MONTHLY RIDERSHIP AND PERFORMANCE REPORT

January 2020

JANUARY, 2020 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of January increased 12.6% when compared to January of 2019. This year 254,857 passengers traveled on the South Shore Line (SSL) while January of 2019 recorded a total of 226,385 passenger trips. 2019 did experience an ice storm that halted service for two weekdays in January.

Weekday Travel

Average weekday travel increased by 13.8% with an average of 10,336 weekday passengers carried in 2020 compared to 9,086 in 2019. The average peak travel increased 13.8% to an average daily ridership of 8,028 while off-peak increased 13.5% to an average daily ridership of 2,309.

Average Seat Occupancy**					
Westbound			Eastbound		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2019	2020		2019	2020
5:48 a	33.8%	33.9%	3:57 p	63.9%	65.6%
6:31 a	81.0	88.4	4:02 p	68.0	73.9
6:55 a	67.9	80.8	4:28 p	81.8	88.8
7:13 a	62.2	64.1	4:57 p	91.4	96.8
7:35 a	84.6	84.8	5:10 p	83.0	77.4
7:51 a	71.3	81.8	5:28 p	89.1	74.8
8:08 a	83.1	76.8	5:32 p	69.4	66.6
8:31 a	85.8	89.1	5:58 p	70.8	81.2
8:52 a	71.9	75.9	7:10 p*	45.6	48.7
10:28 a*	51.5	44.7			

*Non rush-hour service
**Average for Tuesday thru Thursday ONLY

Weekend

Average weekend ridership increased by 3.7% with an average of 3,051 passengers carried per weekend day in 2020 compared to 2,943 carried in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: February through January						
	2016/17	2017/18	% Change	2018/19	% Change	2019/20	% Change
Total	3,492,354	3,464,673	-0.79%	3,374,591	-2.60%	3,312,075	-1.85%
Weekday	2,981,635	2,928,746	-1.77%	2,865,344	-2.16%	2,822,974	-1.48%
Peak	2,162,206	2,113,199	-2.27%	2,085,802	-1.30%	2,066,615	-0.92%
Off Peak	819,429	815,547	-0.47%	779,542	-4.41%	756,359	-2.97%
Weekend	510,719	535,927	4.94%	509,247	-4.98%	489,101	-3.96%
South Bend	243,611	261,195	7.22%	245,759	-5.91%	237,193	-3.49%

Revenue

The number of tickets sold for the year has increased 2.7% for January of 2020 compared to 2019. Ticket revenue is up 0.9% for 2020 compared to 2019. Sales from digital sources represents 67.9% of ticket sales and 69.9% of revenue in 2020.

Total Ticket Sales: January						
	Tickets			Revenue		
Method of Sale	2019	2020	% Change	2019	2020	% Change
Ticket Agent	12,955	12,001	-7.4%	408,453	377,255	-7.6%
Vending Machine	34,923	32,622	-6.6%	658,965	596,195	-9.5%
Conductor	22,808	20,793	-8.8%	179,628	160,514	-10.6%
Mobile App	28,737	36,691	27.7%	524,892	654,785	24.7%
Total	99,423	102,107	2.7%	1,771,938	1,788,749	0.9%

On Time Performance

Rush hour – Overall, 93.5% of A.M. and P.M. rush hour trains were on time in January 2020; compared to 89.1% in January of 2019. 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). 96.8% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 91.8% of westbound morning rush hour service was on time compared to 92.2% in January 2019; while eastbound rush hour trains reported an on time performance of 95.5% compared to 85.6% in January 2019. A total of 16 out of 196 westbound rush hour trains were delayed in January. Of those 16, eight experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 8 out of 176 trains delayed in January. Of those 8, none experienced delays greater than 15 minutes.[1]

| RANGE OF RUSH HOUR DELAYS (in minutes)				
January				
Range	a.m.	p.m.	Total	Percent
6-10	6	6	12	3.2%
11-15	2	2	4	1.1%
16-20	3	0	3	0.8%
21-30	2	0	2	0.5%
31-59	2	0	2	0.5%
60+	1	0	1	0.3%
Annulled	2	0	2	
On Time	180	168	348	
Total Ran	196	176	372	

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

Overall – The SSL scheduled 1,126 trains in January and experienced 148 delays in excess of 5 minutes (ranging from 6-98 minutes) with a median delay of 10 minutes. January of 2019 experienced six annulled trains. In January 2019 the South Shore Line scheduled 1,126 trains with 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.

