

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**January 2021**



# JANUARY, 2021 MONTHLY PERFORMANCE REPORT

## Ridership

Ridership for the month of January was down 84.8% when compared to January of 2020. This year 38,742 passengers traveled on the South Shore Line (SSL) while January of 2020 recorded a total of 254,857 passenger trips. This is the ongoing effect on ridership from the pandemic.

## Weekday Travel

Average weekday travel was down 84.6% with an average of 1,589 weekday passengers carried in 2021 compared to 10,336 in 2020. The average peak travel was down 86.8% to an average daily ridership of 1,060 while off-peak was down 77.1% to an average daily ridership of 529.

## Weekend

Average weekend ridership was down by 79.3% with an average of 633 passengers carried per weekend day in 2021 compared to 3,051 carried in 2020.

## Analysis over last 12 months:

Ridership Over Last 12 Months: February through January							
	2017/18	2018/19	% Change	2019/20	% Change	2020/21	% Change
Total	3,464,673	3,374,591	-2.60%	3,312,075	-1.85%	778,934	-76.48%
Weekday	2,928,746	2,865,344	-2.16%	2,822,974	-1.48%	658,108	-76.69%
Peak	2,113,199	2,085,802	-1.30%	2,066,615	-0.92%	455,725	-77.95%
Off Peak	815,547	779,542	-4.41%	756,359	-2.97%	202,383	-73.24%
Weekend	535,927	509,247	-4.98%	489,101	-3.96%	120,826	-75.30%
South Bend	261,195	245,759	-5.91%	237,193	-3.49%	72,190	-69.56%

## Revenue

The number of tickets sold in January has decreased 81.0% for January 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: January						
Method of Sale	Tickets			Revenue		
	2020	2021	% Change	2020	2021	% Change
Ticket Agent	12,001	2,532	-78.9%	377,255	45,983	-87.8%
Vending Machine	32,622	4,082	-87.5%	596,195	85,530	-85.7%
Conductor	20,793	5,778	-72.2%	160,514	42,651	-73.4%
Mobile App	36,691	7,043	-80.8%	654,785	111,241	-83.0%
<b>Total</b>	<b>102,107</b>	<b>19,435</b>	<b>-81.0%</b>	<b>1,788,749</b>	<b>285,405</b>	<b>-84.0%</b>

## On Time Performance

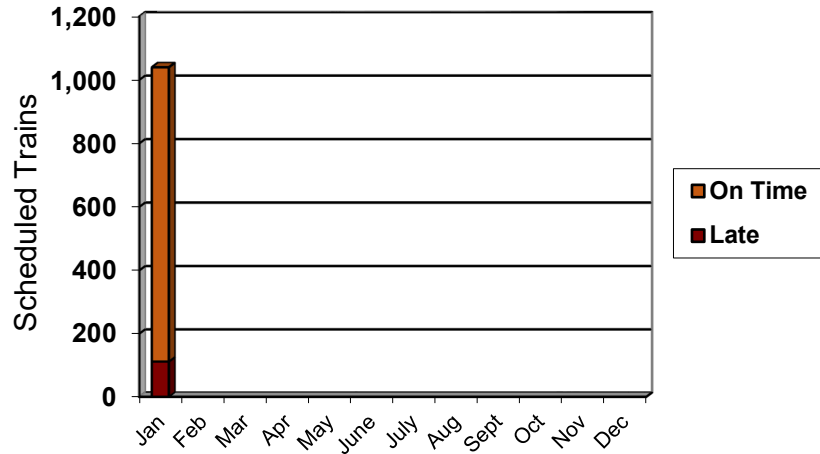
**Rush hour** – Overall, 85.0% of A.M. and P.M. rush hour trains were on time in January 2021, compared to 93.5% in January of 2020. A train is considered to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard). 92.9% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 81.1% of westbound morning rush hour service was on time compared to 89.4% in January 2020; while eastbound rush hour trains reported an on time performance of 89.4% compared to 95.5% in January 2020. A total of 34 out of 180 westbound rush hour trains were delayed in January. Of those 34, seven experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 17 out of 160 trains delayed in January. Of those 17, three experienced delays greater than 15 minutes.<sup>1</sup>

<b>RANGE OF RUSH HOUR DELAYS (in minutes)</b>				
<b>January</b>				
<b>Range</b>	<b>a.m.</b>	<b>p.m.</b>	<b>Total</b>	<b>Percent</b>
6-10	19	8	27	7.9%
11-15	8	6	14	4.1%
16-20	2	3	5	1.5%
21-30	4	0	4	1.2%
31-59	1	0	1	0.3%
60+	0	0	0	0.0%
Annulled	0	0	0	
<b>On Time</b>	<b>146</b>	<b>143</b>	<b>289</b>	
<b>Total Ran</b>	<b>180</b>	<b>160</b>	<b>340</b>	

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<sup>1</sup> Weekday rush-hour trains operate 9 westbound and 8 eastbound per day.

