

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

February 2020



FEBRUARY, 2020 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of February increased 10.7% when compared to February of 2019. This year 246,095 passengers traveled on the South Shore Line (SSL) while February of 2019 recorded a total of 222,250 passenger trips. 2019 experienced an ice storm that affected service for two weekdays and one weekend day in February.

Weekday Travel

Average weekday travel increased by 3.1% with an average of 10,437 weekday passengers carried in 2020 compared to 10,121 in 2019. The average peak travel increased 2.9% to an average daily ridership of 8,057 while off-peak increased 4.0% to an average daily ridership of 2,381.

Average Seat Occupancy**					
Westbound			Eastbound		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2019	2020		2019	2020
5:48 a	33.0%	35.0%	3:57 p	59.4%	64.5%
6:31 a	89.4	80.8	4:02 p	65.3	71.3
6:55 a	73.5	79.3	4:28 p	80.2	87.6
7:13 a	62.5	61.2	4:57 p	90.3	95.0
7:35 a	87.3	81.6	5:10 p	84.0	74.3
7:51 a	80.1	80.2	5:28 p	83.2	73.1
8:08 a	89.2	82.8	5:32 p	62.4	67.1
8:31 a	86.7	90.6	5:58 p	69.2	72.1
8:52 a	72.7	76.3	7:10 p*	47.6	45.0
10:28 a*	46.1	48.5			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

Weekend

Average weekend ridership increased by 10.8% with an average of 4,150 passengers carried per weekend day in 2020 compared to 3,744 carried in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: March through February							
	2016/17	2017/18	% Change	2018/19	% Change	2019/20	% Change
Total	3,490,641	3,450,508	-1.15%	3,354,721	-2.78%	3,335,920	-0.56%
Weekday	2,977,599	2,919,292	-1.96%	2,849,387	-2.39%	2,839,424	-0.35%
Peak	2,158,970	2,107,244	-2.40%	2,076,356	-1.47%	2,078,925	0.12%
Off Peak	818,629	812,048	-0.80%	773,031	-4.80%	760,499	-1.62%
Weekend	513,042	531,216	3.54%	505,334	-4.87%	496,496	-1.75%
South Bend	244,402	261,474	6.99%	241,862	-7.50%	240,060	-0.75%

Revenue

The number of tickets sold for the year has increased 9.8% through February of 2020 compared to 2019. Ticket revenue is up 6.3% for 2020 compared to 2019. Sales from digital sources represents 67.8% of ticket sales and 69.9% of revenue in 2020.

Total Ticket Sales: Through February						
Method of Sale	Tickets			Revenue		
	2019	2020	% Change	2019	2020	% Change
Ticket Agent	22,296	22,315	0.1%	752,997	743,344	-1.3%
Vending Machine	57,783	56,549	-2.1%	1,188,585	1,107,171	-6.8%
Conductor	38,112	37,964	-0.4%	298,510	288,204	-3.5%
Mobile App	52,113	70,192	34.7%	981,292	1,286,250	31.1%
Total	170,304	187,020	9.8%	3,221,384	3,424,969	6.3%

