

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

November 2020



NOVEMBER, 2020 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of November 2020 decreased 84.6% when compared to November of 2019. This year 40,494 passengers traveled on the South Shore Line (SSL) while November of 2019 recorded a total of 262,528 passenger trips. The SSL continues to experience reduce ridership as a result of the COVID-19 pandemic. Indiana and Illinois continue to urge people to quarantine and socially distance to their best ability. Indiana continues to be on Chicago's state travel ban listing identifying travel to/from Indiana is strongly discouraged unless it is for work or medical purposes.

Weekday Travel

Average weekday travel was down 84.7% overall for November of 2020 when compared to November of 2019. Peak ridership was down 86.6% and off peak ridership was down 79.7%.

Weekend

Average weekend ridership in November decreased by 84.1% with an average of 694 passengers carried per weekend day in 2020 compared to 4,357 carried in 2019. In response to the pandemic stay at home orders and limited crowd sizes have kept local businesses, recreation spots, and sporting events closed or limiting attendance.

Analysis over last 12 months:

Ridership Over Last 12 Months: December through November							
	2016/17	2017/18	% Change	2018/19	% Change	2019/20	% Change
Total	3,462,402	3,409,987	-1.51%	3,275,546	-3.94%	1,227,916	-62.51%
Weekday	2,926,849	2,901,989	-0.85%	2,782,728	-4.11%	1,042,572	-62.53%
Peak	2,111,613	2,112,936	0.06%	2,038,958	-3.50%	739,202	-63.75%
Off Peak	815,236	789,053	-3.21%	743,770	-5.74%	303,370	-59.21%
Weekend	535,553	507,998	-5.15%	492,818	-2.99%	185,344	-62.39%
South Bend	258,867	248,867	-3.86%	236,054	-5.15%	78,114	-66.91%

Revenue

The number of tickets sold for the year has decreased 69.8% through November of 2020 compared to 2019. Ticket revenue is down 69.5% for 2020 compared to 2019. Sales from digital sources represents 65.9% of ticket sales and 69.5% of revenue in 2020. Monthly passes purchased in November were also good for use in December. In addition all westbound one way weekend rides were free.

Total Ticket Sales: Through November						
Method of Sale	Tickets			Revenue		
	2019	2020	% Change	2019	2020	% Change
Ticket Agent	158,244	49,004	-69.0%	4,558,390	1,341,831	-70.6%
Vending Machine	423,816	105,347	-75.1%	7,360,460	2,004,022	-72.8%
Conductor	257,842	77,266	-70.0%	1,963,705	574,909	-70.7%
Mobile App	386,762	138,473	-64.2%	6,748,075	2,372,763	-64.8%
Total	1,226,664	370,090	-69.8%	20,630,630	6,293,525	-69.5%

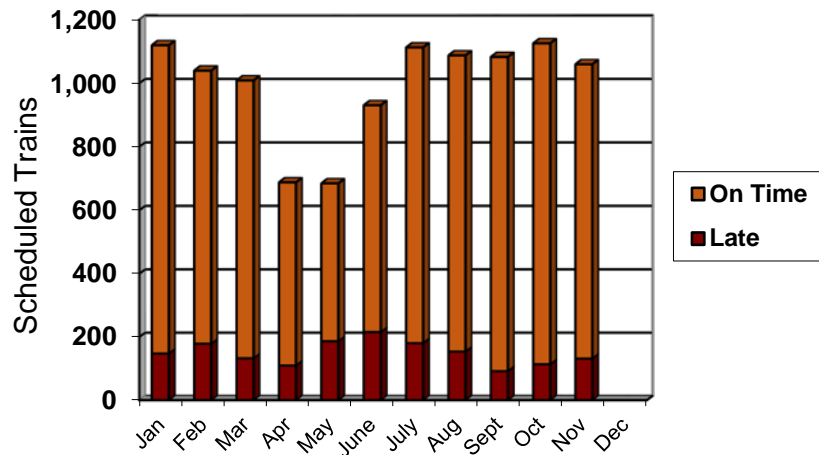
On Time Performance

Rush hour – Overall, 91.5% of A.M. and P.M. rush hour trains were on time in November 2020; compared to 87.1% in November 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). 96.2% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 97.2% of westbound morning rush hour service was on time compared to 89.4% in November 2019; while eastbound rush hour trains reported an on time performance of 85.0% compared to 84.4% in November 2019. A total of five out of 180 westbound rush hour trains were delayed in November. Of those five, none experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 24 out of 160 trains delayed in November. Of those 24, seven experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
November				
Range	a.m.	p.m.	Total	Percent
6-10	4	12	16	4.7%
11-15	1	5	6	1.8%
16-20	0	4	4	1.2%
21-30	0	1	1	0.3%
31-59	0	0	0	0.0%
60+	0	2	2	0.6%
Annulled	0	0	0	
On Time	175	136	311	91.5%
Total Ran	180	160	340	

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 which was maintained by the April 1st revision.

Overall – The SSL scheduled 1060 trains in November and experienced 132 delays in excess of 5 minutes (ranging from 6-136 minutes) with a median delay of 11 minutes. November of 2020 experienced no annulled trains. In November 2019 the South Shore Line scheduled 1,060 trains with 275 delays in excess of 5 minutes (ranging from 6-77 minutes) with a median delay of 12 minutes. November of 2019 experienced three annulled trains.



