MONTHLY RIDERSHIP AND PERFORMANCE REPORT

March 2020

MARCH, 2020 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of March 2020 decreased 51.1% when compared to March of 2019. This year 130,362 passengers traveled on the South Shore Line (SSL) while March of 2019 recorded a total of 272,150 passenger trips. In March of 2020 the COVID-19 pandemic affects hit the Midwest causing significant closures and stay at home orders across the US. As a result SSL ridership plummeted. The SSL responded with a modified weekday train schedule taking effect Monday March 23rd. The new schedule mirrored a weekend schedule with a few additional Eastbound and Westbound trains. Overall ridership was up 1.2% from last year through March 13th at which time the ridership decline began.

Weekday Travel

Average weekday travel was down 51.1% overall for March of 2020 when compared to March of 2019. Peak ridership was down 50.1% and off peak ridership was down 54.1%. The first week of March ridership was up 2% over the prior year before the ridership decline began. Weekday ridership significantly dropped beginning on March 16th. In response, the SSL began running a modified weekend schedule for weekday ridership on March 23rd. Even with limited service train capacity remained low. This however provided passengers with the ability to socially distance when onboard trains.

Weekend

Average weekend ridership in March decreased by 65.1% with an average of 1,611 passengers carried per weekend day in 2020 compared to 4,617 carried in 2019. In response to the pandemic the City of Chicago had canceled the St. Patrick's Day events. In the past two years the SSL ridership on St. Patrick's Day weekend was well over 14,000 riders for a single weekend, however in 2020 ridership for St. Patrick's Day weekend was 3,250.

Analysis over last 12 months:

Ridership Over Last 12 Months: April through March							
	2016/17	2017/18	% Change	2018/19	% Change	2019/20	% Change
Total	3,481,758	3,448,081	-0.97%	3,343,082	-3.05%	3,194,132	-4.46%
Weekday	2,965,558	2,907,913	-1.94%	2,832,420	-2.60%	2,729,307	-3.64%
Peak	2,152,257	2,095,900	-2.62%	2,066,094	-1.42%	1,997,614	-3.31%
Off Peak	813,301	812,013	-0.16%	766,326	-5.63%	731,693	-4.52%
Weekend	516,200	540,168	4.64%	510,662	-5.46%	464,825	-8.98%
South Bend	243,597	264,469	8.57%	241,029	-8.86%	228,303	-5.28%

Revenue

The number of tickets sold for the year has decreased 5.4% through March of 2020 compared to 2019. Ticket revenue is down 5.7% for 2020 compared to 2019. Sales from digital sources represents 67.7% of ticket sales and 71.8% of revenue in 2020. Near the end of March 2020 on board cash fare collections halted and instead brown envelopes were handed out for passenger to mail in their cash fares.

| Total Ticket Sales: Through March						
	Tickets			**Revenue**		
Method of Sale	**2019**	**2020**	**% Change**	**2019**	**2020**	**% Change**
Ticket Agent	34,401	29,180	-15.2%	1,163,040	913,327	-21.5%
Vending Machine	88,008	73,443	-16.5%	1,769,263	1,527,806	-13.6%
Conductor	58,497	51,039	-12.7%	456,435	387,054	-15.2%
Mobile App	81,409	94,387	15.9%	1,506,807	1,786,492	18.6%
Total	**262,315**	**248,049**	**-5.4%**	**4,895,545**	**4,614,678**	**-5.7%**

On Time Performance

Rush hour – Overall, 92.9% of A.M. and P.M. rush hour trains were on time in March 2020; compared to 94.1% in March 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). 97.1% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 95.1% of westbound morning rush hour service was on time compared to 98.9% in March 2019; while eastbound rush hour trains reported an on time performance of 90.5% compared to 88.7% in March 2019. A total of eight out of 163 westbound rush hour trains were delayed in March. Of those eight, one experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 14 out of 148 trains delayed in March. Of those 14, four experienced delays greater than 15 minutes.[1]

RANGE OF RUSH HOUR DELAYS (in minutes)				
March				
Range	**a.m.**	**p.m.**	**Total**	**Percent**
6-10	6	7	13	4.2%
11-15	1	3	4	1.3%
16-20	0	1	1	0.3%
21-30	0	2	2	0.6%
31-59	0	1	1	0.3%
60+	1	0	1	0.3%
Annulled	0	0	0	
On Time	**155**	**134**	**289**	
Total Ran	163	148	311	

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[1] Weekday rush-hour trains operate 9 westbound and 8 eastbound per day however on March 23rd a temporary reduced schedule was utilized providing 4 peak trains in each direction per day.

