

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**August 2016  
Monthly Performance Report**



## AUGUST, 2016 MONTHLY PERFORMANCE REPORT

### Ridership

August ridership declined 1.6% compared to last year. This year we carried 321,033 passengers. In August 2015 we carried 326,279. Thru August we have carried 2,339,341 passengers, a decline of 4.0% over last year.

### Weekday Travel

Weekday travel was down 3.6% compared to August 2015. We averaged 12,289 passengers per day; with average **peak** travel declining 2.4%; and **off-peak** travel declining by 6.2%. This decline in average off-peak travel continues a trend that began in August 2015.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2015	Aug 2016		Avg. 2015	Aug 2016
5:48 a	37.5	32.2	3:57 p***	70.0	80.4
6:31 a	73.0	62.3	4:02 p	66.8	55.8
6:55 a***	71.7	78.0	4:28 p	86.7	93.6
7:13 a	76.9	67.9	4:57 p	98.6	95.2
7:35 a	88.5	79.4	5:10 p	79.7	81.0
7:51 a	87.8	76.6	5:28 p	69.2	77.2
8:08 a	77.0	86.9	5:32 p	69.7	80.4
8:31 a	90.9	94.4	5:58 p	78.6	75.6
8:52 a	65.9	65.0	7:10 p*	65.1	68.0
10:28 a*	66.0	72.6			

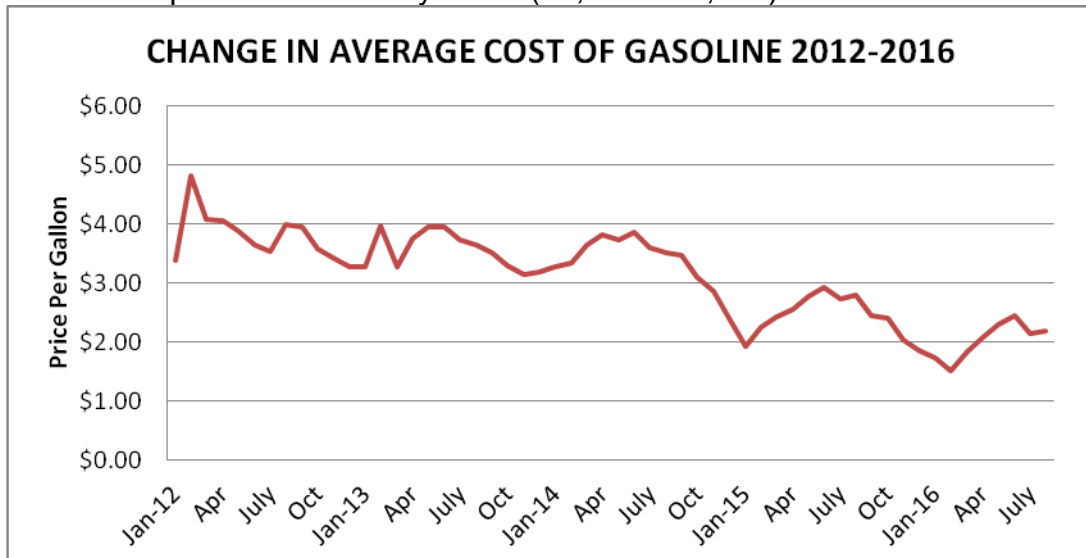
\*Non rush-hour service

\*\*Average for Tuesday thru Thursday ONLY

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

### Weekend

Average weekend ridership fell 18.3% over August 2015. We averaged 4,797 passengers per day on weekends compared to 5,870 last year. Threatening weather during the Chicago Air & Water Show and low gas prices this summer contributed to a 31.4% drop in Air Show ridership over the two-day event (12,490 vs 8,568).



**Analysis over last 12 months:**

RIDERSHIP OVER LAST 12 MONTHS: SEPTEMBER THRU AUGUST							
	2012-13	2013-14	%Change	2014-15	%Change	2015-16	%Change
Total	3,610,373	3,589,152	-0.6	3,629,780	1.1	3,518,538	-3.1
Weekday	3,062,152	3,035,659	-0.9	3,090,903	1.8	3,009,554	-2.6
Peak	2,180,645	2,176,773	-0.2	2,225,124	2.2	2,192,282	-1.5
Off-peak	881,507	858,886	-2.6	865,779	0.8	817,411	-5.6
Weekend	548,221	553,493	1.0	538,877	-2.6	508,984	-5.5
South Bend	265,085	250,765	-5.4	245,987	-1.9	244,402	-0.6

**Revenue**

Farebox revenue remains positive year over year primarily because of the fare increase last July coupled with the capital fare increase implemented in July of this year. We're also continuing to see a movement away from purchasing one way tickets from agents or on board and towards ticket vending machines and mobile app. However, it should be noted that one way ticket sales are down 5.9% through August reflecting the loss of off-peak weekday and weekend ridership.

TOTAL TICKET SALES: January thru August						
	TICKETS			REVENUE		
Method of Sale	2015	2016	% Change	2015	2016	% Change
Ticket Agent	261,631	220,405	-15.8	4,967,333	4,687,470	-5.6
Vending Machine	376,215	373,671	-0.7	5,421,860	5,839,530	7.7
Conductor	309,674	256,346	-17.2	2,069,219	1,837,553	-11.2
Mobile App	69,746	109,273	56.7	1,178,633	1,856,501	57.5
<b>TOTAL</b>	<b>1,017,266</b>	<b>959,695</b>	<b>-5.7</b>	<b>\$13,637,045</b>	<b>\$14,221,053</b>	<b>4.3</b>

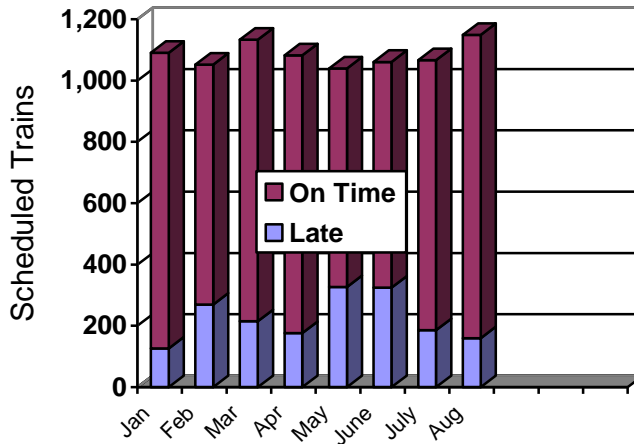
**On Time Performance**

**Rush hour** –Overall, 96.9% of A.M. and P.M. rush hour trains were on time in August; compared to 95.2% in July. We consider a train to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard). 98.7% of all trains arrived at their terminal station within 10 minutes. 98.1% of westbound morning rush hour service was on time compared to 98.3% in July; while eastbound rush hour trains reported an average on time performance of 95.7% compared to 91.4% in July. Four out of 207 westbound trains were delayed in August ranging from 6-15 minutes. Eight out of 184 eastbound trains encountered delays ranging from 6-16 minutes.<sup>1</sup>

