

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

**November 2018
Monthly Performance Report**



NICTD

NOVEMBER, 2018 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of November declined 0.2% when compared to November of 2017. This year 272,648 passengers traveled on the South Shore Line (SSL) while November of 2017 recorded a total of 273,273 passenger trips.

Weekday Travel

Average weekday travel declined by 1.8% with an average of 10,935 weekday passengers carried in 2018 compared to 11,131 in 2017. The average peak travel declined 1.4% to an average daily ridership of 7,981 while off-peak declined 2.7% to an average daily ridership of 2,954.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2017	2018		2017	2018
5:48 a	39.5%	37.4%	3:57 p***	72.4%	75.8%
6:31 a	76.9	83.4	4:02 p	62.4	70.4
6:55 a***	70.3	66.4	4:28 p	87.1	85.2
7:13 a	58.4	62.5	4:57 p	92.1	98.5
7:35 a	83.6	77.1	5:10 p	79.8	85.2
7:51 a	74.6	76.5	5:28 p	77.2	79.5
8:08 a	90.7	92.8	5:32 p	63.9	63.1
8:31 a	89.1	87.5	5:58 p	72.9	76.8
8:52 a	74.5	83.5	7:10 p*	58.3	54.4
10:28 a*	58.0	56.8			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

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

Weekend

Average weekend ridership increased 8.8% when compared to November 2017. November 2018 averaged 4,779 passengers per day on weekends compared to 4,391 in 2017.

Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: DECEMBER THRU NOVEMBER							
	2014-2015	2015-2016	% Change	2016-2017	% Change	2017-2018	% Change
Total	3,622,184	3,526,359	-2.65%	3,462,402	-1.81%	3,409,987	-1.51%
Weekday	3,086,208	3,011,980	-2.41%	2,926,849	-2.83%	2,901,989	-0.85%
Peak	2,228,156	2,186,495	-1.87%	2,111,613	-3.42%	2,112,936	0.06%
Off Peak	858,052	825,485	-3.80%	815,236	-1.24%	789,053	-3.21%
Weekend	535,976	514,379	-4.03%	535,553	4.12%	507,998	-5.15%
South Bend	249,914	243,293	-2.65%	258,867	6.40%	248,867	-3.86%

Revenue

The number of tickets sold in 2018 are down 3.0% compared to 2017, however revenue is up 2.6%. This is due to the fare increases experienced in July of 2018. Revenue from digital sources represents 61.2% of ticket sales and 63.6% of revenue in 2018.

Total Ticket Sales: Through October						
Method of Sale	Tickets			Revenue		
	2017	2018	% Change	2017	2018	% Change
Ticket Agent	231,421	206,833	-10.6%	5,691,084	5,372,674	-5.6%
Vending Machine	522,546	489,656	-6.3%	8,225,736	8,030,495	-2.4%
Conductor	330,315	294,876	-10.7%	2,410,117	2,219,586	-7.9%
Mobile App	248,362	301,115	21.2%	4,020,474	5,252,245	30.6%
Total	1,332,644	1,292,480	-3.0%	20,347,412	20,874,999	2.6%

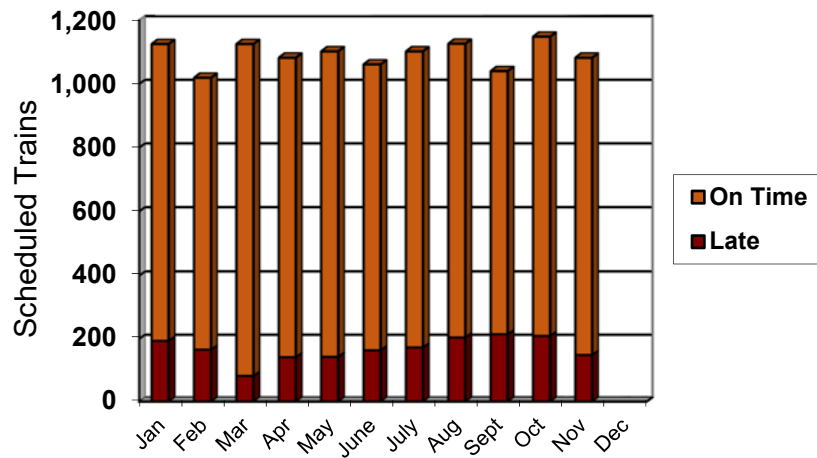
On Time Performance

Rush hour – Overall, 92.7% of A.M. and P.M. rush hour trains were on time in November; compared to 96.1% in November of 2017. 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). 96.4% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 94.2% of westbound morning rush hour service was on time compared to 98.4% in November 2017; while eastbound rush hour trains reported an average on time performance of 91.1% compared to 93.5% in November 2017. A total of 11 out of 189 westbound rush hour trains were delayed in November. Of those 11, six experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 15 out of 168 trains delayed in November. Of those 15, 3 experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)								
Range	November, 2018				Cumulative thru November, 2018			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	3	10	13	3.6%	48	91	139	3.5%
11-15	2	2	4	1.1%	29	49	78	2.0%
16-20	3	3	6	1.7%	11	20	31	0.8%
21-30	2	0	2	0.6%	5	9	14	0.4%
31-59	1	0	1	0.3%	7	7	14	0.4%
60+	0	0	0	0.0%	2	8	10	0.3%
Annulled	0	0	0	0.0%	0	4	4	0.1%
On Time	178	153	331		2,013	1,688	3,701	
Total Ran	189	168	357		2,115	1,876	3,991	

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

Overall – The SSL scheduled 1,083 trains in November and experienced 149 delays in excess of 5 minutes (ranging from 6-147 minutes) with a median delay of 10 minutes. November of 2018 experienced no annulled trains. In November 2017 the South Shore Line operated 1,083 trains with 113



delays in excess of 5 minutes (ranging from 6-78 minutes) with a median delay of 11 minutes. November of 2017 had no annulled trains.