Overall – The SSL scheduled 1,011 trains in March and experienced 133 delays in excess of 5 minutes (ranging from 6-154 minutes) with a median delay of 10 minutes. March of 2020 experienced two annulled trains. In March 2019 the South Shore Line scheduled 1,103 trains with 142 delays in excess of 5 minutes (ranging from 6-41 minutes) with a median delay of 12 minutes. March of 2019 experienced 2 annulled trains.
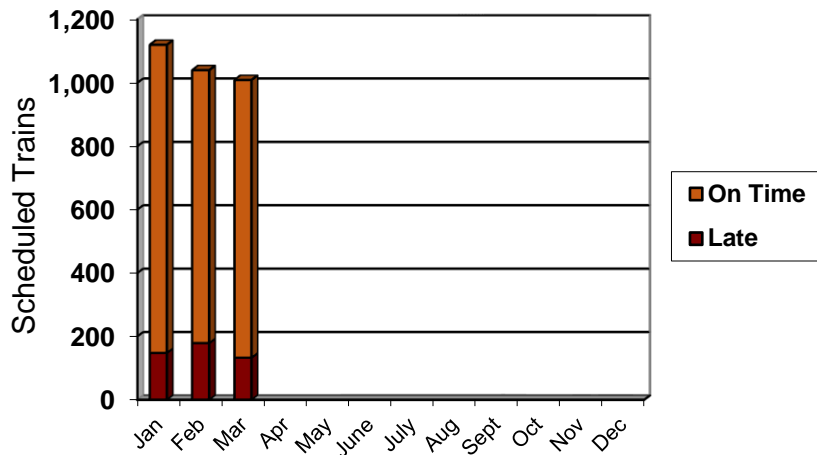
Cumulative On Time Comparison		
Thru March	**2019**	**2020**
Weekday	**86.8%**	**88.9%**
Peak	90.6%	91.5%
Off-peak	84.5%	87.2%
Weekend	**72.9%**	**68.9%**
Overall	**84.6%**	**85.5%**

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.	3/7	606	104	Metra power outage
	203	Anulled	Anulled due to 102 issues		613	135	Metra power outage
1/6	104	Anulled	Equipment issues		504	154	Metra power outage
	205	Anulled	Anulled due to 104 issues		603	Anulled	Metra power outage
1/19	701	Anulled	Weather	3/10	110	62	Equipment issues
	703	Anulled	Weather	3/21	502	60	Equipment issues
1/23	214	98	Fire alarm at arrival station				
2/22	600	72	Derailment				
3/3	7	82	Equipment issues				
	107	69	Equipment issues				
	216	Anulled	Car caught in wire.				

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	246,095	20	10.7%
March	283,789	22	272,150	21	130,362	22	-52.1%
April	279,888	21	277,549	22			
May	288,137	22	282,752	22			
June	299,731	21	293,325	20			
Cumulative Comparison							
January	251,990	22	226,385	22	254,857	22	12.6%
February	494,110	42	448,635	42	500,952	42	11.7%
March	777,899	64	720,785	63	631,314	64	-12.4%
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		10,121		10,437		3.1%
March	11,043		10,761		5,267		-51.1%
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		7,833		8,057		2.9%
March	8,214		8,116		4,051		-50.1%
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		2,288		2,381		4.0%
March	2,829		2,645		1,215		4.0%
April	2,902		2,839				
May	2,953		2,881				
June	3,481		3,473				

Ridership Report

	2018 Passengers	Work Days	2019 Passengers	Work Days	2020 Passengers	Work Days	Change 19/20
Average Weekend/Holiday Ridership (per day)							
January	3,035		2,943		3,051		3.7%
February	4,233		3,744		4,150		10.8%
March	4,538		4,617		1,611		-65.1%
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		15,748		22.3%
March	21,230		20,397		8,640		-57.6%
April	20,509		20,180				
May	19,452		19,127				
June	20,965		20,088				