Cumulative On Time Comparison		
Thru Dec.	**2019**	**2020**
Weekday	**85.8%**	**91.0%**
Peak	89.1%	93.6%
Off-peak	83.6%	89.3%
Weekend	**63.7%**	**64.6%**
Overall	**81.9%**	**86.8%**

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.
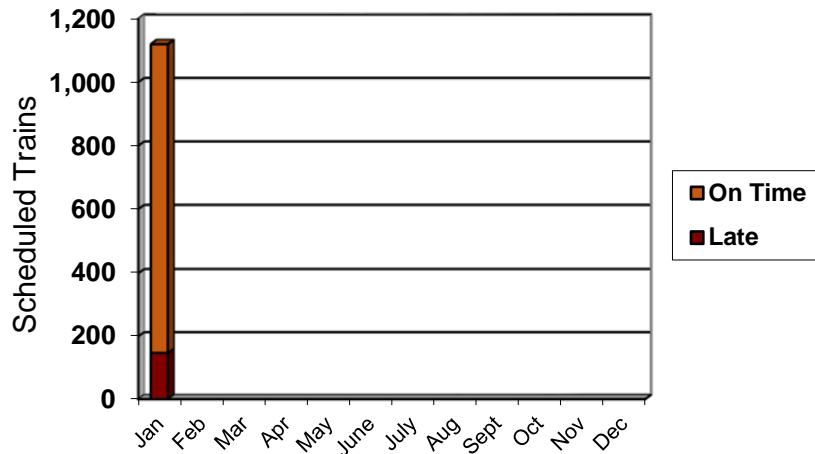
ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/2	102	Anulled	Car caught in wire.				
	203	Anulled	Anulled due to 102 issues				
1/6	104	Anulled	Equipment issues				
	205	Anulled	Anulled due to 104 issues				
1/19	701	Anulled	Weather				
	703	Anulled	Weather				
1/23	214	98	Fire alarm at arrival station				

Ridership Report

	2018 Passengers	Work Days	2019 Passengers	Work Days	2020 Passengers	Work Days	Change 19/20
Monthly Ridership							
January	251,990	22	226,385	22	254,857	22	12.6%
February	242,120	20	222,250	20			-100.0%
March	283,789	22	272,150	21			-100.0%
April	279,888	21	277,549	22			-100.0%
May	288,137	22	282,752	22			-100.0%
June	299,731	21	293,325	20			-100.0%
Cumulative Comparison							
January	251,990	22	226,385	22	254,857	22	12.6%
February	494,110	42	448,635	42			
March	777,899	64	720,785	63			
April	1,057,787	85	998,334	85			
May	1,345,924	107	1,281,086	107			
June	1,645,655	128	1,574,411	127			
Average Weekday Ridership							
January	10,213		9,086		10,336		13.8%
February	10,413		9,615				
March	11,043		10,761				
April	11,490		11,182				
May	11,375		11,167				
June	12,023		12,101				
Average Weekday Peak Period Ridership							
January	7,982		7,052		8,028		13.8%
February	7,914		7,441				
March	8,214		8,116				
April	8,588		8,344				
May	8,422		8,285				
June	8,542		8,627				
Average Weekday Off-Peak Ridership							
January	2,231		2,034		2,309		13.5%
February	2,499		2,174				
March	2,829		2,645				
April	2,902		2,839				
May	2,953		2,881				
June	3,481		3,473				

