

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

**October 2019
Monthly Performance Report**



OCTOBER, 2019 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of October is down 2.0% when compared to October of 2018. This year 288,904 passengers traveled on the South Shore Line (SSL) while October of 2018 recorded a total of 294,835 passenger trips.

Weekday Travel

Average weekday travel decreased by 3.1% with an average of 11,030 weekday passengers carried in 2019 compared to 11,384 in 2018. The average peak travel decreased 2.1% to an average daily ridership of 8,384 while off-peak declined 6.2% to an average daily ridership of 2,647.

Average Seat Occupancy**					
Westbound			Eastbound		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2018	2019		2018	2019
5:48 a	38.0%	34.6%	3:57 p	70.2%	69.7%
6:31 a	85.2	83.2	4:02 p	81.6	72.4
6:55 a	75.8	77.4	4:28 p	89.0	88.8
7:13 a	58.2	66.1	4:57 p	97.6	97.5
7:35 a	84.2	88.9	5:10 p	86.4	73.5
7:51 a	80.8	78.5	5:28 p	71.6	77.1
8:08 a	92.3	86.3	5:32 p	57.9	65.9
8:31 a	91.8	90.4	5:58 p	77.4	80.5
8:52 a	75.9	72.1	7:10 p*	56.5	55.0
10:28 a*	46.6	51.7			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

Weekend

Average weekend ridership increased by 6.7% with an average of 4,401 passengers carried per weekend day in 2019 compared to 4,126 carried in 2018.

Analysis over last 12 months:

Ridership Over Last 12 Months: November through October							
	2015/16	2016/17	% Change	2017/18	% Change	2018/19	% Change
Total	3,498,396	3,489,757	-0.25%	3,410,613	-2.27%	3,285,665	-3.66%
Weekday	2,985,923	2,948,430	-1.26%	2,906,107	-1.44%	2,793,398	-3.88%
Peak	2,173,634	2,124,002	-2.28%	2,115,343	-0.41%	2,048,402	-3.16%
Off Peak	812,289	824,428	1.49%	790,764	-4.08%	744,996	-5.79%
Weekend	512,473	541,327	5.63%	477,193	-11.85%	492,267	3.16%
South Bend	241,174	259,341	7.53%	247,257	-4.66%	236,901	-4.19%

Revenue

The number of tickets sold for the year is down 5.0% through October of 2019 compared to 2018. Ticket revenue is down 1.0% for 2019 compared to 2018. Sales from digital sources represents 66.0% of ticket sales and 68.3% of revenue in 2019.

Total Ticket Sales: Through October						
Method of Sale	Tickets			Revenue		
	2018	2019	% Change	2018	2019	% Change
Ticket Agent	190,769	144,018	-24.5%	4,924,798	4,143,919	-15.9%
Vending Machine	447,553	389,038	-13.1%	7,300,415	6,748,528	-7.6%
Conductor	269,948	236,141	-12.5%	2,028,485	1,800,939	-11.2%
Mobile App	268,385	348,116	29.7%	4,687,921	6,063,294	29.3%
Total	1,176,655	1,117,313	-5.0%	18,941,618	18,756,680	-1.0%

On Time Performance

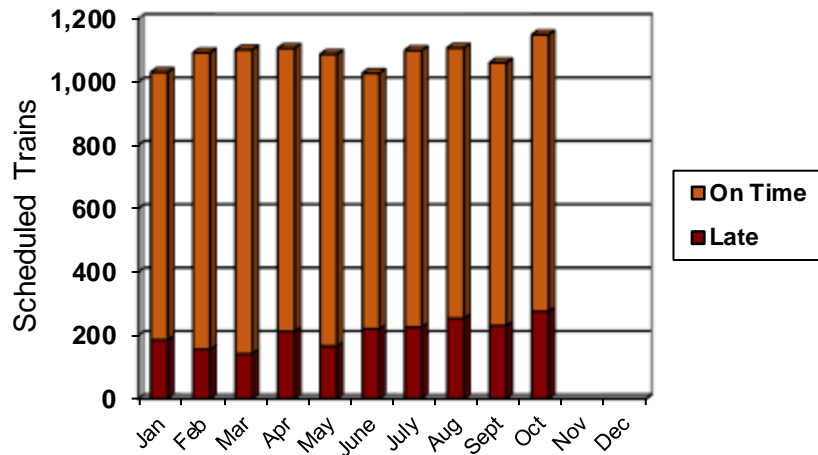
Rush hour – Overall, 90.8% of A.M. and P.M. rush hour trains were on time in October; compared to 94.1% in October of 2018. A train is considered to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard). 94.1% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 91.8% of westbound morning rush hour service was on time compared to 95.2% in October 2018; while eastbound rush hour trains reported an on time performance of 89.7% compared to 93.5% in October 2018. A total of 17 out of 207 westbound rush hour trains were delayed in October. Of those 17, five experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 19 out of 184 trains delayed in October. Of those 19, five experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
October				
Range	a.m.	p.m.	Total	Percent
6-10	4	9	13	3.3%
11-15	8	5	13	3.3%
16-20	4	0	4	1.0%
21-30	1	3	4	1.0%
31-59	0	2	2	0.5%
60+	0	0	0	0.0%
Annulled	0	0	0	
On Time	190	165	355	
Total Ran	207	184	391	

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

Overall – The SSL

scheduled 1,149 trains in October and experienced 276 delays in excess of 5 minutes (ranging from 6-180 minutes) with a median delay of 11 minutes. October of 2019 experienced no annulled trains. In October 2018 the South Shore Line scheduled 1,149 trains with 210 delays in excess of 5



minutes (ranging from 6-120 minutes) with a median delay of 11 minutes. October of 2018 had no annulled trains.