Cumulative On Time Comparison		
Thru Nov..	2017	2018
Weekday	88.2%	86.5%
Peak	92.6%	92.7%
Off-peak	85.2%	82.4%
Weekend	77.7%	72.6%
Overall	86.5%	84.2%

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 there was only one delay over 59 minutes and it was due to pantograph issue on one of the railcars.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES

Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/1	510	131	Mechanical	5/2	401	Anulled	Rail/Cat. Replacement
	701	Annulled	Weather		422	Anulled	Rail/Cat. Replacement
	703	Annulled	Weather		424	Anulled	Rail/Cat. Replacement
1/2	101	81	Late turn of Equip.	5/3	401	Anulled	Rail/Cat. Replacement
	401	Annulled	Weather		422	Anulled	Rail/Cat. Replacement
	422	Annulled	Weather		424	Anulled	Rail/Cat. Replacement
	424	Annulled	Weather	5/4	401	Anulled	Rail/Cat. Replacement
1/3	401	Annulled	Weather	5/21	401	Anulled	Catenary Replacement
	422	Annulled	Weather		422	Anulled	Catenary Replacement
	424	Annulled	Weather		424	Anulled	Catenary Replacement
1/4	401	Annulled	Weather	5/22	401	Anulled	Catenary Replacement
1/12	106	67	Signal Issue		422	Anulled	Catenary Replacement
1/14	511	84	Mechanical		424	Anulled	Catenary Replacement
1/15	9	82	METRA	5/23	401	Anulled	Catenary Replacement
1/19	18	74	Mechanical		422	Anulled	Catenary Replacement
1/22	203	Annulled	Caught in Catenary		424	Anulled	Catenary Replacement
1/29	401	Annulled	Caught in Catenary	5/24	401	Anulled	Catenary Replacement
1/31	115	Annulled	Mechanical		422	Anulled	Catenary Replacement
	17	60	Delayed by 115		424	Anulled	Catenary Replacement
	20	60	Delayed by 115	5/25	401	Anulled	Catenary Replacement
2/5	403	89	Mechanical	6/15	11	Anulled	Catenary Wires Issues
2/17	502	120	METRA - Switch Issue		17	Anulled	Equipment problems
	503	70	METRA - Switch Issue		19	Anulled	Catenary Wires Issues
	504	70	METRA - Switch Issue		22	Anulled	Catenary Wires Issues
	603	70	METRA - Switch Issue		422	Anulled	Equipment problems
3/4	510	115	METRA - Switch Issue		424	Anulled	Equipment problems
3/30	110	61	Trespasser Incident	6/16	701	Anulled	Catenary Wires Issues
4/8	510	113	Trespasser Incident		703	Anulled	Catenary Wires Issues
4/8	511	120	Trespasser Incident	6/25	401	Anulled	Catenary Replacement
4/23	401	Annulled	Rail/Cat. Replacement		422	Anulled	Catenary Replacement
	422	Annulled	Rail/Cat. Replacement		424	Anulled	Catenary Replacement
	424	Annulled	Rail/Cat. Replacement	6/26	401	Anulled	Catenary Replacement
4/24	401	Annulled	Rail/Cat. Replacement		422	Anulled	Catenary Replacement
	422	Annulled	Rail/Cat. Replacement		424	Anulled	Catenary Replacement
	424	Annulled	Rail/Cat. Replacement	6/27	401	Anulled	Catenary Replacement
4/25	401	Annulled	Rail/Cat. Replacement		422	Anulled	Catenary Replacement
	422	Annulled	Rail/Cat. Replacement		424	Anulled	Catenary Replacement
	424	Annulled	Rail/Cat. Replacement	6/28	401	Anulled	Catenary Replacement
4/26	401	Annulled	Rail/Cat. Replacement		422	Anulled	Catenary Replacement
	422	Annulled	Rail/Cat. Replacement		424	Anulled	Catenary Replacement
	424	Annulled	Rail/Cat. Replacement	6/29	401	Anulled	Catenary Replacement
4/27	401	Annulled	Rail/Cat. Replacement	6/30	601	60	Trespasser Incident
4/30	401	Annulled	Rail/Cat. Replacement	7/1	509	120	Tree in Catenary Wires
	422	Annulled	Rail/Cat. Replacement	7/23	401	Anulled	Catenary Replacement
	424	Annulled	Rail/Cat. Replacement		422	Anulled	Catenary Replacement
5/1	401	Anulled	Rail/Cat. Replacement		424	Anulled	Catenary Replacement
	422	Anulled	Rail/Cat. Replacement				
	424	Anulled	Rail/Cat. Replacement				

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES

Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
7/24	401	Annulled	Catenary Replacement	8/28	113	114	Vehicle on Tracks
	422	Annulled	Catenary Replacement		115	150	Vehicle on Tracks
	424	Annulled	Catenary Replacement		117	155	Vehicle on Tracks
7/25	401	Annulled	Catenary Replacement		119	136	Vehicle on Tracks
	422	Annulled	Catenary Replacement		205	Annulled	Broadway Bridge Repairs
	424	Annulled	Catenary Replacement		217	131	Vehicle on Tracks
7/26	401	Annulled	Catenary Replacement		222	Annulled	Vehicle on Tracks
	422	Annulled	Catenary Replacement		424	Annulled	Vehicle on Tracks
	424	Annulled	Catenary Replacement	8/29	205	Annulled	Broadway Bridge Repairs
7/27	401	Annulled	Catenary Replacement	8/30	205	Annulled	Broadway Bridge Repairs
8/5	603	71	Trespasser Incident	8/31	205	Annulled	Broadway Bridge Repairs
8/20	401	Annulled	Catenary Replacement	9/1	511	66	Passenger train delays
	422	Annulled	Catenary Replacement	9/3	505	124	NICTD Power Outage
	424	Annulled	Catenary Replacement	9/4	19	70	Trespasser Incident
8/21	401	Annulled	Catenary Replacement	9/10	22	150	Metra Power Outage
	422	Annulled	Catenary Replacement		121	136	Metra Power Outage
	424	Annulled	Catenary Replacement		123	78	Metra Power Outage
8/22	401	Annulled	Catenary Replacement	9/12	101	80	Vehicle on Tracks
	422	Annulled	Catenary Replacement	9/15	510	110	Catenary Wire Issues
	424	Annulled	Catenary Replacement		511	90	Catenary Wire Issues
8/23	401	Annulled	Catenary Replacement	10/20	507	86	Tree down on the tracks
	422	Annulled	Catenary Replacement		508	109	Tree down on the tracks
	424	Annulled	Catenary Replacement		854	89	Tree down on the tracks
8/24	401	Annulled	Catenary Replacement	10/21	603	96	Delayed by freight train
8/27	205	Annulled	Broadway Bridge Repairs	10/23	22	120	Pedestrian hit by train
8/28	17	135	Vehicle on Tracks		121	60	Delayed by earlier accident
	20	171	Vehicle on Tracks		123	68	Delayed by earlier accident
	22	144	Vehicle on Tracks	10/27	507	90	Metra incident
	111	175	Vehicle on Tracks		610	64	Awaiting train personnel
				11/17	505	147	Equipment problems