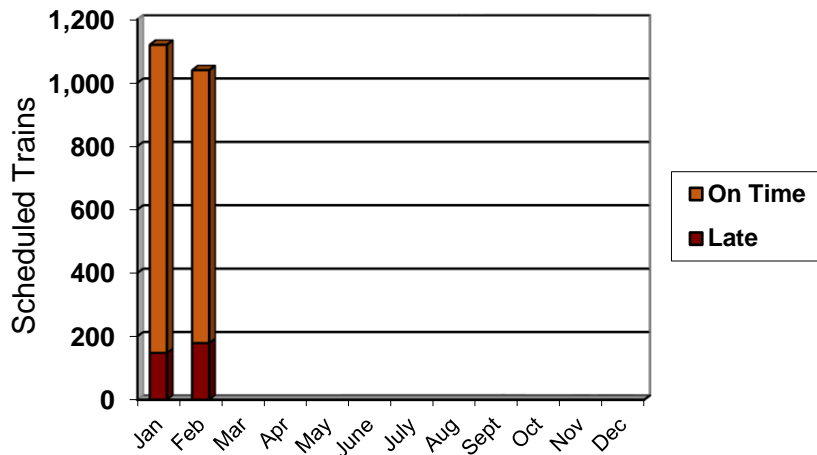
On Time Performance

Rush hour – Overall, 87.9% of A.M. and P.M. rush hour trains were on time in February 2020; compared to 88.2% in February of 2019. A train is considered to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard). 92.4% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 91.7% of westbound morning rush hour service was on time compared to 92.6% in February 2019; while eastbound rush hour trains reported an on time performance of 83.8% compared to 83.6% in February 2019. A total of 15 out of 180 westbound rush hour trains were delayed in February. Of those 15, four experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 26 out of 160 trains delayed in February. Of those 26, 11 experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
February				
Range	a.m.	p.m.	Total	Percent
6-10	3	12	15	4.4%
11-15	8	3	11	3.2%
16-20	3	2	5	1.5%
21-30	0	3	3	0.9%
31-59	1	6	7	2.1%
60+	0	0	0	0.0%
Annulled	0	0	0	
On Time	165	134	299	
Total Ran	180	160	340	

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

Overall – The SSL scheduled 1,040 trains in February and experienced 179 delays in excess of 5 minutes (ranging from 6-72 minutes) with a median delay of 11 minutes. February of 2019 experienced no annulled trains. In February 2019 the South Shore Line scheduled 1,092 trains with 156 delays in excess of 5 minutes (ranging from 6-75 minutes) with a median delay of 12 minutes. February of 2019 experienced 85 annulled trains.



Cumulative On Time Comparison		
<i>Thru Feb.</i>	2019	2020
Weekday	86.0%	88.9%
Peak	88.7%	90.9%
Off-peak	84.4%	87.5%
Weekend	68.0%	64.8%
Overall	83.2%	84.9%

Delays caused by railroad maintenance. Besides the unexpected delays, passengers may also experience delays caused by railroad construction and maintenance projects. Every effort is made to schedule this work during off-peak and weekends to keep the impact of delays to a minimum. We also post service bulletins in the stations and on our web site in advance of anticipated delays.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/2	102	Anulled	Car caught in wire.	2/22	600	72	Derailment
	203	Anulled	Anulled due to 102 issues				
1/6	104	Anulled	Equipment issues				
	205	Anulled	Anulled due to 104 issues				
1/19	701	Anulled	Weather				
	703	Anulled	Weather				
1/23	214	98	Fire alarm at arrival station				

