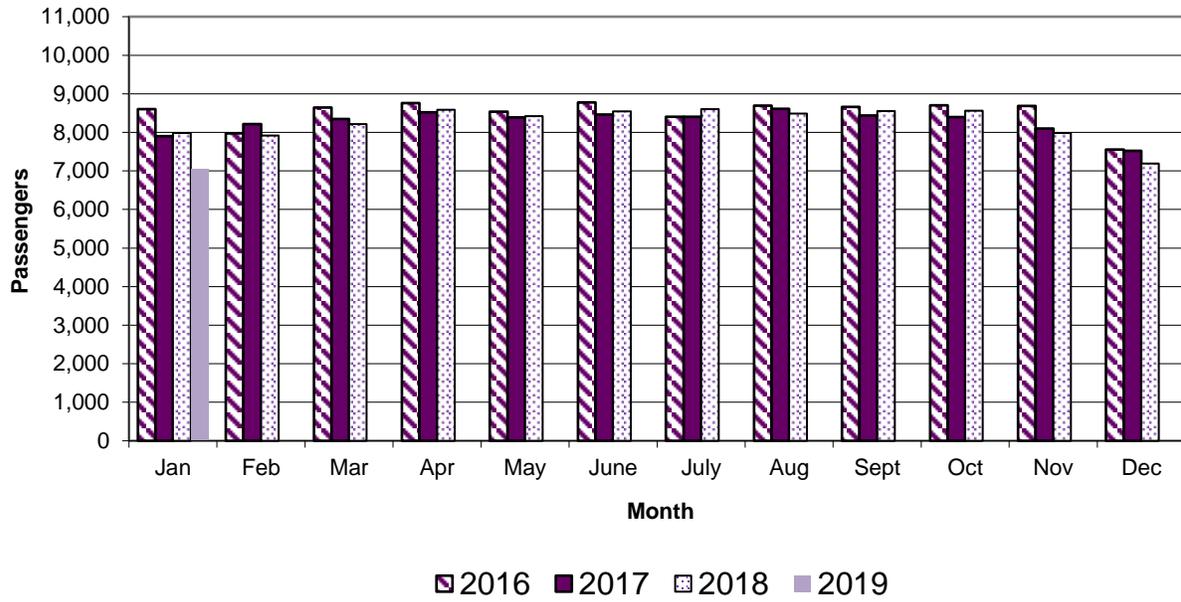
SOUTH SHORE WEEKDAY RIDERSHIP 2016-2019



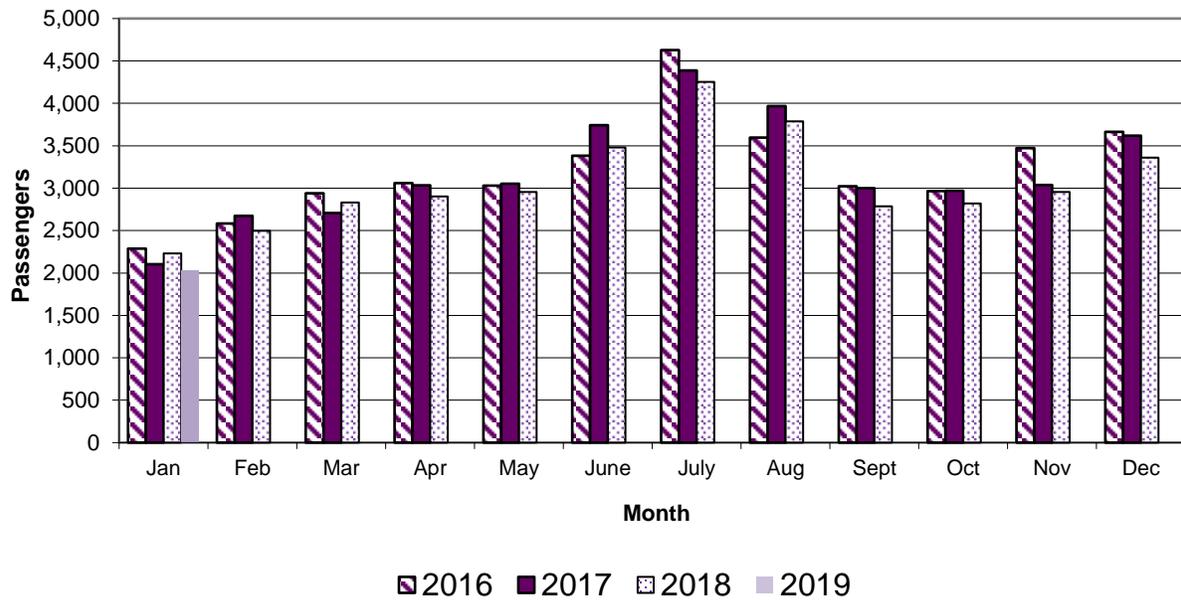
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2016-2019