Ridership Report

	2018	Work	2019	Work	2020	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	19/20
Average Weekend/Holiday Ridership (per day)							
January	3,035		2,943		3,051		3.7%
February	4,233		3,744				
March	4,538		4,617				
April	4,288		3,943				
May	4,210		4,121				
June	5,249		5,132				
Monthly South Bend Ridership							
January	15,027		14,125		15,044		6.5%
February	16,778		12,881				
March	21,230		20,397				
April	20,509		20,180				
May	19,452		19,127				
June	20,965		20,088				

SOUTH SHORE WEEKDAY RIDERSHIP 2017-2020
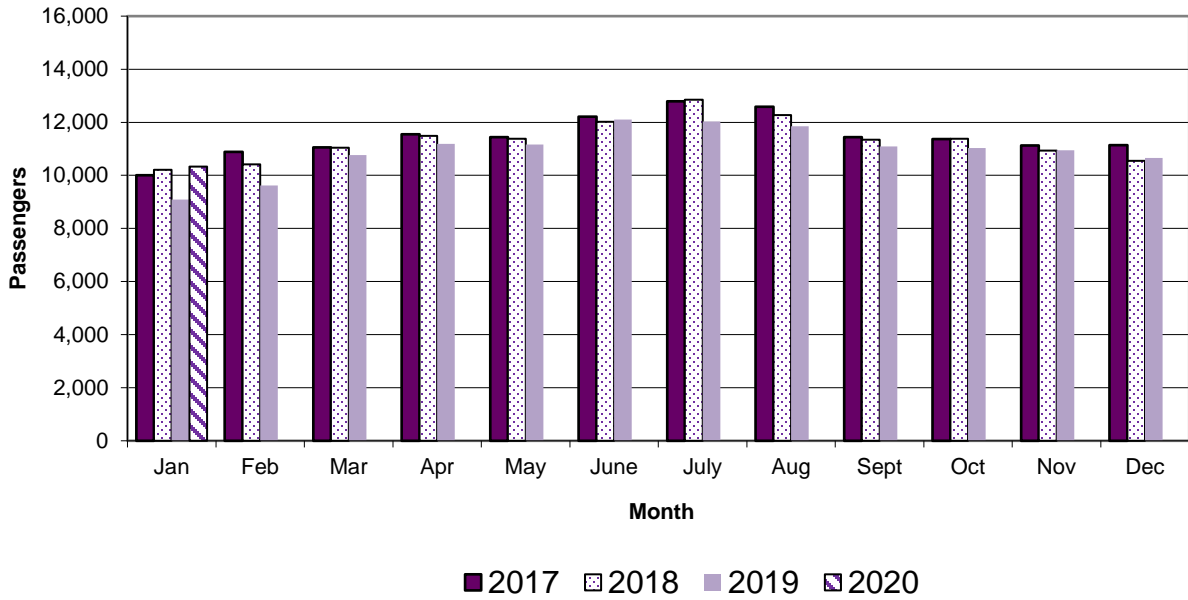
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2017-2020
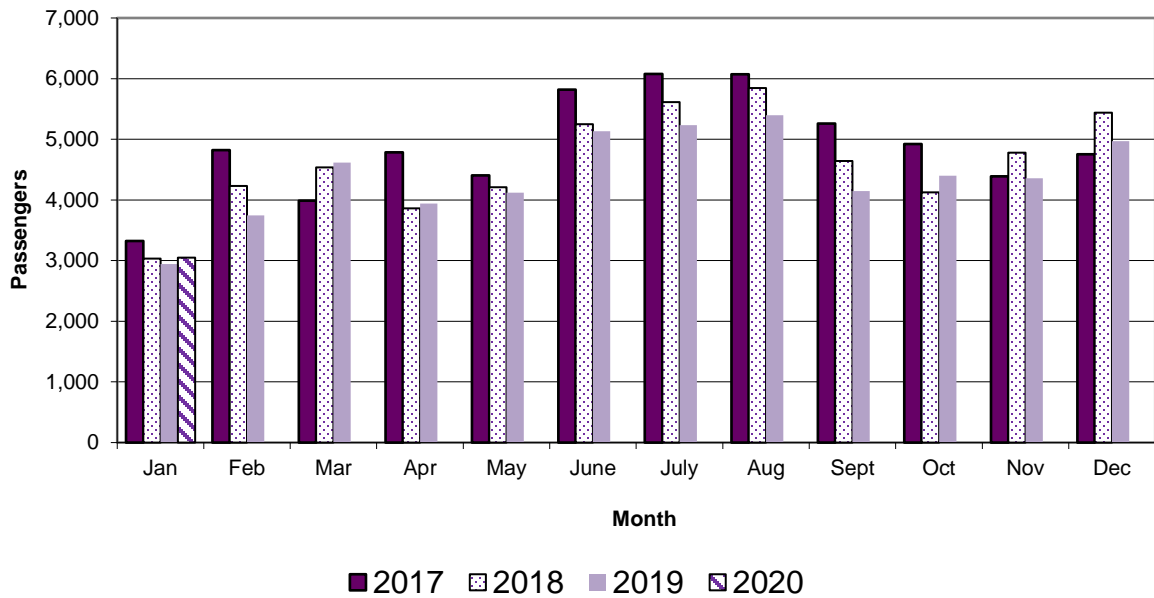
SOUTH SHORE PEAK RIDERSHIP
2017-2020
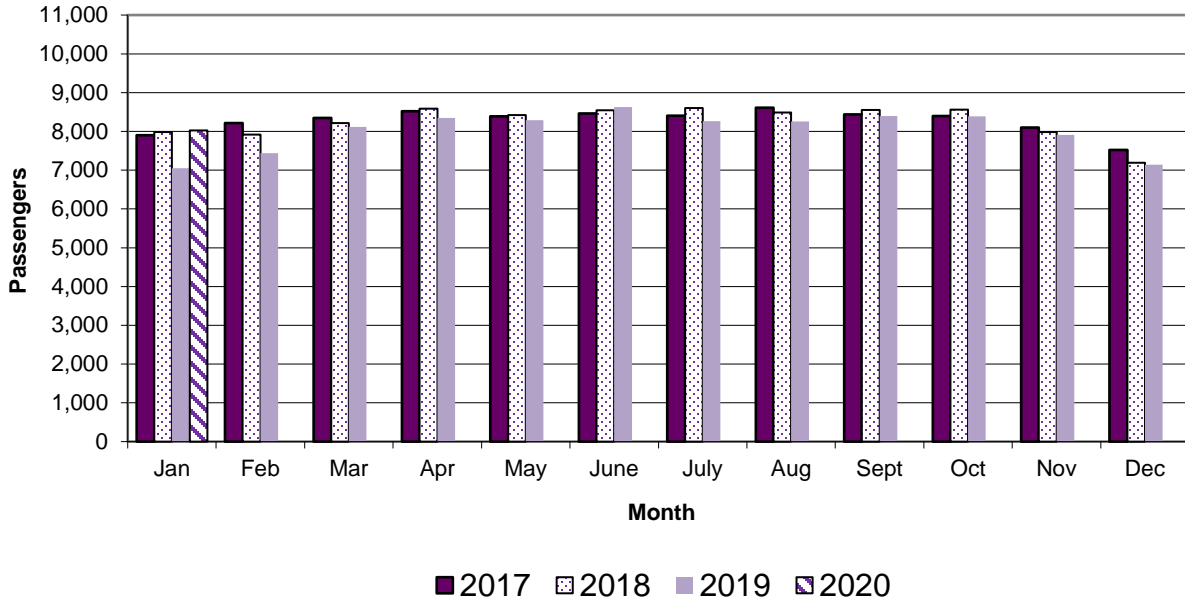
SOUTH SHORE OFF-PEAK RIDERSHIP
2017-2020
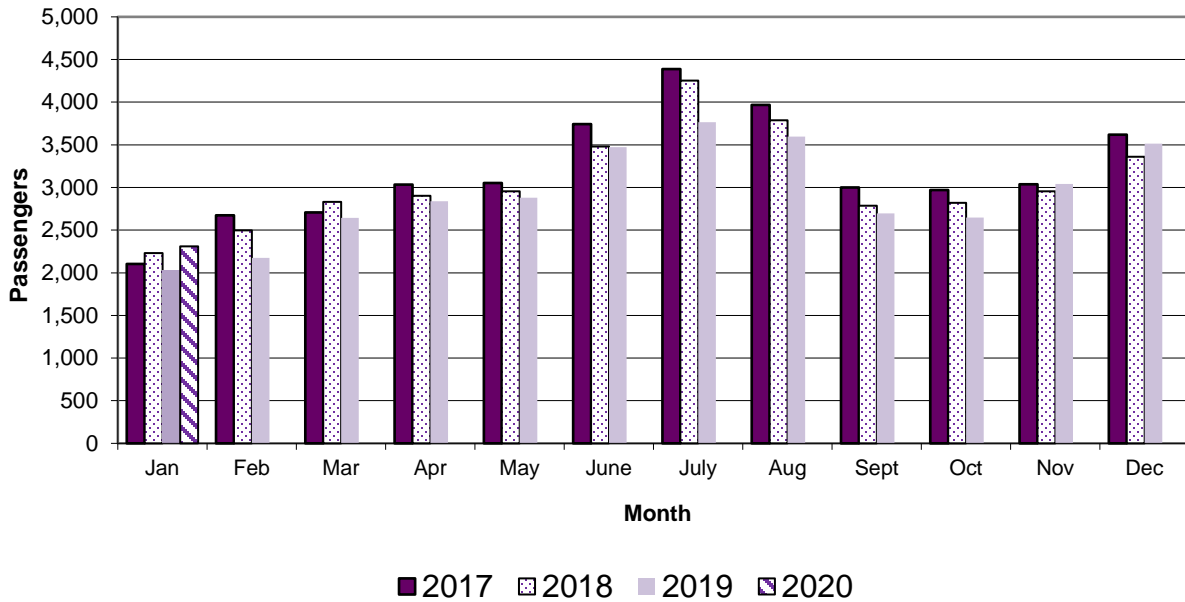
SOUTH SHORE MONTHLY RIDERSHIP
2017-2020