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	AUGUST, 2016				CUMULATIVE THRU 2016			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	1	6	7	1.8	88	118	173	6.0
11-15	3	1	4	1.0	49	45	94	3.3
16-20	0	1	1	0.3	13	26	39	1.4
21-30	0	0	0	0.0	6	15	21	0.7
31-59	0	0	0	0.0	8	21	29	1.0
60+	0	0	0	0.0	0	13	13	0.5
<b>On Time</b>	<b>203</b>	<b>176</b>	<b>379</b>	<b>96.9%</b>	<b>1398</b>	<b>1,121</b>	<b>2,519</b>	<b>87.2%</b>
Total Ran	207	184	391		1529	1,359	2,888	
Annulled	0	0	0		10	10	20	

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

**Overall** - We operated 1,149 trains in August and experienced 159 delays in excess of 5 minutes (ranging from 6-36 minutes) with a median delay of 11 minutes. In July we operated 1,067 trains with 185 delays in excess of 5 minutes (ranging from 6-86 minutes) with a median delay of 11 minutes.



Cumulative On Time Comparison		
<i>Thru August</i>	<b>2015</b>	<b>2016</b>
<b>Weekday</b>	<b>86.5</b>	<b>80.3</b>
Peak	90.8	87.2
Off-peak	83.8	75.7
<b>Weekend</b>	<b>85.0</b>	<b>76.8</b>
<b>Overall</b>	<b>86.1</b>	<b>79.7</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.

**AUGUST 2016 MONTHLY PERFORMANCE REPORT**

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1-5	403	62	Mechanical		509	Annulled	Derailment
1-11	101	81	Broken rail		600	Annulled	Derailment
1-12	15	70	Catenary		603	Annulled	Derailment
	113	85	Catenary		605	Annulled	Derailment
	115	75	Catenary		606	Annulled	Derailment
	117	70	Catenary		608	Annulled	Derailment
1-31	603	80	Operational		701	Annulled	Derailment
2-10	424	69	Late make-up		703	Annulled	Derailment
2-19	9	77	Weather	3-16	9	89	Metra
2-24	19	80	NIPSCO	3-25	424	59	Other
	22	97	NIPSCO	3-29	11	80	Metra
	117	110	Weather		111	70	Metra
	118	92	Mechanical	4-16	507	67	Metra
	123	Annulled	Mechanical	4-18	121	Annulled	Catenary
	119	64	Weather	5-2	205	Annulled	Crossover Install
	217	Annulled	Mechanical		220	Annulled	Crossover Install
2-25	6	Annulled	NIPSCO	5-3	205	Annulled	Crossover Install
	7	Annulled	NIPSCO		220	Annulled	Crossover Install
	14	Annulled	NIPSCO	5-4	205	Annulled	Crossover Install
	102	Annulled	NIPSCO		220	Annulled	Crossover Install
	104	Annulled	NIPSCO	5-5	205	Annulled	Crossover Install
	106	Annulled	NIPSCO		220	Annulled	Crossover Install
	107	Annulled	NIPSCO	5-6	205	Annulled	Crossover Install
	108	Annulled	NIPSCO		220	Annulled	Crossover Install
	110	Annulled	NIPSCO	5-9	205	Annulled	Crossover Install
	112	Annulled	NIPSCO		220	Annulled	Crossover Install
	114	Annulled	NIPSCO	5-10	205	Annulled	Crossover Install
	203	Annulled	NIPSCO		220	Annulled	Crossover Install
	205	Annulled	NIPSCO	5-11	205	Annulled	Crossover Install
2-25	207	Annulled	NIPSCO		220	Annulled	Crossover Install
	214	Annulled	NIPSCO	5-12	205	Annulled	Crossover Install
	401	Annulled	NIPSCO		220	Annulled	Crossover Install
	403	Annulled	NIPSCO	5-13	205	Annulled	Crossover Install
3-1	102	Annulled	Mechanical		220	Annulled	Crossover Install
	203	Annulled	Mechanical	5-16	205	Annulled	Crossover Install
3-12	502	Annulled	Derailment		220	Annulled	Crossover Install
	503	Annulled	Derailment	5-17	107	65	Crossover Install
	504	Annulled	Derailment		205	Annulled	Crossover Install
	505	Annulled	Derailment		220	Annulled	Crossover Install
	506	Annulled	Derailment	5-18	107	67	Crossover Install
	507	Annulled	Derailment		205	Annulled	Crossover Install

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
	220	Annulled	Crossover Install		119	70	Metra
5-19	107	66	Crossover Install		121	146	Metra
	205	Annulled	Crossover Install		123	114	Metra
	220	Annulled	Crossover Install		205	Annulled	Crossover Install
5-20	205	Annulled	Crossover Install		217	137	Metra
	220	Annulled	Crossover Install		220	Annulled	Crossover Install
5-21	606	67	Mechanical		222	158	Metra
5-23	205	Annulled	Crossover Install		424	134	Metra
	220	Annulled	Crossover Install	6-13	205	Annulled	Crossover Install
5-24	205	Annulled	Crossover Install		220	Annulled	Crossover Install
	220	Annulled	Crossover Install	6-14	9	67	Other
5-25	205	Annulled	Crossover Install		205	Annulled	Crossover Install
	220	Annulled	Crossover Install		220	Annulled	Crossover Install
5-26	9	77	Other	6-15	205	Annulled	Crossover Install
	205	Annulled	Crossover Install		220	Annulled	Crossover Install
	220	Annulled	Crossover Install	6-16	205	Annulled	Crossover Install
5-27	205	Annulled	Crossover Install		220	Annulled	Crossover Install
	220	Annulled	Crossover Install	6-17	205	Annulled	Crossover Install
5-31	107	65	Crossover Install		220	Annulled	Crossover Install
	205	Annulled	Crossover Install	6-20	9	110	NIPSCO outage
	220	Annulled	Crossover Install		205	Annulled	Crossover Install
6-1	205	Annulled	Crossover Install		220	Annulled	Crossover Install
	220	Annulled	Crossover Install	6-24	118	86	Mechanical
6-2	9	66		6-25	606	83	Metra
	205	Annulled	Crossover Install	7-28	7	86	Maintenance Work
	220	Annulled	Crossover Install		11	Annulled	Weather
6-3	14	87	Catenary		15	Annulled	Weather
	19	126	Catenary		19	60	Weather
	205	Annulled	Crossover Install		20	Annulled	Weather
	220	Annulled	Crossover Install		109	Annulled	Weather
	424	Annulled	Other		111	Annulled	Weather
6-4	502	63	Mechanical		113	Annulled	Weather
6-6	205	Annulled	Crossover Install		115	Annulled	Weather
	220	Annulled	Crossover Install		117	Annulled	Weather
6-7	205	Annulled	Crossover Install		118	Annulled	Weather
	220	Annulled	Crossover Install		119	Annulled	Weather
6-8	205	Annulled	Crossover Install		209	Annulled	Weather
	220	Annulled	Crossover Install		217	Annulled	Weather
6-9	205	Annulled	Crossover Install		220	Annulled	Weather
	220	Annulled	Crossover Install		222	Annulled	Weather
6-10	15	70	Metra				
	19	125	Metra				
	20	171	Metra				
	115	75	Metra				
	117	88	Metra				
	118	120	Metra				

