

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**September 2018  
Monthly Performance Report**



**NICTD**

## SEPTEMBER, 2018 MONTHLY PERFORMANCE REPORT

### Ridership

Ridership for the month of September decreased 5.3% when compared to September of 2017. This year 266,558 passengers traveled on the South Shore Line (SSL) while September of 2017 recorded a total of 281,393 passenger trips.

### Weekday Travel

Average weekday travel declined by 0.9% with an average of 11,342 weekday passengers carried in 2018 compared to 11,440 in 2017. The average peak travel increased 1.4% to an average daily ridership of 8,556 while off-peak declined 7.2% to an average daily ridership of 2,786.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2017	2018		2017	2018
5:48 a	35.5%	35.0%	3:57 p***	72.4%	64.9%
6:31 a	68.7	82.3	4:02 p	64.3	74.5
6:55 a***	74.6	75.8	4:28 p	90.2	85.8
7:13 a	70.9	52.9	4:57 p	93.4	101.4
7:35 a	83.1	83.9	5:10 p	79.3	87.7
7:51 a	80.3	84.6	5:28 p	76.5	72.7
8:08 a	83.0	88.4	5:32 p	77.8	58.3
8:31 a	88.8	92.6	5:58 p	74.6	74.5
8:52 a	69.3	78.65	7:10 p*	58.6	49.5
10:28 a*	66.5	43.7			

\*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 decreased 11.8% when compared to September 2017. September 2018 averaged 4,641 passengers per day on weekends compared to 5,260 in 2017.

### Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: OCTOBER THRU SEPTEMBER							
	2014-2015	2015-2016	% Change	2016-2017	% Change	2017-2018	% Change
Total	3,632,957	3,509,484	-3.40%	3,489,679	-0.56%	3,410,193	-2.28%
Weekday	3,090,169	3,004,600	-2.77%	2,943,395	-2.04%	2,894,394	-1.66%
Peak	2,224,462	2,188,035	-1.64%	2,122,012	-3.02%	2,103,168	-0.89%
Off Peak	865,707	816,565	-5.68%	821,383	0.59%	791,226	-3.67%
Weekend	542,788	504,884	-6.98%	536,548	6.27%	515,799	-3.87%
South Bend	250,242	242,457	-3.11%	255,089	5.21%	254,705	-0.15%

## Revenue

The number of tickets sold in 2018 are down 3.3% compared to 2017, however revenue is up 2.5%. This is due to the fare increases experienced in July of 2018. Revenue from digital sources represents 60.5% of ticket sales and 63.0% of revenue in 2018.

Total Ticket Sales: Through September						
Method of Sale	Tickets			Revenue		
	2017	2018	% Change	2017	2018	% Change
Ticket Agent	192,638	175,273	-9.0%	4,691,079	4,468,848	-4.7%
Vending Machine	433,233	406,431	-6.2%	6,748,486	6,635,918	-1.7%
Conductor	276,187	245,790	-11.0%	2,014,643	1,847,506	-8.3%
Mobile App	199,863	238,405	19.3%	3,216,866	4,137,100	28.6%
<b>Total</b>	<b>1,101,921</b>	<b>1,065,899</b>	<b>-3.3%</b>	<b>16,671,074</b>	<b>17,089,372</b>	<b>2.5%</b>

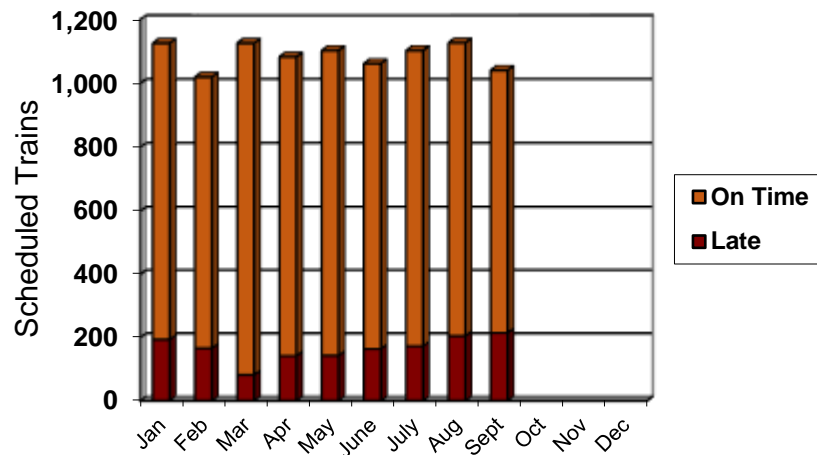
## On Time Performance

**Rush hour** –Overall, 89.2% of A.M. and P.M. rush hour trains were on time in September; compared to 88.2% in September 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). 96.9% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 93.0% of westbound morning rush hour service was on time compared to 90.6% in September 2017; while eastbound rush hour trains reported an average on time performance of 84.8% compared to 85.6% in September 2017. A total of 12 out of 171 westbound rush hour trains were delayed in September. Of those 12 none experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 23 out of 151 trains delayed in September. Of those 23 only 3 experienced delays greater than 15 minutes.<sup>1</sup>