Cumulative On Time Comparison		
<i>Thru November</i>	2019	2020
Weekday	83.7%	85.8%
Peak	91.3%	89.4%
Off-peak	78.6%	83.5%
Weekend	72.3%	81.2%
Overall	81.8%	85.0%

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.	6/8	101	Anulled	Chicago protests
	203	Anulled	Anulled due to 102 issues		401	Anulled	Construction & Maintenance
1/6	104	Anulled	Equipment issues		422	Anulled	Construction & Maintenance
	205	Anulled	Anulled due to 104 issues		424	Anulled	Construction & Maintenance
1/19	701	Anulled	Weather	6/9	401	Anulled	Construction & Maintenance
	703	Anulled	Weather		422	Anulled	Construction & Maintenance
1/23	214	98	Fire alarm at arrival station		424	Anulled	Construction & Maintenance
2/22	600	72	Derailment	6/10	401	Anulled	Construction & Maintenance
3/3	7	82	Equipment issues		422	Anulled	Construction & Maintenance
	107	69	Equipment issues		424	Anulled	Construction & Maintenance
	216	Anulled	Car caught in wire.	6/11	401	Anulled	Construction & Maintenance
3/7	606	104	Metra power outage		422	Anulled	Construction & Maintenance
	613	135	Metra power outage		424	Anulled	Construction & Maintenance
	504	154	Metra power outage	6/12	401	Anulled	Construction & Maintenance
	603	Anulled	Metra power outage	6/21	506	74	Equipment issues
3/10	110	62	Equipment issues	6/29	11	65	Construction & Maintenance
3/21	502	60	Equipment issues		17	103	Construction & Maintenance
4/16	507	60	Train collision w/ car		96	19	Construction & Maintenance
5/29	610	68	Late turn of equipment.		20	122	Construction & Maintenance
6/1	ALL	Anulled	Chicago protests		109	95	Construction & Maintenance
6/2	ALL	Anulled	Chicago protests		111	102	Construction & Maintenance
6/3	510	Anulled	Chicago protests		113	115	Construction & Maintenance
	601	Anulled	Chicago protests		115	98	Construction & Maintenance
	613	Anulled	Chicago protests		117	99	Construction & Maintenance
6/4	510	Anulled	Chicago protests		118	Anulled	Construction & Maintenance
	601	Anulled	Chicago protests		119	85	Construction & Maintenance
	613	Anulled	Chicago protests		217	84	Construction & Maintenance
6/5	510	Anulled	Chicago protests	6/30	11	70	Power Outage
	601	Anulled	Chicago protests		17	107	Power Outage
	613	Anulled	Chicago protests		22	80	Power Outage
6/6	510	Anulled	Chicago protests		116	81	Power Outage
	601	Anulled	Chicago protests		217	Anulled	Power Outage
	613	Anulled	Chicago protests		218	60	Power Outage
6/7	510	Anulled	Chicago protests		222	Anulled	Power Outage
	601	Anulled	Chicago protests		422	85	Power Outage
	613	Anulled	Chicago protests				

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES

Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
7/1	110	62	Power outage.	7/27	101	123	Delays on Metras line
	112	60	Power outage.	8/3	19	62	Delays on Metra's line
	114	65	Power outage.	8/8	508	159	Trespasser on the rail
	203	60	Power outage.		509	125	Trespasser on the rail
	207	70	Power outage.		511	60	Trespasser on the rail
7/13	401	Anulled	Cat wire replacement		610	70	Trespasser on the rail
	422	Anulled	Cat wire replacement	8/10	11	197	Power outage from storm
	424	Anulled	Cat wire replacement		17	160	Power outage from storm
7/14	401	Anulled	Cat wire replacement		111	183	Power outage from storm
	422	Anulled	Cat wire replacement		113	142	Power outage from storm
	424	Anulled	Cat wire replacement		115	112	Power outage from storm
7/15	401	Anulled	Cat wire replacement		117	175	Power outage from storm
	422	Anulled	Cat wire replacement		119	113	Power outage from storm
	424	Anulled	Cat wire replacement		217	Anulled	Power outage from storm
7/16	401	Anulled	Cat wire replacement		222	Anulled	Power outage from storm
	422	Anulled	Cat wire replacement		401	Anulled	Catenary wire replacement
	424	Anulled	Cat wire replacement		422	Anulled	Catenary wire replacement
7/17	401	Anulled	Cat wire replacement		424	Anulled	Catenary wire replacement
	422	Anulled	Cat wire replacement	8/11	401	Anulled	Catenary wire replacement
	424	Anulled	Cat wire replacement		422	Anulled	Catenary wire replacement
7/18	701	Anulled	Cat wire replacement		424	Anulled	Catenary wire replacement
	703	Anulled	Cat wire replacement	8/12	401	Anulled	Catenary wire replacement
7/19	701	Anulled	Cat wire replacement		422	Anulled	Catenary wire replacement
	703	Anulled	Cat wire replacement		424	Anulled	Catenary wire replacement
7/20	401	Anulled	Cat wire replacement	8/13	401	Anulled	Catenary wire replacement
	422	Anulled	Cat wire replacement		422	Anulled	Catenary wire replacement
	424	Anulled	Cat wire replacement		424	Anulled	Catenary wire replacement
7/21	401	Anulled	Cat wire replacement	8/14	401	Anulled	Catenary wire replacement
	422	Anulled	Cat wire replacement	8/27	109	60	Equipment mechanical issue
	424	Anulled	Cat wire replacement	10/2	123	63	Switch issues on Metra Track
7/22	401	Anulled	Cat wire replacement	10/23	19	66	Car stopped on tracks
	422	Anulled	Cat wire replacement		222	82	Car stopped on tracks
	424	Anulled	Cat wire replacement	10/26	121	73	Power Outage
7/23	401	Anulled	Cat wire replacement	11/2	7	64	Metra signal issues
	422	Anulled	Cat wire replacement	11/10	19	62	Metra fallen wire.
	424	Anulled	Cat wire replacement		119	108	Metra fallen wire.
7/24	17	67	Delays on Metras line	11/30	119	136	Ice on wires.
	20	80	Delays on Metras line				
	401	Anulled	Cat wire replacement				