RIDERSHIP REPORT: NOVEMBER, 2018

	2016	Work Days	2017	Work Days	2018	Work Days	Change 18/17
	Passengers		Passengers		Passengers		
MONTHLY RIDERSHIP							
January	255,006	20	243,280	21	251,990	22	3.6%
February	257,998	21	256,285	20	242,120	20	-5.5%
March	295,099	23	286,216	23	283,789	22	-0.8%
April	287,094	21	278,878	20	279,888	21	0.4%
May	289,597	21	291,326	22	288,137	22	-1.1%
June	307,307	22	315,133	22	299,731	21	-4.9%
CUMULATIVE COMPARISON							
January	255,006	20	243,280	21	251,990	22	3.6%
February	513,004	41	499,565	41	494,110	42	-1.1%
March	808,103	64	785,781	64	777,899	64	-1.0%
April	1,095,197	85	1,064,659	84	1,057,787	85	-0.6%
May	1,384,794	106	1,355,985	106	1,345,924	107	-0.7%
June	1,692,101	128	1,671,118	128	1,645,655	128	-1.5%
AVERAGE WEEKDAY RIDERSHIP							
January	10,892		10,141		10,213		0.7%
February	10,547		10,885		10,413		-4.3%
March	11,581		11,058		11,403		3.1%
April	11,822		11,553		11,490		-0.5%
May	11,570		11,439		11,375		-0.6%
June	12,161		12,208		11,989		-1.8%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
January	8,603		7,874		7,982		1.4%
February	7,975		8,211		7,914		-3.6%
March	8,642		8,350		8,214		-1.6%
April	8,760		8,520		8,588		0.8%
May	8,537		8,387		8,422		0.4%
June	8,777		8,466		8,542		0.9%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
January	2,289		2,097		2,231		6.4%
February	2,585		2,674		2,499		-6.5%
March	2,940		2,708		2,829		4.5%
April	3,061		3,033		2,902		-4.3%
May	3,039		3,053		2,953		-3.3%
June	3,384		3,743		3,481		-7.0%

RIDERSHIP REPORT: NOVEMBER, 2018

	2016	Work Days	2017	Work Days	2018	Work Days	Change 18/17
	Passengers		Passengers		Passengers		
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
January	3,379		3,690		3,035		-17.8%
February	4,532		4,822		4,233		-12.2%
March	3,591		3,986		4,538		13.8%
April	4,315		4,783		4,288		-10.3%
May	4,663		4,406		4,210		-4.4%
June	4,971		5,819		5,249		-9.8%
MONTHLY SOUTH BEND RIDERSHIP							
January	14,935		14,626		15,027		2.7%
February	15,708		16,499		16,778		1.7%
March	19,040		18,235		21,230		16.4%
April	20,090		23,040		20,509		-11.0%
May	19,598		20,085		19,452		-3.2%
June	20,209		22,143		20,965		-5.3%