RANGE OF RUSH HOUR DELAYS (in minutes)								
Range	September, 2018				Cumulative thru September, 2018			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	9	16	25	7.8%	40	76	116	3.6%
11-15	3	4	7	2.2%	23	41	64	2.0%
16-20	0	3	3	0.9%	7	15	22	0.7%
21-30	0	0	0	0.0%	3	9	12	0.4%
31-59	0	0	0	0.0%	6	7	13	0.4%
60+	0	0	0	0.0%	2	8	10	0.3%
Annulled	0	0	0	0.0%	0	4	4	0.1%
<b>On Time</b>	<b>159</b>	<b>128</b>	<b>287</b>		<b>1,638</b>	<b>1,364</b>	<b>3,002</b>	
Total Ran	171	151	322		1,719	1,524	3,243	

<sup>1</sup> Weekday rush-hour trains operate 9 westbound and 8 eastbound per day.

**Overall** – The SSL scheduled 1,041 trains in September and experienced 215 delays in excess of 5 minutes (ranging from 6-150 minutes) with a median delay of 10 minutes. September of 2018 experienced no annulled trains. In September 2017 the South Shore Line operated 1,060 trains with 219 delays in excess of 5 minutes (ranging from 6-100 minutes) with a median delay of 10 minutes. September of 2017 had no annulled trains.



Cumulative On Time Comparison		
Thru Sept.	2017	2018
<b>Weekday</b>	<b>87.6%</b>	<b>86.6%</b>
Peak	92.2%	92.6%
Off-peak	84.5%	82.6%
<b>Weekend</b>	<b>79.1%</b>	<b>72.8%</b>
<b>Overall</b>	<b>86.1%</b>	<b>90.5%</b>

**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 September the maximum delay of 150 minutes due to a power outage on the Metra system. This one incident delayed three evening off peak trains in excess of 60 minutes.

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	Annulled	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	17	135	Vehicle on Tracks
	422	Annulled	Catenary Replacement		20	171	Vehicle on Tracks
	424	Annulled	Catenary Replacement		22	144	Vehicle on Tracks
7/25	401	Annulled	Catenary Replacement		111	175	Vehicle on Tracks
	422	Annulled	Catenary Replacement		113	114	Vehicle on Tracks
	424	Annulled	Catenary Replacement		115	150	Vehicle on Tracks
7/26	401	Annulled	Catenary Replacement		117	155	Vehicle on Tracks
	422	Annulled	Catenary Replacement		119	136	Vehicle on Tracks
	424	Annulled	Catenary Replacement		205	Annulled	Broadway Bridge Repairs
7/27	401	Annulled	Catenary Replacement		217	131	Vehicle on Tracks
8/5	603	71	Trespasser Incident		222	Annulled	Vehicle on Tracks
8/20	401	Annulled	Catenary Replacement		424	Annulled	Vehicle on Tracks
	422	Annulled	Catenary Replacement	8/29	205	Annulled	Broadway Bridge Repairs
	424	Annulled	Catenary Replacement	8/30	205	Annulled	Broadway Bridge Repairs
8/21	401	Annulled	Catenary Replacement	8/31	205	Annulled	Broadway Bridge Repairs
	422	Annulled	Catenary Replacement	9/1	511	66	Passenger train delays
	424	Annulled	Catenary Replacement	9/3	505	124	NICTD Power Outage
8/22	401	Annulled	Catenary Replacement	9/4	19	70	Trespasser Incident
	422	Annulled	Catenary Replacement	9/10	22	150	Metra Power Outage
	424	Annulled	Catenary Replacement		121	136	Metra Power Outage
8/23	401	Annulled	Catenary Replacement		123	78	Metra Power Outage
	422	Annulled	Catenary Replacement	9/12	101	80	Vehicle on Tracks
	424	Annulled	Catenary Replacement	9/15	510	110	Catenary Wire Issues
8/24	401	Annulled	Catenary Replacement		511	90	Catenary Wire Issues
8/27	205	Annulled	Broadway Bridge Repairs				

RIDERSHIP REPORT: SEPTEMBER, 2018

	2016	Work Days	2017	Work Days	2018	Work Days	Change 18/17
	Passengers		Passengers		Passengers		
<b>MONTHLY RIDERSHIP</b>							
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	299,010	21	-5.1%
<b>CUMULATIVE COMPARISON</b>							
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	1,644,934	128	-1.6%
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
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%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
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%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
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: SEPTEMBER, 2018**

	2016 Passengers	Work Days	2017 Passengers	Work Days	2018 Passengers	Work Days	Change 18/17
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
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%
<b>MONTHLY SOUTH BEND RIDERSHIP</b>							
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%