Ridership Report

	2018	Work	2019	Work	2020	Work	Change 19/20
	Passengers	Days	Passengers	Days	Passengers	Days	
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	15,714	22	-94.3%
May	288,137	22	282,752	22	19,614	20	-93.1%
June	299,731	21	293,325	20	32,249	22	-89.0%
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	647,028	86	-35.2%
May	1,345,924	107	1,281,086	107	666,642	106	-48.0%
June	1,645,655	128	1,574,411	127	698,891	128	-55.6%
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		627		-94.4%
May	11,375		11,167		787		-93.0%
June	12,023		12,101		1,900		-84.3%
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		375		-95.5%
May	8,422		8,285		468		-94.4%
June	8,542		8,627		1,084		-87.4%
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		252		4.0%
May	2,953		2,881		320		4.0%
June	3,481		3,473		816		4.0%

Ridership Report

	2018	Work Days	2019	Work Days	2020	Work Days	Change 19/20
	Passengers		Passengers		Passengers		
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		239		-93.9%
May	4,210		4,121		352		-91.5%
June	5,249		5,132		997		-80.6%
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		1,903		-90.6%
May	19,452		19,127		2,929		-84.7%
June	20,965		20,088		3,854		-80.8%

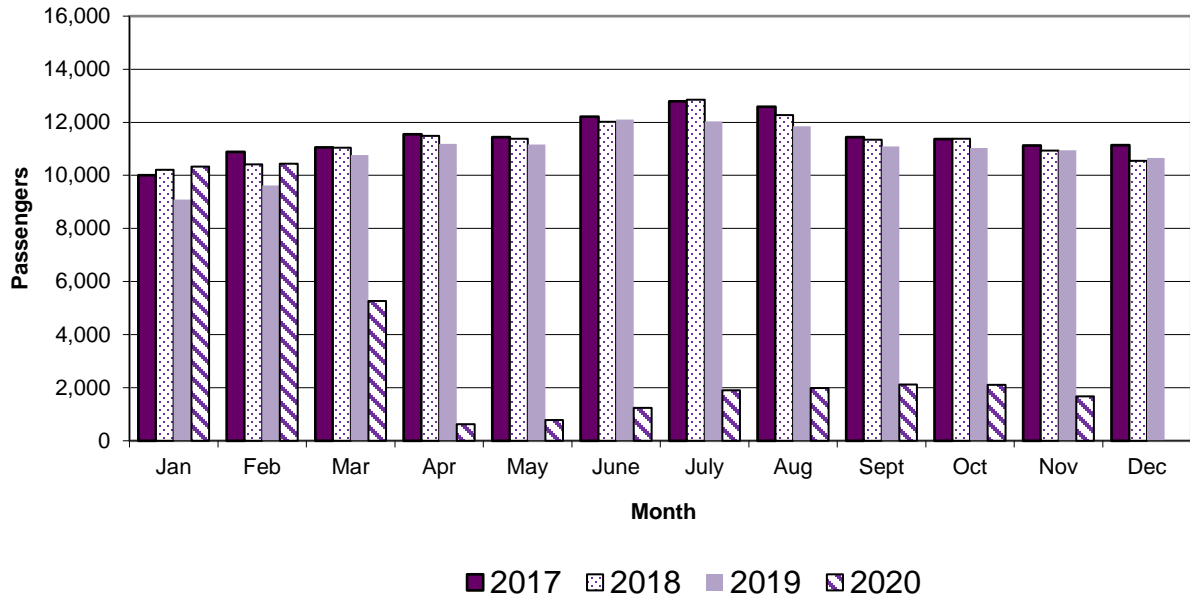
Ridership Report

	2018	Work	2019	Work	2020	Work	Change 19/20
	Passengers	Days	Passengers	Days	Passengers	Days	
Monthly Ridership							
July	326,061	21	311,676	22	51,689	23	-83.4%
August	329,094	23	309,343	22	52,105	21	-83.2%
September	266,558	19	263,338	20	55,018	21	-79.1%
October	294,835	23	288,904	23	56,316	22	-80.5%
November	272,648	21	262,528	20	40,494	20	-84.6%
December	265,346	20	273,403	21			
CUMULATIVE COMPARISON							
July	1,971,716	149	1,886,087	149	750,580	151	-60.2%
August	2,300,810	172	2,195,430	171	802,685	172	-63.4%
September	2,567,368	191	2,458,768	191	857,703	193	-65.1%
October	2,862,203	214	2,747,672	214	914,019	215	-66.7%
November	3,134,851	235	3,010,200	234	954,513	235	-68.3%
December	3,400,197	255	3,283,603	255			
AVERAGE WEEKDAY RIDERSHIP							
July	12,855		12,026		1,900		-84.2%
August	12,275		11,853		1,986		-83.2%
September	11,342		11,093		2,123		-80.9%
October	11,384		11,030		2,107		-80.9%
November	10,935		10,948		1,678		-84.7%
December	10,549		10,654				
Thru December	11,325	255	11,002	255			
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
July	8,601		8,261		1,084		-86.9%
August	8,486		8,259		1,196		-85.5%
September	8,556		8,399		1,340		-84.0%
October	8,563		8,384		1,316		-84.3%
November	7,981		7,908		1,061		-86.6%
December	7,188		7,141				
Thru December	8,253	255	8,051	255			
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
July	4,254		3,765		816		-78.3%
August	3,788		3,595		790		-78.0%
September	2,786		2,694		782		-71.0%
October	2,821		2,647		791		-70.1%
November	2,954		3,041		617		-79.7%
December	3,361		3,513				
Thru December	3,072	255	2,951	255			