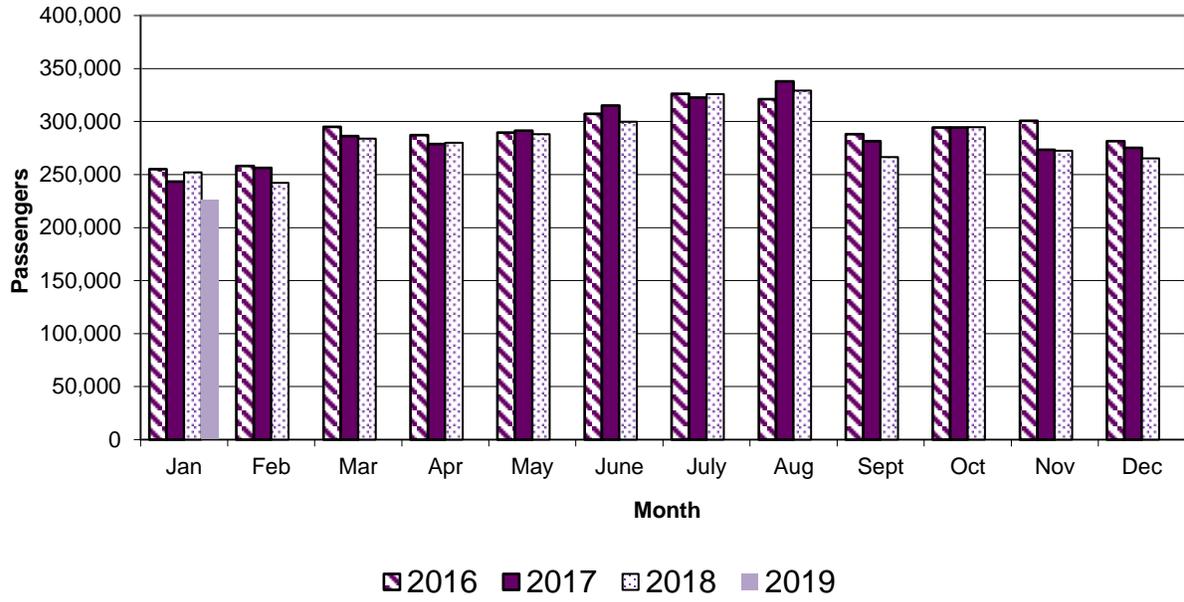
SOUTH SHORE PEAK RIDERSHIP 2016-2019



SOUTH SHORE OFF-PEAK RIDERSHIP 2016-2019



SOUTH SHORE MONTHLY RIDERSHIP 2016-2019



PERCENT ON TIME: JANUARY, 2018

PEAK

Train	Days Late	% on Time
102	1	95.0%
104	0	100.0%
6	2	90.0%
106	0	100.0%
108	0	100.0%
110	1	95.0%
112	1	95.0%
114	5	75.0%
214	4	80.0%
11	4	80.0%
111	1	95.0%
113	0	100.0%
115	2	90.0%
17	1	95.0%
117	9	55.0%
217	4	80.0%
119	2	90.0%
Total	37	89.1%
Westbound	14	92.2%
Eastbound	23	85.6%

OFF-PEAK

Train	Days Late	% on Time
14	0	100.0%
216	0	100.0%
116	4	80.0%
218	0	100.0%
18	9	55.0%
118	1	95.0%
220	5	75.0%
20	7	65.0%
222	3	85.0%
420	0	100.0%
22	7	65.0%
424	0	100.0%
401	0	100.0%
203	2	90.0%
403	2	89.5%
205	1	94.7%
207	2	90.0%
7	4	80.0%
107	16	20.0%
9	4	80.0%
109	6	70.0%
209	1	95.0%
19	2	90.0%
121	3	85.0%
123	1	95.0%
101	4	81.0%
Total	84	83.6%
Westbound	36	84.7%
Eastbound	63	80.4%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	1	88.9%
502	2	77.8%
504	5	44.4%
606	4	55.6%
506	3	66.7%
608	6	33.3%
508	6	33.3%
610	4	55.6%
510	6	33.3%
710	Deadhead move	
503	3	66.7%
603	1	88.9%
605	2	77.8%
505	3	66.7%
507	6	33.3%
509	5	44.4%
511	3	66.7%
613	1	88.9%
601	2	77.8%
701	0	100.0%
703	2	77.8%
Total	65	63.7%
Westbound	37	54.3%
Eastbound	28	71.4%