Bar chart of Passengers by Month for years 2017, 2018, 2019, 2020.
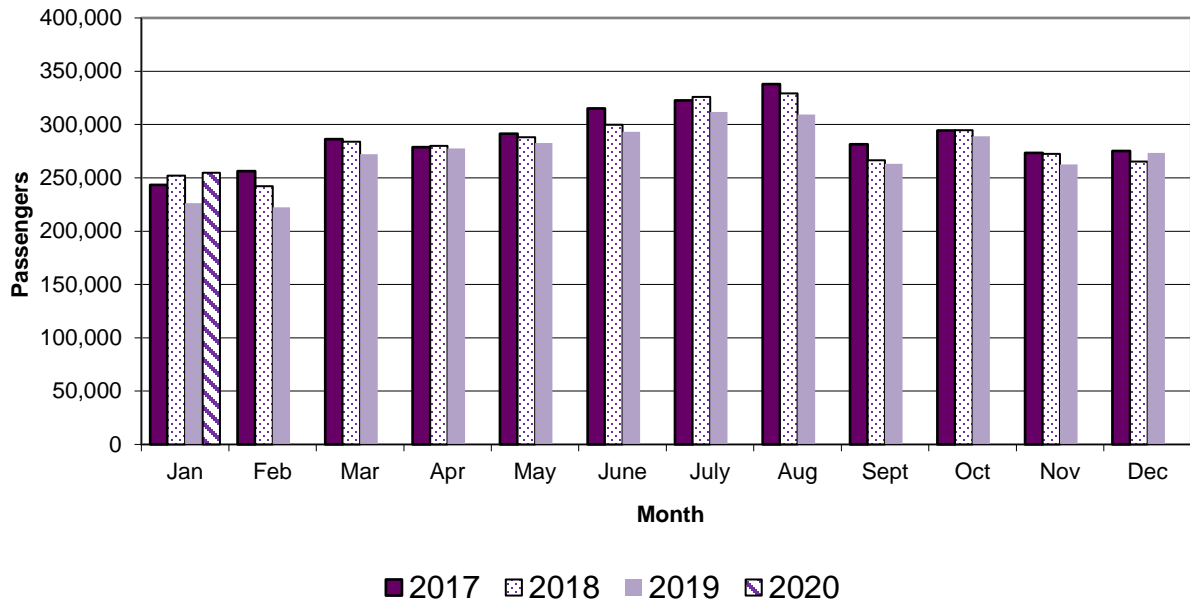
Percent on Time: January 2020