Cumulative On Time Comparison		
<i>Thru Oct.</i>	2018	2019
Weekday	86.4%	82.6%
Peak	92.7%	90.8%
Off-peak	82.2%	77.2%
Weekend	72.1%	70.7%
Overall	84.0%	80.7%

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
1/1	507	87	Catenary Wire Damage	5/6	401	Anulled	Construction & Maintnenace
1/6	505	190	Train caught in Catenary		422	Anulled	Construction & Maintnenace
	507	124	Train caught in Catenary		424	Anulled	Construction & Maintnenace
	508	75	Train caught in Catenary	5/7	401	Anulled	Construction & Maintnenace
	608	120	Train caught in Catenary		422	Anulled	Construction & Maintnenace
1/21	401	Anulled	Weather		424	Anulled	Construction & Maintnenace
	424	Anulled	Weather	5/8	401	Anulled	Construction & Maintnenace
1/22	401	Anulled	Weather		422	Anulled	Construction & Maintnenace
1/25	401	Anulled	Weather		424	Anulled	Construction & Maintnenace
	424	Anulled	Weather	5/9	401	Anulled	Construction & Maintnenace
	205	Anulled	Weather		422	Anulled	Construction & Maintnenace
1/26	701	Anulled	Weather		424	Anulled	Construction & Maintnenace
1/27	503	75	Equipment issues	5/10	401	Anulled	Construction & Maintnenace
1/28	207	71	Metra switch issues		422	Anulled	Construction & Maintnenace
1/29	401	Anulled	Weather		424	Anulled	Construction & Maintnenace
	403	Anulled	Weather	5/11	701	Anulled	Construction & Maintnenace
	422	Anulled	Weather	5/12	701	Anulled	Construction & Maintnenace
	424	Anulled	Weather	5/13	401	Anulled	Construction & Maintnenace
1/30	All Trains	Anulled	Weather		422	Anulled	Construction & Maintnenace
1/31	All Trains	Anulled	Weather		424	Anulled	Construction & Maintnenace
2/1	All Trains	Anulled	Weather	5/14	401	Anulled	Construction & Maintnenace
2/2	All Trains	Anulled	Weather		422	Anulled	Construction & Maintnenace
2/3	601	Anulled	Weather		424	Anulled	Construction & Maintnenace
2/11	22	75	Pedestrian trespassing	5/15	401	Anulled	Construction & Maintnenace
	123	64	Ice on Catenary wires		422	Anulled	Construction & Maintnenace
2/12	6	Anulled	Weather		424	Anulled	Construction & Maintnenace
	7	Anulled	Weather	5/16	401	Anulled	Construction & Maintnenace
	14	Anulled	Weather		422	Anulled	Construction & Maintnenace
	101	Anulled	Weather		424	Anulled	Construction & Maintnenace
	102	Anulled	Weather	5/17	401	Anulled	Construction & Maintnenace
	104	Anulled	Weather	5/20	205	Anulled	Construction & Maintnenace
	106	Anulled	Weather	5/21	205	Anulled	Construction & Maintnenace
	107	Anulled	Weather	5/22	205	Anulled	Construction & Maintnenace
	108	Anulled	Weather	5/23	205	Anulled	Construction & Maintnenace
	110	Anulled	Weather	5/24	205	Anulled	Construction & Maintnenace
	112	Anulled	Weather	5/28	205	Anulled	Construction & Maintnenace
	114	Anulled	Weather	5/29	205	Anulled	Construction & Maintnenace
	203	Anulled	Weather	5/30	205	Anulled	Construction & Maintnenace
	205	Anulled	Weather	5/31	205	Anulled	Construction & Maintnenace
	207	Anulled	Weather		112	70	Vehicle trespassing
	214	Anulled	Weather	6/17	11	60	Vehicle trespassing
	216	Anulled	Weather	6/26	17	132	Broke down freight train
	218	Anulled	Weather		22	63	Broke down freight train
	403	Anulled	Weather		119	110	Broke down freight train
3/4	401	Anulled	Weather		422	115	Broke down freight train
3/5	401	Anulled	Weather	6/27	7	162	Mechanical problems
5/4	606	75	Delayed by Amtrak				

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
7/1	205	Anulled	Construction & Maintenance	8/12	401	Anulled	Construction & Maintenance
7/2	9	114	Gas leak near New Carlisle		422	Anulled	Construction & Maintenance
	17	184	METRA Power Outage		424	Anulled	Construction & Maintenance
	19	Anulled	METRA Power Outage	8/13	401	Anulled	Construction & Maintenance
	20	156	METRA Power Outage		422	Anulled	Construction & Maintenance
	113	145	METRA Power Outage		424	Anulled	Construction & Maintenance
	115	178	METRA Power Outage	8/14	401	Anulled	Construction & Maintenance
	117	154	METRA Power Outage		422	Anulled	Construction & Maintenance
	119	Anulled	METRA Power Outage		424	Anulled	Construction & Maintenance
	205	Anulled	Construction & Maintenance	8/15	401	Anulled	Construction & Maintenance
	217	Anulled	METRA Power Outage		422	Anulled	Construction & Maintenance
	220	143	METRA Power Outage		424	Anulled	Construction & Maintenance
	222	Anulled	METRA Power Outage	8/16	401	Anulled	Construction & Maintenance
	424	Anulled	Gas leak near New Carlisle	8/19	11	225	Substation breaker issue
7/3	205	Anulled	Construction & Maintenance		17	210	Substation breaker issue
7/5	205	Anulled	Construction & Maintenance		19	132	Substation breaker issue
7/8	205	Anulled	Construction & Maintenance		20	272	Substation breaker issue
7/9	205	Anulled	Construction & Maintenance		111	216	Substation breaker issue
7/10	205	Anulled	Construction & Maintenance		113	207	Substation breaker issue
7/11	205	Anulled	Construction & Maintenance		115	238	Substation breaker issue
7/12	205	Anulled	Construction & Maintenance		117	182	Substation breaker issue
7/19	17	58	Police activity on Metra line		119	Anulled	Substation breaker issue
	119	60	Police activity on Metra line		121	111	Substation breaker issue
7/22	401	Anulled	Construction & Maintenance		209	Anulled	Substation breaker issue
	422	Anulled	Construction & Maintenance		217	Anulled	Substation breaker issue
	424	Anulled	Construction & Maintenance		220	Anulled	Substation breaker issue
7/23	401	Anulled	Construction & Maintenance		222	Anulled	Substation breaker issue
	422	Anulled	Construction & Maintenance	8/23	114	81	Mechanical issues
	424	Anulled	Construction & Maintenance	8/26	22	90	Maintenance delays
7/24	401	Anulled	Construction & Maintenance		123	100	Maintenance delays
	422	Anulled	Construction & Maintenance	10/10	9	180	Equipment issues
	424	Anulled	Construction & Maintenance		20	80	Passenger train interference
7/25	401	Anulled	Construction & Maintenance	10/16	19	75	Late turn of equipment
	422	Anulled	Construction & Maintenance		20	101	Car accident blocking tracks
7/25	424	Anulled	Construction & Maintenance	10/17	121	61	Late turn of equipment
7/26	401	Anulled	Construction & Maintenance		222	90	Equipment issues
7/29	109	81	Equipment issues				
8/8	6	Anulled	Mechanical issues				

