

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

**November 2017
Monthly Performance Report**



NOVEMBER, 2017 MONTHLY PERFORMANCE REPORT

Ridership

November ridership declined 5.9% compared to last year. This year we carried 282,869 passengers. In November 2016 we carried 300,628. November ridership surged in 2016 due to the Cubs World Series Celebration on November 4 when we carried nearly 30,000 passengers.

Weekday Travel

Average weekday travel declined 8.5% (11,131) compared to November 2016 (12,159). The average peak travel declined 6.8% and off-peak declined by 12.6%.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2016	Nov 2017		Avg. 2016	Nov 2017
5:48 a	35.4%	39.5%	3:57 p***	72.1%	72.4
6:31 a	68.6	76.9	4:02 p	64.1	62.4
6:55 a***	75.0	70.3	4:28 p	90.9	87.1
7:13 a	71.8	58.4	4:57 p	94.9	92.1
7:35 a	84.6	83.6	5:10 p	79.6	79.8
7:51 a	81.0	74.6	5:28 p	76.1	77.2
8:08 a	84.2	90.7	5:32 p	78.8	63.9
8:31 a	90.2	89.1	5:58 p	74.8	72.9
8:52 a	69.7	74.5	7:10 p*	58.0	58.3
10:28 a*	65.6	58.0			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

***New Sunrise Express introduced on March 16, 2015; 3:57p is afternoon express

Weekend

Average weekend ridership declined 12.7% from November 2016. We averaged 4,391 passengers per day on weekends compared to 5,033 last year.

Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: DECEMBER THRU NOVEMBER							
	2013-14	2014-15	%Change	2015-16	%Change	2016-17	%Change
Total	3,595,536	3,622,184	0.7%	3,526,359	-2.7%	3,462,402	-1.8%
Weekday	3,041,534	3,085,708	1.5	3,011,980	-2.4	2,926,849	-2.8
Peak	2,180,083	2,227,656	2.2	2,186,469	-1.9	2,112,409	-3.4
Off-peak	861,451	858,052	-0.4	825,650	-3.8	814,440	-1.4
Weekend	554,002	536,476	-3.1	514,379	-4.1	535,553	4.1
South Bend	249,970	249,914	-0.02	243,293	-2.6	258,867	6.4

Revenue

Farebox revenue remains positive year over year primarily because of the capital fare increase implemented last year. We're also continuing to see a movement away from purchasing one way tickets from agents or on board and towards ticket vending machines and mobile app. Revenue from digital sources now represents 61.8% of total revenue.

TOTAL TICKET SALES: January thru November						
	TICKETS			REVENUE		
Method of Sale	2016	2017	% Change	2016	2017	% Change
Ticket Agent	298,635	235,836	-14.4%	\$6,370,024	\$5,691,084	-10.7%
Vending Machine	516,924	522,546	2.4%	\$8,092,998	\$8,252,731	2.0%
Conductor	352,562	330,315	-13.4%	\$2,526,697	\$2,410,117	-4.6%
Mobile App	166,370	248,362	45.1%	\$2,774,159	\$4,020,469	44.9%
TOTAL	1,334,491	1,337,059	-3.0%	\$19,763,878	\$20,374,402	3.1%

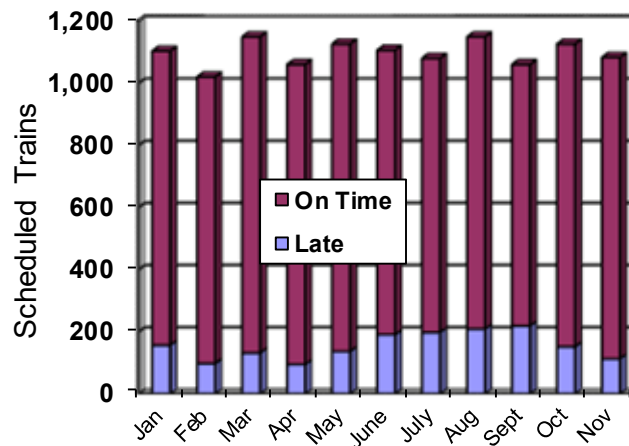
On Time Performance

Rush hour –Overall, 96.1% of A.M. and P.M. rush hour trains were on time in November; compared to 93.3% in November. We consider a train to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard). 97.5% of all rush hour trains arrived at their terminal station within 10 minutes. 98.4% of westbound morning rush hour service was on time compared to 94.2% in November 2016; while eastbound rush hour trains reported an average on time performance of 93.5% compared to 92.3% in November 2016. Three out of 189 westbound trains were delayed in November ranging from 7-16 minutes. Eleven out of 168 eastbound trains encountered delays ranging from 8-25 minutes.¹