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

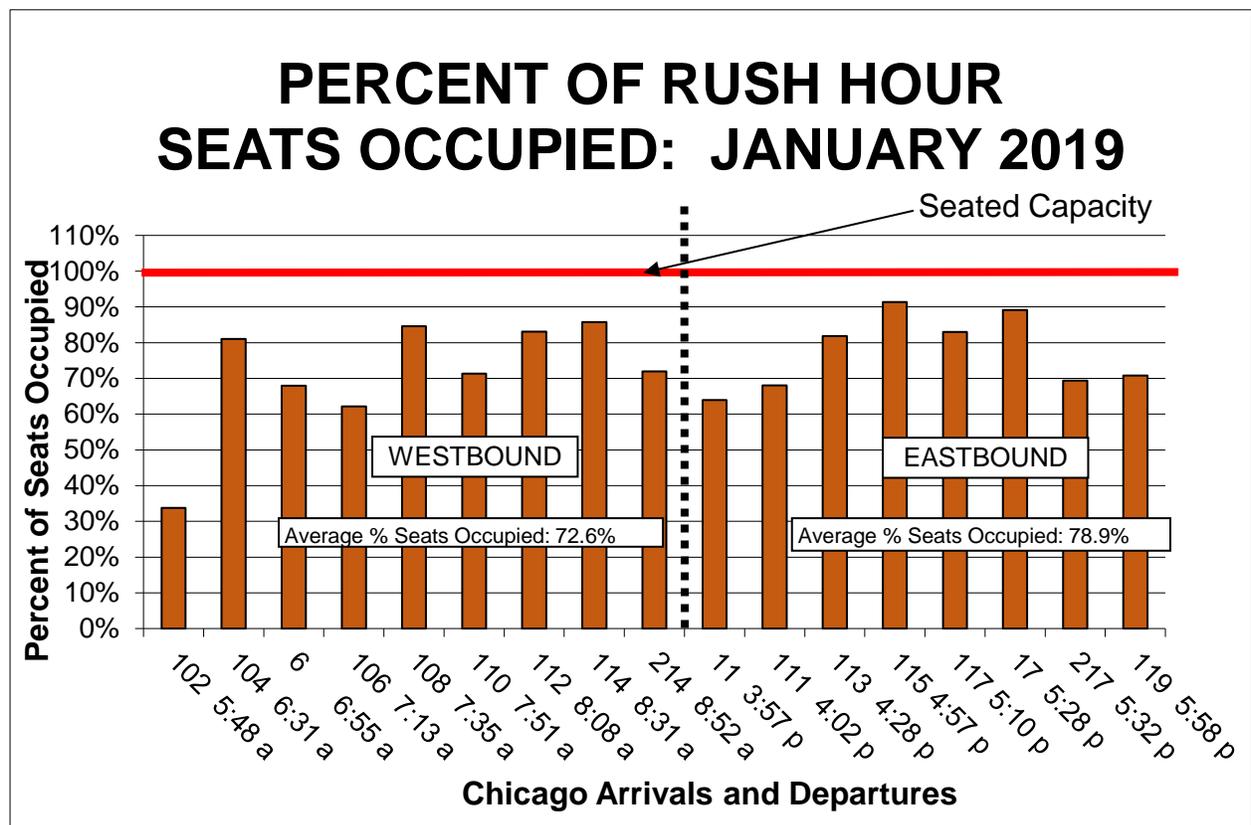
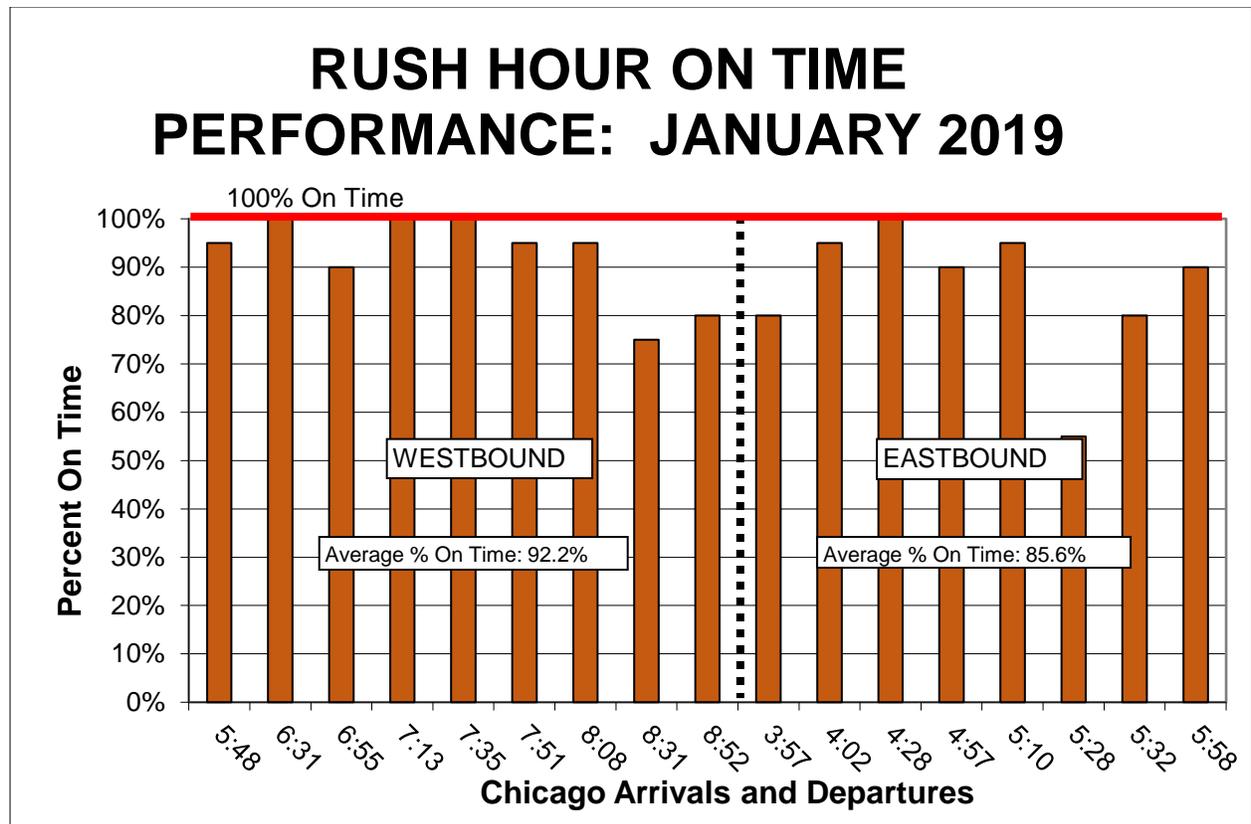
REASON FOR DELAY: JANUARY