Ridership Report: October 2019

	2017	Work	2018	Work	2019	Work	Change 18/19
	Passengers	Days	Passengers	Days	Passengers	Days	
Monthly Ridership							
January	243,280	21	251,990	22	226,385	22	-10.2%
February	256,285	20	242,120	20	222,250	20	-8.2%
March	286,216	23	283,789	22	272,150	21	-4.1%
April	278,878	20	279,888	21	277,549	22	-0.8%
May	291,326	22	288,137	22	282,752	22	-1.9%
June	315,133	22	299,731	21	293,325	20	-2.1%
Cumulative Comparison							
January	243,280	21	251,990	22	226,385	22	-10.2%
February	499,565	41	494,110	42	448,635	42	-9.2%
March	785,781	64	777,899	64	720,785	63	-7.3%
April	1,064,659	84	1,057,787	85	998,334	85	-5.6%
May	1,355,985	106	1,345,924	107	1,281,086	107	-4.8%
June	1,671,118	128	1,645,655	128	1,574,411	127	-4.3%
Average Weekday Ridership							
January	10,141		10,213		9,086		-11.0%
February	10,885		10,413		9,615		-7.7%
March	11,058		11,043		10,761		-2.6%
April	11,553		11,490		11,182		-2.7%
May	11,439		11,375		11,167		-1.8%
June	12,208		12,023		12,101		0.6%
Average Weekday Peak Period Ridership							
January	7,874		7,982		7,052		-11.7%
February	8,211		7,914		7,441		-6.0%
March	8,350		8,214		8,116		-1.2%
April	8,520		8,588		8,344		-2.8%
May	8,387		8,422		8,285		-1.6%
June	8,466		8,542		8,627		1.0%
Average Weekday Off-Peak Ridership							
January	2,097		2,231		2,034		-8.8%
February	2,674		2,499		2,174		-13.0%
March	2,708		2,829		2,645		-6.5%
April	3,033		2,902		2,839		-2.2%
May	3,053		2,953		2,881		-2.4%
June	3,743		3,481		3,473		-0.2%

Ridership Report: October 2019

	2017	Work	2018	Work	2019	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	19/18
Average Weekend/Holiday Ridership (per day)							
January	3,690		3,035		2,943		-3.0%
February	4,822		4,233		3,744		-11.6%
March	3,986		4,538		4,617		1.7%
April	4,783		4,288		3,943		-8.1%
May	4,406		4,210		4,121		-2.1%
June	5,819		5,249		5,132		-2.2%
Monthly South Bend Ridership							
January	14,626		15,027		14,125		-6.0%
February	16,499		16,778		12,881		-23.2%
March	18,235		21,230		20,397		-3.9%
April	23,040		20,509		20,180		-1.6%
May	20,085		19,452		19,127		-1.7%
June	22,143		20,965		20,088		-4.2%