**Overall** – The SSL scheduled 1,040 trains in January and experienced 112 delays in excess of 5 minutes (ranging from 6-68 minutes) with a median delay of 11 minutes. January of 2021 experienced no annulled trains. In January 2020 the South Shore Line scheduled 1,126 trains with 148 delays in excess of 5 minutes (ranging from 6-98 minutes) with a median delay of 10 minutes. January of 2020 experienced six annulled trains.



Cumulative On Time Comparison		
Thru Jan.	2020	2021
<b>Weekday</b>	<b>91.0%</b>	<b>89.1%</b>
Peak	93.6%	85.0%
Off-peak	89.3%	91.7%
<b>Weekend</b>	<b>64.6%</b>	<b>90.0%</b>
<b>Overall</b>	<b>86.8%</b>	<b>89.2%</b>

**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.				

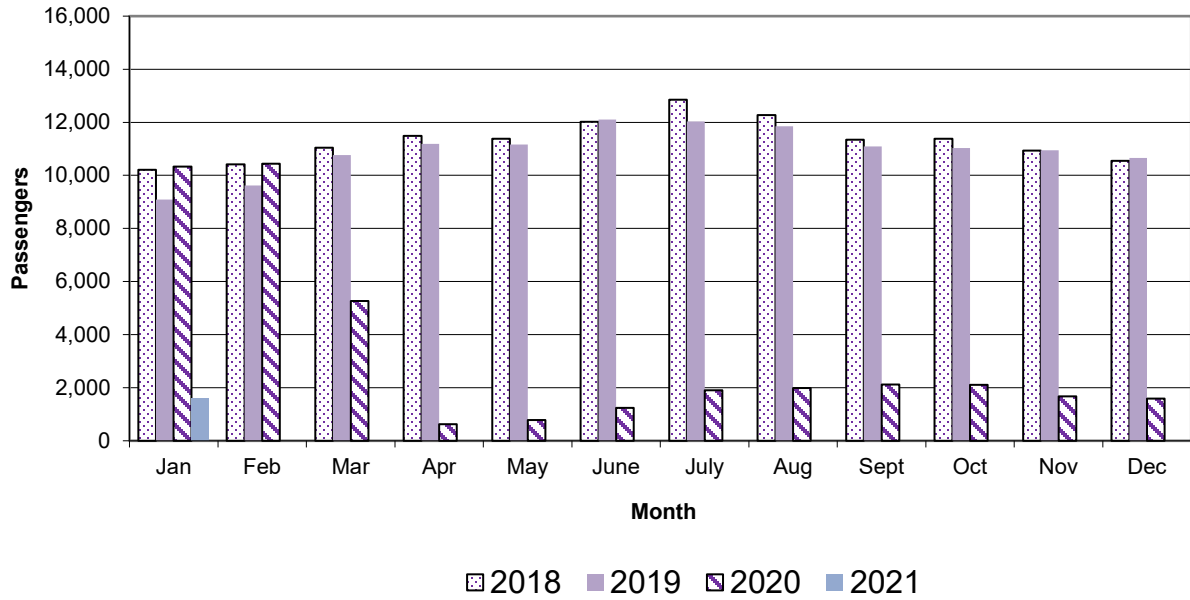
### Ridership Report

	2019	Work Days	2020	Work Days	2021	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
<b>Monthly Ridership</b>							
January	226,385	22	254,857	22	38,742	20	-84.8%
February	222,250	20	246,095	20			
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			
<b>Cumulative Comparison</b>							
January	226,385	22	254,857	22	38,742	20	-84.8%
February	448,635	42	500,952	42			
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			
<b>Average Weekday Ridership</b>							
January	9,086		10,336		1,589		-84.6%
February	9,615		10,437				
March	10,761		5,267				
April	11,182		627				
May	11,167		787				
June	12,101		1,900				
<b>Average Weekday Peak Period Ridership</b>							
January	7,052		8,028		1,060		-86.8%
February	7,441		8,057				
March	8,116		4,051				
April	8,344		375				
May	8,285		468				
June	8,627		1,084				
<b>Average Weekday Off-Peak Ridership</b>							
January	2,034		2,309		529		-77.1%
February	2,174		2,381				
March	2,645		1,215				
April	2,839		252				
May	2,881		320				
June	3,473		816				