**RIDERSHIP REPORT: AUGUST, 2016**

09/11/2016

	2014	Work	2015	Work	2016	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
<b>MONTHLY RIDERSHIP</b>							
January	244,449	21	260,741	21	255,006	20	-2.2%
February	263,596	20	261,449	20	257,998	21	-1.3%
March	289,449	21	300,752	22	295,099	23	-1.9%
April	310,647	22	303,792	22	287,094	21	-5.5%
May	299,876	21	289,203	20	289,597	21	0.1%
June	321,333	21	333,805	22	307,307	22	-7.9%
<b>CUMULATIVE COMPARISON</b>							
January	244,449	21	260,741	21	255,006	20	-2.2%
February	508,045	41	522,190	41	513,004	41	-1.8%
March	797,494	62	822,942	63	808,103	64	-1.8%
April	1,108,141	84	1,126,734	85	1,095,197	85	-2.8%
May	1,408,017	105	1,415,937	105	1,384,794	106	-2.2%
June	1,729,350	126	1,749,742	127	1,692,101	128	-3.3%
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
January	10,348		10,830		10,892		0.6%
February	11,375		11,218		10,547		-6.0%
March	11,703		11,880		11,581		-2.5%
April	12,258		12,081		11,822		-2.1%
May	11,959		11,994		11,570		-3.5%
June	12,803		13,104		12,161		-7.2%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
January	7,924		8,430		8,603		2.1%
February	8,569		8,512		7,975		-6.3%
March	8,686		8,934		8,642		-3.3%
April	8,862		8,810		8,760		-0.6%
May	8,677		8,747		8,537		-2.4%
June	9,028		9,303		8,777		-5.7%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
January	2,424		2,399		2,289		-4.6%
February	2,805		2,706		2,585		-4.5%
March	3,017		2,946		2,940		-0.2%
April	3,396		3,271		3,061		-6.4%
May	3,282		3,247		3,039		-6.4%
June	3,775		3,801		3,384		-11.0%

RIDERSHIP REPORT: AUGUST, 2016

09/11/2016

	2014	Work Days	2015	Work Days	2016	Work Days	Change 16/15
	Passengers		Passengers		Passengers		
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
January	3,017		3,332		3,379		1.4%
February	4,513		4,637		4,532		-2.3%
March	4,369		4,376		3,591		-17.9%
April	5,122		4,751		4,315		-9.2%
May	4,874		4,485		4,663		4.0%
June	5,830		5,689		4,971		-12.6%



## RIDERSHIP REPORT: AUGUST, 2016

09/11/2016

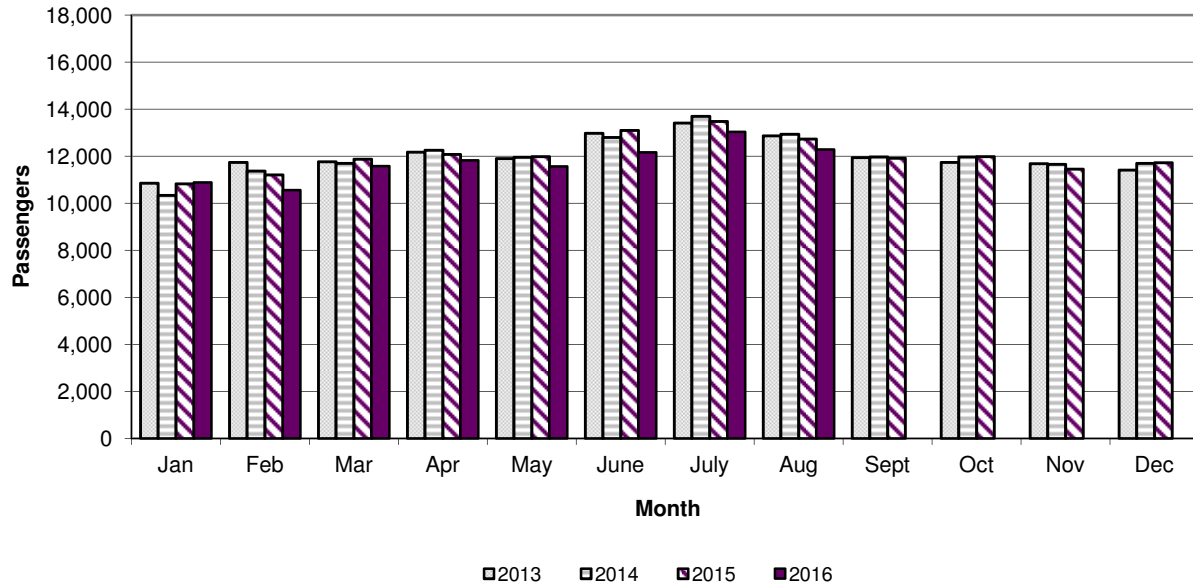
	2014	Work	2015	Work	2016	Work	Change 16/15
	Passengers	Days	Passengers	Days	Passengers	Days	
<b>MONTHLY RIDERSHIP</b>							
July	359,032	22	362,048	23	326,207	20	-9.9%
August	335,468	21	326,279	21	321,033	23	-1.6%
September	294,075	21	297,252	21			
October	314,204	23	305,425	22			
November	274,412	19	272,665	20			
December	308,773	22	303,855	22			
<b>CUMULATIVE COMPARISON</b>							
July	2,088,382	148	2,111,790	150	2,018,308	148	-4.4%
August	2,423,850	169	2,438,069	171	2,339,341	171	-4.0%
September	2,717,925	190	2,735,321	192			
October	3,032,129	213	3,040,746	214			
November	3,306,541	232	3,313,411	234			
December	3,615,314	254	3,617,266	256			
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
July	13,701		13,488		13,037		-3.3%
August	12,940		12,742		12,289		-3.6%
September	11,977		11,918				
October	11,974		11,989				
November	11,663		11,464				
December	11,704		11,733				
Thru July	1,215	169	12,192	171	11,743	171	-3.7%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
July	8,967		8,734		8,407		-3.7%
August	8,738		8,910		8,694		-2.4%
September	8,920		8,865				
October	8,821		8,963				
November	8,428		8,477				
December	7,705		8,031				
Thru July	8,685	169	8,803	171	8,554	171	-2.8%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
July	4,734		4,754		4,629		-2.6%
August	4,202		3,831		3,595		-6.2%
September	3,057		3,053				
October	3,151		3,026				
November	3,235		2,987				
December	3,999		3,703				
Thru July	3,465	169	3,390	171	3,190	171	-5.9%