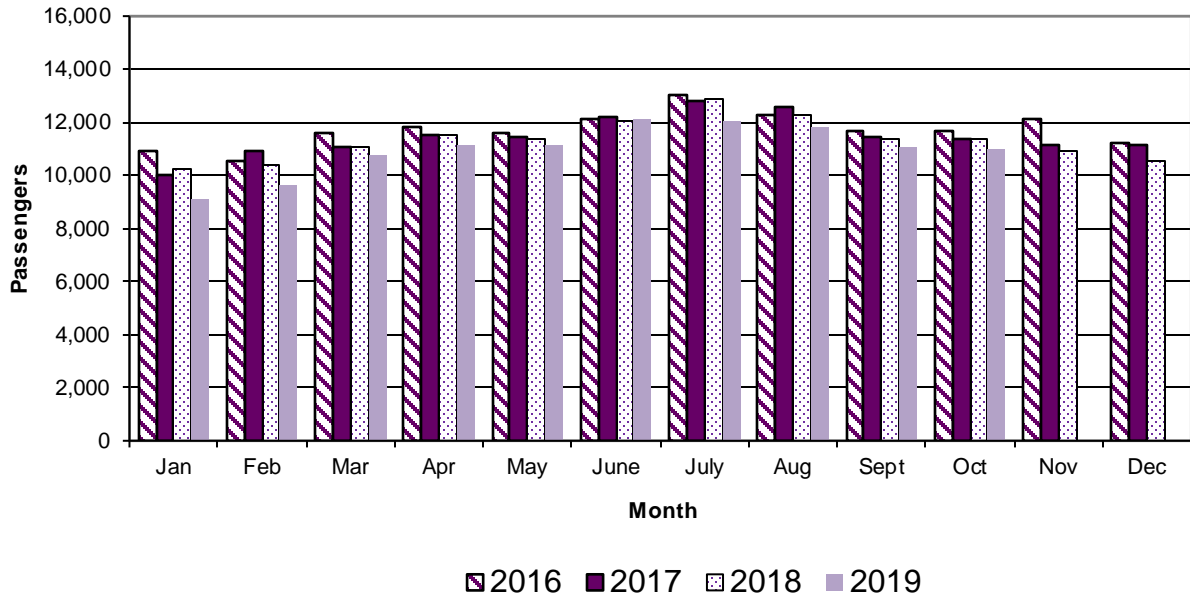
Ridership Report: October 2019

	2017	Work	2018	Work	2019	Work	Change 19/18
	Passengers	Days	Passengers	Days	Passengers	Days	
MONTHLY RIDERSHIP							
July	322,717	20	326,061	21	311,676	22	-4.4%
August	337,910	23	329,094	23	309,343	22	-6.0%
September	281,393	20	266,558	19	263,338	20	-1.2%
October	294,415	22	294,835	23	288,904	23	-2.0%
November	273,273	21	272,648	21			
December	275,137	20	265,346	20			
CUMULATIVE COMPARISON							
July	1,993,835	148	1,971,716	149	1,886,087	149	-4.3%
August	2,331,745	171	2,300,810	172	2,195,430	171	-4.6%
September	2,613,138	191	2,567,368	191	2,458,768	191	-4.2%
October	2,907,553	213	2,862,203	214	2,747,672	214	-4.0%
November	3,180,826	234	3,134,851	235			
December	3,455,963	254	3,400,197	255			
AVERAGE WEEKDAY RIDERSHIP							
July	12,794		12,855		12,026		-6.4%
August	12,580		12,275		11,853		-3.4%
September	11,440		11,342		11,093		-2.2%
October	11,369		11,384		11,030		-3.1%
November	11,131		10,935				
December	11,142		10,549				
Thru December	11,478	254	11,325	255		214	
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
July	8,406		8,601		8,261		-4.0%
August	8,612		8,486		8,259		-2.7%
September	8,438		8,556		8,399		-1.8%
October	8,398		8,563		8,384		-2.1%
November	8,095		7,981				
December	7,522		7,188				
Thru December	8,273	254	8,253	255		214	
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
July	4,387		4,254		3,765		-11.5%
August	3,968		3,788		3,595		-5.1%
September	3,002		2,786		2,694		-3.3%
October	2,970		2,821		2,647		-6.2%
November	3,036		2,954				
December	3,620		3,361				
Thru December	3,191	254	3,072	255		214	

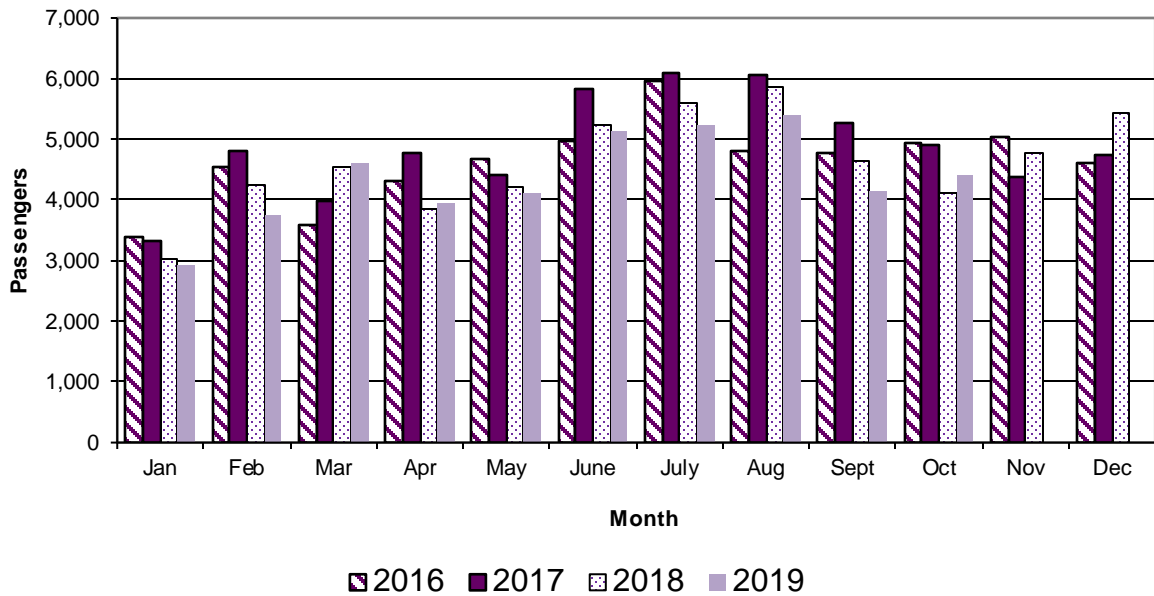
Ridership Report: October 2019

	2017	Wkend	2018	Wkend	2019	Wkend	Change 19/18
	Passengers	Days	Passengers	Days	Passengers	Days	
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
July	6,077		5,612		5,233		-6.8%
August	6,070		5,847		5,397		-7.7%
September	5,260		4,641		4,147		-10.6%
October	4,922		4,126		4,401		6.7%
November	4,391		4,779				
December	4,753		4,942				
Thru December	4,915	111	4,625	110		90	
MONTHLY SOUTH BEND RIDERSHIP							
July	27,623		25,692		23,571		-8.3%
August	22,887		22,070		20,433		-7.4%
September	23,618		20,944		19,530		-6.8%
October	25,870		18,422		20,997		14.0%
November	21,387		22,997				
December	24,781		22,575				