REASONS (weekday)		
AMT	2	1.7%
CAR	11	9.1%
CAT	0	0.0%
DBS	1	0.8%
DMW	2	1.7%
DSR	2	1.7%
DSS	2	1.7%
FRR	2	1.7%
FTI	2	1.7%
HLD	3	2.5%
LMU	1	0.8%
MET	32	26.4%
OET	11	9.1%
OPR	0	0.0%
OTH	6	5.0%
PAS	3	2.5%
POL	0	0.0%
PTI	12	9.9%
SUB	0	0.0%
SVS	6	5.0%
TOD	1	0.8%
TRK	4	3.3%
TRS	5	4.1%
UTL	0	0.0%
VAN	0	0.0%
WTR	13	10.7%
TOTAL	121	100.0%

REASONS (weekend)		
AMT	15	23.1%
CAR		0.0%
CAT	6	9.2%
DBS		0.0%
DMW		0.0%
DSR	1	1.5%
DSS		0.0%
FRR		0.0%
FTI	2	3.1%
HLD	1	1.5%
LMU	2	3.1%
MET	8	12.3%
OET		0.0%
OPR	1	1.5%
OTH	2	3.1%
PAS	3	4.6%
POL		0.0%
PTI	5	7.7%
SUB		0.0%
SVS	8	12.3%
TOD	1	1.5%
TRK	6	9.2%
TRS	1	1.5%
UTL		0.0%
VAN		0.0%
WTR	3	4.6%
TOTAL	65	100.0%

- 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.