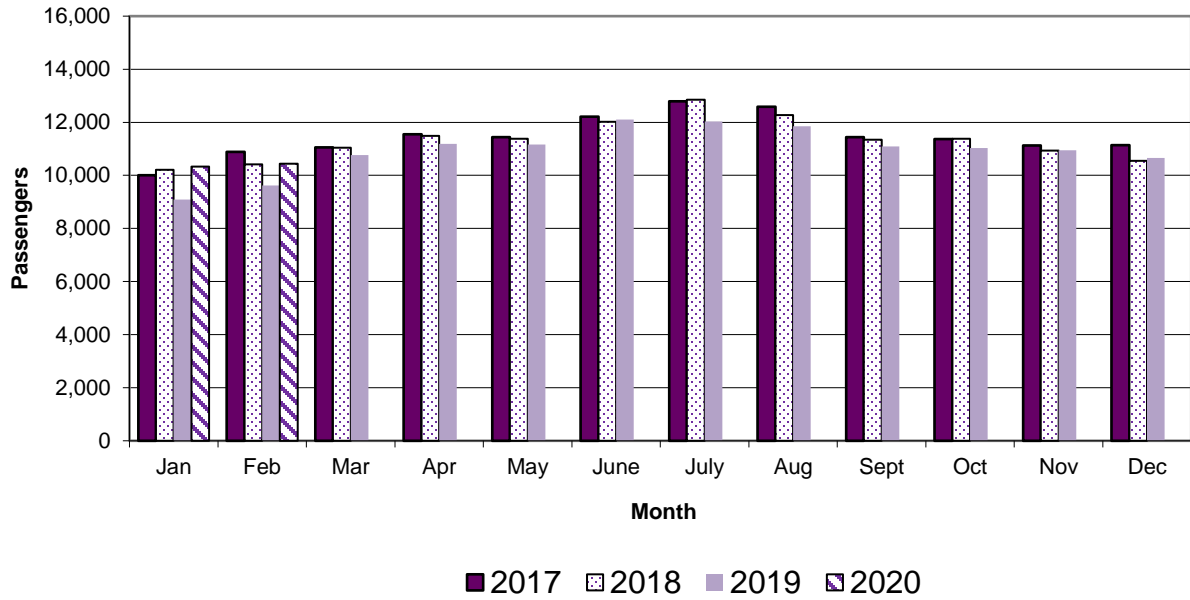
Ridership Report

	2018	Work Days	2019	Work Days	2020	Work Days	Change 19/20
	Passengers		Passengers		Passengers		
Monthly Ridership							
January	251,990	22	226,385	22	254,857	22	12.6%
February	242,120	20	222,250	20	246,095	20	10.7%
March	283,789	22	272,150	21			
April	279,888	21	277,549	22			
May	288,137	22	282,752	22			
June	299,731	21	293,325	20			
Cumulative Comparison							
January	251,990	22	226,385	22	254,857	22	12.6%
February	494,110	42	448,635	42	500,952	42	11.7%
March	777,899	64	720,785	63			
April	1,057,787	85	998,334	85			
May	1,345,924	107	1,281,086	107			
June	1,645,655	128	1,574,411	127			
Average Weekday Ridership							
January	10,213		9,086		10,336		13.8%
February	10,413		10,121		10,437		3.1%
March	11,043		10,761				
April	11,490		11,182				
May	11,375		11,167				
June	12,023		12,101				
Average Weekday Peak Period Ridership							
January	7,982		7,052		8,028		13.8%
February	7,914		7,833		8,057		2.9%
March	8,214		8,116				
April	8,588		8,344				
May	8,422		8,285				
June	8,542		8,627				
Average Weekday Off-Peak Ridership							
January	2,231		2,034		2,309		13.5%
February	2,499		2,288		2,381		4.0%
March	2,829		2,645				
April	2,902		2,839				
May	2,953		2,881				
June	3,481		3,473				

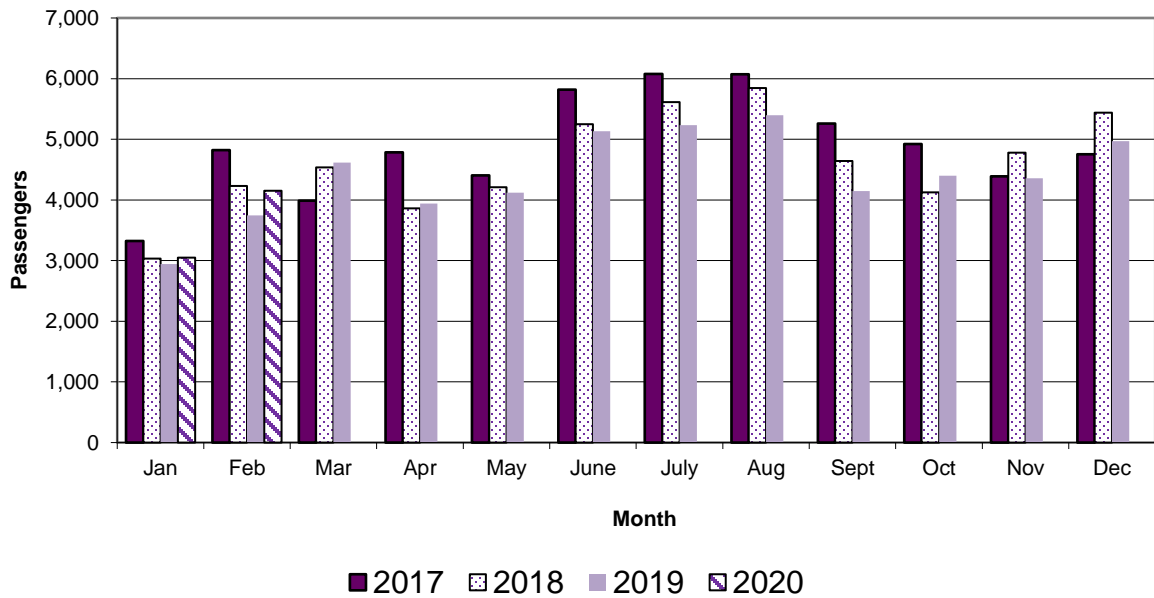
Ridership Report

	2018	Work	2019	Work	2020	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	19/20
Average Weekend/Holiday Ridership (per day)							
January	3,035		2,943		3,051		3.7%
February	4,233		3,744		4,150		10.8%
March	4,538		4,617				
April	4,288		3,943				
May	4,210		4,121				
June	5,249		5,132				
Monthly South Bend Ridership							
January	15,027		14,125		15,044		6.5%
February	16,778		12,881		15,748		22.3%
March	21,230		20,397				
April	20,509		20,180				
May	19,452		19,127				
June	20,965		20,088				