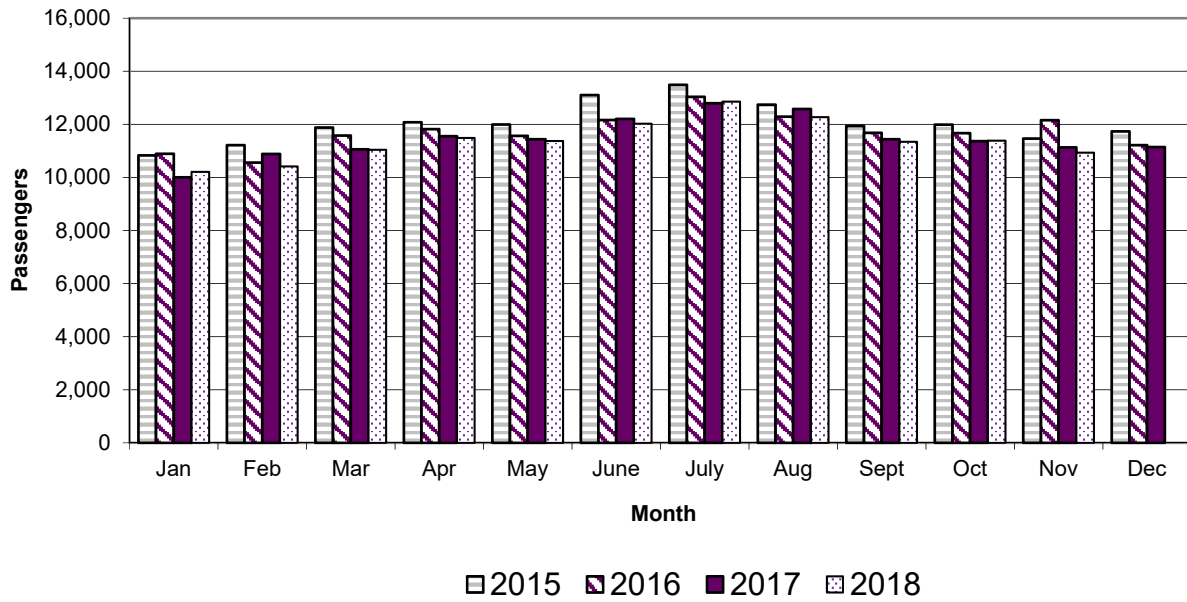
RIDERSHIP REPORT: NOVEMBER, 2018

	2016	Work	2017	Work	2018	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	18/17
MONTHLY RIDERSHIP							
July	326,207	20	322,717	20	326,061	21	1.0%
August	321,033	23	337,910	23	329,094	23	-2.6%
September	288,198	21	281,393	20	266,558	19	-5.3%
October	294,337	21	294,415	22	294,835	23	0.1%
November	300,628	21	273,273	21	272,648	21	-0.2%
December	281,576	21	275,137	20			
CUMULATIVE COMPARISON							
July	2,018,308	148	1,993,835	148	1,971,716	149	-1.1%
August	2,339,341	171	2,331,745	171	2,300,810	172	-1.3%
September	2,627,539	192	2,613,138	191	2,567,368	191	-1.8%
October	2,921,876	213	2,907,553	213	2,862,203	214	-1.6%
November	3,222,504	234	3,180,826	234	3,134,851	235	-1.4%
December	3,504,080	255	3,455,963	254			
AVERAGE WEEKDAY RIDERSHIP							
July	13,037		12,794		12,855		0.5%
August	12,289		12,580		12,275		-2.4%
September	11,682		11,440		11,342		-0.9%
October	11,671		11,369		11,384		0.1%
November	12,159		11,131		10,935		-1.8%
December	11,217		11,142				
Thru December	11,719	255	11,478	254			
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
July	8,407		8,406		8,601		2.3%
August	8,694		8,612		8,486		-1.5%
September	8,661		8,438		8,556		1.4%
October	8,704		8,398		8,563		2.0%
November	8,685		8,095		7,981		-1.4%
December	7,552		7,522				
Thru December	8,500	255	8,273	254			
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
July	4,629		4,387		4,254		-3.0%
August	3,595		3,968		3,788		-4.5%
September	3,021		3,002		2,786		-7.2%
October	2,967		2,970		2,821		-5.0%
November	3,473		3,036		2,954		-2.7%
December	3,665		3,620				
Thru December	3,221	255	3,191	254			

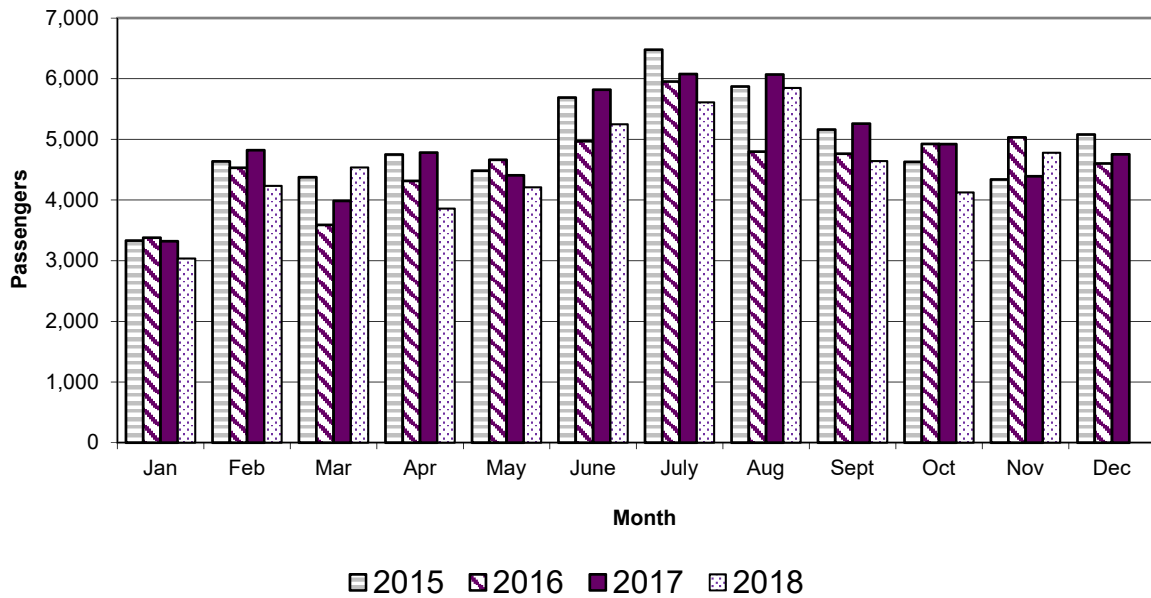
RIDERSHIP REPORT: NOVEMBER, 2018

	2016	Wkend	2017	Wkend	2018	Wkend	Change
	Passengers	Days	Passengers	Days	Passengers	Days	18/17
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
July	5,952		6,077		5,612		-7.7%
August	4,797		6,070		5,847		-3.7%
September	4,763		5,260		4,641		-11.8%
October	4,929		4,922		4,126		-16.2%
November	5,033		4,391		4,779		8.8%
December	4,602		4,753				
Thru December	4,627	109	4,915	110			
MONTHLY SOUTH BEND RIDERSHIP							
July	26,787		27,623		25,692		-7.0%
August	21,219		22,887		22,070		-3.6%
September	20,001		23,618		20,944		-11.3%
October	21,618		25,870		18,422		-28.8%
November	21,861		21,387		22,997		7.5%
December	22,854		24,781				