RIDERSHIP REPORT: AUGUST, 2016

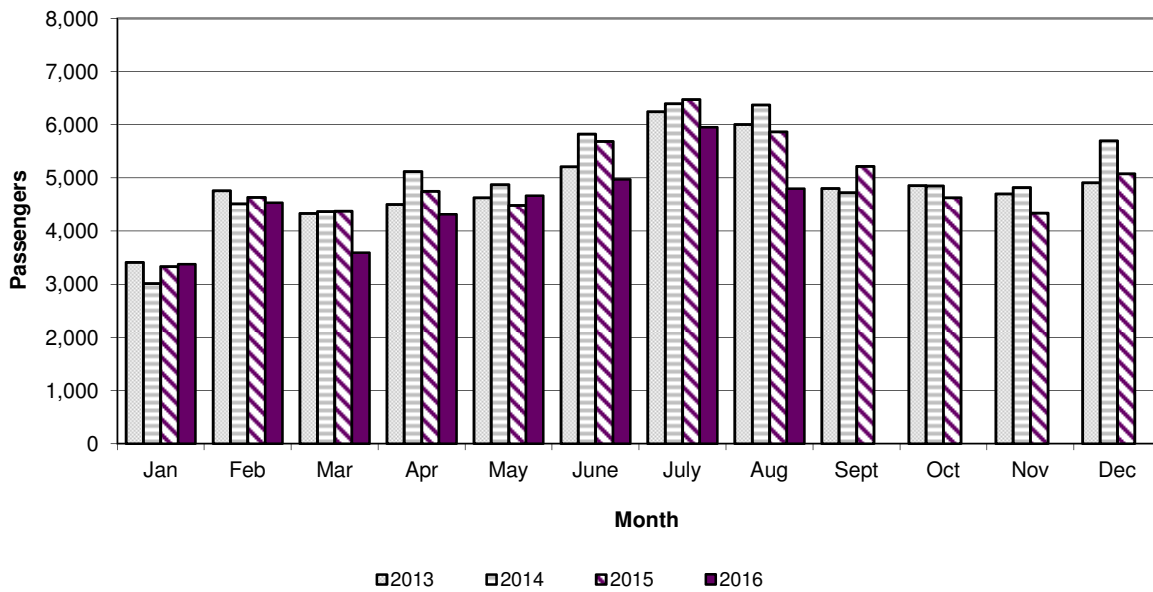
09/11/2016

	2014	Wkend	2015	Wkend	2016	Wkend	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
July	6,401		6,478		5,952		-8.1%
August	6,373		5,870		4,797		-18.3%
September	4,728		5,218				
October	4,852		4,630				
November	4,823		4,339				
December	5,698		5,080				
Thru July	5,006	73	4,905	72	4,538	73	-7.5%

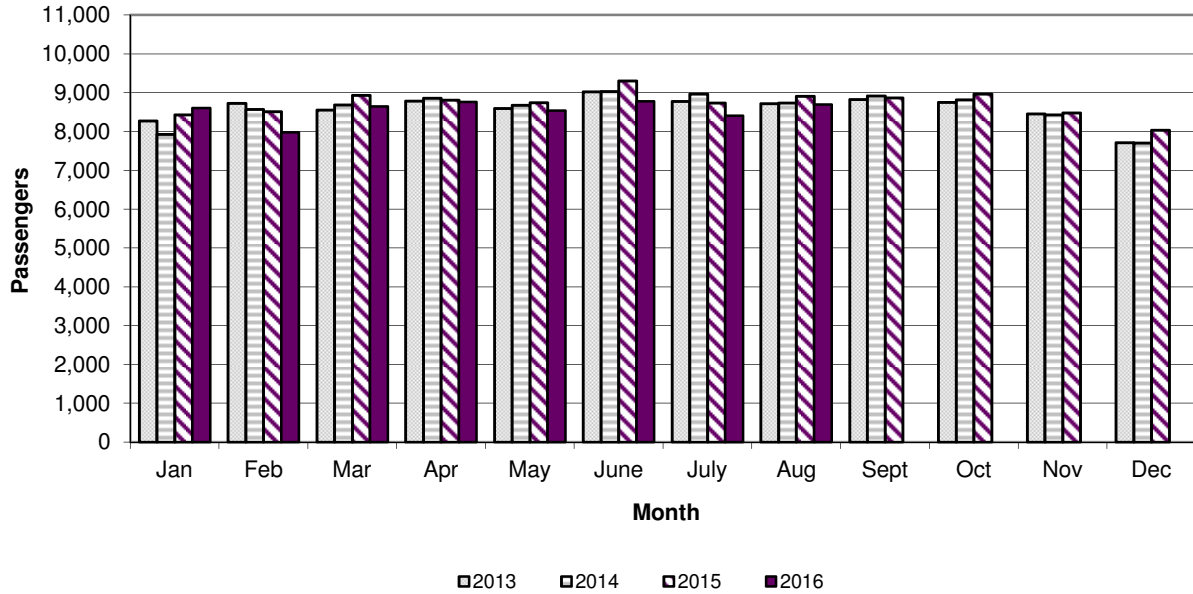
## SOUTH SHORE WEEKDAY RIDERSHIP 2013-2016