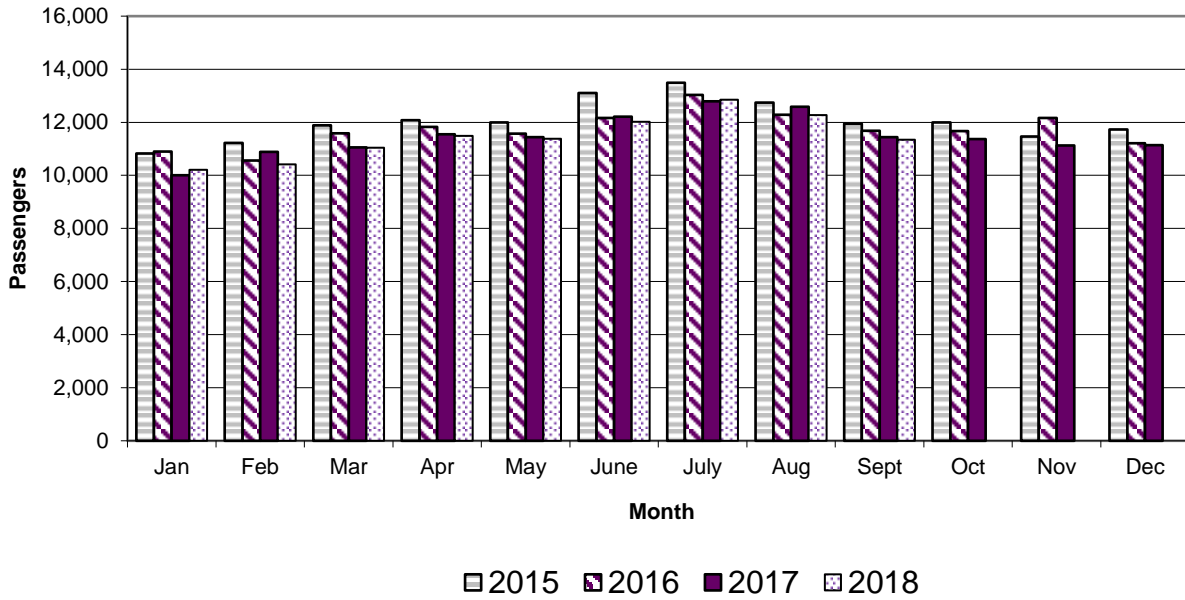
RIDERSHIP REPORT: SEPTEMBER, 2018

	2016	Work	2017	Work	2018	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	18/17
<b>MONTHLY RIDERSHIP</b>							
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	294,294	22			
November	300,628	21	273,273	21			
December	281,576	21	275,137	20			
<b>CUMULATIVE COMPARISON</b>							
July	2,018,308	148	1,993,835	148	1,970,995	149	-1.1%
August	2,339,341	171	2,331,745	171	2,300,089	172	-1.4%
September	2,627,539	192	2,613,138	191	2,566,647	191	-1.8%
October	2,921,876	213	2,907,432	213			
November	3,222,504	234	3,180,705	234			
December	3,504,080	255	3,455,842	254			
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
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				
November	12,159		11,131				
December	11,217		11,142				
Thru December	11,719	255	11,478	254			
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
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				
November	8,685		8,095				
December	7,552		7,522				
Thru December	8,500	255	8,273	254			
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
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				
November	3,473		3,036				
December	3,665		3,620				
Thru December	3,221	255	3,191	254			

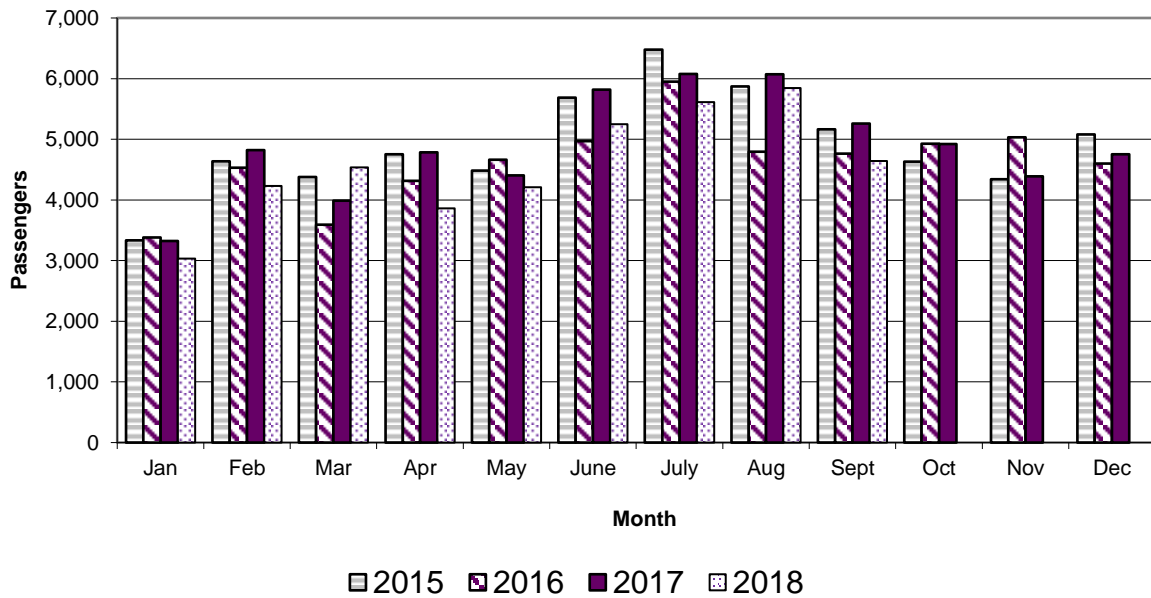
**RIDERSHIP REPORT: SEPTEMBER, 2018**

	2016	Wkend	2017	Wkend	2018	Wkend	Change
	Passengers	Days	Passengers	Days	Passengers	Days	18/17
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
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				
November	5,033		4,391				
December	4,602		4,753				
Thru December	4,627	109	4,915	110			
<b>MONTHLY SOUTH BEND RIDERSHIP</b>							
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				
November	21,861		21,387				
December	22,854		24,781				