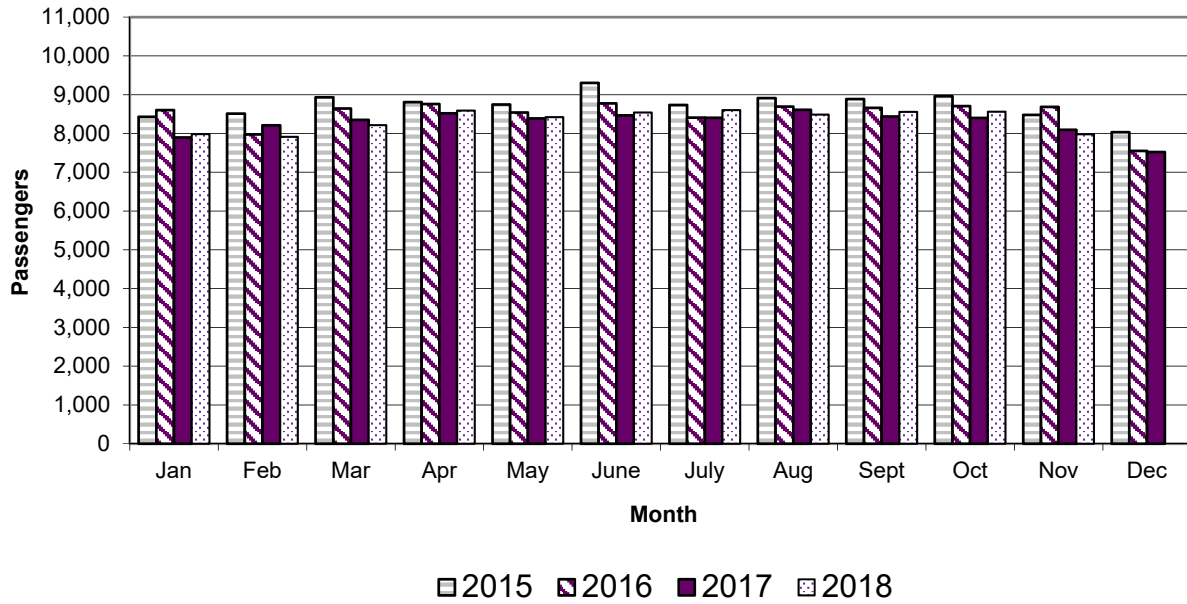
SOUTH SHORE WEEKDAY RIDERSHIP 2015-2018



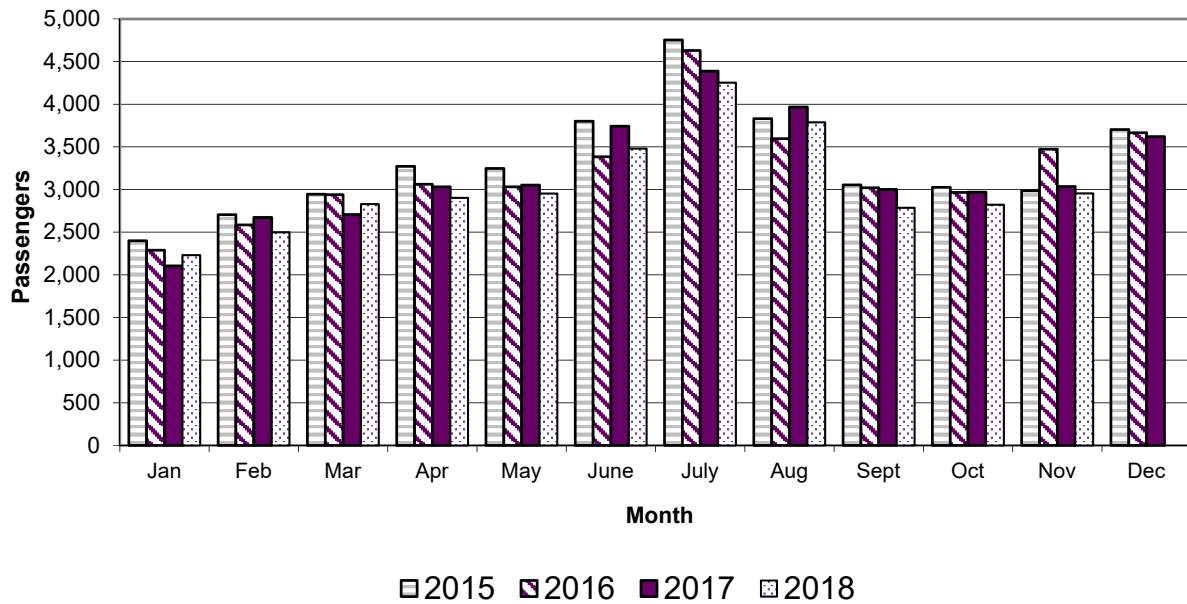
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2015-2018



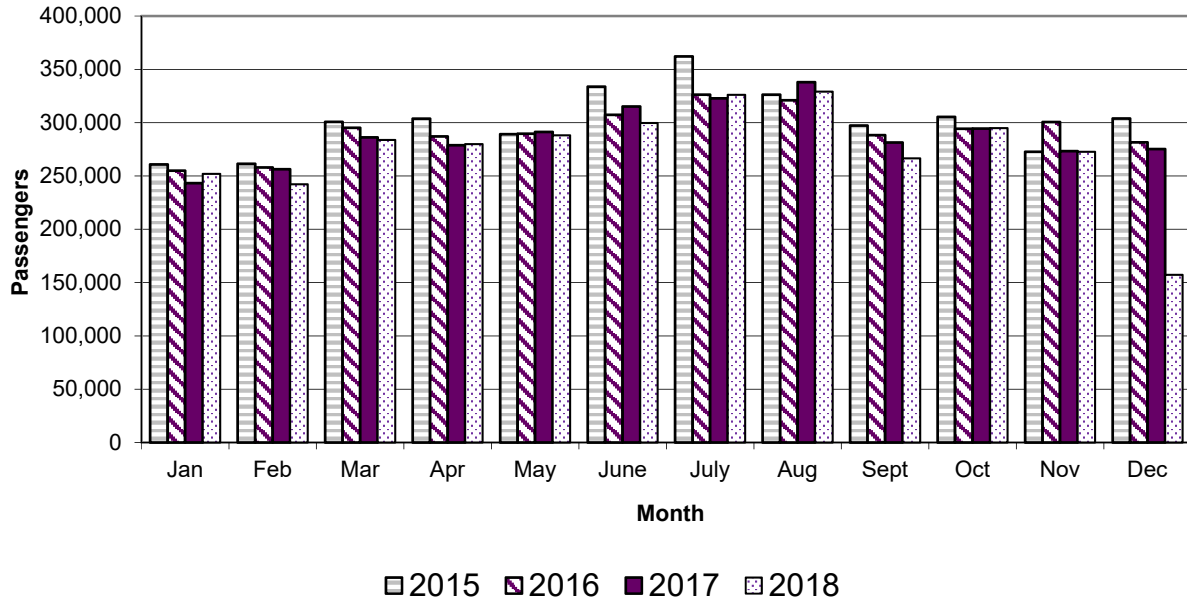
SOUTH SHORE PEAK RIDERSHIP 2015-2018



SOUTH SHORE OFF-PEAK RIDERSHIP 2015-2018



SOUTH SHORE MONTHLY RIDERSHIP 2015-2018



PERCENT ON TIME: NOVEMBER, 2018

PEAK		
Train	Days Late	% on Time
102	1	95.2%
104	0	100.0%
6	2	90.5%
106	1	95.2%
108	1	95.2%
110	1	95.2%
112	2	90.5%
114	2	90.5%
214	1	95.2%
11	2	90.5%
111	0	100.0%
113	4	81.0%
115	2	90.5%
17	0	100.0%
117	5	76.2%
217	1	95.2%
119	1	95.2%
Total	26	92.7%
Westbound	11	94.2%
Eastbound	15	91.1%