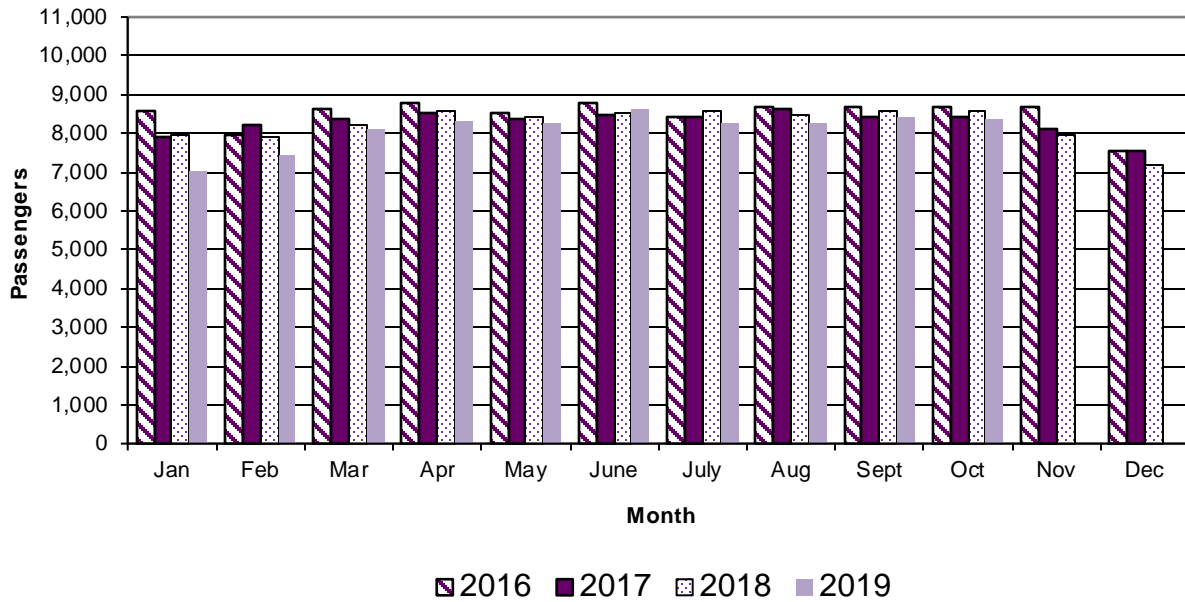
SOUTH SHORE WEEKDAY RIDERSHIP 2016-2019



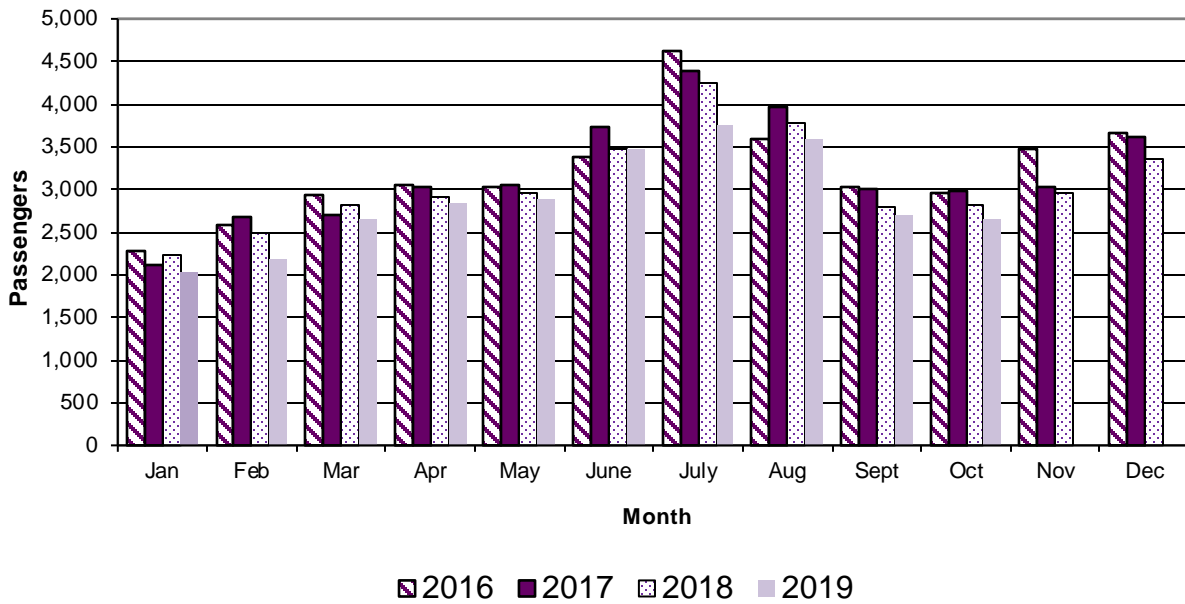
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2016-2019



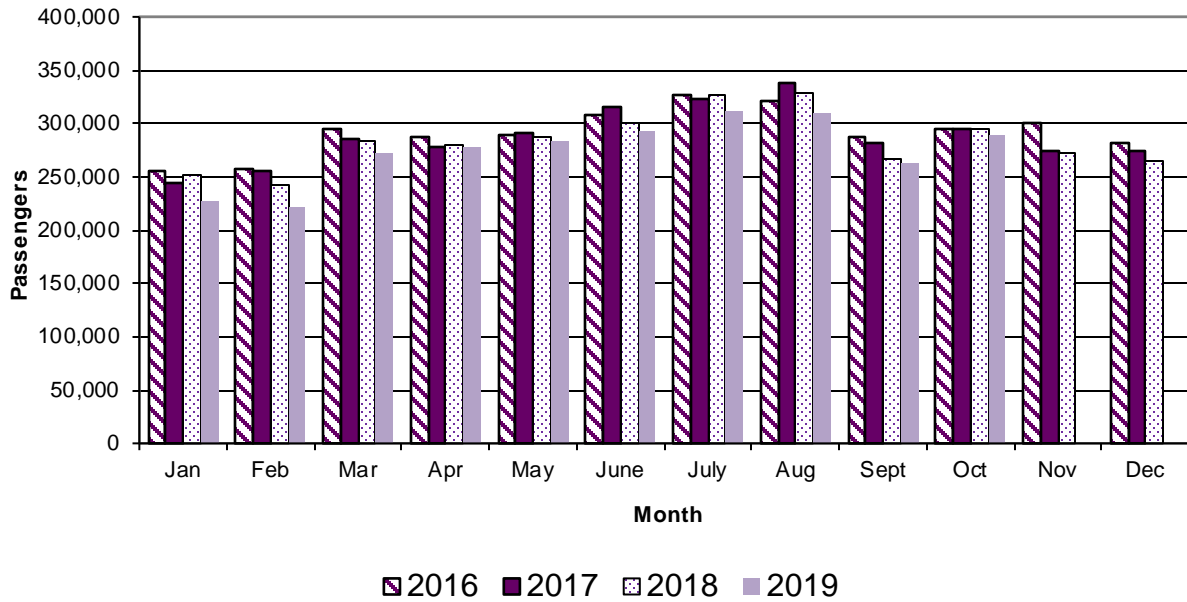
SOUTH SHORE PEAK RIDERSHIP 2016-2019



SOUTH SHORE OFF-PEAK RIDERSHIP 2016-2019



SOUTH SHORE MONTHLY RIDERSHIP 2016-2019



Percent on Time: October, 2019

Peak		
Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	1	95.7%
106	4	82.6%
108	2	91.3%
110	2	91.3%
112	1	95.7%
114	5	78.3%
214	2	91.3%
11	6	73.9%
111	2	91.3%
113	1	95.7%
115	2	91.3%
17	1	95.7%
117	6	73.9%
217	0	100.0%
119	1	95.7%
Total	36	90.8%
Westbound	17	91.8%
Eastbound	19	89.7%

