

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

September 2021



SEPTEMBER, 2021 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of September has increased 92.0% compared to 2020 but is down 59.9% compared to 2019. This year 105,655 passengers traveled on the South Shore Line (SSL) while 2020 recorded a total of 55,018 passenger trips and 2019 recorded a total of 263,338 passenger trips. As the SSL continues to build ridership 2019 ridership is used as a benchmark in tracking the return of ridership.

Weekday Travel

Average weekday travel was up 80.4% compared to 2020 ridership but was down 65.5% from 2019 ridership. Average weekday ridership in September was 3,829 in 2021, 2,123 in 2020, and 11,093 in 2019. The average peak travel was down 71.3% in 2021 compared to 2019 while off-peak was down 47.3% compared to 2019.

Weekend

Average weekend ridership increased by 141.9% compared to 2020 ridership but was down 32.4% from 2019 ridership. Average weekend day ridership in September was 2,805 in 2021, 1,160 in 2020, and 4,147 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: October through September							
	2017/18	2018/19	% Change	2019/20	% Change	2020/21	% Change
Total	3,410,193	3,291,596	-3.48%	1,682,538	-48.88%	827,182	-50.84%
Weekday	2,894,394	2,801,532	-3.21%	1,435,326	-48.77%	652,020	-54.57%
Peak	2,103,168	2,052,519	-2.41%	1,040,006	-49.33%	389,394	-62.56%
Off Peak	791,226	749,013	-5.34%	395,320	-47.22%	262,626	-33.57%
Weekend	515,799	490,064	-4.99%	247,212	-49.56%	175,162	-29.15%
South Bend	254,705	234,326	-8.00%	132,351	-43.52%	107,535	-18.75%

Revenue

The number of tickets sold year to date through September is up 23.7% in 2021 compared to 2020. Ticket revenue is down 17.6% for 2021 compared to 2020. Sales from digital sources represents 68.7% of ticket sales and 73.8% of revenue in 2021. NICTD has continued to offer varying specials throughout the year to help alleviate financial pressures put upon riders during the pandemic as well as to facilitate the return to utilizing public transit.

Total Ticket Sales: September						
Method of Sale	Tickets			Revenue		
	2020	2021	% Change	2020	2021	% Change
Ticket Agent	42,552	41,663	-2.1%	1,241,131	621,382	-49.9%
Vending Machine	96,778	112,779	16.5%	1,871,304	1,415,129	-24.4%
Conductor	66,598	85,545	28.4%	504,842	629,431	24.7%
Mobile App	123,373	167,231	35.5%	2,168,564	2,101,486	-3.1%
Total	329,301	407,218	23.7%	5,785,841	4,767,428	-17.6%

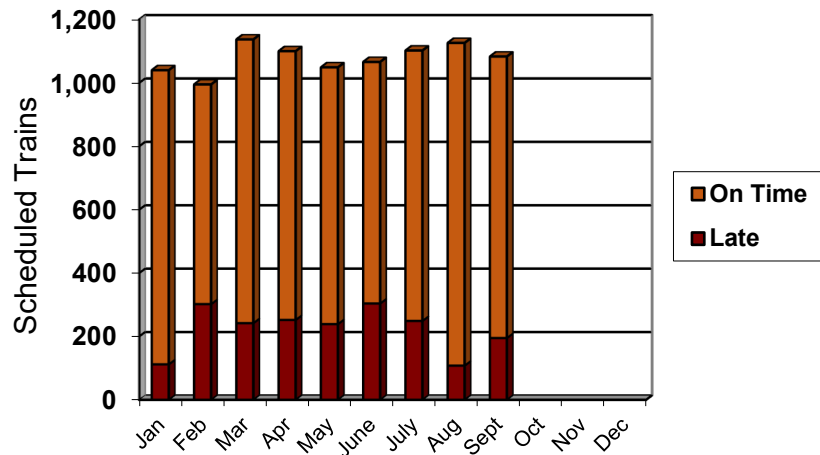
On Time Performance

Rush hour – Overall, 91.0% of A.M. and P.M. rush hour trains were on time in September 2021, compared to 92.7% in September of 2020. 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). 91.2% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 91.0% of westbound morning rush hour service was on time compared to 95.8% in September 2020; while eastbound rush hour trains reported an on time performance of 86.4% compared to 89.3% in September 2020. A total of 17 out of 189 westbound rush hour trains were delayed in September. Of those 17, nine experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 22 out of 162 trains delayed in September. Of those 22, 14 experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
September				
Range	a.m.	p.m.	Total	Percent
6-10	4	4	8	2.3%
11-15	4	4	8	2.3%
16-20	2	3	5	1.4%
21-30	0	4	4	1.1%
31-59	7	6	13	3.7%
60+	0	1	1	0.3%
Annulled	0	6	6	
On Time	172	140	312	
Total Ran	189	162	351	

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

Overall – The SSL scheduled 1,083 trains in September and experienced 195 delays in excess of 5 minutes (ranging from 6-106 minutes) with a median delay of 13 minutes. September of 2021 experienced 14 annulled trains. In September 2020 the South Shore Line scheduled 1,083 trains with 92 delays in excess of 5 minutes (ranging from 6-43 minutes) with a median delay of 9 minutes. September of 2020 experienced no annulled trains.