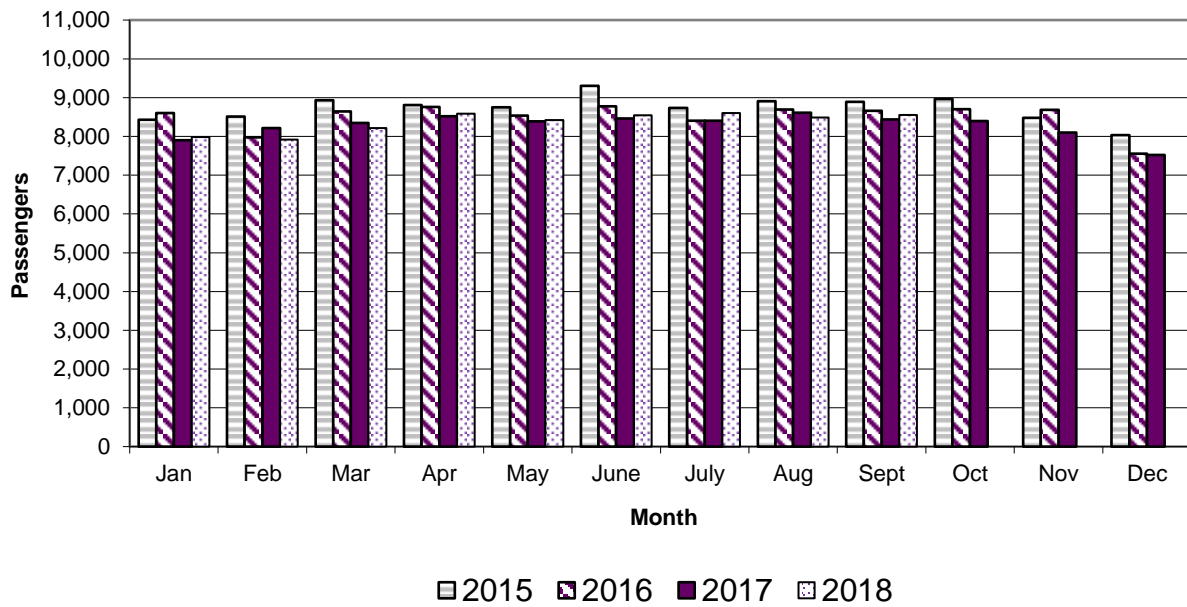
## SOUTH SHORE WEEKDAY RIDERSHIP 2015-2018



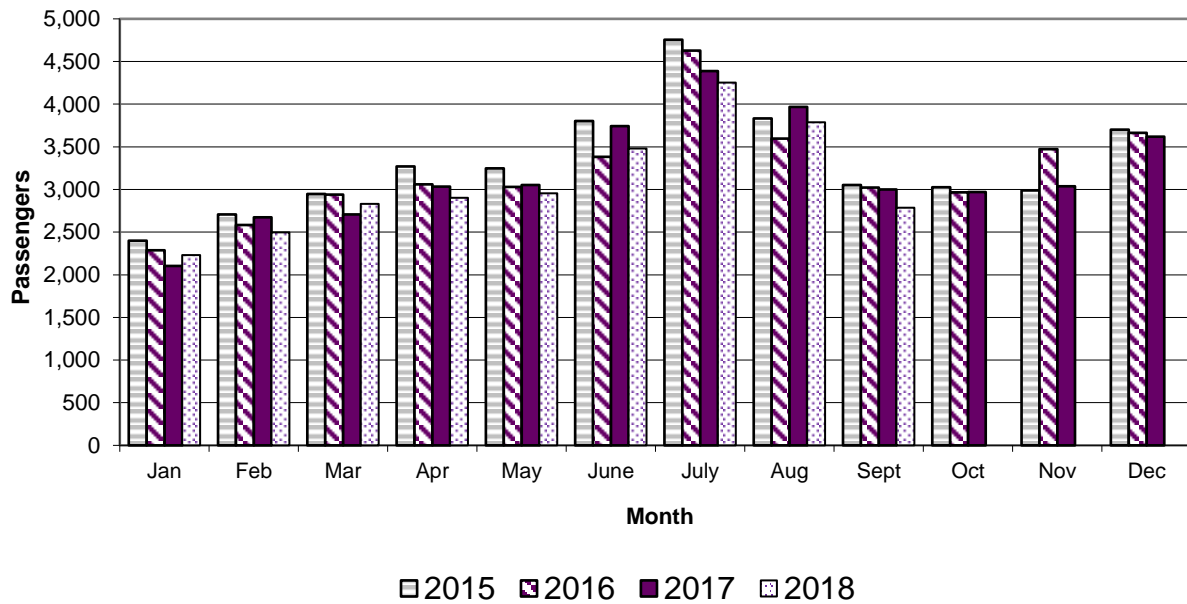
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2015-2018