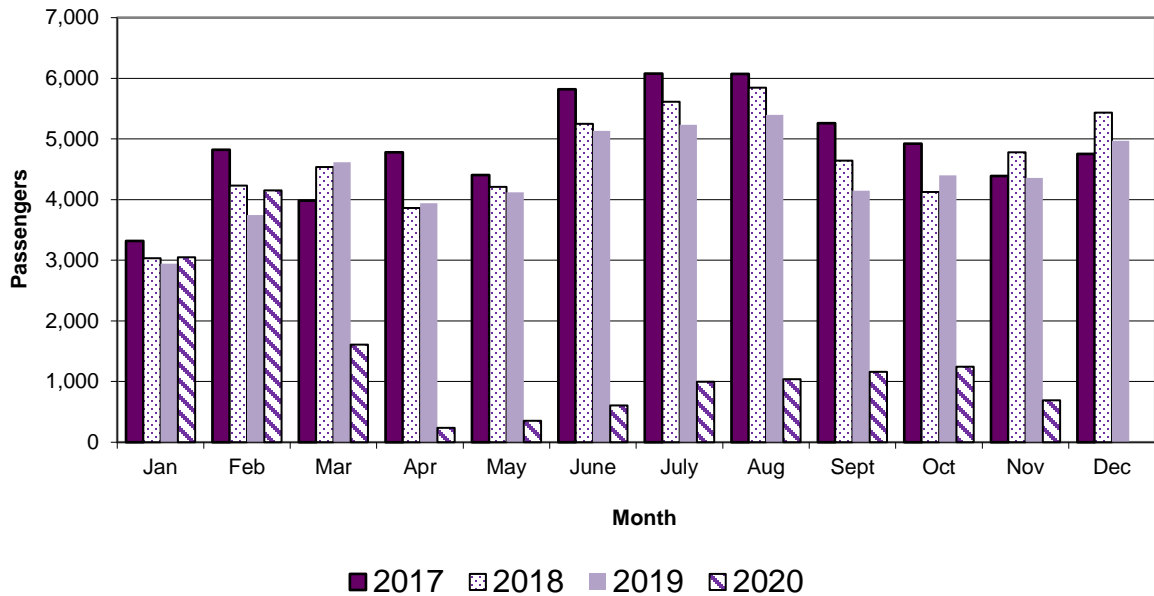
Ridership Report

	2018	Work	2019	Work	2020	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	19/20
Average Weekend/Holiday Ridership (per day)							
July	5,612		5,233		997		-80.9%
August	5,847		5,397		1,040		-80.7%
September	4,641		4,147		1,160		-72.0%
October	4,126		4,401		1,108		-74.8%
November	4,779		4,357		694		-84.1%
December	4,942		4,968				
Thru December	4,625	111	4,417	110			
MONTHLY SOUTH BEND RIDERSHIP							
July	25,692		23,571		5,847		-75.2%
August	22,070		20,433		6,293		-69.2%
September	20,944		19,530		6,151		-68.5%
October	18,422		20,997		6,760		-67.8%
November	22,997		22,150		4,924		-77.8%
December	22,575		22,795				