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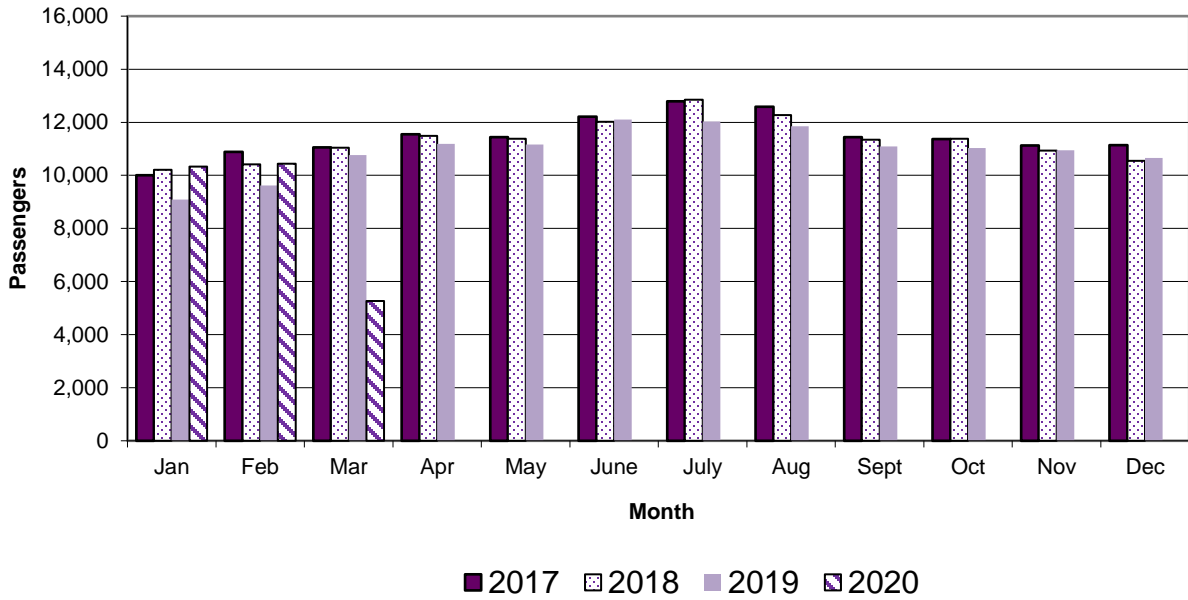