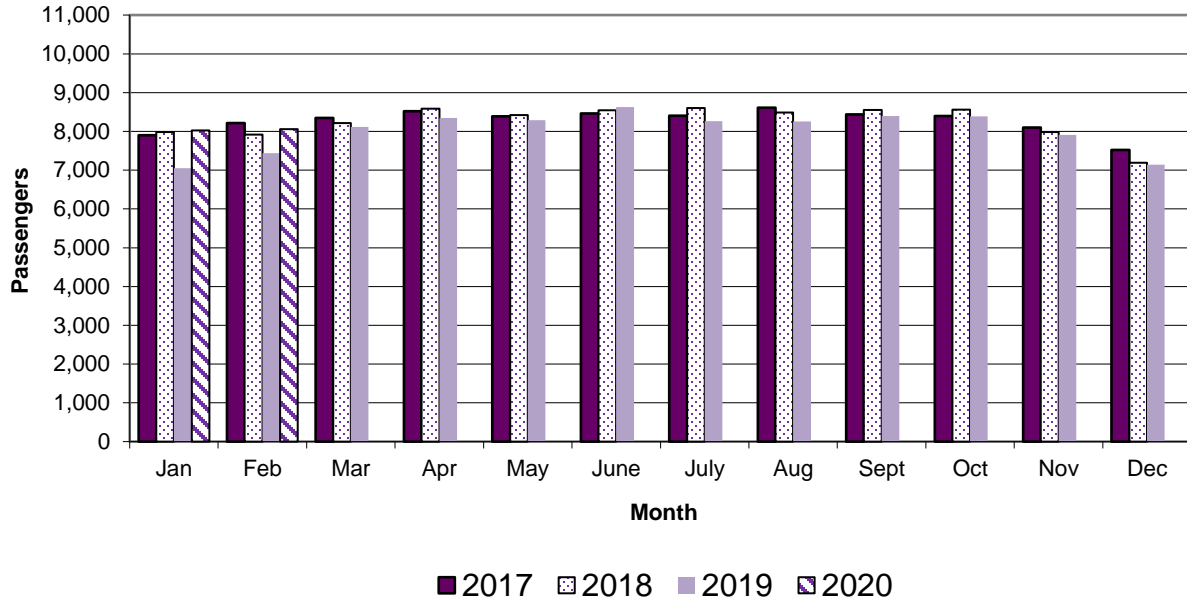
SOUTH SHORE WEEKDAY RIDERSHIP 2017-2020



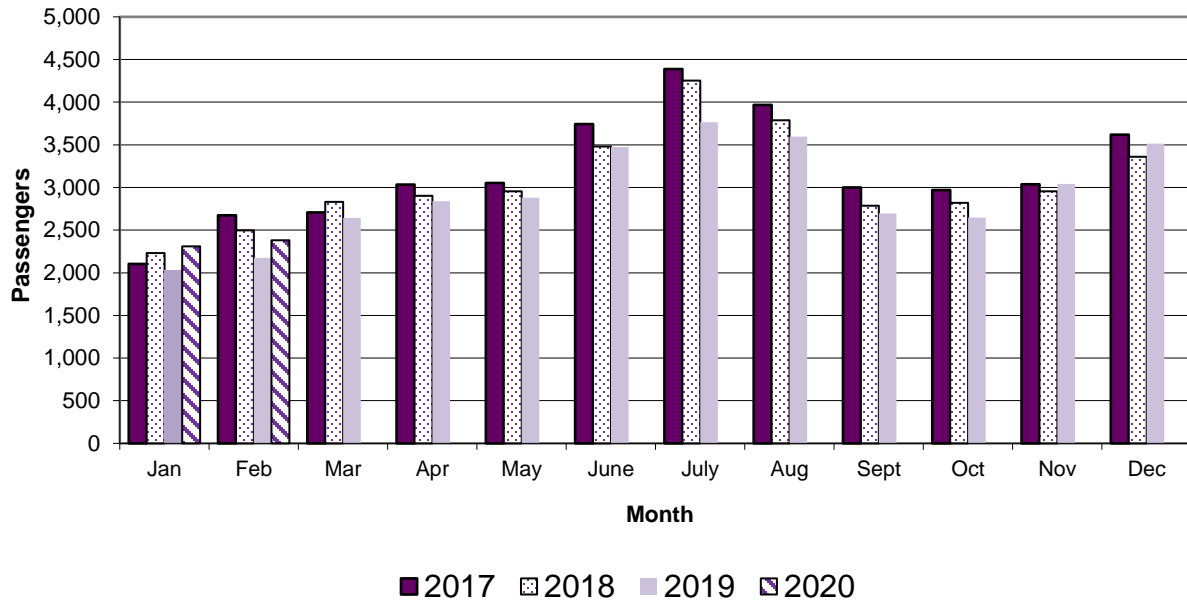
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2017-2020