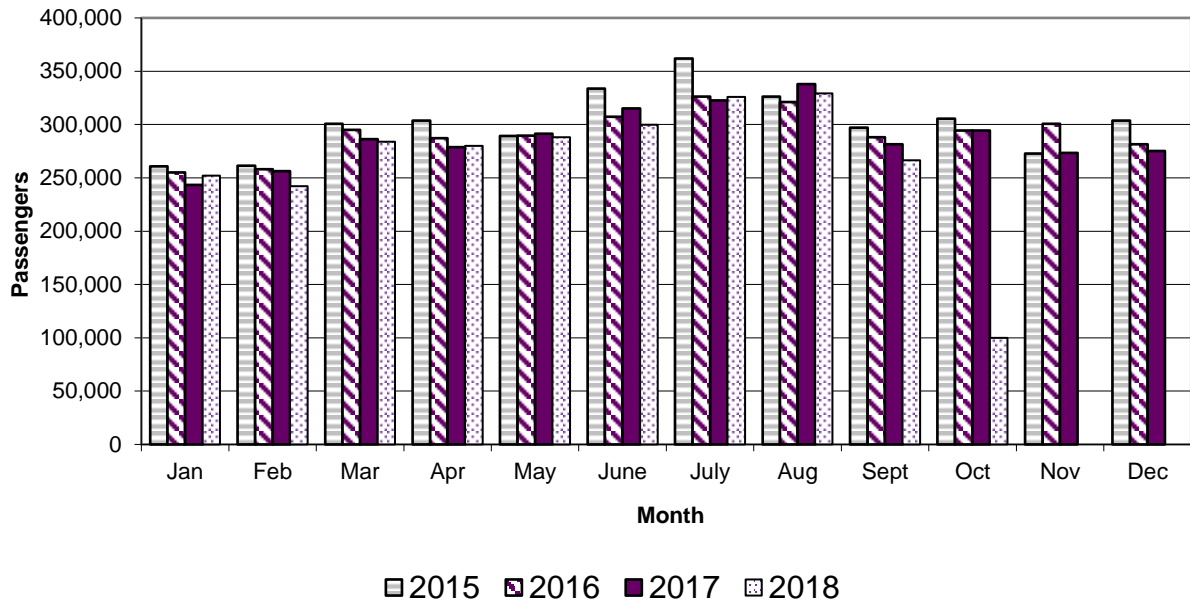
## SOUTH SHORE PEAK RIDERSHIP 2015-2018



## SOUTH SHORE OFF-PEAK RIDERSHIP 2015-2018



## SOUTH SHORE MONTHLY RIDERSHIP 2015-2018



PERCENT ON TIME: SEPTEMBER, 2018

PEAK		
Train	Days Late	% on Time
102	0	100.0%
<b>104</b>	<b>1</b>	<b>94.7%</b>
<b>6</b>	<b>7</b>	<b>63.2%</b>
106	0	100.0%
108	0	100.0%
110	0	100.0%
<b>112</b>	<b>1</b>	<b>94.7%</b>
<b>114</b>	<b>2</b>	<b>89.5%</b>
<b>214</b>	<b>1</b>	<b>94.7%</b>
<b>11</b>	<b>1</b>	<b>94.7%</b>
111	0	100.0%
113	0	100.0%
<b>115</b>	<b>4</b>	<b>78.9%</b>
<b>17</b>	<b>5</b>	<b>73.7%</b>
<b>117</b>	<b>12</b>	<b>36.8%</b>
217	0	100.0%
<b>119</b>	<b>1</b>	<b>94.7%</b>
Total	35	89.2%
Westbound	12	93.0%
Eastbound	23	84.9%

OFF-PEAK		
Train	Days Late	% on Time
<b>14</b>	<b>5</b>	<b>73.7%</b>
216	0	100.0%
<b>116</b>	<b>13</b>	<b>31.6%</b>
218	0	100.0%
<b>18</b>	<b>9</b>	<b>52.6%</b>
118	1	94.7%
<b>220</b>	<b>4</b>	<b>78.9%</b>
20	2	89.5%
222	2	89.5%
420	0	100.0%
<b>22</b>	<b>8</b>	<b>57.9%</b>
424	1	94.7%
401	1	94.7%
203	0	100.0%
403	2	89.5%
205	0	100.0%
207	0	100.0%
<b>7</b>	<b>14</b>	<b>26.3%</b>
<b>107</b>	<b>19</b>	<b>0.0%</b>
<b>9</b>	<b>7</b>	<b>63.2%</b>
<b>109</b>	<b>4</b>	<b>78.9%</b>
209	0	100.0%
<b>19</b>	<b>6</b>	<b>68.4%</b>
<b>121</b>	<b>4</b>	<b>78.9%</b>
<b>123</b>	<b>6</b>	<b>68.4%</b>
<b>101</b>	<b>5</b>	<b>73.7%</b>
Total	113	77.1%
Westbound	45	80.3%
Eastbound	68	74.4%