OFF-PEAK		
Train	Days Late	% on Time
14	7	66.7%
216	1	95.2%
116	11	47.6%
218	3	85.7%
18	9	57.1%
118	0	100.0%
220	3	85.7%
20	6	71.4%
222	0	100.0%
420	0	100.0%
22	3	85.7%
424	0	100.0%
401	0	100.0%
203	1	95.2%
403	1	95.2%
205	0	100.0%
207	2	90.5%
7	5	76.2%
107	13	38.1%
9	7	66.7%
109	2	90.5%
209	1	95.2%
19	4	81.0%
121	3	85.7%
123	1	95.2%
101	1	95.2%
Total	84	84.6%
Westbound	43	82.9%
Eastbound	63	80.4%

WEEKEND/HOLIDAY		
Train	Days Late	% on Time
600	2	77.8%
502	3	66.7%
504	3	66.7%
606	5	44.4%
506	1	88.9%
608	1	88.9%
508	1	88.9%
610	1	88.9%
510	1	88.9%
710	Deadhead move	
503	4	55.6%
603	1	88.9%
605	3	66.7%
505	3	66.7%
507	3	66.7%
509	3	66.7%
511	3	66.7%
613	0	100.0%
601	1	88.9%
701	0	100.0%
703	0	100.0%
Total	39	78.3%
Westbound	18	77.8%
Eastbound	21	78.8%

95% peak and 85% off peak.

REASON FOR DELAY: NOVEMBER

REASONS (weekday)		
AMT	3	2.7%
CAR	6	5.5%
CAT	0	0.0%
DBS	0	0.0%
DMW	5	4.5%
DSR	4	3.6%
DSS	3	2.7%
FRR	3	2.7%
FTI	9	8.2%
HLD	2	1.8%
LMU	2	1.8%
MET	30	27.3%
NIPSCO	0	0.0%
OET	2	1.8%
OPR	0	0.0%
OTH	6	5.5%
PAS	2	1.8%
POL	1	0.9%
PTI	7	6.4%
SUB	0	0.0%
SVS	1	0.9%
TOD	1	0.9%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	23	20.9%
TOTAL	110	100.0%

REASONS (weekend)		
AMT	2	5.1%
CAR	4	10.3%
CAT	0	0.0%
DBS	0	0.0%
DMW	0	0.0%
DSR	1	2.6%
DSS	2	5.1%
FRR	3	7.7%
FTI	0	0.0%
HLD	1	2.6%
LMU	0	0.0%
MET	13	33.3%
NIPSCO	0	0.0%
OET	0	0.0%
OPR	0	0.0%
OTH	0	0.0%
PAS	6	15.4%
POL	0	0.0%
PTI	4	10.3%
SUB	0	0.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	3	7.7%
TOTAL	39	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.
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- 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.

CUMULATIVE PERCENT ON TIME THRU NOVEMBER, 2018

PEAK		
Train	Days Late	% on Time
102	3	98.7%
104	5	97.9%
6	25	89.4%
106	9	96.2%
108	6	97.4%
110	8	96.6%
112	12	94.9%
114	22	90.6%
214	12	94.9%
11	37	84.1%
111	4	98.3%
113	13	94.5%
115	18	92.3%
17	19	91.9%
117	67	71.5%
217	12	94.9%
119	14	94.0%
Total	286	92.8%
Westbound	102	95.2%
Eastbound	184	90.2%

OFF-PEAK		
Train	Days Late	% on Time
14	50	78.7%
216	8	96.6%
116	80	66.0%
216	17	92.8%
18	104	55.7%
118	12	94.9%
218	26	88.9%
20	63	73.2%
220	24	89.7%
420	6	97.1%
22	55	76.5%
422	6	97.1%
401	2	99.0%
203	7	97.0%
403	17	92.8%
205	4	98.3%
207	8	96.6%
7	81	65.5%
107	123	47.7%
9	75	68.1%
109	62	73.6%
209	10	95.7%
19	49	79.0%
121	26	88.9%
123	44	81.3%
101	19	91.9%
Total	978	83.7%
Westbound	451	83.7%
Eastbound	527	83.8%

WEEKEND/HOLIDAY		
Train	Days Late	% on Time
600	21	78.8%
502	33	66.7%
504	52	47.5%
606	38	61.6%
506	29	70.7%
608	12	87.9%
508	33	66.7%
610	7	92.9%
510	23	76.8%
710	Deadhead move	
503	44	55.6%
603	14	85.9%
605	29	70.7%
505	30	69.7%
507	42	57.6%
509	52	47.5%
511	44	55.6%
613	9	90.9%
601	18	81.8%
701	1	99.0%
703	7	92.9%
Total	538	72.8%
Westbound	248	72.2%
Eastbound	290	73.3%