Cumulative On Time Comparison		
Thru Sept.	2020	2021
Weekday	85.1%	80.0%
Peak	88.4%	83.4%
Off-peak	83.0%	77.6%
Weekend	79.2%	75.0%
Overall	84.0%	79.1%

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
1/19	121	68	Police related activity.	3/26	203	Annulled	Track maintenance delay.
2/4	119	134	Ice on catenary wires.	3/30	203	Annulled	Track maintenance delay.
2/5	106	67	Equipment issues	3/31	203	Annulled	Track maintenance delay.
2/6	502	82	Equipment issues	4/1	203	Annulled	Track maintenance delay.
	504	60	Delayed by prior train.	4/2	203	Annulled	Track maintenance delay.
2/7	511	115	Catenary issues.	4/4	600	72	Delays on Metra
	600	65	Weather delay.	4/6	203	Annulled	Track maintenance delay.
	701	Annulled	Weather cancelation	4/7	203	Annulled	Track maintenance delay.
	703	Annulled	Weather cancelation	4/8	203	Annulled	Track maintenance delay.
2/8	14	85	Equipment issues	4/9	203	Annulled	Track maintenance delay.
	107	74	Equipment issues	4/16	109	122	Pedestrian on track.
	114	79	Equipment issues	4/20	7	64	Track maintenance delay.
	401	Annulled	Weather cancelation		18	66	Track maintenance delay.
	422	Annulled	Weather cancelation	5/10	422	Annulled	Track upgrade/replacement.
2/9	102	Annulled	Equipment issues		424	Annulled	Track upgrade/replacement.
	203	Annulled	Equipment issues	5/11	401	Annulled	Track upgrade/replacement.
	401	Annulled	Weather cancelation		422	Annulled	Track upgrade/replacement.
	422	Annulled	Weather cancelation		424	Annulled	Track upgrade/replacement.
2/14	701	Annulled	Weather cancelation	5/12	401	Annulled	Track upgrade/replacement.
	703	Annulled	Weather cancelation		422	Annulled	Track upgrade/replacement.
2/15	19	92	Vehicle stuck on track		424	Annulled	Track upgrade/replacement.
	401	Annulled	Weather cancelation	5/13	401	Annulled	Track upgrade/replacement.
	422	Annulled	Weather cancelation		422	Annulled	Track upgrade/replacement.
2/16	401	Annulled	Weather cancelation		424	Annulled	Track upgrade/replacement.
	422	Annulled	Weather cancelation	5/14	401	Annulled	Track upgrade/replacement.
2/17	116	60	Vehicle stuck on track		422	Annulled	Track upgrade/replacement.
	401	Annulled	Weather cancelation		424	Annulled	Track upgrade/replacement.
2/25	6	61	Equipment issues	5/15	701	Annulled	Track upgrade/replacement.
	14	155	Delayed by prior train.		703	Annulled	Track upgrade/replacement.
2/25	106	Annulled	Equipment issues	5/16	701	Annulled	Track upgrade/replacement.
	108	91	Delayed by prior train.		703	Annulled	Track upgrade/replacement.
	110	Annulled	Equipment issues	5/17	401	Annulled	Track upgrade/replacement.
	112	117	Delayed by prior train.		422	Annulled	Track upgrade/replacement.
	114	90	Delayed by prior train.		424	Annulled	Track upgrade/replacement.
	207	Annulled	Annulled due to prior train.	5/18	401	Annulled	Track upgrade/replacement.
3/2	116	Annulled	Train mechanical issues		422	Annulled	Track upgrade/replacement.
3/4	114	Annulled	Police Activity		424	Annulled	Track upgrade/replacement.
3/16	203	Annulled	Track maintenance delay.	5/19	401	Annulled	Track upgrade/replacement.
3/17	203	Annulled	Track maintenance delay.		422	Annulled	Track upgrade/replacement.
3/18	203	Annulled	Track maintenance delay.		424	Annulled	Track upgrade/replacement.
3/19	203	Annulled	Track maintenance delay.	5/20	401	Annulled	Track upgrade/replacement.
3/19	424	129	Car blocking tracks		422	Annulled	Track upgrade/replacement.
3/23	203	Annulled	Track maintenance delay.		424	Annulled	Track upgrade/replacement.
3/24	203	Annulled	Track maintenance delay.	5/21	401	Annulled	Track upgrade/replacement.
3/25	203	Annulled	Track maintenance delay.				