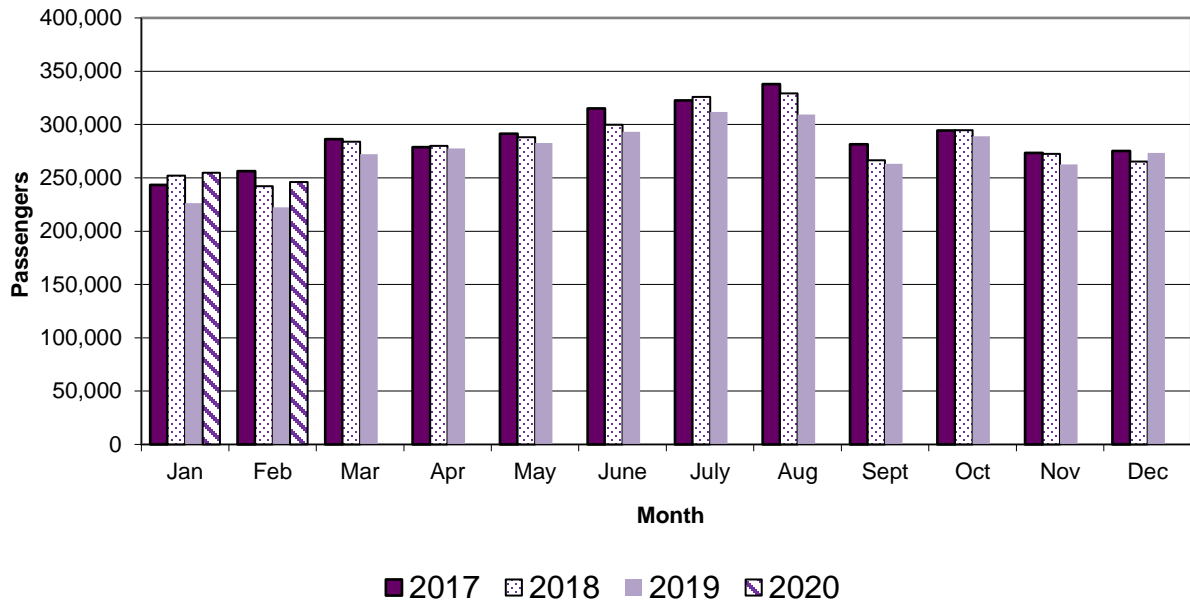
SOUTH SHORE PEAK RIDERSHIP 2017-2020



SOUTH SHORE OFF-PEAK RIDERSHIP 2017-2020



SOUTH SHORE MONTHLY RIDERSHIP 2017-2020



Percent on Time: February 2020

Peak		
Train	Days Late	% on Time
102	0	100.0%
104	1	95.0%
6	4	80.0%
106	4	80.0%
108	1	95.0%
110	1	95.0%
112	0	100.0%
114	3	85.0%
214	1	95.0%
11	5	75.0%
111	0	100.0%
113	4	80.0%
115	2	90.0%
17	5	75.0%
117	5	75.0%
217	3	85.0%
119	2	90.0%
Total	41	87.9%
Westbound	15	91.7%
Eastbound	26	83.8%

Off-Peak		
Train	Days Late	% on Time
14	2	90.0%
216	4	80.0%
116	9	55.0%
218	0	100.0%
18	2	90.0%
118	1	95.0%
220	1	95.0%
20	7	65.0%
222	0	100.0%
420	0	100.0%
22	3	85.0%
424	0	100.0%
401	1	95.0%
203	0	100.0%
403	2	90.0%
205	0	100.0%
207	4	80.0%
7	5	75.0%
107	10	50.0%
9	6	70.0%
109	5	75.0%
209	2	90.0%
19	6	70.0%
121	2	90.0%
123	3	85.0%
101	0	100.0%
Total	75	85.6%
Westbound	29	87.9%
Eastbound	46	83.6%

Weekend/Holiday		
Train	Days Late	% on Time
600	3	66.7%
502	4	55.6%
504	6	33.3%
606	4	55.6%
506	3	66.7%
608	3	66.7%
508	3	66.7%
610	2	77.8%
510	3	66.7%
710	Deadhead Move	
503	5	44.4%
603	0	100.0%
605	3	66.7%
505	4	55.6%
507	5	44.4%
509	8	11.1%
511	3	66.7%
613	0	100.0%
601	0	100.0%
701	3	66.7%
703	1	88.9%
Total	63	65.0%
Westbound	31	61.7%
Eastbound	32	67.7%