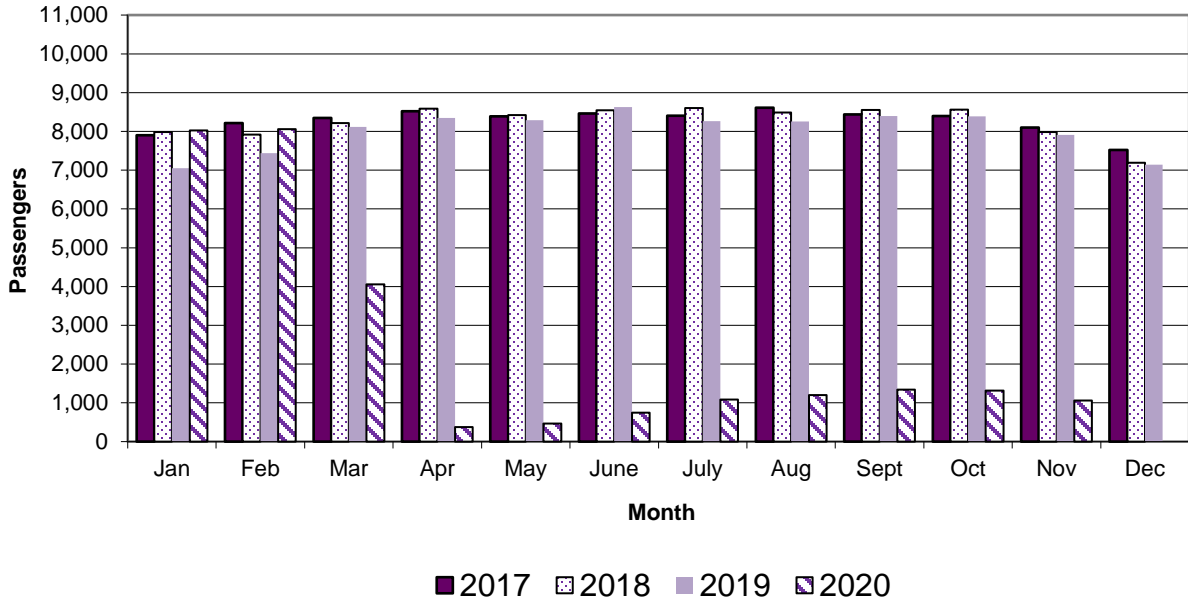
SOUTH SHORE WEEKDAY RIDERSHIP 2017-2020



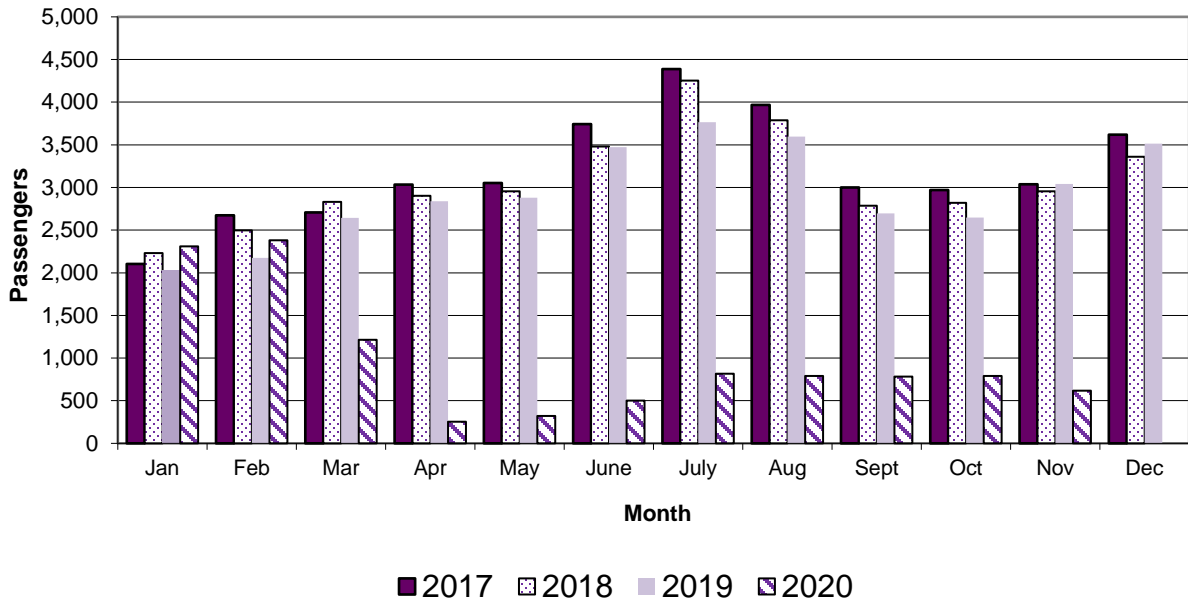
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2017-2020