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
6/2	203	Anulled	Utility relocation work	6/24	401	Anulled	Track maintenance delay.
6/3	203	Anulled	Utility relocation work		422	Anulled	Track maintenance delay.
6/4	9	93	Track work		424	Anulled	Track maintenance delay.
	18	76	Track work	6/25	401	Anulled	Track maintenance delay.
	203	Anulled	Utility relocation work	6/29	6	Anulled	Operational issues.
6/6	505	79	Equipment malfunction	7/6	101	62	Vehicle stuck on tracks.
	508	63	Delayed by prior train	8/7	506	65	Pedestrian on railway.
6/7	203	Anulled	Utility relocation work	8/7	605	72	Pedestrian on railway.
6/8	203	Anulled	Utility relocation work	8/17	114	67	Metra power outage
6/9	203	Anulled	Utility relocation work	8/24	22	75	Lightening strike.
6/10	203	Anulled	Utility relocation work	8/31	6	Anulled	Pedestrian on railway.
6/11	203	Anulled	Utility relocation work	8/31	70	70	Pedestrian on railway.
6/14	422	Anulled	Track maintenance delay.	8/31	106	117	Pedestrian on railway.
	424	Anulled	Track maintenance delay.	8/31	108	109	Pedestrian on railway.
6/15	401	Anulled	Track maintenance delay.	8/31	110	89	Pedestrian on railway.
	422	Anulled	Track maintenance delay.	8/31	112	89	Pedestrian on railway.
	424	Anulled	Track maintenance delay.	8/31	203	Anulled	Pedestrian on railway.
6/16	401	Anulled	Track maintenance delay.	8/31	205	92	Pedestrian on railway.
	422	Anulled	Track maintenance delay.	8/31	207	Anulled	Catenary outage all of August.
	424	Anulled	Track maintenance delay.	Aug	401	Anulled	Catenary outage all of August.
6/17	401	Anulled	Track maintenance delay.	Aug	422	Anulled	Catenary outage all of August.
	422	Anulled	Track maintenance delay.	Aug	424	Anulled	Catenary outage all of August.
	424	Anulled	Track maintenance delay.	Aug	701	Anulled	Catenary outage all of August.
6/18	401	Anulled	Track maintenance delay.	Aug	703	Anulled	Catenary outage all of August.
6/18	422	Anulled	Track maintenance delay.	9/1-3	401	Anulled	Catenary outage.
	424	Anulled	Track maintenance delay.	9/1-3	422	Anulled	Catenary outage.
6/19	503	60	Equipment malfunction	9/1-3	424	Anulled	Catenary outage.
	701	Anulled	Track maintenance delay.	9/15	9	60	PTC Issues
	703	Anulled	Track maintenance delay.	9/21	11	Anulled	Gas leak in Gary
6/20	703	Anulled	Track maintenance delay.	9/21	17	Anulled	Gas leak in Gary
	701	Anulled	Track maintenance delay.	9/21	109	60	Gas leak in Gary
6/21	101	65	Downed tree on Metra tracks.	9/21	111	Anulled	Gas leak in Gary
	401	Anulled	Track maintenance delay.	9/21	113	Anulled	Gas leak in Gary
	422	Anulled	Track maintenance delay.	9/21	117	Anulled	Gas leak in Gary
	424	Anulled	Track maintenance delay.	9/21	118	106	Gas leak in Gary
6/22	106	86	PTC operational issues.	9/21	217	62	Gas leak in Gary
	401	Anulled	Track maintenance delay.	9/28	109	93	Vehicle collided with train
	422	Anulled	Track maintenance delay.	9/28	115	Anulled	Vehicle collided with train
	424	Anulled	Track maintenance delay.	9/28	118	Anulled	Vehicle collided with train
6/23	401	Anulled	Track maintenance delay.				
	422	Anulled	Track maintenance delay.				
	424	Anulled	Track maintenance delay.				

Ridership Report

	2019	Work Days	2020	Work Days	2021	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
Monthly Ridership							
January	226,385	22	254,857	22	38,742	20	-84.8%
February	222,250	20	246,095	20	39,497	20	-84.0%
March	272,150	21	130,362	22	57,583	23	-55.8%
April	277,549	22	15,714	22	63,138	22	301.8%
May	282,752	22	19,614	20	68,810	20	250.8%
June	293,325	20	32,249	20	86,875	22	169.4%
Cumulative Comparison							
January	226,385	22	254,857	22	38,742	20	-84.8%
February	448,635	42	500,952	42	78,239	40	-84.4%
March	720,785	63	631,314	64	135,822	63	-78.5%
April	998,334	85	647,028	86	198,960	85	-69.3%
May	1,281,086	107	666,642	106	267,770	105	-59.8%
June	1,574,411	127	698,891	126	354,645	127	-49.3%
Average Weekday Ridership							
January	9,086		10,336		1,589		-84.6%
February	9,615		10,437		1,658		-84.1%
March	10,761		5,267		2,053		-61.0%
April	11,182		627		2,337		272.7%
May	11,167		787		2,465		213.2%
June	12,101		1,245		3,175		155.0%
Average Weekday Peak Period Ridership							
January	7,052		8,028		1,060		-86.8%
February	7,441		8,057		1,088		-86.5%
March	8,116		4,051		1,270		-68.6%
April	8,344		375		1,336		256.3%
May	8,285		468		1,475		215.2%
June	8,627		745		1,826		145.1%
Average Weekday Off-Peak Ridership							
January	2,034		2,309		529		-77.1%
February	2,174		2,381		570		-76.1%
March	2,645		1,215		781		-35.7%
April	2,839		252		1,001		297.2%
May	2,881		320		989		209.1%
June	3,473		500		1,349		169.8%