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

Reason for Delay: February

Reasons (weekday)		
AMT	1	0.9%
CAR	7	6.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	3	2.6%
DSR	2	1.7%
DSS	1	0.9%
FRR	1	0.9%
FTI	5	4.3%
HLD	3	2.6%
LMU	1	0.9%
MET	35	30.2%
OET	0	0.0%
OPR	8	6.9%
OTH	4	3.4%
PAS	4	3.4%
PTC	0	0.0%
PTI	26	22.4%
SUB	0	0.0%
SVS	3	2.6%
TOD	2	1.7%
TRK	3	2.6%
TRS	0	0.0%
UTL	0	0.0%
WTR	7	6.0%
TOTAL	116	100.0%

Reasons (weekend)		
AMT	1	1.6%
CAR	6	9.5%
DBS	0	0.0%
DDS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	0	0.0%
FRR	0	0.0%
FTI	2	3.2%
HLD	1	1.6%
LMU	2	3.2%
MET	13	20.6%
OET	0	0.0%
OPR	9	14.3%
OTH	3	4.8%
PAS	10	15.9%
PTC	0	0.0%
PTI	10	15.9%
SUB	0	0.0%
SVS	5	7.9%
TOD	0	0.0%
TRK	0	0.0%
TRS	1	1.6%
UTL	0	0.0%
WTR	0	0.0%
TOTAL	63	100%

AMT-Amtrak delay
 CAR-Car or equipment failure
 DBS-Delays due to busing
 DDS-Debris strike
 DMW-Maintenance of Way work
 DSR-Speed Restriction
 DSS-Reduced speed due to restrictive signal
 FRR-Freight train interference from crossing
 FTI-Freight train interference on NICTD track
 HLD-Station delay related to passenger boarding
 LMU-Late make up(includes turn of equipment)
 MET-Metra delays
 OET-Operational efficiency testing

OPR-Operational delay
 OTH-Other delays
 PAS-Passenger boarding
 PTC-Positive train control delays
 PTI-Passenger train interference
 SUB-Substation
 SVS-Servicing (adding/removing equipment)
 TOD-Train order delay
 TRK-Track/wayside malfunction
 TRS-Trespasser on incident.
 UTL-Utility power outage
 WTR-Weather

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

Cumulative Percent on Time Thru February, 2020

Peak		
Train	Days Late	% on Time
102	1	97.6%
104	2	95.1%
6	5	88.1%
106	7	83.3%
108	3	92.9%
110	4	90.5%
112	1	97.6%
114	5	88.1%
214	3	92.9%
11	8	81.0%
111	0	100.0%
113	4	90.5%
115	2	95.2%
17	6	85.7%
117	9	78.6%
217	3	92.9%
119	2	95.2%
Total	65	90.9%
Westbound	31	91.8%
Eastbound	34	89.9%

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

Off-Peak		
Train	Days Late	% on Time
14	5	88.1%
216	7	83.3%
116	15	64.3%
216	3	92.9%
18	6	85.7%
118	1	97.6%
218	2	95.2%
20	12	71.4%
220	0	100.0%
420	1	97.6%
22	4	90.5%
422	0	100.0%
401	1	97.6%
203	0	100.0%
403	2	95.2%
205	0	100.0%
207	7	83.3%
7	11	73.8%
107	16	61.9%
9	13	69.0%
109	7	83.3%
209	3	92.9%
19	9	78.6%
121	4	90.5%
123	4	90.5%
101	3	92.9%
Total	136	87.5%

Weekend/Holiday		
Train	Days Late	% on Time
600	7	61.1%
502	7	61.1%
504	10	44.4%
606	7	61.1%
506	7	61.1%
608	5	72.2%
508	4	77.8%
610	4	77.8%
510	6	66.7%
710	Deadhead move	
503	11	38.9%
603	1	94.4%
605	11	38.9%
505	8	55.6%
507	6	66.7%
509	14	22.2%
511	6	66.7%
613	1	94.4%
601	2	88.9%
701	6	64.7%
703	3	82.4%
Total	126	64.8%
Westbound	57	64.8%
Eastbound	69	64.8%