Peak				Off-Peak				Weekend/Holiday		
Train	Days Late	% on Time		Train	Days Late	% on Time		Train	Days Late	% on Time
102	1	95.2%		14	3	86.4%		600	4	55.6%
104	1	95.2%		216	3	86.4%		502	3	66.7%
6	1	95.5%		*116*	*6*	*72.7%*		504	4	55.6%
106	*3*	*86.4%*		218	3	86.4%		606	3	66.7%
108	*2*	*90.9%*		*18*	*4*	*81.8%*		506	4	55.6%
110	*3*	*86.4%*		118	0	100.0%		608	2	77.8%
112	1	95.5%		220	1	95.5%		508	1	88.9%
114	*2*	*90.9%*		*20*	*5*	*77.3%*		610	2	77.8%
214	*2*	*90.9%*		222	0	100.0%		510	3	66.7%
11	*3*	*86.4%*		420	1	95.5%		710	Deadhead move	
111	0	100.0%		22	1	95.5%		503	6	33.3%
113	0	100.0%		424	0	100.0%		603	1	88.9%
115	0	100.0%		401	0	100.0%		605	8	11.1%
17	1	95.5%		203	0	100.0%		505	4	55.6%
117	*4*	*81.8%*		403	0	100.0%		507	1	88.9%
217	0	100.0%		205	0	100.0%		509	6	33.3%
119	0	100.0%		207	3	86.4%		511	3	66.7%
Total	24	93.5%		*7*	*6*	*72.7%*		613	1	88.9%
Westbound	16	91.8%		*107*	*6*	*72.7%*		601	2	77.8%
Eastbound	8	95.5%		*9*	*7*	*68.2%*		701	3	62.5%
				109	2	90.9%		703	2	75.0%
				209	1	95.5%		Total	63	64.6%
				19	3	86.4%		Westbound	26	67.9%
				121	2	90.9%		Eastbound	37	61.9%
				123	1	95.5%				
				101	3	86.4%				
				Total	61	89.3%				
				Westbound	27	89.8%				
				Eastbound	34	88.9%				

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

Reason for Delay: January

Reasons (weekday)				Reasons (weekend)		
AMT	1	1.2%		AMT	1	1.6%
CAR	5	5.9%		CAR	7	11.1%
DBS	0	0.0%		DBS	1	1.6%
DDS	1	1.2%		DDS	0	0.0%
DMW	2	2.4%		DMW	0	0.0%
DSR	1	1.2%		DSR	0	0.0%
DSS	3	3.5%		DSS	0	0.0%
FRR	2	2.4%		FRR	0	0.0%
FTI	4	4.7%		FTI	5	7.9%
HLD	1	1.2%		HLD	1	1.6%
LMU	1	1.2%		LMU	1	1.6%
MET	29	34.1%		MET	18	28.6%
OET	1	1.2%		OET	0	0.0%
OPR	8	9.4%		OPR	5	7.9%
OTH	2	2.4%		OTH	1	1.6%
PAS	5	5.9%		PAS	6	9.5%
PTC	1	1.2%		PTC	0	0.0%
PTI	13	15.3%		PTI	8	12.7%
SUB	1	1.2%		SUB	0	0.0%
SVS	0	0.0%		SVS	2	3.2%
TOD	1	1.2%		TOD	0	0.0%
TRK	2	2.4%		TRK	1	1.6%
UTL	0	0.0%		UTL	2	3.2%
WTR	1	1.2%		WTR	4	6.3%
TOTAL	85	100.0%		TOTAL	63	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.