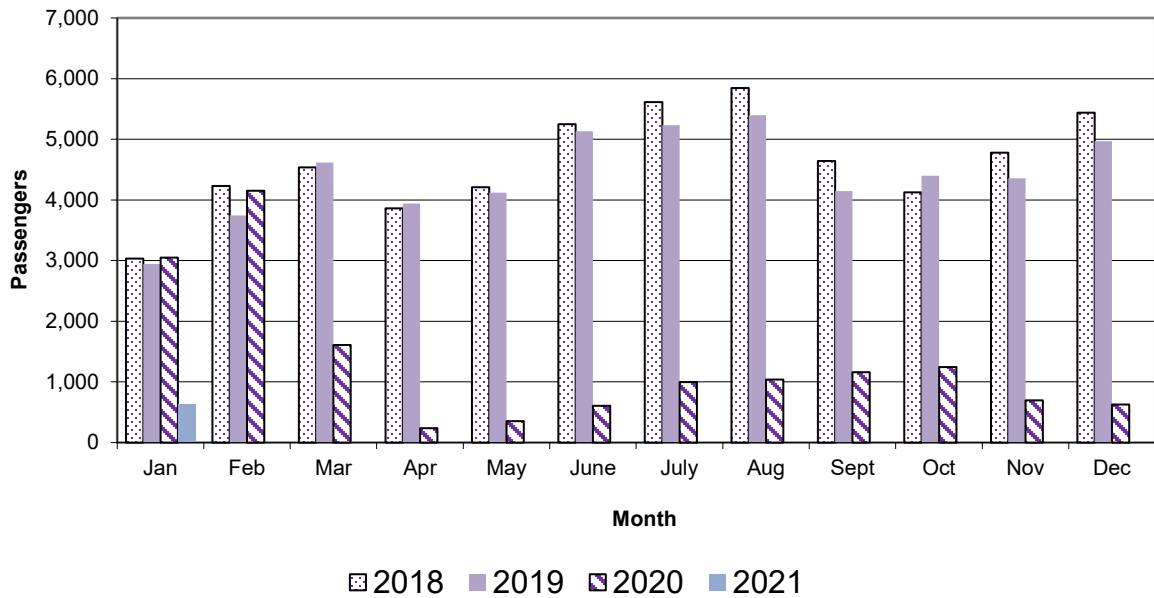
Ridership Report

	2019	Work	2020	Work	2021	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	20/21
<b>Average Weekend/Holiday Ridership (per day)</b>							
January	2,943		3,051		633		-79.3%
February	3,744		4,150				
March	4,617		1,611				
April	3,943		239				
May	4,121		352				
June	5,132		997				
<b>Monthly South Bend Ridership</b>							
January	14,125		15,044		4,618		-69.3%
February	12,881		15,748				
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