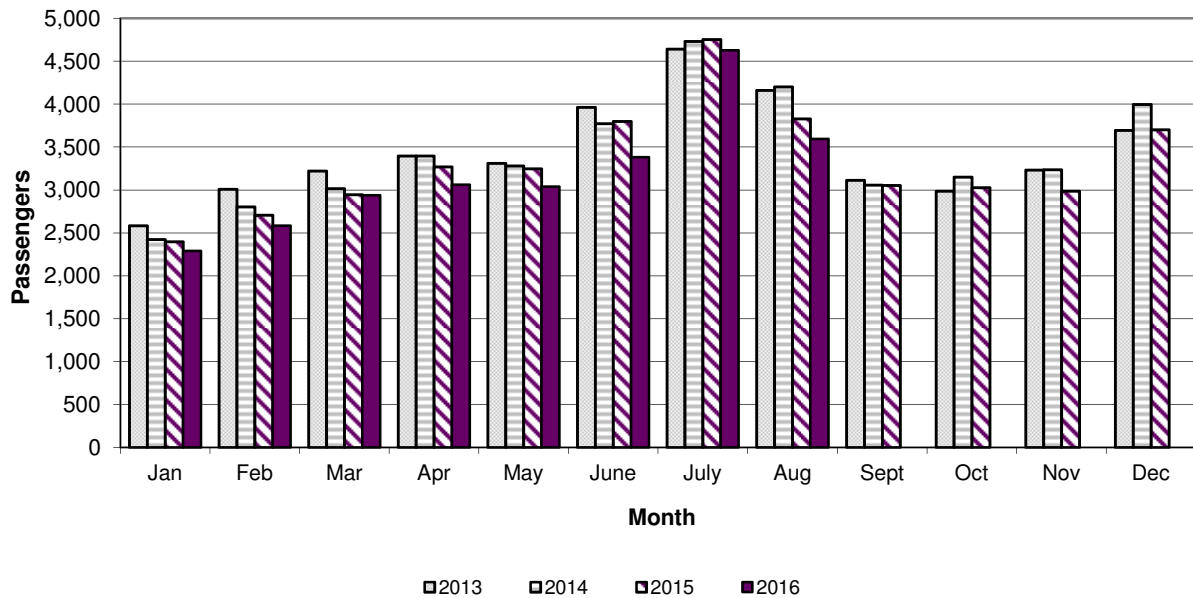
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2013-2016



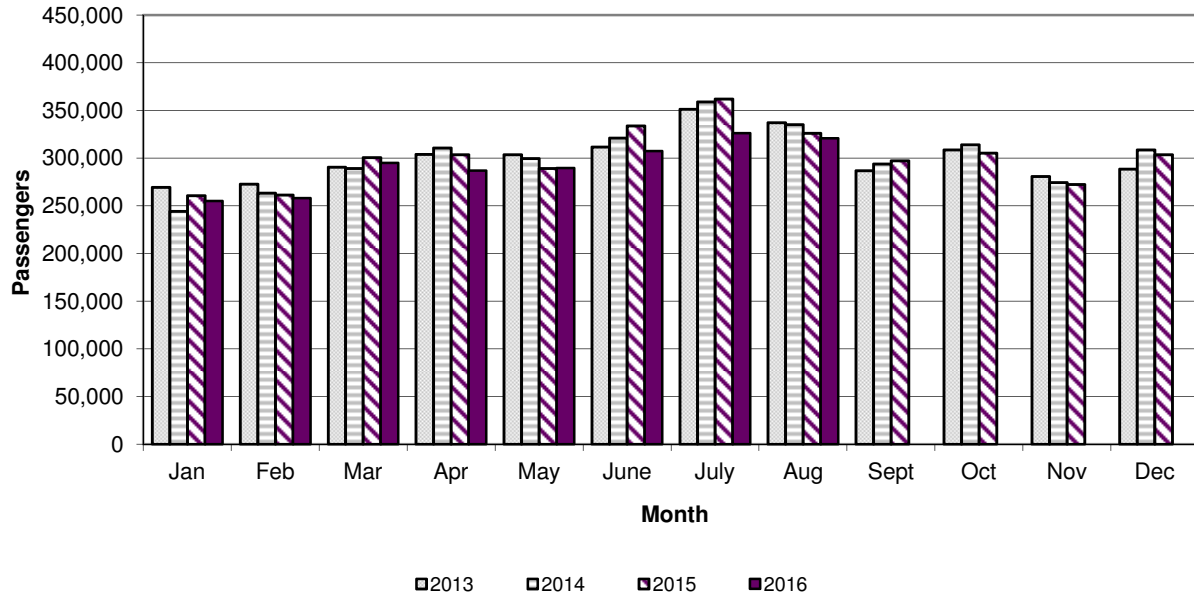
## SOUTH SHORE PEAK RIDERSHIP 2013-2016



## SOUTH SHORE OFF-PEAK RIDERSHIP 2013-2016



# SOUTH SHORE MONTHLY RIDERSHIP 2013-2016



PERCENT ON TIME: AUGUST, 2016

PEAK

Train	Days Late	% on Time
102	0	100.0%
104	1	95.7%
6	1	95.7%
106	0	100.0%
108	0	100.0%
110	1	95.7%
112	0	100.0%
114	1	95.7%
214	0	100.0%
11	2	91.3%
111	0	100.0%
113	1	95.7%
115	1	95.7%
15	0	100.0%
117	2	91.3%
217	0	100.0%
119	2	91.3%
Total	12	96.9%
Westbound	4	98.1%
Eastbound	8	95.7%

OFF-PEAK

Train	Days Late	% on Time
14	11	52.2%
216	1	95.7%
116	14	39.1%
218	0	100.0%
18	21	8.7%
118	3	87.0%
220	1	95.7%
20	4	82.6%
222	0	100.0%
420	0	100.0%
22	1	95.7%
424	0	100.0%
401	0	100.0%
203	0	100.0%
403	2	91.3%
205	9	60.9%
207	0	100.0%
7	10	56.5%
107	21	8.7%
9	13	43.5%
109	2	91.3%
209	0	100.0%
19	1	95.7%
121	4	82.6%
123	7	69.6%
101	1	95.7%
Total	126	78.9%
Westbound	56	79.7%
Eastbound	70	78.3%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	1	87.5%
502	4	50.0%
504	2	75.0%
606	1	87.5%
506	3	62.5%
608	0	100.0%
508	0	100.0%
610	1	87.5%
510	2	75.0%
710	Cancelled*	
503	1	87.5%
603	0	100.0%
605	0	100.0%
505	0	100.0%
507	1	87.5%
509	2	75.0%
511	0	100.0%
613	0	100.0%
601	1	87.5%
701	0	100.0%
703	2	75.0%
Total	21	86.9%
Westbound	14	80.6%
Eastbound	7	92.0%

REASONS (weekday)