Rush Hour On Time Performance: January 2020

100% On Time

WESTBOUND

Average % On Time: 91.8%

EASTBOUND

Average % On Time: 95.5%

Percent On Time

Chicago Arrivals and Departures
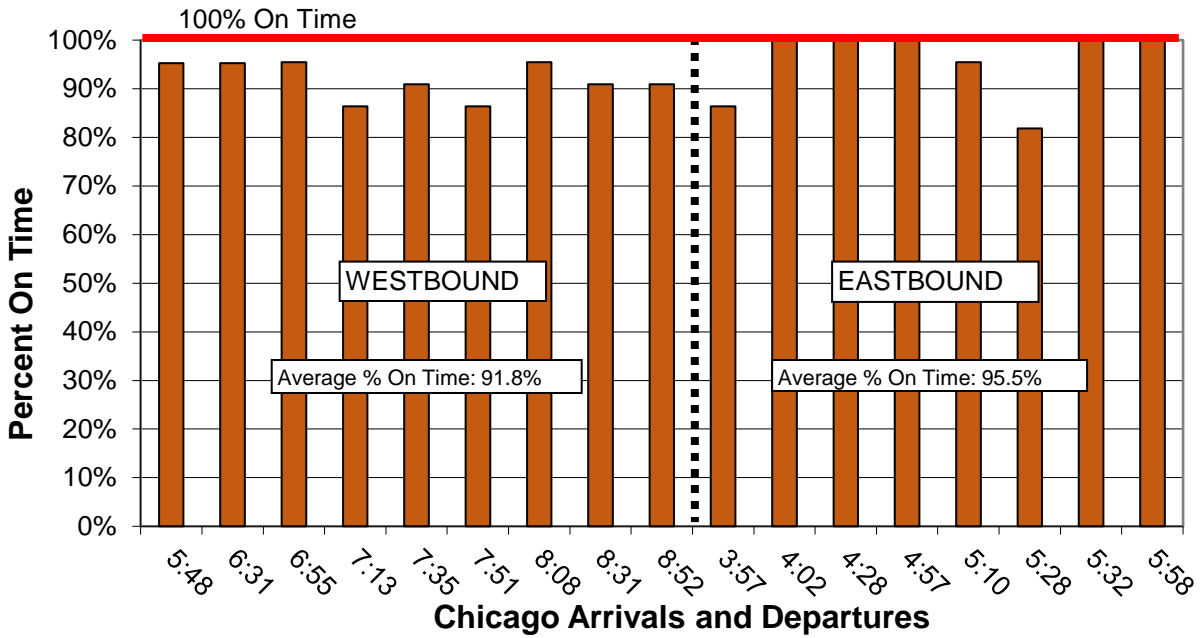
Percent of Rush Hour Seats Occupied: January 2020

Seated Capacity

WESTBOUND

Average % Seats Occupied: 76.4%

EASTBOUND

Average % Seats Occupied: 80.2%

Percent of Seats Occupied

Chicago Arrivals and Departures

Rush Hour* Train Delays - January 2020 (minutes late)

Train	Arrive	Thurs 2	Fri 3	Mon 6	Tue 7	Wed 8	Thu 9	Fri 10	Mon 13	Tue 14	Wed 15	Thu 16	Fri 17	Mon 20	Tue 21	Wed 22	Thu 23	Fri 24	Mon 27	Tue 28	Wed 29	Thu 30	Fri 31	Days Late	Days Ran	% On Time
102	5:48a	A									12													1	21	95.2%
104	6:31	10		A																				1	21	95.2%
6	6:55	7																						1	22	95.5%
106	7:13			22								23						7						3	22	86.4%
108	7:35	7		6																				2	22	90.9%
110	7:51			18	16		16																	3	22	86.4%
112	8:08																39							1	22	95.5%
114	8:31															12	41							2	22	90.9%
214	8:52	9															98							2	22	90.9%
14	10:28											15	6										14	2	22	90.9%