Ridership Report

	2019	Work Days	2020	Work Days	2021	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
Average Weekend/Holiday Ridership (per day)							
January	2,943		3,051		633		-79.3%
February	3,744		4,150		792		-80.9%
March	4,617		1,611		1,296		-19.6%
April	3,943		239		1,465		513.0%
May	4,121		352		1,774		404.0%
June	5,132		997		2,128		113.4%
Monthly South Bend Ridership							
January	14,125		15,044		4,618		-69.3%
February	12,881		15,748		4,932		-68.7%
March	20,397		8,640		7,332		-15.1%
April	20,180		1,903		10,467		450.0%
May	19,127		2,929		10,437		256.3%
June	20,088		3,854		11,197		190.5%

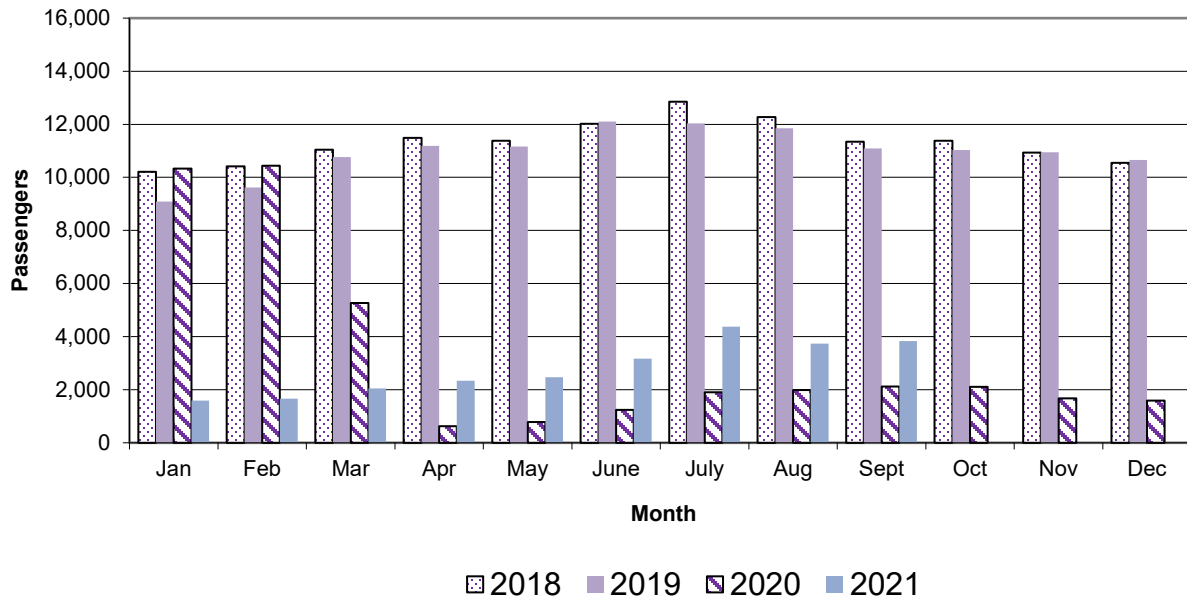
Ridership Report

	2019	Work	2020	Work	2021	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	19/18
MONTHLY RIDERSHIP							
July	311,676	22	51,689	23	121,647	21	135.3%
August	309,343	22	52,105	21	107,925	22	107.1%
September	263,338	20	55,018	21	105,655	21	92.0%
October	288,904	23	56,316	22			
November	262,528	20	40,494	20			
December	273,403	21	40,536	22			
CUMULATIVE COMPARISON							
July	1,886,087	149	750,580	149	476,292	148	-36.5%
August	2,195,430	171	802,685	170	584,217	170	-27.2%
September	2,458,768	191	857,703	191	689,872	191	-19.6%
October	2,747,672	214	914,019	213			
November	3,010,200	234	954,513	233			
December	3,283,603	255	995,049	255			
AVERAGE WEEKDAY RIDERSHIP							
July	12,026		1,900		4,373		130.2%
August	11,853		1,986		3,741		88.4%
September	11,093		2,123		3,829		80.4%
October	11,030		2,107				
November	10,948		1,678				
December	10,654		1,586				
Thru December	10,963	255	3,308	255			
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
July	8,261		1,084		2,249		107.5%
August	8,259		1,196		2,194		83.4%
September	8,399		1,340		2,410		79.9%
October	8,384		1,316				
November	7,908		1,061				
December	7,141		995				
Thru December	8,020	255	2,384	255			
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
July	3,765		816		2,124		160.3%
August	3,595		790		1,547		95.8%
September	2,694		782		1,419		81.5%
October	2,647		791				
November	3,041		617				
December	3,513		591				
Thru December	2,942	255	925	255			