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2017-2020
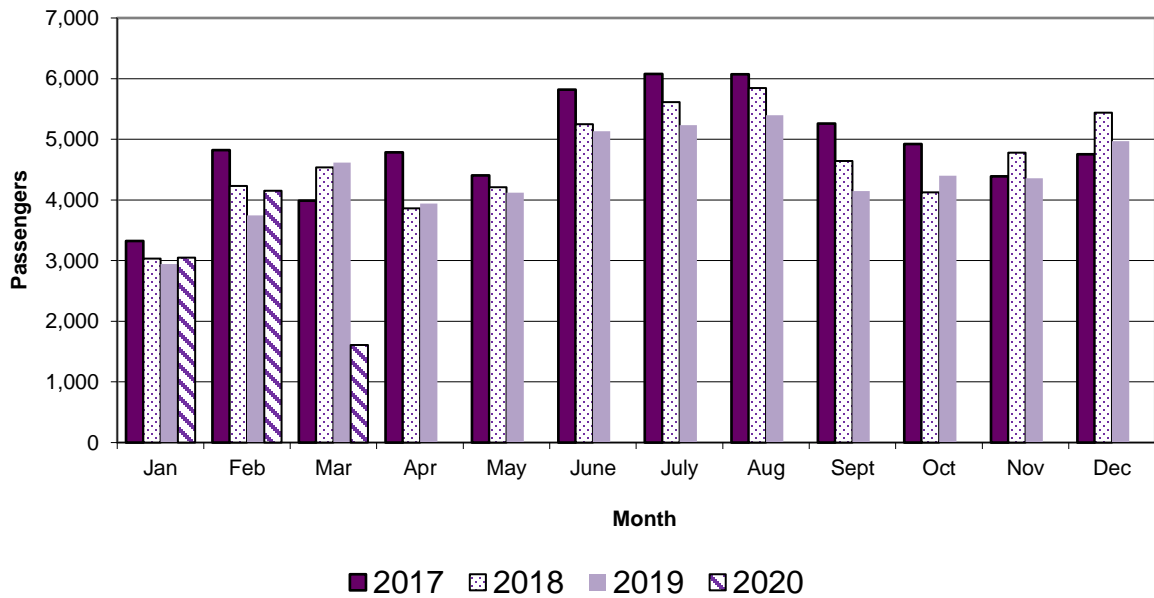
SOUTH SHORE PEAK RIDERSHIP 2017-2020