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

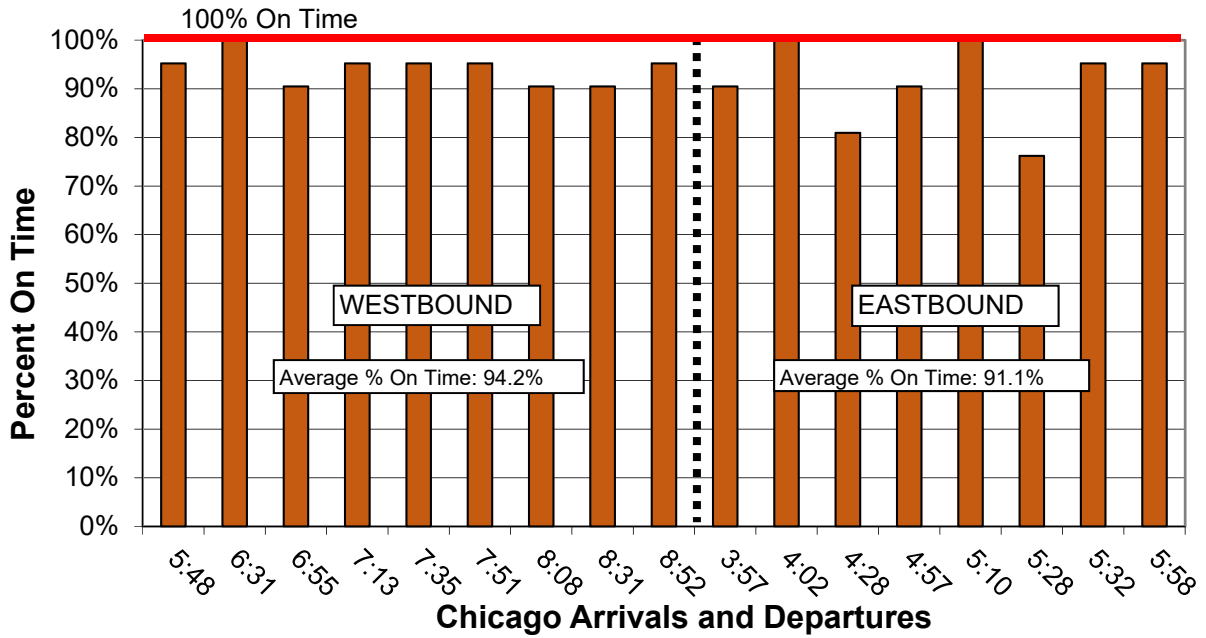
CUMULATIVE REASON FOR DELAYS THRU OCTOBER, 2018

REASONS (weekday)			REASONS (weekend)			TOTAL		
AMT	47	3.7%	AMT	6	1.1%	AMT	53	2.9%
CAR	89	7.0%	CAR	37	6.9%	CAR	126	7.0%
CAT	0	0.0%	CAT	4	0.7%	CAT	4	0.2%
DBS	14	1.1%	DBS	1	0.2%	DBS	15	0.8%
DMW	162	12.8%	DMW	8	1.5%	DMW	170	9.4%
DSR	63	5.0%	DSR	53	9.8%	DSR	116	6.4%
DSS	37	2.9%	DSS	22	4.1%	DSS	59	3.3%
FRR	40	3.2%	FRR	25	4.6%	FRR	65	3.6%
FTI	49	3.9%	FTI	15	2.8%	FTI	64	3.5%
HLD	27	2.1%	HLD	12	2.2%	HLD	39	2.2%
LMU	16	1.3%	LMU	10	1.9%	LMU	26	1.4%
MET	337	26.7%	MET	149	27.6%	MET	486	27.0%
NIPSCO	0	0.0%	NIPSCO	0	0.0%	NIPSCO	0	0.0%
OET	6	0.5%	OET	0	0.0%	OET	6	0.3%
OPR	4	0.3%	OPR	1	0.2%	OPR	5	0.3%
OTH	58	4.6%	OTH	12	2.2%	OTH	70	3.9%
PAS	40	3.2%	PAS	62	11.5%	PAS	102	5.7%
POL	13	1.0%	POL	3	0.6%	POL	16	0.9%
PTI	114	9.0%	PTI	43	8.0%	PTI	157	8.7%
SUB	2	0.2%	SUB	5	0.9%	SUB	7	0.4%
SVS	25	2.0%	SVS	23	4.3%	SVS	48	2.7%
TOD	10	0.8%	TOD	2	0.4%	TOD	12	0.7%
TRK	17	1.3%	TRK	3	0.6%	TRK	20	1.1%
TRS	23	1.8%	TRS	13	2.4%	TRS	36	2.0%
UTL	1	0.1%	UTL	2	0.4%	TRS	3	0.2%
VAN	2	0.2%	VAN	0	0.0%	VAN	2	0.1%
WTR	68	5.4%	WTR	28	5.2%	WTR	96	5.3%
TOTAL	1,264	100.0%	TOTAL	539	100.0%	TOTAL	1,803	100.0%

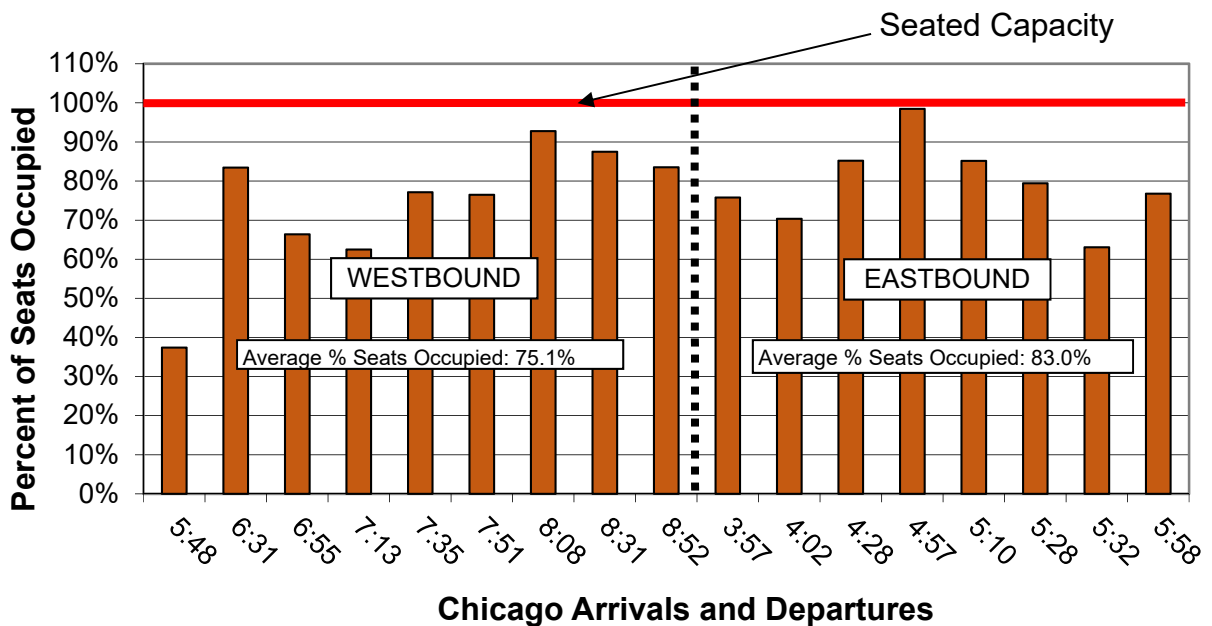
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RUSH HOUR ON TIME PERFORMANCE: NOVEMBER 2018