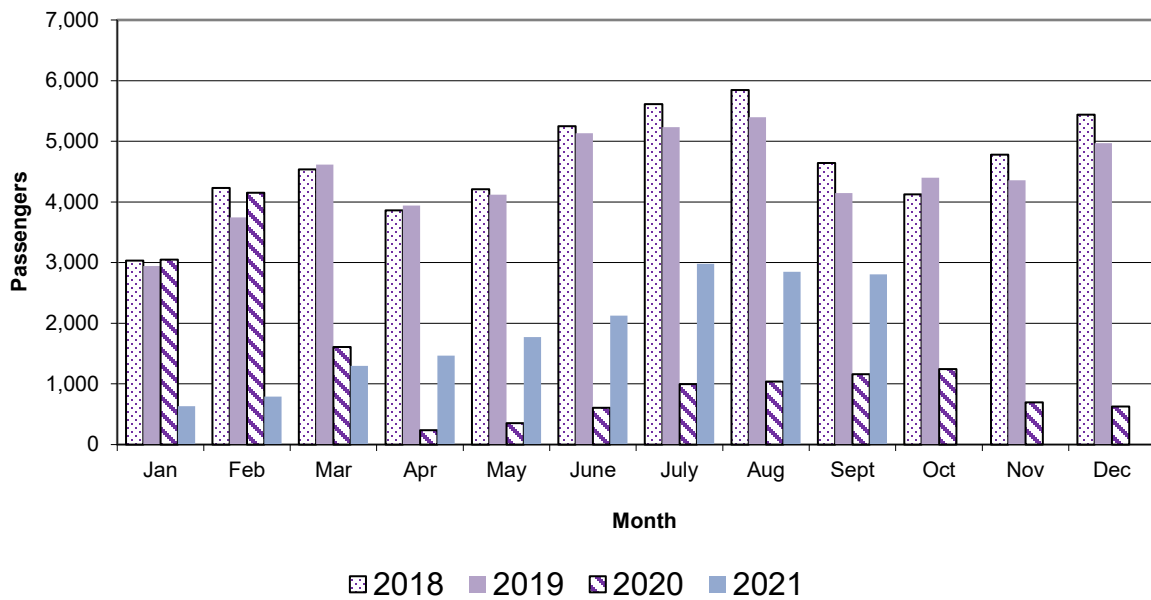
Ridership Report

	2017	Wkend	2018	Wkend	2019	Wkend	Change 19/18
	Passengers	Days	Passengers	Days	Passengers	Days	
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
July	5,233		997		2,981		199.0%
August	5,397		1,040		2,847		173.8%
September	4,147		1,160		2,805		141.8%
October	4,401		1,108				
November	4,357		694				
December	4,968		628				
Thru December	4,438	111	1,632	110			
MONTHLY SOUTH BEND RIDERSHIP							
July	23,571		5,847		15,889		171.7%
August	20,433		6,293		11,650		85.1%
September	19,530		6,151		14,806		140.7%
October	20,997		6,760				
November	22,150		4,924				
December	22,575		4,523				