WEEKEND/HOLIDAY		
Train	Days Late	% on Time
600	4	63.6%
502	5	54.5%
504	5	54.5%
606	6	45.5%
506	3	72.7%
608	2	81.8%
508	3	72.7%
610	1	90.9%
510	4	63.6%
710	Deadhead move	
503	8	27.3%
603	2	81.8%
605	4	63.6%
505	2	81.8%
507	3	72.7%
509	5	54.5%
511	6	45.5%
613	1	90.9%
601	2	81.8%
701	1	90.9%
703	0	100.0%
Total	67	69.5%
Westbound	33	66.7%
Eastbound	34	71.9%

**95% peak and 85% off peak.**

REASON FOR DELAY: SEPTEMBER

REASONS (weekday)		
AMT	2	1.4%
CAR	7	4.7%
CAT	0	0.0%
DBS	0	0.0%
DMW	41	27.7%
DSR	7	4.7%
DSS	4	2.7%
FRR	1	0.7%
FTI	7	4.7%
HLD	0	0.0%
LMU	0	0.0%
MET	30	20.3%
NIPSCO	0	0.0%
OET	0	0.0%
OPR	1	0.7%
OTH	11	7.4%
PAS	2	1.4%
POL	4	2.7%
PTI	11	7.4%
SUB	0	0.0%
SVS	4	2.7%
TOD	1	0.7%
TRK	3	2.0%
TRS	2	1.4%
UTL	0	0.0%
VAN	2	1.4%
WTR	8	5.4%
TOTAL	148	100.0%

REASONS (weekend)		
AMT	1	1.5%
CAR	4	6.0%
CAT	0	0.0%
DBS	1	1.5%
DMW	7	10.4%
DSR	4	6.0%
DSS	2	3.0%
FRR	1	1.5%
FTI	1	1.5%
HLD	1	1.5%
LMU	2	3.0%
MET	17	25.4%
NIPSCO	0	0.0%
OET	0	0.0%
OPR	1	1.5%
OTH	1	1.5%
PAS	11	16.4%
POL	0	0.0%
PTI	3	4.5%
SUB	1	1.5%
SVS	6	9.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	1	1.5%
UTL	2	3.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	67	100.0%

- AMT - Amtrak Delay
- CAR - Car or equipment failure or 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
- OPR - Operational Delay
- 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 SEPTEMBER, 2018**

<b>PEAK</b>		
Train	Days Late	% on Time
102	2	99.0%
104	5	97.4%
<b>6</b>	<b>18</b>	<b>90.6%</b>
106	8	95.8%
108	5	97.4%
110	6	96.9%
<b>112</b>	<b>10</b>	<b>94.8%</b>
<b>114</b>	<b>18</b>	<b>90.6%</b>
214	9	95.3%
<b>11</b>	<b>33</b>	<b>82.5%</b>
111	3	98.4%
113	9	95.3%
<b>115</b>	<b>16</b>	<b>91.6%</b>
<b>17</b>	<b>19</b>	<b>90.0%</b>
<b>117</b>	<b>53</b>	<b>72.3%</b>
<b>217</b>	<b>10</b>	<b>94.8%</b>
<b>119</b>	<b>13</b>	<b>93.2%</b>
Total	237	92.7%
Westbound	81	95.3%
Eastbound	156	89.8%

<b>OFF-PEAK</b>		
Train	Days Late	% on Time
<b>14</b>	<b>34</b>	<b>82.2%</b>
216	5	97.4%
<b>116</b>	<b>55</b>	<b>71.2%</b>
216	11	94.2%
<b>18</b>	<b>88</b>	<b>53.9%</b>
118	11	94.2%
218	18	90.6%
<b>20</b>	<b>51</b>	<b>73.3%</b>
220	16	91.6%
420	6	96.3%
<b>22</b>	<b>41</b>	<b>78.4%</b>
422	5	96.9%
401	2	98.7%
203	5	97.4%
403	16	91.6%
205	4	97.8%
207	6	96.9%
<b>7</b>	<b>65</b>	<b>66.0%</b>
<b>107</b>	<b>89</b>	<b>53.4%</b>
<b>9</b>	<b>60</b>	<b>68.6%</b>
<b>109</b>	<b>53</b>	<b>72.3%</b>
209	4	97.9%
<b>19</b>	<b>41</b>	<b>78.3%</b>
121	20	89.5%
<b>123</b>	<b>40</b>	<b>79.1%</b>
101	18	90.6%
Total	764	84.3%
Westbound	341	84.7%
Eastbound	423	83.9%

<b>WEEKEND/HOLIDAY</b>		
Train	Days Late	% on Time
600	15	81.7%
502	27	67.1%
504	43	47.6%
606	29	64.6%
506	25	69.5%
608	10	87.8%
508	29	64.6%
610	5	93.9%
510	22	73.2%
710	Deadhead move	
503	37	54.9%
603	9	89.0%
605	21	74.4%
505	22	73.2%
507	35	57.3%
509	41	50.0%
511	40	51.2%
613	9	89.0%
601	17	79.3%
701	1	98.8%
703	6	92.6%
Total	443	73.0%
Westbound	205	72.2%
Eastbound	238	73.6%