Cumulative Reasons for Delays Thru February, 2020

REASONS (weekday)		
AMT	2	1.0%
CAR	12	6.0%
DBS	0	0.0%
DDS	1	0.5%
DMW	5	2.5%
DSR	3	1.5%
DSS	4	2.0%
FRR	3	1.5%
FTI	9	4.5%
HLD	4	2.0%
LMU	2	1.0%
MET	64	31.8%
OET	1	0.5%
OPR	16	8.0%
OTH	6	3.0%
PAS	9	4.5%
PTC	1	0.5%
PTI	39	19.4%
SUB	1	0.5%
SVS	3	1.5%
TOD	3	1.5%
TRK	5	2.5%
TRS	0	0.0%
UTL	0	0.0%
WTR	8	4.0%
TOTAL	201	100.0%

REASONS (weekend)		
AMT	2	1.6%
CAR	13	10.3%
DBS	1	0.8%
DDS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	0	0.0%
FRR	0	0.0%
FTI	7	5.6%
HLD	2	1.6%
LMU	3	2.4%
MET	31	24.6%
OET	0	0.0%
OPR	14	11.1%
OTH	4	3.2%
PAS	16	12.7%
PTC	0	0.0%
PTI	18	14.3%
SUB	0	0.0%
SVS	7	5.6%
TOD	0	0.0%
TRK	1	0.8%
TRS	1	0.8%
UTL	2	1.6%
WTR	4	3.2%
TOTAL	126	100.0%

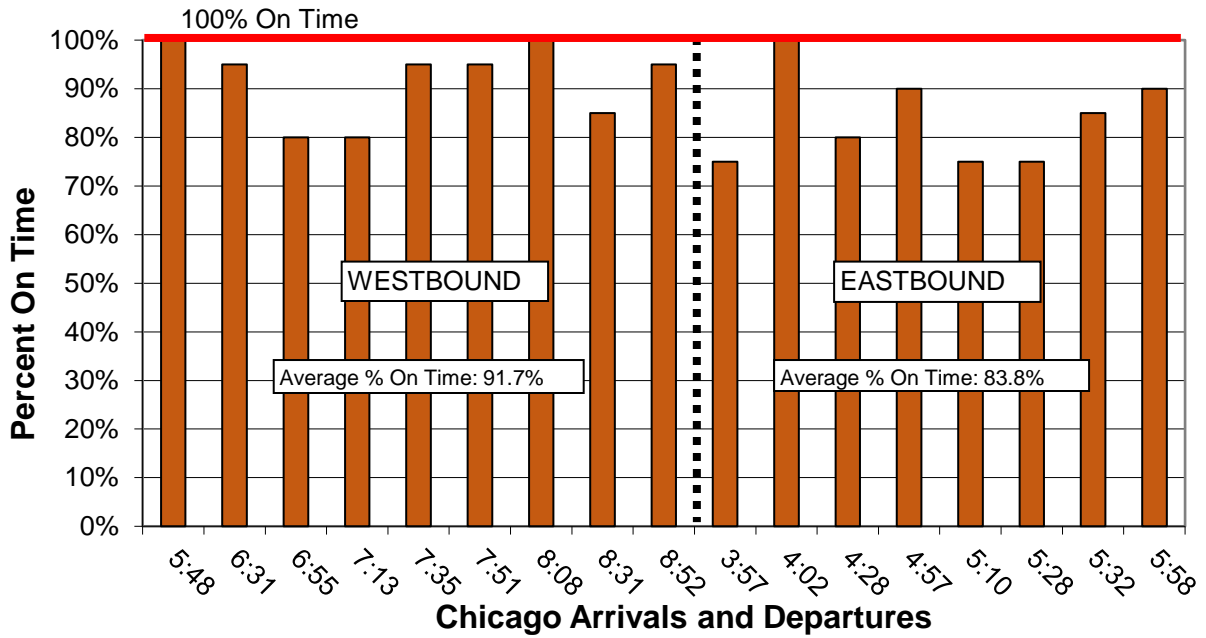
TOTAL		
AMT	4	1.2%
CAR	25	7.6%
DBS	1	0.3%
DDS	1	0.3%
DMW	5	1.5%
DSR	3	0.9%
DSS	4	1.2%
FRR	3	0.9%
FTI	16	4.9%
HLD	6	1.8%
LMU	5	1.5%
MET	95	29.1%
OET	1	0.3%
OPR	30	9.2%
OTH	10	3.1%
PAS	25	7.6%
PTC	1	0.3%
PTI	57	17.4%
SUB	1	0.3%
SVS	10	3.1%
TOD	3	0.9%
TRK	6	1.8%
TRS	1	0.3%
UTL	2	0.6%
WTR	12	3.7%
TOTAL	327	100.0%