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

Off-Peak		
Train	Days Late	% on Time
14	8	65.2%
216	8	65.2%
116	15	34.8%
218	6	73.9%
18	17	26.1%
118	2	91.3%
220	4	82.6%
20	6	73.9%
222	1	95.7%
420	1	95.7%
22	4	82.6%
424	0	100.0%
401	1	95.7%
203	0	100.0%
403	2	91.3%
205	0	100.0%
207	11	52.2%
7	12	47.8%
107	21	8.7%
9	19	17.4%
109	13	43.5%
209	2	91.3%
19	7	69.6%
121	2	91.3%
123	2	91.3%
101	1	95.7%
Total	165	72.4%
Westbound	72	73.9%
Eastbound	93	71.1%

Weekend/Holiday		
Train	Days Late	% on Time
600	4	50.0%
502	2	75.0%
504	4	50.0%
606	7	12.5%
506	4	50.0%
608	2	75.0%
508	8	0.0%
610	1	87.5%
510	5	37.5%
710	Deadhead move	
503	4	50.0%
603	2	75.0%
605	4	50.0%
505	6	25.0%
507	3	62.5%
509	7	12.5%
511	5	37.5%
613	1	87.5%
601	3	62.5%
701	1	87.5%
703	2	75.0%
Total	75	53.1%
Westbound	37	48.6%
Eastbound	38	56.8%

Reason for Delay: October

Reasons (weekday)		
AMT	1	0.5%
CAR	9	4.5%
CAT	0	0.0%
DBS	0	0.0%
DMW	38	18.9%
DSR	4	2.0%
DSS	5	2.5%
FRR	3	1.5%
FTI	6	3.0%
HLD	2	1.0%
LMU	7	3.5%
MET	27	13.4%
OET	0	0.0%
OPR	32	15.9%
OTH	9	4.5%
PAS	10	5.0%
POL	0	0.0%
PTI	28	13.9%
SVS	0	0.0%
TOD	0	0.0%
TRK	1	0.5%
TRS	2	1.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	17	8.5%
TOTAL	201	100.0%

Reasons (weekend)		
AMT	0	0.0%
CAR	4	5.3%
CAT	0	0.0%
DBS	0	0.0%
DMW	1	1.3%
DSR	2	2.7%
DSS	0	0.0%
FRR	2	2.7%
FTI	0	0.0%
HLD	2	2.7%
LMU	1	1.3%
MET	19	25.3%
OET	0	0.0%
OPR	10	13.3%
OTH	2	2.7%
PAS	18	24.0%
POL	2	2.7%
PTI	6	8.0%
SVS	2	2.7%
TOD	1	1.3%
TRK	1	1.3%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	2	2.7%
TOTAL	75	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.
- MET - Metra delays - including switch problems and held for late METRA trains
- NIPSCO - Delays caused by power utility disruption
- OET - Operational Efficiency Testing
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- OTH - Other delays
- PAS - Passenger boarding
- POL - Police related delays - except road crossing or trespasser accidents
- PTI - Passenger train interference
- SUB - Substation
- SVS - Servicing - includes adding or subtracting equipment to or from consist
- TOD - Train order delay - not associated with train meets
- 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 October, 2019

Peak		
Train	Days Late	% on Time
102	6	97.1%
104	11	94.8%
6	15	92.8%
106	7	96.7%
108	9	95.7%
110	6	97.1%
112	6	97.1%
114	17	91.9%
214	11	94.8%
11	74	64.9%
111	13	93.8%
113	7	96.7%
115	16	92.4%
17	21	90.0%
117	64	69.7%
217	10	95.2%
119	35	83.3%
Total	328	90.8%
Westbound	88	95.3%
Eastbound	240	85.7%

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

Off-Peak		
Train	Days Late	% on Time
14	52	75.2%
216	27	87.1%
116	102	51.7%
216	16	92.4%
18	110	47.9%
118	25	88.2%
218	43	79.5%
20	58	72.5%
220	13	93.8%
420	5	97.4%
22	67	68.2%
422	5	97.3%
401	12	93.3%
203	6	97.1%
403	8	96.2%
205	1	99.4%
207	25	88.1%
7	77	63.3%
107	172	18.1%
9	122	42.2%
109	116	45.0%
209	31	85.2%
19	54	74.3%
121	29	86.3%
123	35	83.4%
101	14	93.4%
Total	1,225	77.1%
Westbound	523	78.9%
Eastbound	702	75.6%

Weekend/Holiday		
Train	Days Late	% on Time
600	20	77.5%
502	14	84.3%
504	42	52.8%
606	50	43.8%
506	27	69.7%
608	32	64.0%
508	32	64.0%
610	12	86.5%
510	30	66.3%
710	Deadhead move	
503	47	47.2%
603	8	91.0%
605	35	60.7%
505	17	80.9%
507	39	56.2%
509	54	39.3%
511	32	64.0%
613	8	91.0%
601	11	87.5%
701	2	97.7%
703	8	91.0%
Total	520	70.7%
Westbound	259	67.7%
Eastbound	261	73.2%

Cumulative Reasons for Delays Thru October, 2019

Reasons (weekday)		
AMT	23	1.5%
CAR	70	4.5%
CAT	10	0.6%
DBS	10	0.6%
DMW	158	10.2%
DSR	58	3.7%
DSS	29	1.9%
FRR	37	2.4%
FTI	55	3.5%
HLD	21	1.4%
LMU	22	1.4%
MET	335	21.6%
OET	5	0.3%
OPR	240	15.5%
OTH	74	4.8%
PAS	90	5.8%
POL	12	0.8%
PTI	169	10.9%
SVS	23	1.5%
TOD	12	0.8%
TRK	29	1.9%
TRS	11	0.7%
UTL	1	0.1%
VAN	2	0.1%
WTR	55	3.5%
TOTAL	1,551	100.0%