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



**CUMULATIVE REASON FOR DELAYS THRU SEPTEMBER, 2018**

REASONS (weekday)		
AMT	39	3.9%
CAR	77	7.7%
CAT	0	0.0%
DBS	14	1.4%
DMW	127	12.7%
DSR	51	5.1%
DSS	33	3.3%
FRR	32	3.2%
FTI	36	3.6%
HLD	22	2.2%
LMU	12	1.2%
MET	246	24.6%
NIPSCO	0	0.0%
OET	4	0.4%
OPR	4	0.4%
OTH	49	4.9%
PAS	33	3.3%
POL	11	1.1%
PTI	98	9.8%
SUB	0	0.0%
SVS	20	2.0%
TOD	7	0.7%
TRK	17	1.7%
TRS	23	2.3%
UTL	1	0.1%
VAN	2	0.2%
WTR	43	4.3%
TOTAL	1,001	100.0%

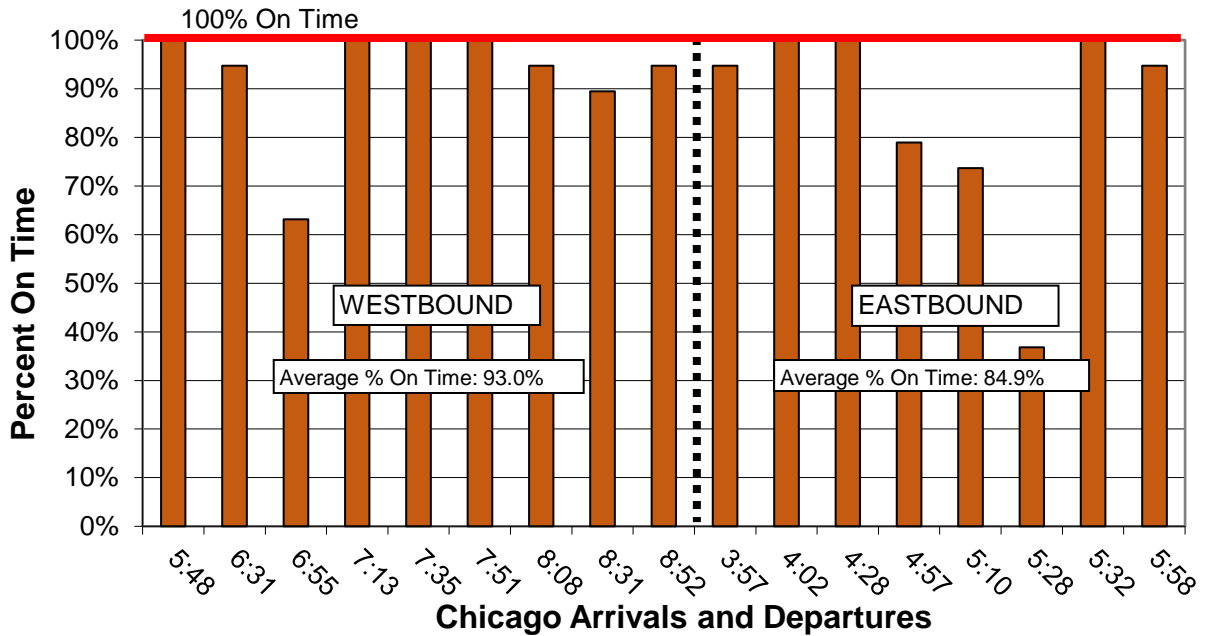
REASONS (weekend)		
AMT	3	0.7%
CAR	31	7.0%
CAT	4	0.9%
DBS	1	0.2%
DMW	7	1.6%
DSR	51	11.5%
DSS	17	3.8%
FRR	21	4.7%
FTI	15	3.4%
HLD	11	2.5%
LMU	10	2.3%
MET	112	25.3%
NIPSCO	0	0.0%
OET	0	0.0%
OPR	1	0.2%
OTH	8	1.8%
PAS	49	11.1%
POL	2	0.5%
PTI	33	7.4%
SUB	4	0.9%
SVS	22	5.0%
TOD	2	0.5%
TRK	3	0.7%
TRS	12	2.7%
UTL	2	0.5%
VAN	0	0.0%
WTR	22	5.0%
TOTAL	443	100.0%

TOTAL		
AMT	42	2.9%
CAR	108	7.5%
CAT	4	0.3%
DBS	15	1.0%
DMW	134	9.3%
DSR	102	7.1%
DSS	50	3.5%
FRR	53	3.7%
FTI	51	3.5%
HLD	33	2.3%
LMU	22	1.5%
MET	358	24.8%
NIPSCO	0	0.0%
OET	4	0.3%
OPR	5	0.3%
OTH	57	3.9%
PAS	82	5.7%
POL	13	0.9%
PTI	131	9.1%
SUB	4	0.3%
SVS	42	2.9%
TOD	9	0.6%
TRK	20	1.4%
TRS	35	2.4%
UTL	3	0.2%
VAN	2	0.1%
WTR	65	4.5%
TOTAL	1,444	100.0%