CAR	4	2.9%
CAT		0.0%
DBS	34	24.6%
AMT		0.0%
DMW	22	15.9%
DSR		0.0%
DSS	2	1.4%
FTI	2	1.4%
HLD	3	2.2%
LMU	1	0.7%
MET	47	34.1%
OTH	5	3.6%
PAS	1	0.7%
POL	2	1.4%
PTI	7	5.1%
SVS		0.0%
TOD	1	0.7%
TRS	1	0.7%
WTR		0.0%
NIPSCO		0.0%
FRR	2	1.4%
OET	1	0.7%
TRK		0.0%
DDS		0.0%
OPR		0.0%
UTL	2	1.4%
VAN		0.0%
SUB	1	0.7%
TOTAL	138	100.0%

REASONS (weekend)

CAR		0.0%
CAT		0.0%
DBS		0.0%
AMT		0.0%
DMW		0.0%
DSR		0.0%
DSS	1	4.8%
FTI	1	4.8%
HLD	1	4.8%
LMU		0.0%
MET	3	14.3%
OTH	1	4.8%
PAS	8	38.1%
POL		0.0%
PTI	3	14.3%
SVS	1	4.8%
TOD		0.0%
TRS		0.0%
DDS		0.0%
OPR		0.0%
WTR		0.0%
FRR		0.0%
SUB		0.0%
NIPSCO		0.0%
OET	1	4.8%
TRK	1	4.8%
UTL		0.0%
VAN		0.0%
TOTAL	21	100%

Trains less than 90% on time

CAR - Car or equipment failure of malfunction  
 CAT - Catenary problems or power outage

DBS - Delays due to busing  
 AMT - Amtrak Delay

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.

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

OTH - Other delays

OET - Operational Efficiency Testing

UTL - utility power outage

SUB - Substation

OPR - Operational delay

VAN - Vandalism

PAS - Passenger boarding

POL - Police related delays - except road crossing or trespasser accidents

PTI - Passenger train interference

SVS - Servicing - includes adding or subtracting equipment to or from consist

TOD - Train order delay - not associated with train meets

TRS - Trespasser incidents including road crossing accidents

WTR - Delays related to inclement weather

NIPSCO - Delays caused by power utility disruption

FRR - Freight train interference from crossing road

TRK - Track/wayside malfunction

DDS - Debris Strike

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

**CUMULATIVE PERCENT ON TIME THRU AUGUST, 2016**

**PEAK**

Train	Days Late	% on Time
102	11	93.5%
<b>104</b>	<b>19</b>	<b>88.8%</b>
<b>6</b>	<b>21</b>	<b>87.6%</b>
106	5	97.1%
108	8	95.3%
<b>110</b>	<b>16</b>	<b>90.6%</b>
112	9	94.7%
<b>114</b>	<b>27</b>	<b>84.1%</b>
214	11	93.5%
<b>11</b>	<b>54</b>	<b>68.2%</b>
<b>111</b>	<b>17</b>	<b>90.0%</b>
<b>113</b>	<b>22</b>	<b>87.1%</b>
<b>115</b>	<b>24</b>	<b>85.9%</b>
<b>15</b>	<b>24</b>	<b>85.9%</b>
<b>117</b>	<b>52</b>	<b>69.4%</b>
217	7	95.8%
<b>119</b>	<b>30</b>	<b>82.4%</b>
Total	357	87.6%
Westbound	127	91.7%
Eastbound	230	80.6%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>66</b>	<b>61.2%</b>
<b>216</b>	<b>15</b>	<b>91.2%</b>
<b>116</b>	<b>92</b>	<b>46.2%</b>
218	14	91.8%
<b>18</b>	<b>116</b>	<b>32.2%</b>
<b>118</b>	<b>25</b>	<b>85.4%</b>
220	7	94.8%
<b>20</b>	<b>61</b>	<b>64.1%</b>
222	7	95.9%
420	2	98.8%
<b>22</b>	<b>34</b>	<b>80.1%</b>
<b>424</b>	<b>28</b>	<b>83.5%</b>
401	2	98.8%
203	4	97.3%
403	6	96.5%
<b>205</b>	<b>64</b>	<b>59.0%</b>
<b>207</b>	<b>17</b>	<b>90.0%</b>
<b>7</b>	<b>61</b>	<b>64.1%</b>
<b>107</b>	<b>133</b>	<b>21.8%</b>
<b>9</b>	<b>97</b>	<b>43.3%</b>
<b>109</b>	<b>54</b>	<b>68.2%</b>
<b>209</b>	<b>13</b>	<b>92.4%</b>
<b>19</b>	<b>62</b>	<b>63.7%</b>
<b>121</b>	<b>35</b>	<b>79.4%</b>
<b>123</b>	<b>56</b>	<b>67.1%</b>
<b>101</b>	<b>17</b>	<b>90.1%</b>
Total	1,088	75.0%
Westbound	467	76.8%
Eastbound	621	73.6%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
<b>600</b>	<b>18</b>	<b>75.0%</b>
<b>502</b>	<b>35</b>	<b>51.4%</b>
<b>504</b>	<b>18</b>	<b>75.0%</b>
<b>606</b>	<b>36</b>	<b>50.0%</b>
<b>506</b>	<b>30</b>	<b>58.3%</b>
<b>608</b>	<b>5</b>	<b>93.1%</b>
<b>508</b>	<b>19</b>	<b>74.0%</b>
<b>610</b>	<b>11</b>	<b>84.9%</b>
<b>510</b>	<b>13</b>	<b>82.2%</b>
710	Cancelled*	
<b>503</b>	<b>22</b>	<b>69.4%</b>
<b>603</b>	<b>13</b>	<b>81.9%</b>
<b>605</b>	<b>15</b>	<b>79.2%</b>
<b>505</b>	<b>12</b>	<b>83.3%</b>
<b>507</b>	<b>18</b>	<b>75.0%</b>
<b>509</b>	<b>23</b>	<b>68.1%</b>
<b>511</b>	<b>9</b>	<b>87.7%</b>
513	5	93.2%
<b>601</b>	<b>12</b>	<b>83.6%</b>
703	4	94.4%
<b>705</b>	<b>15</b>	<b>79.2%</b>
Total	333	77.0%
Westbound	185	71.6%
Eastbound	148	81.4%