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	NOVEMBER, 2016				CUMULATIVE THRU 2016			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	2	3	5	1.4%	47	88	135	3.4%
11-15	0	5	5	1.4	34	46	80	2.0
16-20	1	2	3	0.8	10	27	37	0.9
21-30	0	1	1	0.3	3	12	15	0.4
31-59	0	0	0	0.0	5	8	13	0.3
60+	0	0	0	0.0	0	12	12	0.3
On Time	186	157	343	96.1	2,007	1,679	3,686	92.7
Total Ran	189	168	357		2,106	1,872	3,978	
Annulled	0	0	0		9	15	24	

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

Overall - We operated 1,083 trains in November and experienced 113 delays in excess of 5 minutes (ranging from 6-76 minutes) with a median delay of 10 minutes. In November 2016 we operated 1,090 trains with 116 delays in excess of 5 minutes (ranging from 6-78 minutes) with a median delay of 11 minutes.



Cumulative On Time Comparison		
Thru November	2016	2017
Weekday	82.3%	88.2%
Peak	89.4%	92.6%
Off-peak	77.6%	85.2%
Weekend	79.9%	77.7%
Overall	81.9%	86.5%

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.

In November we had one train delayed in excess of 59 minutes as a result of a mechanical issues on one of the train cars.

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ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1-6	6	Annulled	Mechanical	1-12	220	Annulled	Weather
1-10	11	75	NIPSCO outage		222	Annulled	Weather
	15	122	NIPSCO outage	1-16	119	76	Metra
	19	80	NIPSCO outage		220	114	Metra
	20	97	NIPSCO outage	3-8	107	170	NIPSCO outage
	111	90	NIPSCO outage		116	89	NIPSCO outage
	113	95	NIPSCO outage		216	Annulled	NIPSCO outage
	115	100	NIPSCO outage		218	Annulled	NIPSCO outage
	117	125	NIPSCO outage	4-17	19	62	Trespass on Metra
	119	Annulled	NIPSCO outage	4-24	101	169	Metra switch fail
	217	109	NIPSCO outage	4-27	424	Annulled	Mechanical
	220	Annulled	NIPSCO outage	5-15	205	Annulled	Track maintenance
	222	90	NIPSCO outage	5-16	205	Annulled	Track maintenance
	121	89	NIPSCO outage	5-16	9	77	Auto Crash
1-12	6	Annulled	Weather	5-17	205	Annulled	Track maintenance
	7	Annulled	Weather	5-18	205	Annulled	Track maintenance
	9	Annulled	Weather	5-19	205	Annulled	Track maintenance
	11	Annulled	Weather	5-22	205	Annulled	Track maintenance
	14	Annulled	Weather	5-23	205	Annulled	Track maintenance
	15	82	Weather	5-24	205	Annulled	Track maintenance
	18	Annulled	Weather	5-25	205	Annulled	Track maintenance
	20	Annulled	Weather	5-26	205	Annulled	Track maintenance
	104	Annulled	Weather	5-30	205	Annulled	Track maintenance
	106	Annulled	Weather	5-31	205	Annulled	Track maintenance
	107	Annulled	Weather	6-1	205	Annulled	Track maintenance
	108	Annulled	Weather	6-2	205	Annulled	Track maintenance
	109	Annulled	Weather	6-6	11	Annulled	Tr 18 derail Millenn
	110	Annulled	Weather		15	Annulled	Tr 18 derail Millenn
	111	Annulled	Weather		109	Annulled	Tr 18 derail Millenn
1-12	112	Annulled	Weather		111	Annulled	Tr 18 derail Millenn
	113	Annulled	Weather		113	Annulled	Tr 18 derail Millenn
	114	Annulled	Weather		115	Annulled	Tr 18 derail Millenn
	115	Annulled	Weather		117	Annulled	Tr 18 derail Millenn
	116	Annulled	Weather		119	Annulled	Tr 18 derail Millenn
	117	Annulled	Weather		209	Annulled	Tr 18 derail Millenn
	118	Annulled	Weather		217	Annulled	Tr 18 derail Millenn
	203	Annulled	Weather		220	Annulled	Tr 18 derail Millenn
	205	Annulled	Weather		222	Annulled	Tr 18 derail Millenn
	207	Annulled	Weather		422	Annulled	Tr 18 derail Millenn
	209	Annulled	Weather	7-9	510	100	Mechanical
	214	Annulled	Weather	7-20	9	87	Switch problems
	216	Annulled	Weather	7-23	507	Annulled	Debris Strike
	217	Annulled	Weather	8-1	9	Annulled	Catenary
	218	Annulled	Weather	8-4	101	68	LMU

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ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
8-8	109	103	Police	10/7	603	Annulled	Mechanical
	118	70	Police	11/11	507	76	Mechanical
	209	Annulled	Police				
	220	Annulled	Police				
9/3	503	100					
9/10	503	100					
10/5	17	60	Trespasser MED				
10/5	117	60	Trespasser MED				