Train	Depart	Thurs 2	Fri 3	Mon 6	Tue 7	Wed 8	Thu 9	Fri 10	Mon 13	Tue 14	Wed 15	Thu 16	Fri 17	Mon 20	Tue 21	Wed 22	Thu 23	Fri 24	Mon 27	Tue 28	Wed 29	Thu 30	Fri 31	Days Late	Days Ran	% On Time
11	3:57											15	6										14	2	22	90.9%
111	4:02																							0	22	100.0%
113	4:28																							0	22	100.0%
115	4:57																							0	22	100.0%
117	5:10		8							7		8						10						4	22	81.8%
17	5:28											8												1	22	95.5%
217	5:32																							0	22	100.0%
119	5:58																							0	22	100.0%
19	7:10	10		7					14															3	22	86.4%
High temp		48	44	45	42	32	51	56	35	41	38	35	28	25	30	33	38	39	39	33	33	34	37			
Low temp		37	32	28	24	20	21	45	32	25	23	22	20	4	22	20	32	35	30	31	30	30	30			

* 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	16	196	91.8%															
EB Rush	7	176	96.0%															
Total Rush	23	372	93.8%															

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	1	21	95.2%
6:31	104	1	21	95.2%
6:55	6	1	22	95.5%
7:13	106	3	22	86.4%
7:35	108	2	22	90.9%
7:51	110	3	22	86.4%
8:08	112	1	22	95.5%
8:31	114	2	22	90.9%
8:52	214	2	22	90.9%
10:28	14	2	22	90.9%
Depart				
3:57	11	2	22	90.9%
4:02p	111	0	22	100.0%
4:28	113	0	22	100.0%
4:57	115	0	22	100.0%
5:10	117	4	22	81.8%
5:28	17	1	22	95.5%
5:32	217	0	22	100.0%
5:58	119	0	22	100.0%
7:15	19	3	22	86.4%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	16	196	91.8%
EB Rush	7	176	96.0%
Total Rush	23	372	93.8%

Cumulative Rush Hour Thru January

	TOTAL			PERCENTAGE		
Range	am	pm	total	am	pm	Total
6-10	6	6	12	3.1%	3.4%	3.23%
11-15	2	2	4	1.0%	1.1%	1.08%
16-20	3	0	3	1.5%	0.0%	0.81%
21-30	2	0	2	1.0%	0.0%	0.54%
31-59	2	0	2	1.0%	0.0%	0.54%
60+	1	0	1	0.5%	0.0%	0.27%
Annulled	2	0	2			
Total Late	16	8	24	8.2%	4.5%	6.45%
On time	180	168	348	91.8%	95.5%	93.55%
Total ran	196	176	372			

January Rush Hour

	TOTAL			PERCENTAGE		
Range	am	pm	total	am	pm	Total
6-10	6	6	12	3.1%	3.4%	3.2%
11-15	2	2	4	1.0%	1.1%	1.1%
16-20	3	0	3	1.5%	0.0%	0.8%
21-30	2	0	2	1.0%	0.0%	0.5%
31-59	2	0	2	1.0%	0.0%	0.5%
60+	1	0	1	0.5%	0.0%	0.3%
Annulled	2	0	2			
Total Late	16	8	24	8.2%	4.5%	6.5%
On time	180	168	348	91.8%	95.5%	93.5%
Total ran	196	176	372			

Grand Total All Trains Thru January

	Peak					
Range	WB	EB	Off	Wkend	Total	%
6-10	6	6	40	30	82	7.3%
11-15	2	2	14	19	37	3.3%
16-20	3	0	5	4	12	1.1%
21-30	2	0	0	5	7	0.6%
31-59	2	0	2	5	9	0.8%
60+	1	0	0	0	1	0.1%
Annulled	2	0	2	2	6	
Total	16	8	61	63	148	13.2%
On Time	180	168	509	115	972	86.8%
Total ran	196	176	570	178	1,120	
%On Time	91.8%	95.5%	89.3%	64.6%	86.8%	