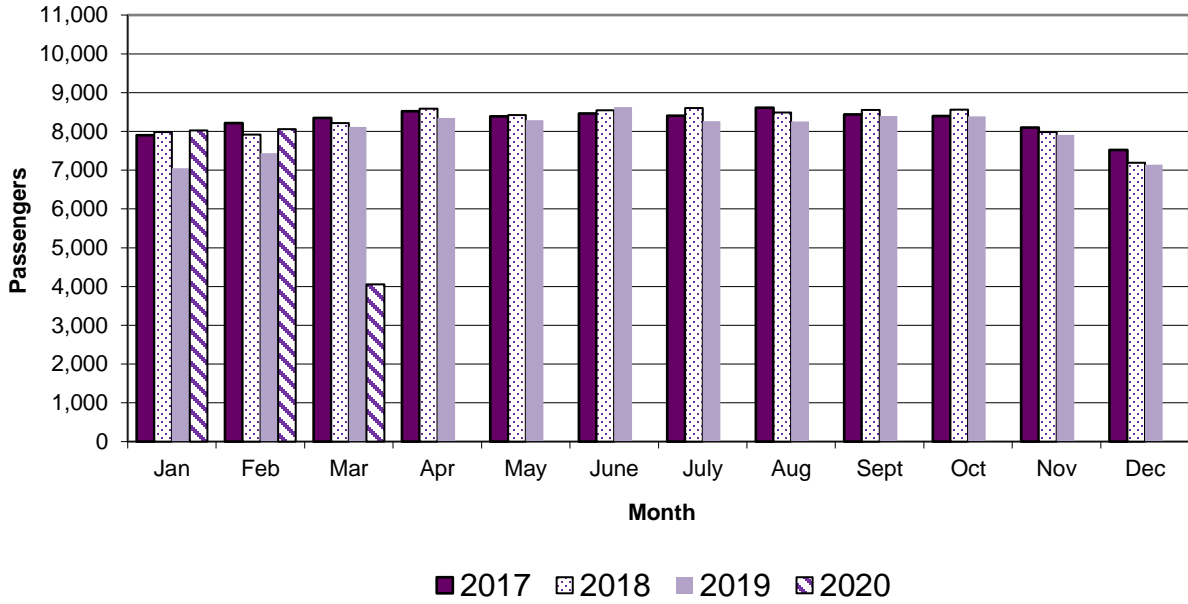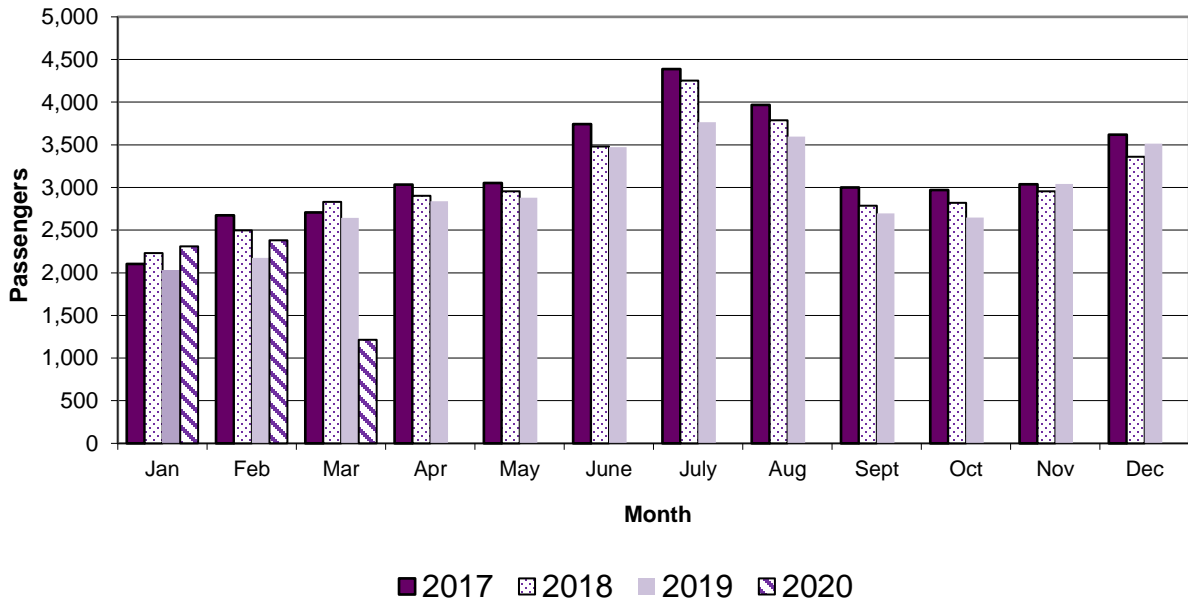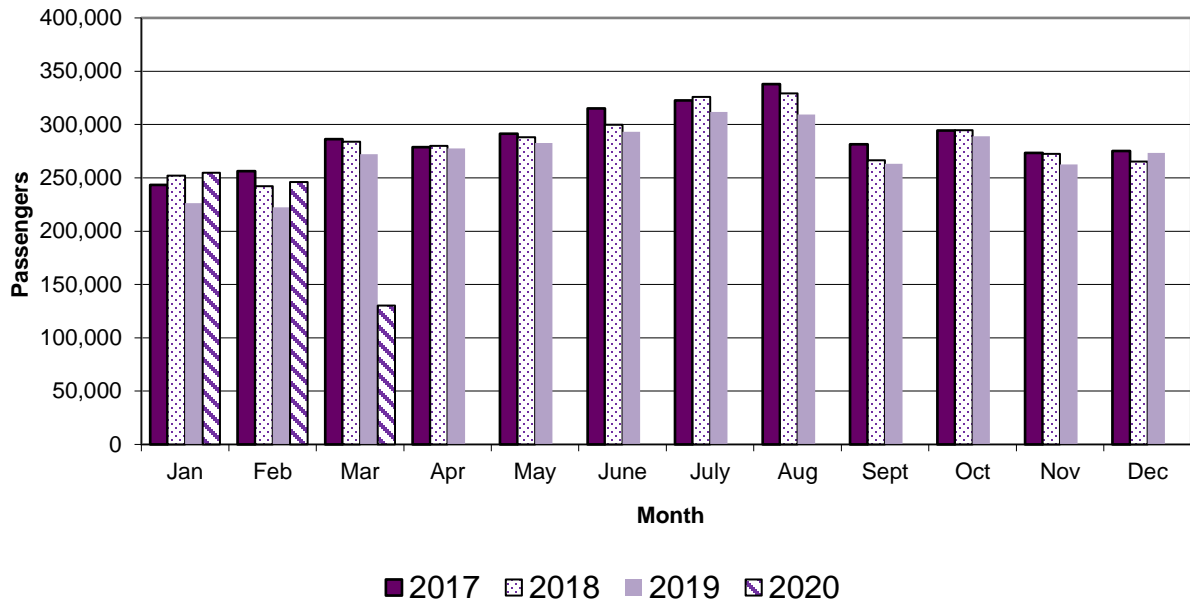