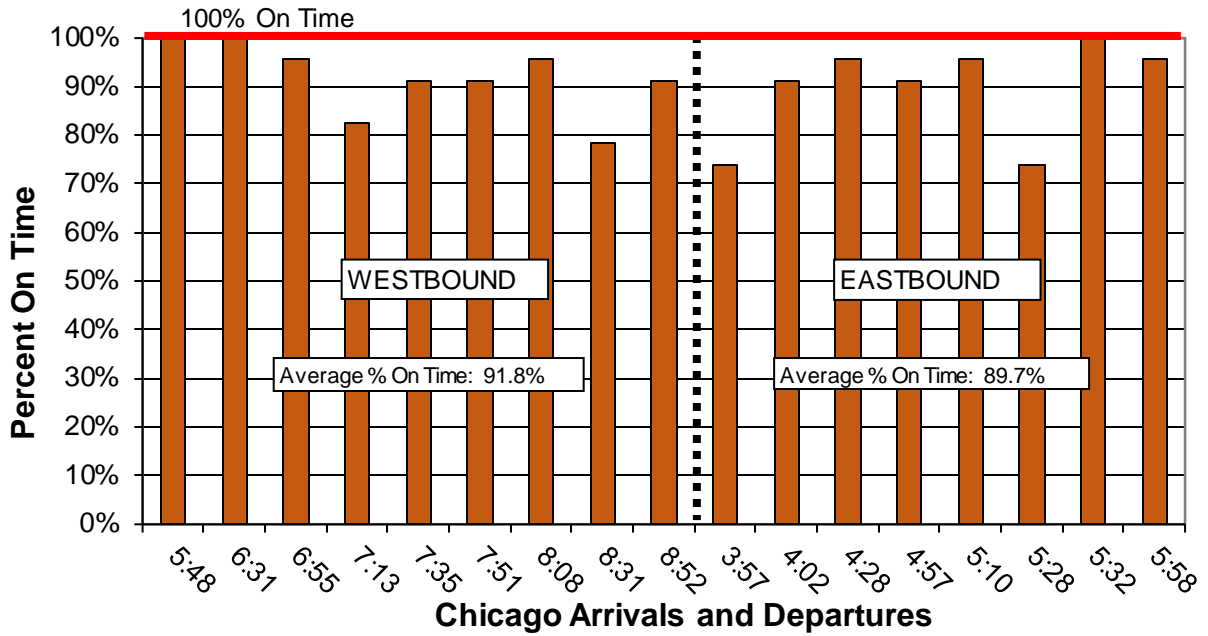
Reasons (weekend)		
AMT	15	2.9%
CAR	37	7.1%
CAT	6	1.2%
DBS	2	0.4%
DMW	7	1.3%
DSR	15	2.9%
DSS	8	1.5%
FRR	5	1.0%
FTI	15	2.9%
HLD	11	2.1%
LMU	9	1.7%
MET	117	22.5%
OET	2	0.4%
OPR	53	10.2%
OTH	14	2.7%
PAS	96	18.5%
POL	6	1.2%
PTI	43	8.3%
SVS	29	5.6%
TOD	3	0.6%
TRK	11	2.1%
TRS	1	0.2%
UTL	1	0.2%
VAN	0	0.0%
WTR	14	2.7%
TOTAL	520	100.0%

Total		
AMT	38	1.8%
CAR	107	5.2%
CAT	16	0.8%
DBS	12	0.6%
DMW	165	8.0%
DSR	73	3.5%
DSS	37	1.8%
FRR	42	2.0%
FTI	70	3.4%
HLD	32	1.5%
LMU	31	1.5%
MET	452	21.8%
OET	7	0.3%
OPR	293	14.1%
OTH	88	4.2%
PAS	186	9.0%
POL	18	0.9%
PTI	212	10.2%
SVS	52	2.5%
TOD	15	0.7%
TRK	40	1.9%
TRS	12	0.6%
UTL	2	0.1%
VAN	2	0.1%
WTR	69	3.3%
TOTAL	2,071	100.0%

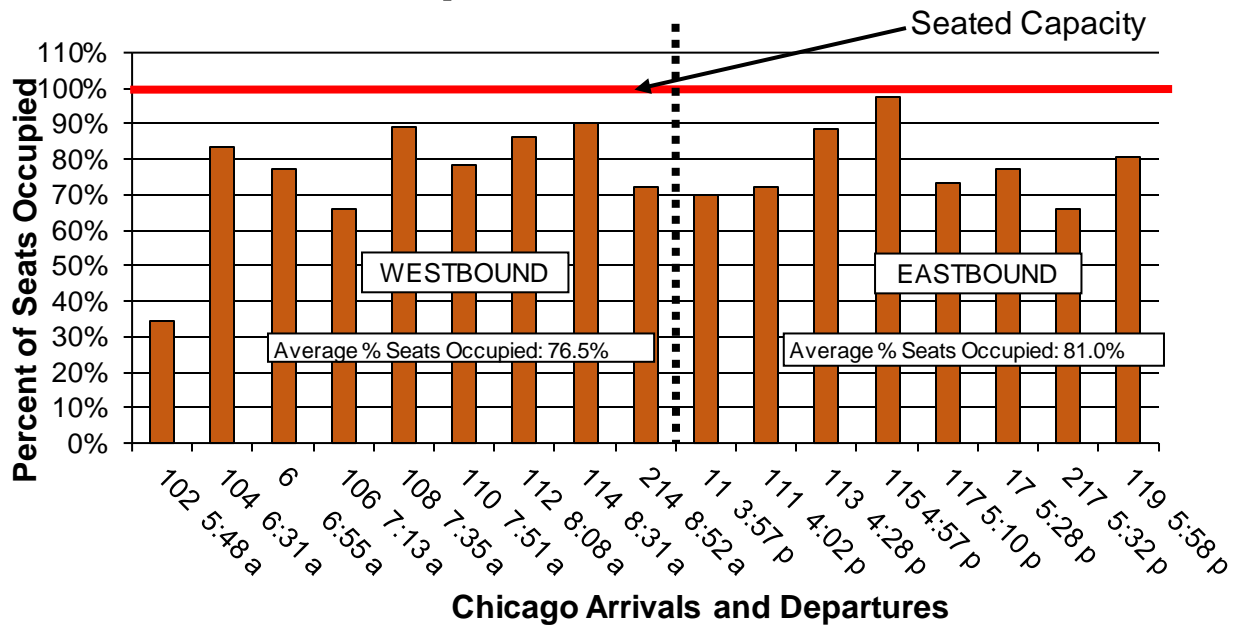
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- UTL - utility power outage
- VAN - Vandalism
- WTR - Delays related to inclement weather