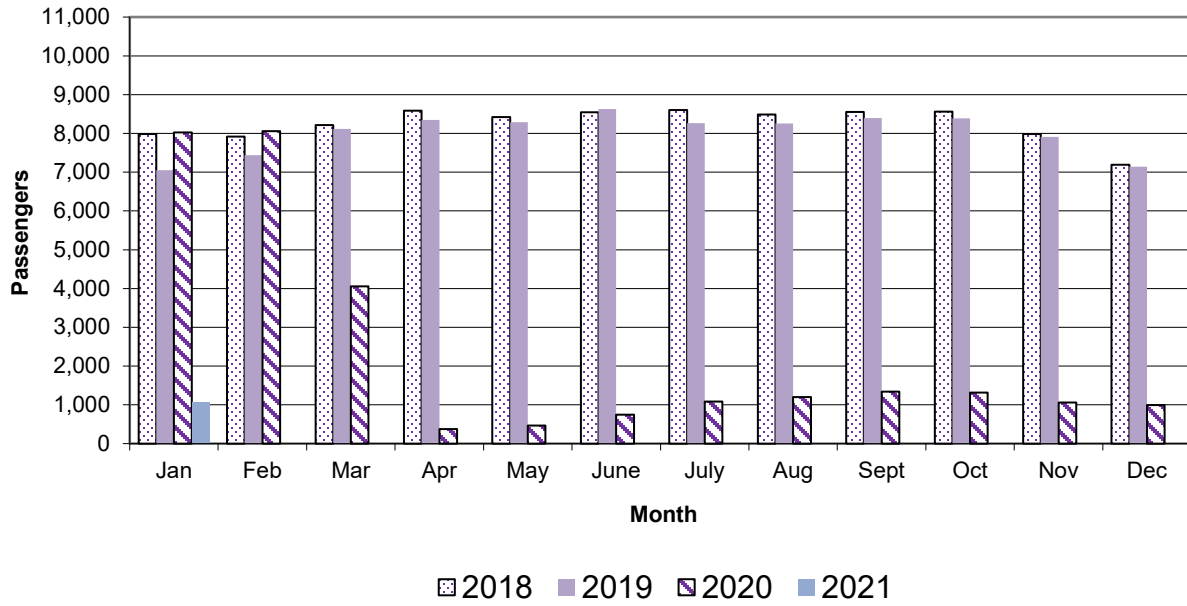


## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2018-2021

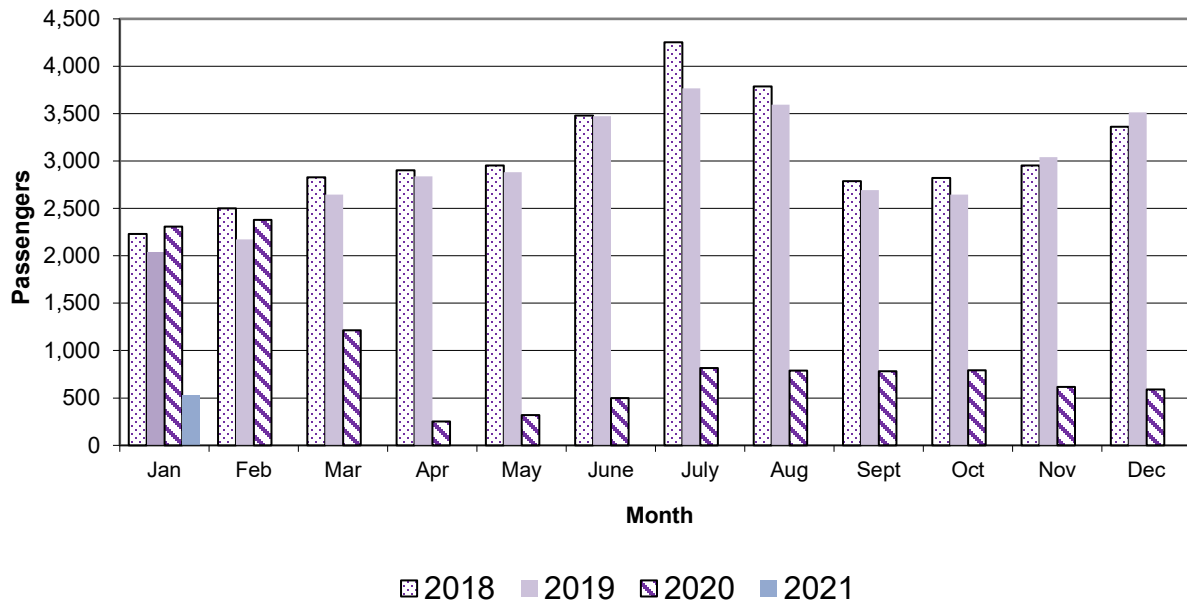




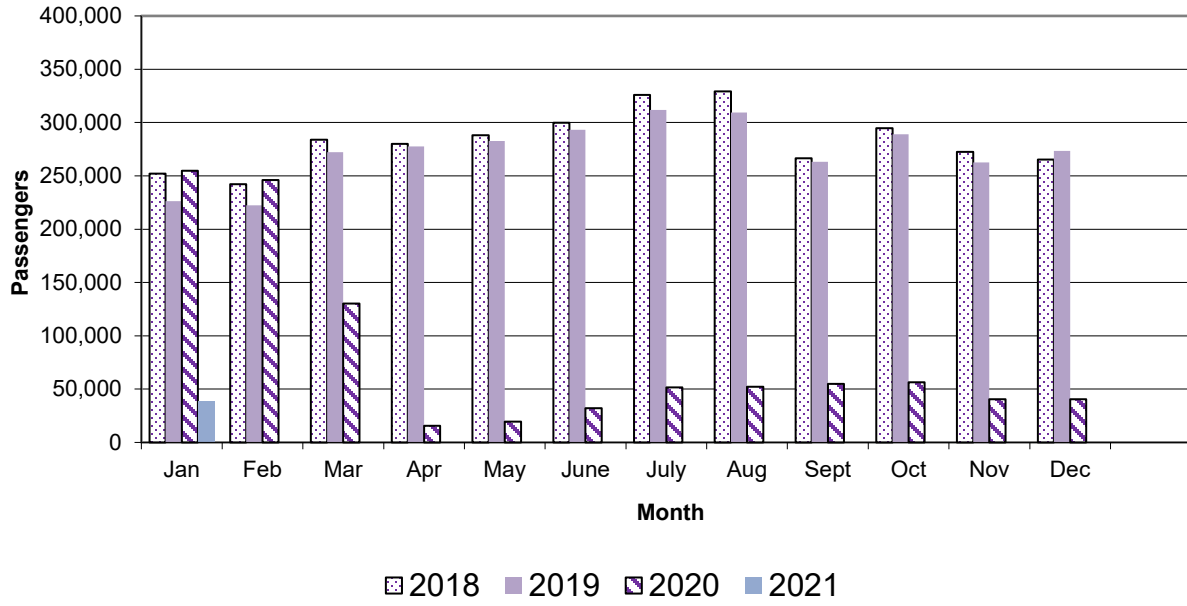
## SOUTH SHORE PEAK RIDERSHIP 2018-2021



## SOUTH SHORE OFF-PEAK RIDERSHIP 2018-2021



## SOUTH SHORE MONTHLY RIDERSHIP 2018-2021



## Percent on Time: January 2021

Peak		
Train	Days Late	% on Time
<b>102</b>	<b>3</b>	<b>85.0%</b>
104	1	95.0%
<b>6</b>	<b>18</b>	<b>10.0%</b>
<b>106</b>	<b>3</b>	<b>85.0%</b>
<b>108</b>	<b>5</b>	<b>75.0%</b>
110	1	95.0%
112	0	100.0%
<b>114</b>	<b>2</b>	<b>90.0%</b>
214	1	95.0%
<b>11</b>	<b>7</b>	<b>65.0%</b>
111	0	100.0%
113	1	95.0%
115	0	100.0%
<b>17</b>	<b>4</b>	<b>80.0%</b>