SOUTH SHORE OFF-PEAK RIDERSHIP 2017-2020

SOUTH SHORE MONTHLY RIDERSHIP
2017-2020

Bar chart showing South Shore monthly ridership passengers by month (Jan–Dec) for the years 2017, 2018, 2019, and 2020. Y-axis shows Passengers from 0 to 400,000. X-axis labeled Month.

Percent on Time: March 2020

Peak

Train	Days Late	% on Time
6	0	100.0%
102	0	100.0%
104	0	100.0%
106	0	100.0%
108	0	100.0%
110	*1*	*93.3%*
112	*1*	*93.3%*
114	*1*	*93.3%*
214	*1*	*93.3%*
502	*1*	*85.7%*
600	*1*	*85.7%*
802	0	100.0%
804	*2*	*71.4%*
11	*1*	*93.3%*
17	*4*	*73.3%*
111	0	100.0%
113	*1*	*93.3%*
115	0	100.0%
117	0	100.0%
119	*1*	*93.3%*
217	0	100.0%
507	*1*	*85.7%*
509	*4*	*42.9%*
801	0	100.0%
803	*2*	*71.4%*
Total	22	92.9%
Westbound	8	95.1%
Eastbound	14	90.5%

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

Off-Peak

Train	Days Late	% on Time
14	2	86.7%
18	1	93.3%
20	2	86.7%
22	2	86.7%
116	*5*	*66.7%*
118	0	100.0%
216	0	100.0%
218	0	100.0%
220	0	100.0%
222	1	93.3%
504	1	85.7%
506	*2*	*71.4%*
508	*3*	*57.1%*
510	1	85.7%
606	1	85.7%
608	1	85.7%
610	*2*	*71.4%*
7	*7*	*53.3%*
9	*3*	*80.0%*
19	2	86.7%
101	0	100.0%
107	*10*	*33.3%*
109	*3*	*80.0%*
121	1	93.3%
123	1	93.3%
203	1	93.3%
205	0	100.0%
207	1	93.3%
209	1	93.3%
503	1	85.7%
505	*4*	*42.9%*
511	1	85.7%
601	0	100.0%
603	1	85.7%
605	*3*	*57.1%*
613	1	85.7%
Total	70	86.0%
Westbound	24	89.5%
Eastbound	46	83.2%

Weekend/Holiday

Train	Days Late	% on Time
502	3	66.7%
504	3	66.7%
506	2	77.8%
508	2	77.8%
510	1	88.9%
600	1	88.9%
606	4	55.6%
608	1	88.9%
610	0	100.0%
710	Deadhead Move	
503	2	77.8%
505	3	66.7%
507	5	44.4%
509	3	66.7%
511	4	55.6%
601	1	88.9%
603	1	87.5%
605	3	66.7%
613	2	77.8%
701	0	100.0%
703	0	100.0%
Total	41	87.9%
Westbound	17	79.0%
Eastbound	24	75.5%

Reason for Delay: March

Reasons (weekday)		
AMT	0	0.0%
CAR	5	5.4%
CAT	1	1.1%
DBS	0	0.0%
DDS	0	0.0%
DMW	6	6.5%
DSR	1	1.1%
DSS	0	0.0%
FRR	0	0.0%
FTI	5	5.4%
HLD	2	2.2%
LMU	3	3.3%
MET	28	30.4%
OET	0	0.0%
OPR	7	7.6%
OTH	11	12.0%
PAS	3	3.3%
POL	2	2.2%
PTC	0	0.0%
PTI	13	14.1%
SUB	0	0.0%
SVS	1	1.1%
TOD	0	0.0%
TRK	0	0.0%
TRS	1	1.1%
UTL	0	0.0%
VAN	3	3.3%
WTR	0	0.0%
TOTAL	92	100.0%

Reasons (weekend)		
AMT	0	0.0%
CAR	3	7.3%
CAT	0	0.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	1	2.4%
FRR	1	2.4%
FTI	2	4.9%
HLD	0	0.0%
LMU	0	0.0%
MET	17	41.5%
OET	0	0.0%
OPR	3	7.3%
OTH	1	2.4%
PAS	3	7.3%
POL	0	0.0%
PTC	0	0.0%
PTI	5	12.2%
SUB	0	0.0%
SVS	5	12.2%
TOD	0	0.0%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	41	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
TRS-Trespasser on incident.
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 March, 2020

Peak

Train	Days Late	% on Time
102	1	98.2%
104	2	96.4%
6	*5*	*91.2%*
106	7	87.7%
108	*3*	*94.7%*
110	5	91.2%
112	2	96.5%
114	*6*	*89.5%*
214	*4*	*93.0%*
502	*1*	*85.7%*
600	*1*	*85.7%*
802	0	100.0%
804	*2*	*71.4%*
11	*9*	*84.2%*
111	*0*	*100.0%*
113	5	91.2%
115	*2*	*96.5%*
17	*10*	*82.5%*
117	*9*	*84.2%*
217	*3*	*94.7%*
119	*3*	*94.7%*
507	*1*	*85.7%*
509	*4*	*42.9%*
801	0	100.0%
803	*2*	*71.4%*
Total	87	91.5%
Westbound	39	92.8%
Eastbound	48	90.1%

Off-Peak

Train	Days Late	% on Time
14	*7*	*87.7%*
216	7	87.5%
116	*20*	*64.9%*
216	3	94.7%
18	*7*	*87.7%*
118	1	98.2%
218	*2*	*96.5%*
20	*14*	*75.4%*
220	1	98.2%
420	1	98.2%
22	*6*	*89.5%*
422	0	100.0%
504	1	85.7%
506	2	71.4%
508	3	57.1%
510	1	85.7%
606	1	85.7%
608	1	85.7%
610	2	71.4%
401	2	96.5%
203	1	98.2%
403	5	91.2%
205	0	100.0%
207	8	86.0%
7	*18*	*68.4%*
107	*26*	*54.4%*
9	*16*	*71.9%*
109	*10*	*82.5%*
209	4	93.0%
19	*11*	*80.7%*
121	5	91.2%
123	*5*	*91.2%*
101	3	94.7%
503	1	85.7%
505	4	42.9%
511	1	85.7%
601	0	100.0%
603	1	85.7%
605	3	57.1%
613	1	85.7%
701	1	85.7%
703	0	100.0%
Total	206	87.1%
Westbound	80	89.1%
Eastbound	126	85.3%