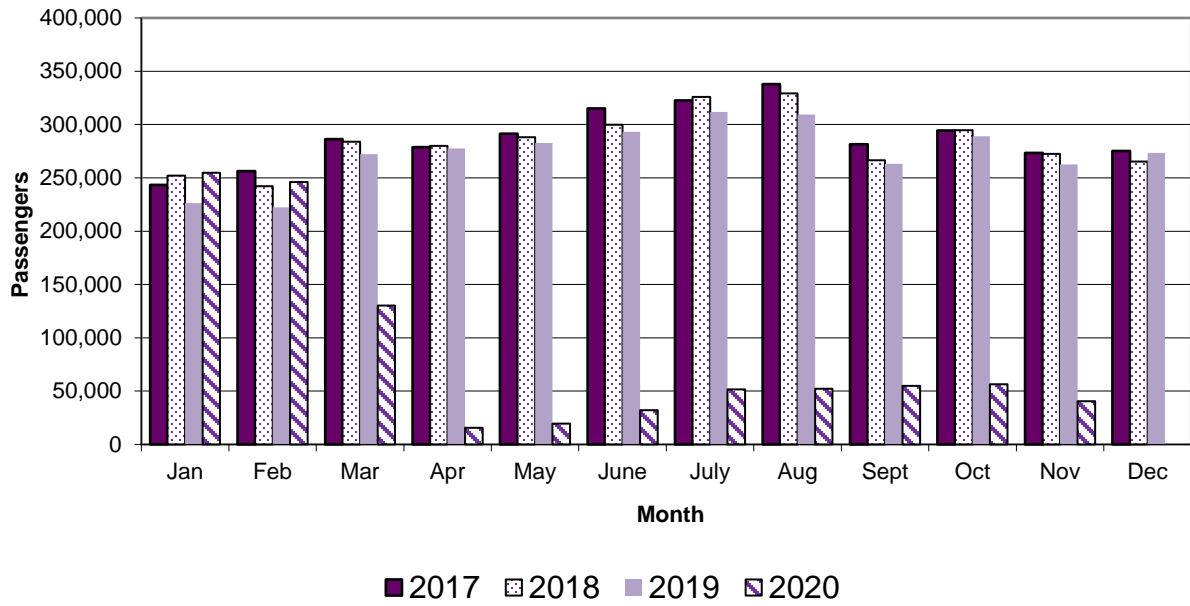
SOUTH SHORE PEAK RIDERSHIP 2017-2020



SOUTH SHORE OFF-PEAK RIDERSHIP 2017-2020



SOUTH SHORE MONTHLY RIDERSHIP 2017-2020



Percent on Time: November 2020

Peak		
Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	1	95.0%
106	1	95.0%
108	2	90.0%
110	0	100.0%
112	0	100.0%
114	0	100.0%
214	1	95.0%
11	11	45.0%
111	0	100.0%
113	2	90.0%
115	1	95.0%
17	4	80.0%
117	3	85.0%
217	1	95.0%
119	2	90.0%
Total	29	91.5%
Westbound	5	97.2%
Eastbound	24	85.0%

Off-Peak		
Train	Days Late	% on Time
14	1	95.0%
216	3	85.0%
116	3	85.0%
218	6	70.0%
18	12	40.0%
118	4	80.0%
220	1	95.0%
20	8	60.0%
222	4	80.0%
420	0	100.0%
22	5	75.0%
424	1	95.0%
401	0	100.0%
203	0	100.0%
403	1	95.0%
205	0	100.0%
207	1	95.0%
7	6	70.0%
107	2	90.0%
9	6	70.0%
109	2	90.0%
209	2	90.0%
19	7	65.0%
121	2	90.0%
123	2	90.0%
101	4	80.0%
Total	83	84.0%
Westbound	48	80.0%
Eastbound	35	87.5%

Weekend/Holiday		
Train	Days Late	% on Time
600	1	90.0%
502	1	90.0%
504	2	80.0%
606	2	80.0%
506	0	100.0%
608	3	70.0%
508	1	90.0%
610	2	80.0%
510	0	100.0%
710	Deadhead Move	
503	2	80.0%
603	0	100.0%
605	0	100.0%
505	0	100.0%
507	0	100.0%
509	3	70.0%
511	0	100.0%
613	0	100.0%
601	2	80.0%
701	0	100.0%
703	0	100.0%
Total	19	90.5%
Westbound	12	86.7%
Eastbound	7	93.6%

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

Reason for Delay: November

Reasons (weekday)		
AMT	2	1.8%
CAR	7	6.2%
CAT	0	0.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	5	4.4%
DSR	1	0.9%
DSS	1	0.9%
FRR	4	3.5%
FTI	6	5.3%
HLD	3	2.7%
LMU	4	3.5%
MET	28	24.8%
OET	1	0.9%
OPR	13	11.5%
OTH	5	4.4%
PAS	3	2.7%
POL	2	1.8%
PTC	0	0.0%
PTI	12	10.6%
SUB	0	0.0%
SVS	0	0.0%
TOD	1	0.9%
TRK	6	5.3%
TRS	1	0.9%
UTL	0	0.0%
VAN	0	0.0%
WTR	8	7.1%
TOTAL	113	100.0%

Reasons (weekend)		
AMT	0	0.0%
CAR	1	5.3%
CAT	0	0.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	1	5.3%
FRR	1	5.3%
FTI	2	10.5%
HLD	0	0.0%
LMU	0	0.0%
MET	4	21.1%
OET	0	0.0%
OPR	4	21.1%
OTH	1	5.3%
PAS	2	10.5%
POL	0	0.0%
PTC	0	0.0%
PTI	1	5.3%
SUB	0	0.0%
SVS	1	5.3%
TOD	0	0.0%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	1	5.3%
TOTAL	19	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 November, 2020

Peak		
Train	Days Late	% on Time
102	6	96.7%
104	4	97.8%
6	11	93.9%
106	14	92.3%
108	11	93.9%
110	10	94.5%
112	8	95.6%
114	9	95.0%
214	9	95.0%
502	15	69.4%
600	5	89.8%
802	7	85.7%
804	12	75.5%
11	75	58.6%
111	4	97.8%
113	16	91.2%
115	10	94.5%
17	37	79.6%
117	29	84.0%
217	12	93.3%
119	13	92.8%
507	6	87.8%
509	10	79.6%
801	18	63.3%
803	17	65.3%
Total	368	89.4%
Westbound	121	93.4%
Eastbound	247	85.0%

Off-Peak		
Train	Days Late	% on Time
14	13	92.8%
216	21	88.3%
116	47	74.0%
216	19	89.5%
18	71	60.8%
118	40	77.8%
218	12	93.4%
20	47	74.0%
220	17	90.5%
420	8	95.1%
22	35	80.7%
422	6	96.3%
504	14	71.4%
506	20	59.2%
508	10	79.6%
510	9	81.6%
606	15	69.4%
608	7	85.7%
610	20	59.2%
401	9	94.4%
203	5	97.2%
403	15	91.7%
205	0	100.0%
207	20	89.0%
7	72	60.2%
107	70	61.3%
9	64	64.6%
109	36	80.1%
209	14	92.3%
19	36	80.1%
121	15	91.7%
123	22	87.8%
101	18	90.0%
503	11	59.3%
505	16	67.3%
511	4	91.8%
601	6	87.8%
603	16	67.3%
605	20	59.2%
613	3	93.9%
701	1	97.7%
703	5	88.6%
Total	909	83.2%
Westbound	431	82.6%
Eastbound	478	83.6%