<b>117</b>	<b>4</b>	<b>80.0%</b>
217	1	95.0%
119	0	100.0%
<b>Total</b>	<b>51</b>	<b>85.0%</b>
<b>Westbound</b>	<b>34</b>	<b>81.1%</b>
<b>Eastbound</b>	<b>17</b>	<b>89.4%</b>

Off-Peak		
Train	Days Late	% on Time
14	0	100.0%
216	1	95.0%
116	0	100.0%
218	0	100.0%
18	3	85.0%
118	3	85.0%
220	1	95.0%
<b>20</b>	<b>7</b>	<b>65.0%</b>
222	1	95.0%
420	0	100.0%
<b>22</b>	<b>4</b>	<b>80.0%</b>
424	0	100.0%
401	0	100.0%
203	2	90.0%
403	0	100.0%
205	0	100.0%
<b>207</b>	<b>4</b>	<b>80.0%</b>
7	2	90.0%
107	1	95.0%
9	1	95.0%
109	1	95.0%
209	2	90.0%
19	1	95.0%
121	3	85.0%
123	3	85.0%
101	3	85.0%
<b>Total</b>	<b>43</b>	<b>91.7%</b>
<b>Westbound</b>	<b>20</b>	<b>91.7%</b>
<b>Eastbound</b>	<b>23</b>	<b>91.8%</b>