Weekend/Holiday

Train	Days Late	% on Time
600	8	70.4%
502	10	63.0%
504	13	51.9%
606	11	59.3%
506	9	66.7%
608	6	77.8%
508	6	77.8%
610	4	85.2%
510	7	74.1%
710	Deadhead move	
503	13	51.9%
603	2	92.3%
605	14	48.1%
505	11	59.3%
507	11	59.3%
509	17	37.0%
511	10	63.0%
613	3	88.9%
601	3	88.9%
701	6	76.9%
703	3	88.5%
Total	167	68.9%
Westbound	74	69.5%
Eastbound	93	68.4%

Cumulative Reasons for Delays Thru March, 2020

REASONS (weekday)			REASONS (weekend)			TOTAL		
AMT	2	0.7%	AMT	2	1.2%	AMT	4	0.9%
CAR	17	5.8%	CAR	16	9.6%	CAR	33	7.2%
CAT	1	0.3%	CAT	0	0.0%	CAT	1	0.2%
DBS	0	0.0%	DBS	1	0.6%	DBS	1	0.2%
DDS	1	0.3%	DDS	0	0.0%	DDS	1	0.2%
DMW	11	3.8%	DMW	0	0.0%	DMW	11	2.4%
DSR	4	1.4%	DSR	0	0.0%	DSR	4	0.9%
DSS	4	1.4%	DSS	1	0.6%	DSS	5	1.1%
FRR	3	1.0%	FRR	1	0.6%	FRR	4	0.9%
FTI	14	4.8%	FTI	9	5.4%	FTI	23	5.0%
HLD	6	2.0%	HLD	2	1.2%	HLD	8	1.7%
LMU	5	1.7%	LMU	3	1.8%	LMU	8	1.7%
MET	92	31.4%	MET	48	28.7%	MET	140	30.4%
OET	1	0.3%	OET	0	0.0%	OET	1	0.2%
OPR	23	7.8%	OPR	17	10.2%	OPR	40	8.7%
OTH	17	5.8%	OTH	5	3.0%	OTH	22	4.8%
PAS	12	4.1%	PAS	19	11.4%	PAS	31	6.7%
POL	2	0.7%	POL	0	0.0%	POL	2	0.4%
PTC	1	0.3%	PTC	0	0.0%	PTC	1	0.2%
PTI	52	17.7%	PTI	23	13.8%	PTI	75	16.3%
SUB	1	0.3%	SUB	0	0.0%	SUB	1	0.2%
SVS	4	1.4%	SVS	12	7.2%	SVS	16	3.5%
TOD	3	1.0%	TOD	0	0.0%	TOD	3	0.7%
TRK	5	1.7%	TRK	1	0.6%	TRK	6	1.3%
TRS	1	0.3%	TRS	1	0.6%	TRS	2	0.4%
UTL	0	0.0%	UTL	2	1.2%	UTL	2	0.4%
VAN	3	1.0%	VAN	0	0.0%	VAN	3	0.7%
WTR	8	2.7%	WTR	4	2.4%	WTR	12	2.6%
TOTAL	293	100.0%	TOTAL	167	100.0%	TOTAL	460	100.0%

AMT-Amtrak delay
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TRK-Track/wayside malfunction
TRS-Trespasser on incident.
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.

Weekday peak trains were on time 92.9% of the time. The remaining 7.1% are made up of 22 trains reporting delays beyond 5 minutes and 59 seconds. Those delays are represented in the below chart depicting the various length of the delay reported.