*Trains less than 90% on time*

## CUMULATIVE REASONS FOR DELAYS THRU AUGUST, 2016

REASONS (weekday)		
CAR	51	3.5%
CAT	7	0.5%
DBS	45	3.1%
AMT	20	1.4%
DMW	405	28.0%
DSR	8	0.6%
DSS	116	8.0%
FTI	32	2.2%
HLD	20	1.4%
LMU	44	3.0%
MET	292	20.2%
OTH	48	3.3%
PAS	38	2.6%
POL	14	1.0%
PTI	128	8.9%
SVS	18	1.2%
TOD	4	0.3%
TRS	4	0.3%
WTR	30	2.1%
NIPSCO		0.0%
FRR	19	1.3%
OET	10	0.7%
UTL	7	0.5%
OPR		0.0%
DDS	1	0.1%
SUB	11	0.8%
TRK	73	5.1%
VAN		0.0%
<b>TOTAL</b>	<b>1,445</b>	<b>100.0%</b>

REASONS (weekend)		
CAR	22	6.6%
CAT		0.0%
DBS		0.0%
AMT	8	2.4%
DMW	48	14.4%
DSR	6	1.8%
DSS	31	9.3%
FTI	9	2.7%
HLD	6	1.8%
LMU	3	0.9%
MET	46	13.8%
OTH	21	6.3%
PAS	38	11.4%
POL	3	0.9%
PTI	29	8.7%
SVS	21	6.3%
TOD		0.0%
TRS	1	0.3%
WTR	7	2.1%
NIPSCO		0.0%
FRR	4	1.2%
OET	1	0.3%
UTL		0.0%
OPR	1	0.3%
DDS	1	0.3%
SUB	2	0.6%
TRK	25	7.5%
VAN		0.0%
<b>TOTAL</b>	<b>333</b>	<b>100.0%</b>

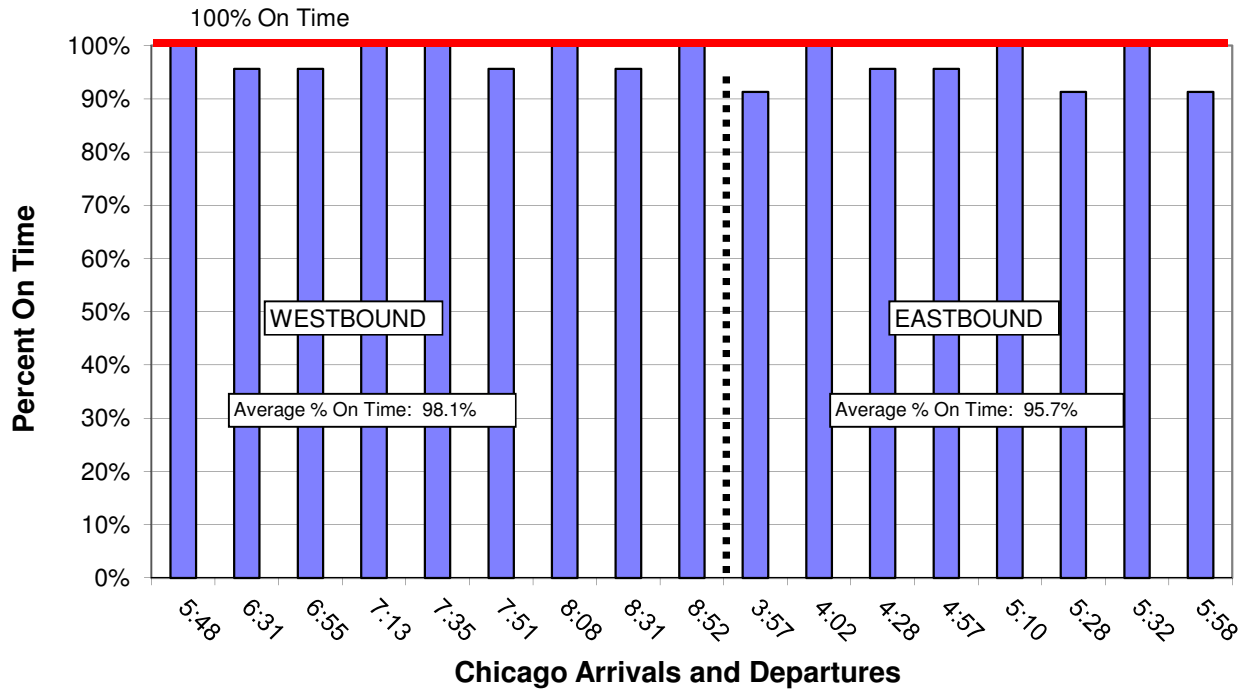
TOTAL		
CAR	73	4.1%
CAT	7	0.4%
DBS	45	2.5%
AMT	28	1.6%
DMW	453	25.5%
DSR	14	0.8%
DSS	147	8.3%
FTI	41	2.3%
HLD	26	1.5%
LMU	47	2.6%
MET	338	19.0%
OTH	69	3.9%
PAS	76	4.3%
POL	17	1.0%
PTI	157	8.8%
SVS	39	2.2%
TOD	4	0.2%
TRS	5	0.3%
WTR	37	2.1%
NIPSCO	0	0.0%
FRR	23	1.3%
OET	11	0.6%
UTL	7	0.4%
OPR	1	0.1%
DDS	2	0.1%
SUB	13	0.7%
TRK	98	5.5%
VAN	0	0.0%
<b>TOTAL</b>	<b>1,778</b>	<b>100.0%</b>

CAR - Car or equipment failure of malfunction  
 CAT - Catenary problems or power outage  
 DBS - Delays due to busing  
 AMT - Amtrak delay  
 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  
 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  
 OTH - Other delays  
 SUB - Substation  
 UTL - utility power outage