Weekend/Holiday		
Train	Days Late	% on Time
600	0	100.0%
502	0	100.0%
504	0	100.0%
606	1	95.0%
506	2	90.0%
608	1	95.0%
508	1	95.0%
610	0	100.0%
510	2	90.0%
710	Deadhead move	
503	3	85.0%
603	0	100.0%
605	2	90.0%
505	2	90.0%
507	1	95.0%
509	0	100.0%
511	1	95.0%
613	1	95.0%
601	1	95.0%
701	0	100.0%
703	0	100.0%
<b>Total</b>	<b>18</b>	<b>10.0%</b>
<b>Westbound</b>	<b>7</b>	<b>65.0%</b>
<b>Eastbound</b>	<b>11</b>	<b>45.0%</b>

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

Reason for Delay: January

Reasons (weekday)		
AMT	1	1.1%
CAR	6	6.4%
CAT	0	0.0%
DBS	0	0.0%
DMW	1	1.1%
DSR	0	0.0%
DSS	4	4.3%
FRR	3	3.2%
FTI	5	5.3%
HLD	0	0.0%
LMU	2	2.1%
MET	15	16.0%
OET	0	0.0%
OPR	30	31.9%
OTH	4	4.3%
PAS	1	1.1%
POL	4	4.3%
PTC	0	0.0%
PTI	6	6.4%
SUB	0	0.0%
SVS	1	1.1%
TOD	0	0.0%
TRK	6	6.4%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	5	5.3%
TOTAL	94	100.0%

Reasons (weekend)		
AMT	0	0.0%
CAR	0	0.0%
CAT	0	0.0%
DBS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	0	0.0%
FRR	1	5.6%
FTI	1	5.6%
HLD	0	0.0%
LMU	0	0.0%
MET	2	11.1%
OET	0	0.0%
OPR	5	27.8%
OTH	1	5.6%
PAS	0	0.0%
POL	0	0.0%
PTC	0	0.0%
PTI	0	0.0%
SUB	1	5.6%
SVS	0	0.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0%
VAN	0	0%
WTR	7	39%
TOTAL	18	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**

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	3	20	85.0%
6:31	104	1	20	95.0%
6:55	6	18	20	10.0%
7:13	106	3	20	85.0%
7:35	108	5	20	75.0%
7:51	110	1	20	95.0%
8:08	112	0	20	100.0%
8:31	114	2	20	90.0%
8:52	214	1	20	95.0%
10:28	14	0	20	100.0%
<b>Depart</b>				
3:57	11	7	20	65.0%
4:02p	111	0	20	100.0%
4:28	113	1	20	95.0%
4:57	115	0	20	100.0%
5:10	117	4	20	80.0%
5:28	17	4	20	80.0%
5:32	217	1	20	95.0%
5:58	119	0	20	100.0%
7:15	19	1	20	95.0%

**Year-to-date cumulative**

	#Late	#Ran	%On time
WB Rush	34	180	81.1%
EB Rush	17	160	89.4%
Total Rush	51	340	85.0%

**Cumulative Rush Hour Thru January**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	19	8	27	10.6%	5.0%	7.94%
11-15	8	6	14	4.4%	3.8%	4.12%
16-20	2	3	5	1.1%	1.9%	1.47%
21-30	4	0	4	2.2%	0.0%	1.18%
31-59	1	0	1	0.6%	0.0%	0.29%
60+	0	0	0	0.0%	0.0%	0.00%
Annulled	0	0	0			
Total Late	34	17	51	18.9%	10.6%	15.00%
On time	146	143	289	81.1%	89.4%	85.00%
Total ran	180	160	340			

**January Rush Hour**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	19	8	27	10.6%	5.0%	7.9%
11-15	8	6	14	4.4%	3.8%	4.1%
16-20	2	3	5	1.1%	1.9%	1.5%
21-30	4	0	4	2.2%	0.0%	1.2%
31-59	1	0	1	0.6%	0.0%	0.3%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	34	17	51	18.9%	10.6%	15.0%
On time	146	143	289	81.1%	89.4%	85.0%
Total ran	180	160	340			

**Grand Total All Trains Thru January**

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	19	8	22	7	56	5.4%
11-15	8	6	11	6	31	3.0%
16-20	2	3	2	0	7	0.7%
21-30	4	0	6	2	12	1.2%
31-59	1	0	1	3	5	0.5%
60+	0	0	1	0	1	0.1%
Annulled	0	0	0	0	0	
Total	34	17	43	18	112	10.8%
On Time	146	143	477	162	928	89.2%
Total ran	180	160	520	180	1,040	
%On Time	81.1%	89.4%	91.7%	90.0%	89.2%	