Weekend/Holiday		
Train	Days Late	% on Time
600	16	82.6%
502	19	79.3%
504	29	68.5%
606	19	79.3%
506	26	71.7%
608	14	84.6%
508	22	75.8%
610	11	87.9%
510	15	83.5%
710	Deadhead move	
503	19	79.3%
603	6	93.4%
605	34	63.0%
505	16	82.6%
507	15	83.5%
509	32	64.8%
511	19	79.1%
613	6	93.4%
601	9	90.1%
701	6	93.3%
703	10	88.8%
Total	343	81.2%
Westbound	171	79.2%
Eastbound	172	82.8%

Cumulative Reasons for Delays Thru November, 2020

REASONS (weekday)		
AMT	17	1.3%
CAR	57	4.4%
CAT	1	0.1%
DBS	0	0.0%
DDS	1	0.1%
DMW	130	10.1%
DSR	31	2.4%
DSS	14	1.1%
FRR	24	1.9%
FTI	56	4.4%
HLD	23	1.8%
LMU	28	2.2%
MET	294	22.9%
OET	8	0.6%
OPR	158	12.3%
OTH	40	3.1%
PAS	30	2.3%
POL	12	0.9%
PTC	8	0.6%
PTI	157	12.2%
SUB	2	0.2%
SVS	17	1.3%
TOD	7	0.5%
TRK	24	1.9%
TRS	11	0.9%
UTL	31	2.4%
VAN	3	0.2%
WTR	100	7.8%
TOTAL	1,284	100.0%

REASONS (weekend)		
AMT	5	1.4%
CAR	28	7.8%
CAT	0	0.0%
DBS	1	0.3%
DDS	0	0.0%
DMW	9	2.5%
DSR	7	1.9%
DSS	7	1.9%
FRR	8	2.2%
FTI	21	5.8%
HLD	6	1.7%
LMU	8	2.2%
MET	87	24.1%
OET	0	0.0%
OPR	36	10.0%
OTH	9	2.5%
PAS	28	7.8%
POL	2	0.6%
PTC	0	0.0%
PTI	48	13.3%
SUB	0	0.0%
SVS	17	4.7%
TOD	0	0.0%
TRK	6	1.7%
TRS	6	1.7%
UTL	2	0.6%
VAN	1	0.3%
WTR	19	5.3%
TOTAL	361	100.0%

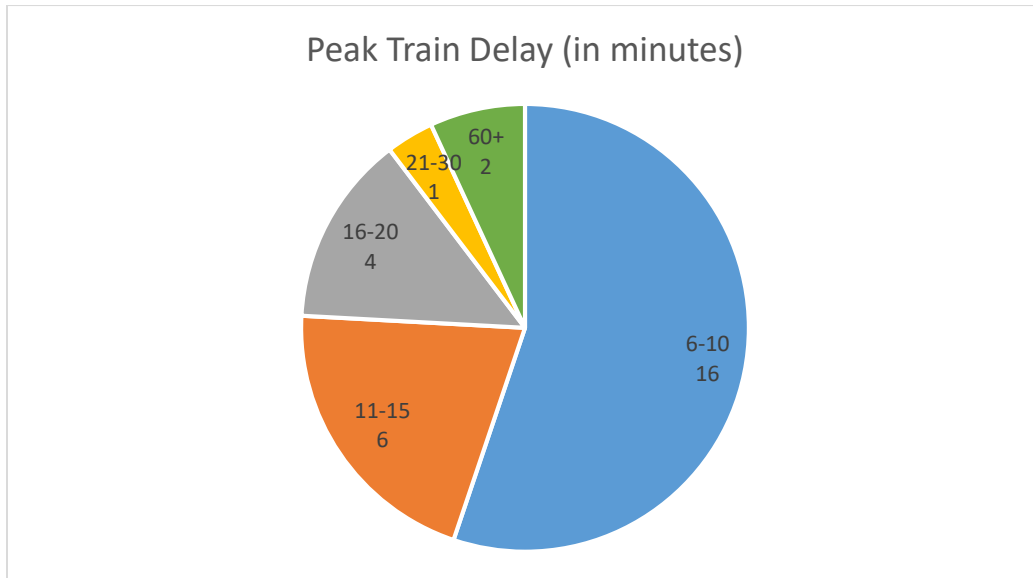
TOTAL		
AMT	22	1.3%
CAR	85	5.2%
CAT	1	0.1%
DBS	1	0.1%
DDS	1	0.1%
DMW	139	8.4%
DSR	38	2.3%
DSS	21	1.3%
FRR	32	1.9%
FTI	77	4.7%
HLD	29	1.8%
LMU	36	2.2%
MET	381	23.2%
OET	8	0.5%
OPR	194	11.8%
OTH	49	3.0%
PAS	58	3.5%
POL	14	0.9%
PTC	8	0.5%
PTI	205	12.5%
SUB	2	0.1%
SVS	34	2.1%
TOD	7	0.4%
TRK	30	1.8%
TRS	17	1.0%
UTL	33	2.0%
VAN	4	0.2%
WTR	119	7.2%
TOTAL	1,645	100.0%

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.

Weekday peak trains were on time 91.5% of the time. The remaining 8.5% are made up of 29 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.