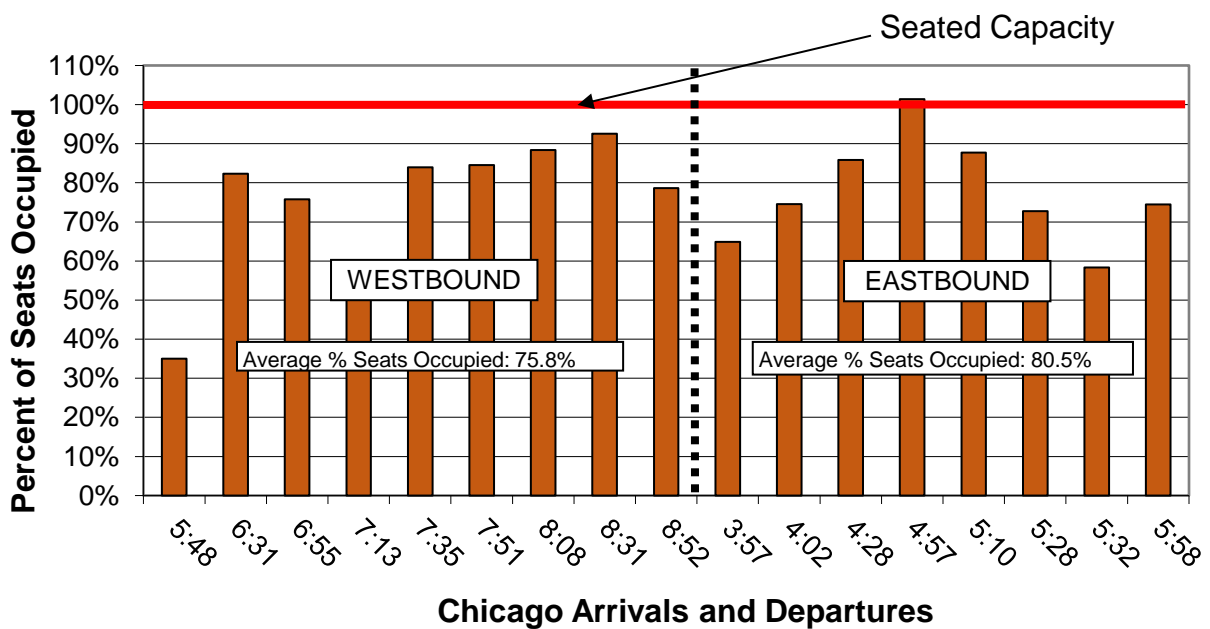
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- VAN - Vandalism
- WTR - Delays related to inclement weather

NICTD follows the industry standard of defining a train as on time if it arrives at its terminal within 5 minutes and 59 seconds.

## RUSH HOUR ON TIME PERFORMANCE: SEPT 2018



## PERCENT OF RUSH HOUR SEATS OCCUPIED: SEPT 2018





**Cumulative**

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	2	191	99.0%
6:31	104	5	191	97.4%
6:55	6	18	191	90.6%
7:13	106	8	191	95.8%
7:35	108	5	191	97.4%
7:51	110	6	191	96.9%
8:08	112	10	191	94.8%
8:31	114	18	191	90.6%
8:52	214	9	191	95.3%
10:28	14	17	191	91.1%
<b>Depart</b>				
3:57	11	33	188	82.4%
4:02p	111	3	191	98.4%
4:28	113	9	191	95.3%
4:57	115	16	191	91.6%
5:10	117	53	191	72.3%
5:28	17	19	190	90.0%
5:32	217	10	191	94.8%
5:58	119	13	191	93.2%
7:15	19	28	191	85.3%

**Year-to-date cumulative**

	#Late	#Ran	%On time
WB Rush	81	1719	95.3%
EB Rush	156	1524	89.8%
Total Rush	237	3,243	92.7%

**CUMULATIVE RUSH HOUR THRU SEPTEMBER**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	40	76	116	2.3%	5.0%	3.58%
11-15	23	41	64	1.3%	2.7%	1.97%
16-20	7	15	22	0.4%	1.0%	0.68%
21-30	3	9	12	0.2%	0.6%	0.37%
31-59	6	7	13	0.3%	0.5%	0.40%
60+	2	8	10	0.1%	0.5%	0.31%
Annulled	0	4	4			
Total Late	81	160	241	4.7%	10.5%	7.43%
On time	1,638	1,364	3,002	95.3%	89.5%	92.57%
Total ran	1,719	1,524	3,243			

**SEPTEMBER RUSH HOUR**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	9	16	25	5.3%	10.6%	7.8%
11-15	3	4	7	1.8%	2.6%	2.2%
16-20	0	3	3	0.0%	2.0%	0.9%
21-30	0	0	0	0.0%	0.0%	0.0%
31-59	0	0	0	0.0%	0.0%	0.0%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	12	23	35	7.0%	15.2%	10.9%
On time	159	128	287	93.0%	84.8%	89.1%
Total ran	171	151	322			

**GRAND TOTAL ALL TRAINS THRU SEPTEMBER 2018**

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	40	76	385	206	707	7.2%
11-15	23	41	170	116	350	3.6%
16-20	7	15	84	42	148	1.5%
21-30	3	9	63	42	117	1.2%
31-59	6	7	49	21	83	0.8%
60+	2	8	12	16	38	0.4%
Annulled	0	4	99	4	107	
Total	81	156	763	443	1,443	14.6%
On Time	1,638	1,368	4,104	1,197	8,414	85.4%
Total ran	1,719	1,528	4,966	1,644	9,857	
%On Time	95.3%	89.5%	82.6%	72.8%	85.4%	