PEAK TRAIN DELAYS (IN MINUTES)

31-59
1

60+
1

21-30
2

16-20
1

11-15
4

6-10
13
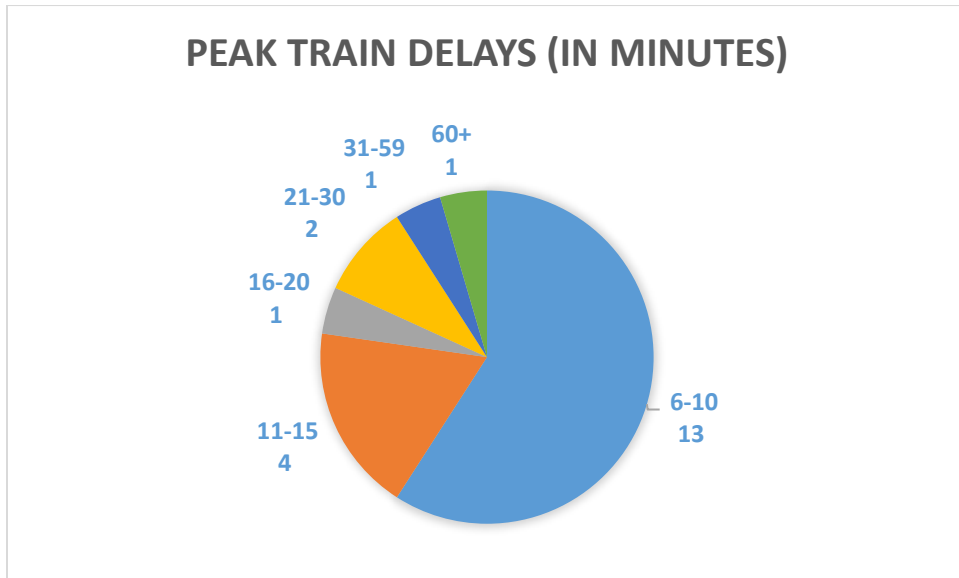
Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	1	41	97.6%
6:31	104	2	41	95.1%
6:55	6	1	42	97.6%
7:13	106	7	42	83.3%
7:35	108	3	42	92.9%
7:51	110	4	42	90.5%
8:08	112	1	42	97.6%
8:31	114	5	42	88.1%
8:52	214	3	42	92.9%
10:28	14	4	42	90.5%
Depart				
3:57	11	7	42	83.3%
4:02p	111	0	42	100.0%
4:28	113	4	42	90.5%
4:57	115	2	42	95.2%
5:10	117	9	42	78.6%
5:28	17	6	42	85.7%
5:32	217	3	42	92.9%
5:58	119	2	42	95.2%
7:15	19	9	42	78.6%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	27	376	92.8%
EB Rush	33	336	90.2%
Total Rush	60	712	91.6%

CUMULATIVE RUSH HOUR THRU MARCH

Range	TOTAL am	pm	total	PERCENTAGE am	pm	total
6-10	15	25	40	2.8%	5.2%	3.9%
11-15	11	8	19	2.0%	1.7%	1.9%
16-20	6	3	9	1.1%	0.6%	0.9%
21-30	2	5	7	0.4%	1.0%	0.7%
31-59	3	7	10	0.6%	1.4%	1.0%
60+	2	0	2	0.4%	0.0%	0.2%
Annulled	2	0	2			
Total Late	39	48	87	7.2%	9.9%	8.5%
On time	500	436	936	92.8%	90.1%	91.5%
Total ran	539	484	1023			

MARCH 2020 RUSH HOUR

Range	TOTAL am	pm	total	PERCENTAGE am	pm	total
6-10	6	7	13	3.7%	4.7%	4.2%
11-15	1	3	4	0.6%	2.0%	1.3%
16-20	0	1	1	0.0%	0.7%	0.3%
21-30	0	2	2	0.0%	1.4%	0.6%
31-59	0	1	1	0.0%	0.7%	0.3%
60+	1	0	1	0.6%	0.0%	0.3%
Annulled	0	0	0			
Total Late	8	14	22	4.9%	9.5%	7.1%
On time	155	134	289	95.1%	90.5%	92.9%
Total ran	163	148	311			

GRAND TOTAL ALL TRAINS THRU MARCH, 2020

Range	Peak WB	EB	Off	Wkend	Total	%
6-10	15	25	126	74	240	7.6%
11-15	11	8	46	38	103	3.3%
16-20	6	3	18	28	55	1.7%
21-30	2	5	7	11	25	0.8%
31-59	3	7	7	11	28	0.9%
60+	2	0	2	5	9	0.3%
Annulled	2	0	3	3	8	
Total	39	48	206	167	460	14.5%
On Time	500	436	1403	370	2709	85.5%
Total ran	539	484	1609	537	3169	
%On Time	92.8%	90.1%	87.2%	68.9%	85.5%	