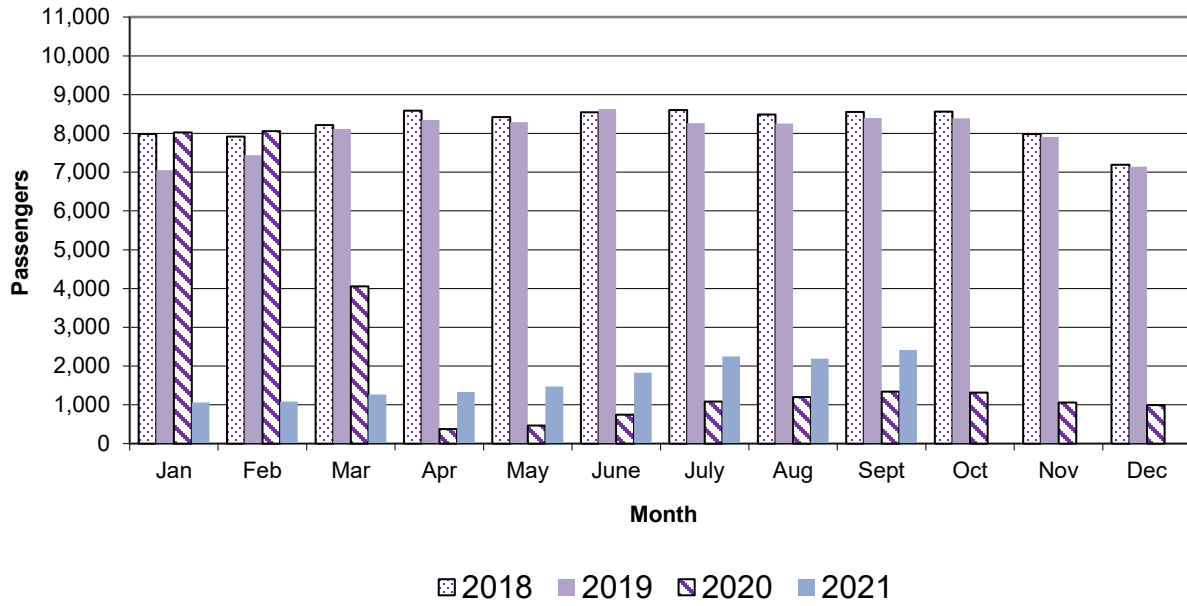
SOUTH SHORE WEEKDAY RIDERSHIP 2018-2021



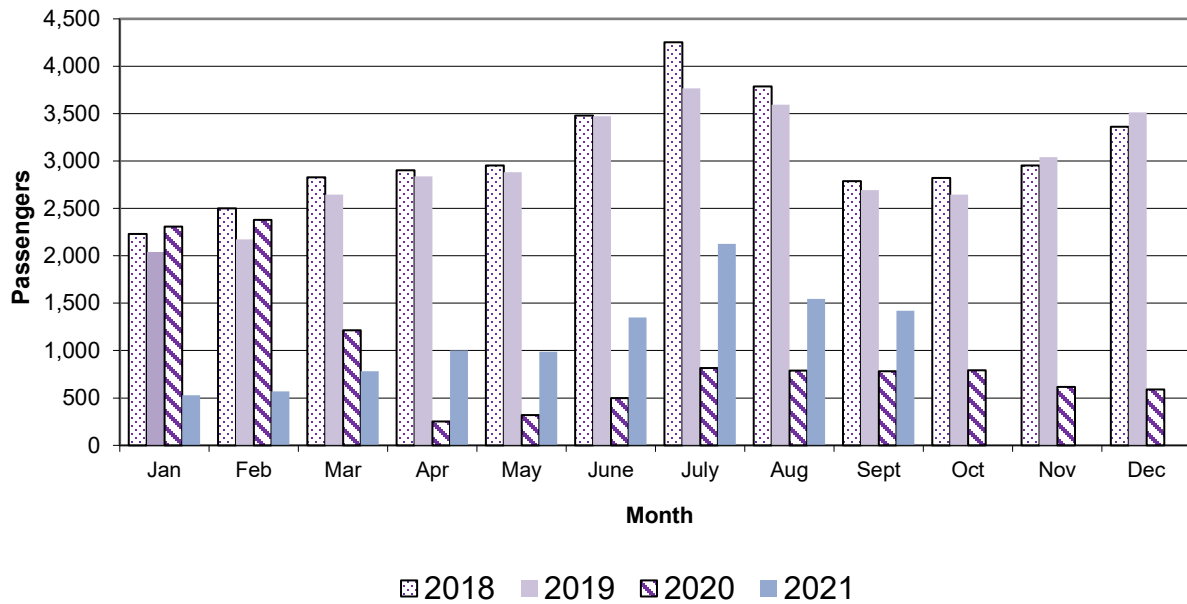
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2018-2021



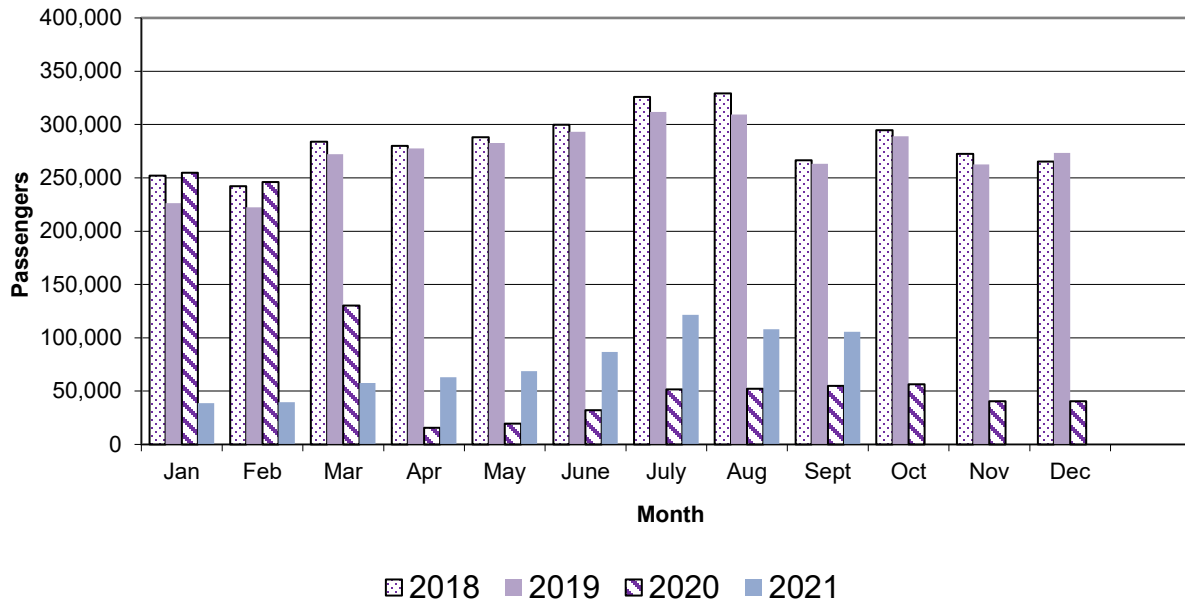
SOUTH SHORE PEAK RIDERSHIP 2018-2021



SOUTH SHORE OFF-PEAK RIDERSHIP 2018-2021



SOUTH SHORE MONTHLY RIDERSHIP 2018-2021



Percent on Time: September, 2021

Peak		
Train	Days Late	% on Time
102	2	90.5%
104	1	95.2%
6	4	81.0%
106	2	90.5%
108	1	95.2%
110	2	90.5%
112	1	95.2%
114	2	90.5%
214	2	90.5%
11	6	70.0%
111	2	90.0%
113	2	90.0%
115	1	95.0%
17	3	85.0%
117	4	80.0%
217	3	85.7%
119	1	95.2%
Total	39	88.9%
Westbound	17	91.0%
Eastbound	22	86.4%