PERCENT OF RUSH HOUR SEATS OCCUPIED: NOV 2018



RUSH HOUR* TRAIN DELAYS - NOVEMBER 2018 (minutes late)

Train	Arrive	Thurs 1	Fri 2	Mon 5	Tues 6	Wed 7	Thurs 8	Fri 9	Mon 12	Tues 13	Wed 14	Thurs 15	Fri 16	Mon 19	Tue 20	Wed 21	Fri 23	Mon 26	Tues 27	Wed 28	Thurs 29	Fri 30	Days Late	Days Ran	% On Time	
102	5:48a															10								1	21	95.2%
104	6:31																							0	21	100.0%
6	6:55	7																18						2	21	90.5%
106	7:13																	15						1	21	95.2%
108	7:35																	8						1	21	95.2%
110	7:51																	26						1	21	95.2%
112	8:08														16			14						2	21	90.5%
114	8:31															17		37						2	21	90.5%
214	8:52																	23						1	21	95.2%
14	10:28					8	6	8		7		7						19				6		7	21	66.7%
Train	Depart																									
11	3:57					7													19					2	21	90.5%
111	4:02																							0	21	100.0%
113	4:28									6				9				20	10					4	21	81.0%
115	4:57			8															9					2	21	90.5%
117	5:10			14						7								8	16	10				5	21	76.2%
17	5:28																							0	21	100.0%
217	5:32	6																						1	21	95.2%
119	5:58			12																				1	21	95.2%
19	7:10	15		8		7	7																	4	21	81.0%
High temp		47	47	50	53	41	42	36	40	31	35	32	37	33	34	35	48	37	28	23	33	41				
Low temp		40	32	44	41	34	31	23	29	24	17	27	26	20	28	28	28	28	28	19	19	22	24			

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

Temperatures from South Bend

MONTHLY SUMMARY OF RUSH HOUR ON TIME PERFORMANCE

	Jan			Feb			Mar			Apr			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	17	198	91.4%	15	180	91.7%	9	198	95.5%	3	189	98.4%	3	198	98.5%	6	189	96.8%
EB Rush	24	176	86.4%	16	160	90.0%	9	176	94.9%	15	168	91.1%	10	176	94.3%	14	166	91.6%
Total Rush	41	374	89.0%	31	340	90.9%	18	374	95.2%	18	357	95.0%	13	374	96.5%	20	355	94.4%

	July			Aug			Sept			Oct			Nov			Dec		
	#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	4	189	97.9%	12	207	94.2%	12	171	93.0%	10	207	95.2%	11	189	94.2%			
EB Rush	18	168	89.3%	27	183	85.2%	23	151	84.8%	12	184	93.5%	15	168	91.1%			
Total Rush	22	357	93.8%	39	390	90.0%	35	322	89.1%	22	391	94.4%	26	357	92.7%			

On time
A = Annulled

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	3	235	98.7%
6:31	104	5	235	97.9%
6:55	6	25	235	89.4%
7:13	106	9	235	96.2%
7:35	108	6	235	97.4%
7:51	110	8	235	96.6%
8:08	112	12	235	94.9%
8:31	114	22	235	90.6%
8:52	214	12	235	94.9%
10:28	14	31	235	86.8%
Depart				
3:57	11	37	232	84.1%
4:02p	111	4	235	98.3%
4:28	113	13	235	94.5%
4:57	115	18	235	92.3%
5:10	117	67	235	71.5%
5:28	17	19	234	91.9%
5:32	217	11	235	95.3%
5:58	119	14	235	94.0%
7:15	19	36	235	84.7%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	102	2115	95.2%
EB Rush	183	1876	90.2%
Total Rush	285	3,991	92.9%

CUMULATIVE RUSH HOUR THRU NOVEMBER

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	48	91	139	2.3%	4.9%	3.48%
11-15	29	49	78	1.4%	2.6%	1.95%
16-20	11	20	31	0.5%	1.1%	0.78%
21-30	5	9	14	0.2%	0.5%	0.35%
31-59	7	7	14	0.3%	0.4%	0.35%
60+	2	8	10	0.1%	0.4%	0.25%
Annulled	0	4	4			
Total Late	102	188	290	4.8%	10.0%	7.27%
On time	2,013	1,688	3,701	95.2%	90.0%	92.73%
Total ran	2,115	1,876	3,991			

NOVEMBER RUSH HOUR

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	3	10	13	1.6%	6.0%	3.6%
11-15	2	2	4	1.1%	1.2%	1.1%
16-20	3	3	6	1.6%	1.8%	1.7%
21-30	2	0	2	1.1%	0.0%	0.6%
31-59	1	0	1	0.5%	0.0%	0.3%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	11	15	26	5.8%	8.9%	7.3%
On time	178	153	331	94.2%	91.1%	92.7%
Total ran	189	168	357			

GRAND TOTAL ALL TRAINS THRU NOVEMBER 2018

Range	Peak					%
	WB	EB	Off	Wkend	Total	
6-10	48	91	510	243	892	7.4%
11-15	29	49	206	145	429	3.5%
16-20	11	20	112	50	193	1.6%
21-30	5	9	77	53	144	1.2%
31-59	7	7	57	25	96	0.8%
60+	2	8	15	23	48	0.4%
Annulled	0	4	99	4	107	
Total	102	184	977	539	1,802	14.9%
On Time	2,013	1,692	5,034	1,441	10,287	85.1%
Total ran	2,115	1,880	6,110	1,984	12,089	
%On Time	95.2%	90.0%	82.4%	72.6%	85.1%	