RUSH HOUR* TRAIN DELAYS - JANUARY 2019 (minutes late)

Train	Arrive	Wed 2	Thurs 3	Fri 4	Mon 7	Tues 8	Wed 9	Thurs 10	Fri 11	Mon 14	Tues 15	Wed 16	Thurs 17	Fri 18	Mon 21	Tues 22	Wed 23	Thurs 24	Fri 25	Mon 28	Tues 29	Wed 30	Thurs 31	Days Late	Days Ran	
102	5:48a														16							A	A	1	20	
104	6:31																					A	A	0	20	
6	6:55											11									8		A	A	2	20
106	7:13																					A	A	0	20	
108	7:35																					A	A	0	20	
110	7:51									16												A	A	1	20	
112	8:08														24							A	A	1	20	
114	8:31		24	25											23						36	44	A	A	5	20
214	8:52														11					16	16	24	A	A	4	20
14	10:28																					A	A	0	20	
Train	Depart																									
11	3:57														19	12				15	16		A	A	4	20
111	4:02													6									A	A	1	20
113	4:28																						A	A	0	20
115	4:57															15					12		A	A	2	20
117	5:10		8			6		17						10	25	12		9	13	29			A	A	9	20
17	5:28																				29		A	A	1	20
217	5:32				7										8	8					23		A	A	4	20
119	5:58										6										15		A	A	2	20
19	7:10												10								10		A	A	2	20
High temp		31	37	49	54	46	19	27	27	28	28	33	32	32	8	33	41	26	11	34	15	-6	0			
Low temp		28	23	26	34	32	25	20	25	7	20	20	24	25	-12	6	25	11	-2	8	-6	-12R	-20R			

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

Previous record set in 1936: -11 -12

Temperatures from South Bend

On time

A = Annulled

R = Record Temperature Set

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%															
EB Rush	23	160	85.6%															
Total Rush	37	340	89.1%															

	July	August	September	October	November	December
WB Rush						
EB Rush						
Total Rush						

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	1	20	95.0%
6:31	104	0	20	100.0%
6:55	6	2	20	90.0%
7:13	106	0	20	100.0%
7:35	108	0	20	100.0%
7:51	110	1	20	95.0%
8:08	112	1	20	95.0%
8:31	114	5	20	75.0%
8:52	214	4	20	80.0%
10:28	14	0	20	100.0%
Depart				
3:57	11	4	20	80.0%
4:02p	111	1	20	95.0%
4:28	113	0	20	100.0%
4:57	115	2	20	90.0%
5:10	117	9	20	55.0%
5:28	17	1	20	95.0%
5:32	217	4	20	80.0%
5:58	119	2	20	90.0%
7:15	19	2	20	90.0%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	14	180	92.2%
EB Rush	23	160	85.6%
Total Rush	37	340	89.1%

CUMULATIVE RUSH HOUR THRU JANUARY

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	1	9	10	0.6%	5.6%	2.94%
11-15	2	7	9	1.1%	4.4%	2.65%
16-20	4	3	7	2.2%	1.9%	2.06%
21-30	5	4	9	2.8%	2.5%	2.65%
31-59	2	0	2	1.1%	0.0%	0.59%
60+	0	0	0	0.0%	0.0%	0.00%
Annulled	18	16	34			
Total Late	14	23	37	7.8%	14.4%	10.88%
On time	166	137	303	92.2%	85.6%	89.12%
Total ran	180	160	340			

JANUARY RUSH HOUR

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	1	9	10	0.6%	5.6%	2.9%
11-15	2	7	9	1.1%	4.4%	2.6%
16-20	4	3	7	2.2%	1.9%	2.1%
21-30	5	4	9	2.8%	2.5%	2.6%
31-59	2	0	2	1.1%	0.0%	0.6%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	18	16	34			
Total Late	14	23	37	7.8%	14.4%	10.9%
On time	166	137	303	92.2%	85.6%	89.1%
Total ran	180	160	340			

GRAND TOTAL ALL TRAINS THRU JANUARY 2019

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	1	9	37	25	72	7.0%
11-15	2	7	24	14	47	4.6%
16-20	4	3	9	8	24	2.3%
21-30	5	4	6	6	21	2.0%
31-59	2	0	7	6	15	1.5%
60+	0	0	1	6	7	0.7%
Annulled	18	16	61	1	96	
Total	14	23	84	65	186	18.1%
On Time	166	137	427	114	844	81.9%
Total ran	180	160	511	179	1,030	
%On Time	92.2%	85.6%	83.6%	63.7%	81.9%	