RUSH HOUR* TRAIN DELAYS - NOVEMBER 2020 (minutes late)

Train	Arrive	Mon	Tues	Wed	Thu	Fri	Mon	Tues	Wed	Thu	Fri	Mon	Tues	Wed	Thu	Fri	Mon	Tues	Wed	Fri	Mon	Days Late	Days Ran	% On Time	Days Ran	% On Time	
102	5:48a																					0	20	100.0%	22	95.5%	
104	6:31																					0	20	100.0%	22	95.5%	
6	6:55																					13	1	20	95.0%	22	95.7%
106	7:13																					7	1	20	95.0%	22	95.7%
108	7:35				7	6																2	20	90.0%	22	95.9%	
110	7:51																					0	20	100.0%	22	95.5%	
112	8:08																					0	20	100.0%	22	95.5%	
114	8:31																					0	20	100.0%	22	95.5%	
214	8:52										8											1	20	95.0%	22	95.7%	
14	10:28								10													1	20	95.0%	22	95.7%	
Train	Depart																										
11	3:57		20					15	13	7	8	9			12		13	10		10	20	11	20	45.0%	22	98.0%	
111	4:02																					0	20	100.0%	22	95.5%	
113	4:28													15				10				2	20	90.0%	22	95.9%	
115	4:57											7										1	20	95.0%	22	95.7%	
117	5:10					16				18					7							3	20	85.0%	22	96.1%	
17	5:28	10				22				10								8				4	20	80.0%	22	96.4%	
217	5:32					9																1	20	95.0%	22	95.7%	
119	5:58							108														2	20	90.0%	22	95.9%	
19	7:10	11	7					62			42				10		6					7	20	65.0%	22	97.0%	
High temp		49	68	74	68	73	77	75	55	51	43	45	41	49	66	62	46	45	50	46	39						
Low temp		25	34	49	54	48	58	55	30	29	23	30	25	27	43	38	26	27	43	33	33						

* 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	92%	11	180	93.9%	8	163	95.1%	14	88	84.1%	21	80	73.8%	8	165	95.2%
EB Rush	7	176	96%	26	160	83.8%	14	148	90.5%	21	88	76.1%	23	80	71.3%	39	147	73.5%
Total Rush	23	372	94%	37	340	89.1%	22	311	92.9%	35	176	80.1%	44	160	72.5%	47	312	84.9%

	July			August			September			October			November			December		
	#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	13	207	94%	8	189	95.8%	8	189	95.8%	6	198	97.0%	5	180	97.2%			
EB Rush	34	184	82%	28	167	83.2%	18	168	89.3%	14	176	92.0%	24	160	85.0%			
Total Rush	47	391	88%	36	356	89.9%	26	357	92.7%	20	374	94.7%	29	340	91.5%			

Cumulative Standard Schedule

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	5	148	96.6%
6:31	104	3	148	98.0%
6:55	6	7	149	95.3%
7:13	106	12	149	91.9%
7:35	108	10	149	93.3%
7:51	110	8	149	94.6%
8:08	112	6	149	96.0%
8:31	114	8	149	94.6%
8:52	214	8	149	94.6%
10:28	14	10	149	93.3%
Depart				
3:57	11	60	149	59.7%
4:02p	111	2	149	98.7%
4:28	113	10	149	93.3%
4:57	115	8	149	94.6%
5:10	117	27	149	81.9%
5:28	17	26	149	82.6%
5:32	217	8	148	94.6%
5:58	119	10	149	93.3%
7:15	19	29	149	80.5%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	118	1835	93.6%
EB Rush	248	1654	85.0%
Total Rush	366	3,489	89.5%

Cumulative Rush Hour Through November

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	51	109	160	2.8%	6.6%	4.6%
11-15	28	51	79	1.5%	3.1%	2.3%
16-20	16	22	38	0.9%	1.3%	1.1%
21-30	15	26	41	0.8%	1.6%	1.2%
31-59	7	20	27	0.4%	1.2%	0.8%
60+	5	21	26	0.3%	1.3%	0.7%
Annulled	10	10	20			
Total Late	122	249	371	6.6%	15.1%	10.6%
On time	1713	1405	3118	93.4%	84.9%	89.4%
Total ran	1835	1654	3489			

November Rush Hour Trains

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	4	12	16	2.2%	7.5%	4.7%
11-15	1	5	6	0.6%	3.1%	1.8%
16-20	0	4	4	0.0%	2.5%	1.2%
21-30	0	1	1	0.0%	0.6%	0.3%
31-59	0	0	0	0.0%	0.0%	0.0%
60+	0	2	2	0.0%	1.3%	0.6%
Annulled	0	0	0			
Total Late	5	24	29	2.8%	15.0%	8.5%
On time	175	136	311	97.2%	85.0%	91.5%
Total ran	180	160	340			

Grand Total All Trains Through November

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	51	109	432	183	775	7.1%
11-15	28	51	199	71	349	3.2%
16-20	16	22	111	41	190	1.7%
21-30	15	26	76	35	152	1.4%
31-59	7	20	63	32	122	1.1%
60+	5	21	22	10	58	0.5%
Annulled	10	10	112	26	158	
Total	122	249	903	372	1646	15.0%
On Time	1713	1405	4572	1606	9296	85.0%
Total ran	1835	1654	5475	1978	10942	
%On Time	93.4%	84.9%	83.5%	81.2%	85.0%	