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Rush Hour On Time Performance: October 2019



Percent of Rush Hour Seats Occupied: October 2019



Rush Hour* Train Delays - October 2019 (minutes late)

Train	Arrive	Tue 1	Wed 2	Thu 3	Fri 4	Mon 7	Tue 8	Wed 9	Thu 10	Fri 11	Mon 14	Tue 15	Wed 16	Thu 17	Fri 18	Mon 21	Tue 22	Wed 23	Thu 24	Fri 25	Mon 28	Tues 29	Wed 30	Thurs 31	Days Late	Days Ran	% On Time		
102	5:48a																									0	23	100.0%	
104	6:31																										0	23	100.0%
6	6:55			13																						1	23	95.7%	
106	7:13			20				10														6			17	4	23	82.6%	
108	7:35			15															6							2	23	91.3%	
110	7:51			15																				12		2	23	91.3%	
112	8:08								15																	1	23	95.7%	
114	8:31		15	20				12	15															21		5	23	78.3%	
214	8:52			10					16																	2	23	91.3%	
14	10:28		7	24	6		12	12						16			6	11								8	23	65.2%	
Train	Depart																												
11	3:57				7	7	8		6				50		15												6	23	73.9%
111	4:02									11			45														2	23	91.3%
113	4:28												30														1	23	95.7%
115	4:57								12				22														2	23	91.3%
117	5:10							9	9				25					8		8				11		6	23	73.9%	
17	5:28									7																	1	23	95.7%
217	5:32																										0	23	100.0%
119	5:58																								13		1	23	95.7%
19	7:10					9			30	9			75					13		10	11					7	23	69.6%	
High temp		90	77	68	60	70	71	71	76	68	53	68	51	52	58	65	52	60	59	51	59	52	42	44					
Low temp		72	63	56	47	47	45	47	53	41	37	38	44	41	34	50	47	39	44	34	43	40	37	33					

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

Temperatures from South Bend

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	14	180	92.2%	12	162	92.6%	2	189	98.9%	2	198	99.0%	8	198	96.0%	8	180	95.6%
EB Rush	23	160	85.6%	25	152	83.6%	17	168	89.9%	24	176	86.4%	19	176	89.2%	22	160	86.3%
Total Rush	37	340	89.1%	37	314	88.2%	19	357	94.7%	26	374	93.0%	27	374	92.8%	30	340	91.2%

	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	7	198	96.5%	12	197	93.9%	6	180	96.7%	17	207	91.8%						
EB Rush	26	174	85.1%	37	174	78.7%	26	160	83.8%	19	184	89.7%						
Total Rush	33	372	91.1%	49	371	86.8%	32	340	90.6%	36	391	90.8%						

On time
A = Annulled

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	6	210	97.1%
6:31	104	11	210	94.8%
6:55	6	15	209	92.8%
7:13	106	7	210	96.7%
7:35	108	9	210	95.7%
7:51	110	6	210	97.1%
8:08	112	6	210	97.1%
8:31	114	17	210	91.9%
8:52	214	11	210	94.8%
10:28	14	46	210	78.1%
Depart				
3:57	11	74	211	64.9%
4:02p	111	13	211	93.8%
4:28	113	7	211	96.7%
4:57	115	16	211	92.4%
5:10	117	64	211	69.7%
5:28	17	19	211	91.0%
5:32	217	10	209	95.2%
5:58	119	35	209	83.3%
7:15	19	47	210	77.6%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	88	1889	95.3%
EB Rush	238	1684	85.9%
Total Rush	326	3,573	90.9%

Cumulative Rush Hour Thru October

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	36	124	160	1.9%	7.4%	4.48%
11-15	27	57	84	1.4%	3.4%	2.35%
16-20	12	14	26	0.6%	0.8%	0.73%
21-30	7	17	24	0.4%	1.0%	0.67%
31-59	4	14	18	0.2%	0.8%	0.50%
60+	2	14	16	0.1%	0.8%	0.45%
Annulled	37	28	65			
Total Late	88	240	328	4.7%	14.3%	9.18%
On time	1,801	1,444	3,245	95.3%	85.7%	90.82%
Total ran	1,889	1,684	3,573			

October Rush Hour

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	4	9	13	1.9%	4.9%	3.3%
11-15	8	5	13	3.9%	2.7%	3.3%
16-20	4	0	4	1.9%	0.0%	1.0%
21-30	1	3	4	0.5%	1.6%	1.0%
31-59	0	2	2	0.0%	1.1%	0.5%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	17	19	36	8.2%	10.3%	9.2%
On time	190	165	355	91.8%	89.7%	90.8%
Total ran	207	184	391			

Grand Total All Trains Thru October 2019

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	36	124	557	220	937	8.8%
11-15	27	57	340	148	572	5.3%
16-20	12	14	155	74	255	2.4%
21-30	7	17	90	46	160	1.5%
31-59	4	14	60	25	103	1.0%
60+	2	14	21	7	44	0.4%
Annulled	37	28	210	26	301	
Total	88	240	1223	520	2,071	19.4%
On Time	1,801	1,444	4,131	1,254	8,630	80.6%
Total ran	1,889	1,684	5,354	1,774	10,701	
%On Time	95.3%	85.7%	77.2%	70.7%	80.6%	