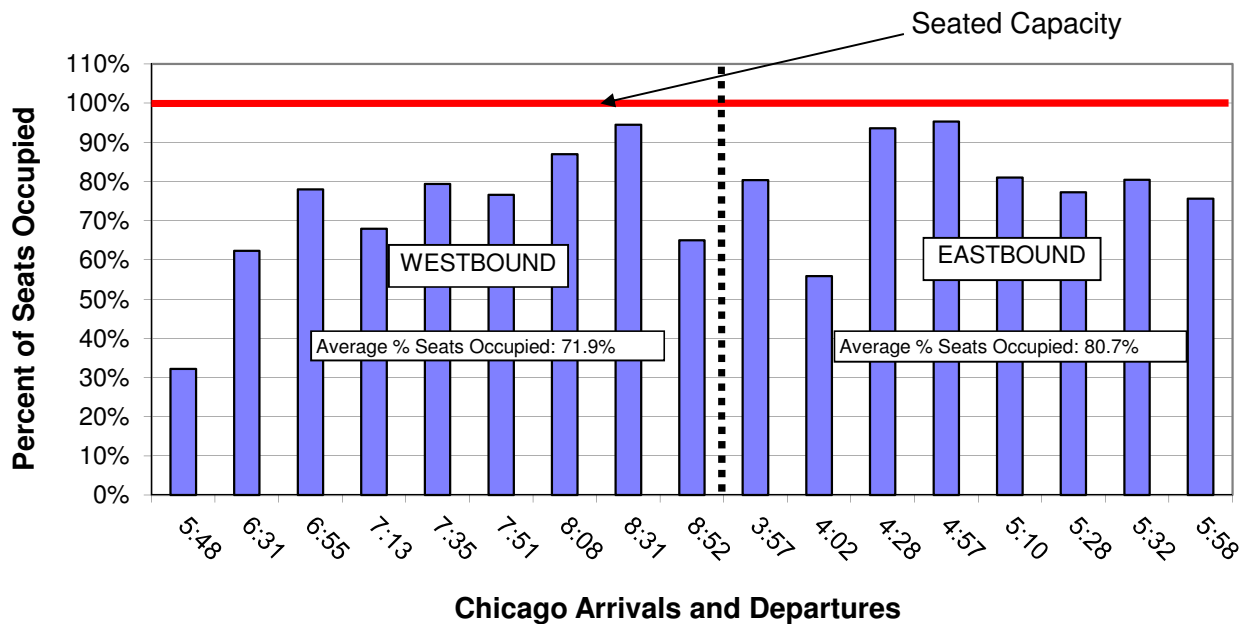
PAS - Passenger boarding  
 POL - Police related delays - except road crossing or trespasser accidents  
 PTI - Passenger train interference  
 SVS - Servicing - includes adding or subtracting equipment to or from consist  
 TOD - Train order delay - not associated with train meets  
 TRS - Trespasser incidents including road crossing accidents  
 WTR - Delays related to inclement weather  
 NIPSCO - Delays caused by power utility disruption  
 FRR - Freight train interference from crossing road  
 OET - Operational efficiency testing  
 TRK - Track/wayside malfunction  
 VAN - Vandalism  
 DDS - Debris Strike



# RUSH HOUR ON TIME PERFORMANCE: AUGUST 2016



# PERCENT OF RUSH HOUR SEATS OCCUPIED: AUGUST 2016



**RUSH HOUR\* TRAIN DELAYS - AUGUST 2016 (minutes late)**

Train	Arrive	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Days	Days	%				
		1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	31	Late	Ran	On Time				
102	5:43a																										23	100.0%			
104	6:38												6														1	23	95.7%		
6	6:55																		13								1	23	95.7%		
106	7:21																											23	100.0%		
108	7:35																											23	100.0%		
110	7:47														15												1	23	95.7%		
112	8:08																											23	100.0%		
114	8:31																									14	1	23	95.7%		
214	8:52																											23	100.0%		
14	10:28		9	8	10						10		8	8					7	20		8				12	9	23	60.9%		
Train	Depart																														
11	3:57		6															8										2	23	91.3%	
111	4:02																												23	100.0%	
113	4:28																									16	1	23	95.7%		
115	4:57			15																								1	23	95.7%	
15	5:10																												23	100.0%	
117	5:32													6													9	2	23	91.3%	
217	5:28																												23	100.0%	
119	5:58									9				10															2	23	91.3%
19	7:10											22																1	23	95.7%	
High temp		85	88	90	91	83	86	88	92	93	90	75	82	85	82	79	77	80	81	80	84	85	82	82							
Low temp		63	64	65	68	67	64	60	65	74	73	65	69	67	66	66	55	56	67	67	64	66	69	61							

\* 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**

	Jan			Feb			Mar			Apr			May			June		
	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time
WB Rush	28	180	84.4%	26	180	85.6%	13	206	93.7%	9	189	95.2%	30	189	84.1%	16	198	91.9%
EB Rush	18	160	88.8%	43	168	74.4%	32	184	82.6%	14	168	91.7%	55	168	67.3%	46	175	73.7%
Total Rush	46	340	86.5%	69	348	80.2%	45	390	88.5%	23	357	93.6%	85	357	76.2%	62	373	83.4%
	July			Aug			Sept			Oct			Nov			Dec		
WB Rush	3	180	98.3%	4	207	98.1%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
EB Rush	13	152	91.4%	8	184	95.7%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
Total Rush	16	332	95.2%	12	391	96.9%	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!

**EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:**

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:40a	102	11	169	93.5%
6:38	104	19	170	88.8%
6:55	6	21	170	87.6%
7:21	106	5	170	97.1%
7:35	108	10	170	94.1%
7:47	110	16	170	90.6%
8:05	112	9	170	94.7%
8:31	114	27	170	84.1%
8:52	214	11	170	93.5%
10:25	14	62	170	63.5%
<b>Depart</b>				
3:57	11	54	170	68.2%
4:02p	111	17	170	90.0%
4:28	113	22	170	87.1%
4:57	115	25	170	85.3%
5:10	15	23	170	86.5%
5:28	117	52	170	69.4%
5:32	217	6	169	96.4%
5:58	119	30	170	82.4%
7:15	19	58	171	66.1%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	129	1529	91.6%
EB Rush	229	1359	83.1%
Total Rush	358	2,888	87.6%

CUMULATIVE RUSH HOUR thru AUGUST						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	55	118	173	3.6%	8.7%	6.0%
11-15	49	45	94	3.2%	3.3%	3.3%
16-20	13	26	39	0.9%	1.9%	1.4%
21-30	6	15	21	0.4%	1.1%	0.7%
31-59	8	21	29	0.5%	1.5%	1.0%
60+	0	13	13	0.0%	1.0%	0.5%
Annulled	10	10	20			
Total Late	131	238	369	8.6%	17.5%	12.8%
On time	1,398	1,121	2,519	91.4%	82.5%	87.2%
Total ran	1,529	1,359	2,888			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru AUGUST						
Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	55	118	412	172	757	8.7%
11-15	49	45	285	73	452	5.2%
16-20	13	26	154	39	232	2.7%
21-30	6	15	113	33	167	1.9%
31-59	8	21	68	14	111	1.3%
60+	0	13	28	5	46	0.5%
Annulled	10	10	89	14	123	
Total	131	238	1060	336	1,765	20.3%
On Time	1,398	1,120	3,299	1,110	6,927	79.7%
Total ran	1,529	1,358	4,359	1,446	8,692	

Total Late and Total Ran exclude annulled trains

AUGUST RUSH HOUR						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	1	6	7	0.5%	3.3%	1.8%
11-15	3	1	4	1.4%	0.5%	1.0%
16-20	0	1	1	0.0%	0.5%	0.3%
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	4	8	12	1.9%	4.3%	3.1%
On time	203	176	379	98.1%	95.7%	96.9%
Total ran	207	184	391			

Total Late and Total Ran exclude annulled trains