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

Off-Peak		
Train	Days Late	% on Time
14	3	85.7%
216	4	81.0%
116	3	85.7%
218	2	90.5%
18	9	57.1%
118	10	50.0%
220	2	90.5%
20	9	57.1%
222	2	90.5%
422	0	100.0%
22	2	90.5%
424	0	100.0%
401	2	88.9%
203	1	95.2%
403	1	95.2%
205	0	100.0%
207	9	57.1%
7	13	38.1%
107	5	76.2%
9	6	71.4%
109	9	57.1%
209	2	90.5%
19	5	76.2%
121	2	90.5%
123	4	81.0%
101	2	90.5%
Total	107	80.1%
Westbound	46	81.4%
Eastbound	61	79.0%

Weekend/Holiday		
Train	Days Late	% on Time
600	3	66.7%
502	3	66.7%
504	4	55.6%
606	2	77.8%
506	4	55.6%
608	1	88.9%
508	3	66.7%
610	1	88.9%
510	4	55.6%
710	Deadhead move	
503	3	66.7%
603	1	88.9%
605	0	100.0%
505	1	88.9%
507	4	55.6%
509	6	33.3%
511	2	77.8%
613	1	88.9%
601	2	77.8%
701	3	66.7%
703	0	100.0%
Total	48	73.3%
Westbound	25	69.1%
Eastbound	23	76.8%

Reasons for Delay: September

REASONS (weekday)		
AMT	2	1.4%
CAR	5	3.4%
CAT	0	0.0%
DBS	0	0.0%
DMW	8	5.5%
DSR	3	2.1%
DSS	5	3.4%
FRR	2	1.4%
FTI	11	7.5%
HLD	0	0.0%
LMU	2	1.4%
MET	30	20.5%
OET	1	0.7%
OPR	25	17.1%
OTH	4	2.7%
PAS	3	2.1%
POL	0	0.0%
PTC	0	0.0%
PTI	5	3.4%
SUB	0	0.0%
SVS	3	2.1%
TOD	0	0.0%
TRK	2	1.4%
TRS	9	6.2%
UTL	25	17.1%
VAN	0	0.0%
WTR	1	0.7%
TOTAL	146	100.0%

REASONS (weekend)		
AMT	1	2.0%
CAR	2	4.1%
CAT	0	0.0%
DBS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	4	8.2%
FRR	0	0.0%
FTI	3	6.1%
HLD	0	0.0%
LMU	3	6.1%
MET	8	16.3%
OET	0	0.0%
OPR	11	22.4%
OTH	1	2.0%
PAS	7	14.3%
POL	0	0.0%
PTC	0	0.0%
PTI	6	12.2%
SUB	0	0.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	1	2.0%
TRS	2	4.1%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	49	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
 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 September, 2021

Peak		
Train	Days Late	% on Time
102	18	90.5%
104	9	95.3%
6	105	44.1%
106	37	80.5%
108	27	85.9%
110	21	88.9%
112	14	92.7%
114	22	88.4%
214	21	89.0%
11	85	55.3%
111	10	94.7%
113	32	83.2%
115	24	87.4%
17	30	84.2%
117	53	72.1%
217	18	90.6%
119	12	93.7%
Total	538	83.4%
Westbound	274	84.0%
Eastbound	264	82.7%

Off-Peak		
Train	Days Late	% on Time
14	26	86.4%
216	20	89.5%
116	83	56.3%
216	45	76.4%
18	106	44.5%
118	89	53.2%
218	38	80.1%
20	78	59.2%
220	18	90.6%
422	1	99.3%
22	42	78.0%
422	11	92.4%
401	8	94.4%
203	26	84.2%
403	4	97.9%
205	2	99.0%
207	58	69.3%
7	94	50.8%
107	68	64.4%
9	70	63.4%
109	61	68.1%
209	29	84.8%
19	36	81.2%
121	13	93.2%
123	34	82.2%
101	30	84.3%
Total	1,090	77.3%
Westbound	557	74.7%
Eastbound	533	79.5%

Weekend/Holiday		
Train	Days Late	% on Time
600	17	81.3%
502	15	83.5%
504	27	70.3%
606	27	70.3%
506	36	60.4%
608	18	80.2%
508	36	60.4%
610	9	90.1%
510	21	76.9%
710	Deadhead move	
503	36	60.4%
603	10	89.0%
605	19	79.1%
505	18	80.2%
507	30	67.0%
509	33	63.7%
511	13	85.7%
613	4	95.6%
601	13	85.7%
701	4	94.8%
703	6	92.2%
Total	392	78.1%
Westbound	206	74.8%
Eastbound	186	80.9%

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

Cumulative Reasons for Delays Thru September, 2021

REASONS (weekday)		
AMT	6	0.4%
CAR	72	4.5%
CAT	4	0.2%
DBS	0	0.0%
DMW	359	22.3%
DSR	14	0.9%
DSS	51	3.2%
FRR	21	1.3%
FTI	68	4.2%
HLD	13	0.8%
LMU	45	2.8%
MET	326	20.2%
OET	4	0.2%
OPR	266	16.5%
OTH	32	2.0%
PAS	30	1.9%
POL	18	1.1%
PTC	0	0.0%
PTI	131	8.1%
SUB	12	0.7%
SVS	26	1.6%
TOD	0	0.0%
TRK	18	1.1%
TRS	39	2.4%
UTL	30	1.9%
VAN	0	0.0%
WTR	25	1.6%
TOTAL	1,610	100.0%

REASONS (weekend)		
AMT	4	1.0%
CAR	31	7.9%
CAT	1	0.3%
DBS	0	0.0%
DMW	44	11.2%
DSR	1	0.3%
DSS	9	2.3%
FRR	5	1.3%
FTI	16	4.1%
HLD	4	1.0%
LMU	13	3.3%
MET	74	18.8%
OET	0	0.0%
OPR	63	16.0%
OTH	7	1.8%
PAS	24	6.1%
POL	6	1.5%
PTC	0	0.0%
PTI	37	9.4%
SUB	14	3.6%
SVS	10	2.5%
TOD	1	0.3%
TRK	4	1.0%
TRS	6	1.5%
UTL	0	0.0%
VAN	0	0.0%
WTR	19	4.8%
TOTAL	393	100.0%

TOTAL		
AMT	10	0.5%
CAR	103	5.1%
CAT	5	0.2%
DBS	0	0.0%
DMW	403	20.1%
DSR	15	0.7%
DSS	60	3.0%
FRR	26	1.3%
FTI	84	4.2%
HLD	17	0.8%
LMU	58	2.9%
MET	400	20.0%
OET	4	0.2%
OPR	329	16.4%
OTH	39	1.9%
PAS	54	2.7%
POL	24	1.2%
PTC	0	0.0%
PTI	168	8.4%
SUB	26	1.3%
SVS	36	1.8%
TOD	1	0.0%
TRK	22	1.1%
TRS	45	2.2%
UTL	30	1.5%
VAN	0	0.0%
WTR	44	2.2%
TOTAL	2,003	100.0%

AMT-Amtrak delay

CAR-Car or equipment failure

CAT-Catenary Delays

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

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				
Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	18	190	90.5%
6:31	104	8	191	95.8%
6:55	6	105	188	44.1%
7:13	106	36	190	81.1%
7:35	108	26	191	86.4%
7:51	110	20	190	89.5%
8:08	112	14	191	92.7%
8:31	114	21	191	89.0%
8:52	214	18	191	90.6%
10:28	14	25	191	86.9%
Depart				
3:57	11	83	190	56.3%
4:02p	111	10	190	94.7%
4:28	113	32	190	83.2%
4:57	115	24	190	87.4%
5:10	117	52	190	72.6%
5:28	17	30	190	84.2%
5:32	217	17	191	91.1%
5:58	119	12	191	93.7%
7:15	19	36	191	81.2%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	266	1713	84.5%
EB Rush	260	1522	82.9%
Total Rush	526	3,235	83.7%

Cumulative Rush Hour Thru September						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	109	117	226	6.4%	7.7%	7.0%
11-15	68	75	143	4.0%	4.9%	4.4%
16-20	40	30	70	2.3%	2.0%	2.2%
21-30	24	23	47	1.4%	1.5%	1.5%
31-59	19	17	36	1.1%	1.1%	1.1%
60+	13	2	15	0.8%	0.1%	0.5%
Annulled	7	6	13			
Total Late	273	264	537	15.9%	17.3%	16.6%
On time	1439	1258	2697	84.1%	82.7%	83.4%
Total ran	1712	1522	3234			

September 2021 Rush Hour						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	4	4	8	2.1%	2.5%	2.3%
11-15	4	4	8	2.1%	2.5%	2.3%
16-20	2	3	5	1.1%	1.9%	1.4%
21-30	0	4	4	0.0%	2.5%	1.1%
31-59	7	6	13	3.7%	3.7%	3.7%
60+	0	1	1	0.0%	0.6%	0.3%
Annulled	0	6	6			
Total Late	17	22	39	9.0%	13.6%	11.1%
On time	172	140	312	91.0%	86.4%	88.9%
Total ran	189	162	351			

Grant Total All Trains Thru September, 2021						
Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	109	117	401	169	796	8.3%
11-15	68	75	250	86	479	5.0%
16-20	40	30	130	45	245	2.6%
21-30	24	23	154	44	245	2.6%
31-59	19	17	118	39	193	2.0%
60+	13	2	20	10	45	0.5%
Annulled	7	6	169	31	213	
Total	273	264	1073	393	2003	20.9%
On Time	1439	1258	3724	1176	7597	79.1%
Total ran	1712	1522	4797	1569	9600	
%On Time	84.1%	82.7%	77.6%	75.0%	79.1%	