AMT-Amtrak delay
 CAR-Car or equipment failure
 DBS-Delays due to busing
 DDS-Debris strike
 DMW-Maintenance of Way work
 DSR-Speed Restriction
 DSS-Reduced speed due to restrictive signal
 FRR-Freight train interference from crossing
 FTI-Freight train interference on NICTD track
 HLD-Station delay related to passenger boarding
 LMU-Late make up(includes turn of equipment)
 MET-Metra delays
 OET-Operational efficiency testing

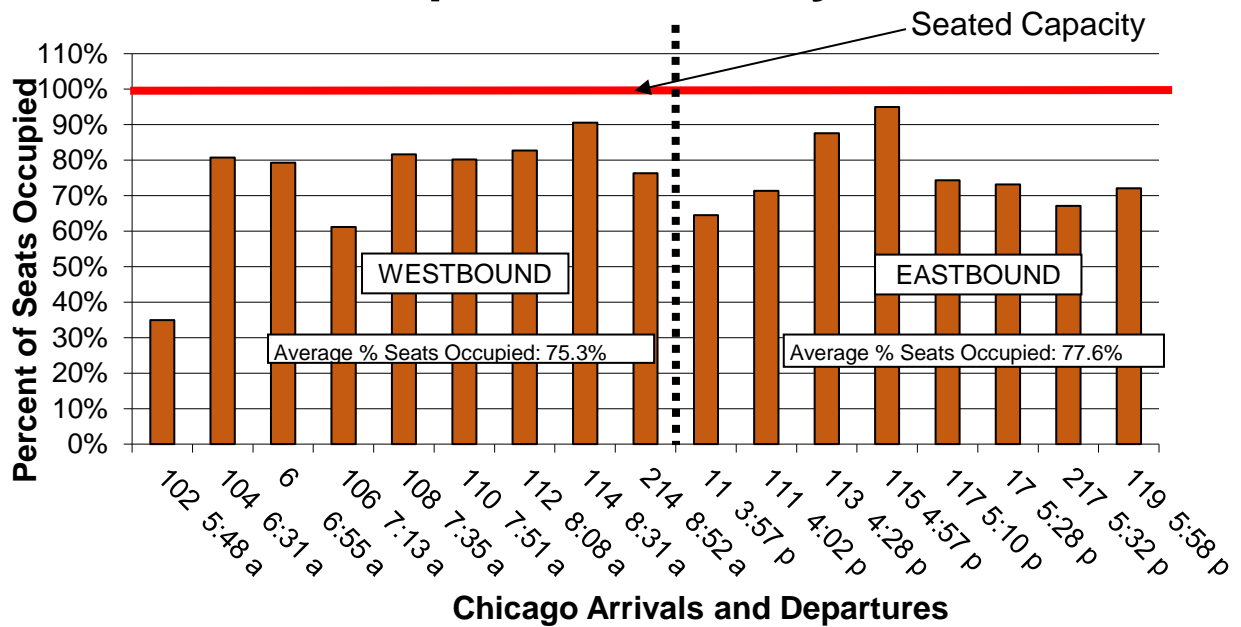
OPR-Operational delay
 OTH-Other delays
 PAS-Passenger boarding
 PTC-Positive train control delays
 PTI-Passenger train interference
 SUB-Substation
 SVS-Servicing (adding/removing equipment)
 TOD-Train order delay
 TRK-Track/wayside malfunction
 TRS-Trespasser on incident.
 UTL-Utility power outage
 WTR-Weather

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

Rush Hour On Time Performance: February 2020



Percent of Rush Hour Seats Occupied: February 2020



Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	1	41	97.6%
6:31	104	2	41	95.1%
6:55	6	1	42	97.6%
7:13	106	7	42	83.3%
7:35	108	3	42	92.9%
7:51	110	4	42	90.5%
8:08	112	1	42	97.6%
8:31	114	5	42	88.1%
8:52	214	3	42	92.9%
10:28	14	4	42	90.5%
Depart				
3:57	11	7	42	83.3%
4:02p	111	0	42	100.0%
4:28	113	4	42	90.5%
4:57	115	2	42	95.2%
5:10	117	9	42	78.6%
5:28	17	6	42	85.7%
5:32	217	3	42	92.9%
5:58	119	2	42	95.2%
7:15	19	9	42	78.6%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	27	376	92.8%
EB Rush	33	336	90.2%
Total Rush	60	712	91.6%

Cumulative Rush Hour Thru February

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	9	18	27	2.4%	5.4%	3.79%
11-15	10	5	15	2.7%	1.5%	2.11%
16-20	6	2	8	1.6%	0.6%	1.12%
21-30	2	3	5	0.5%	0.9%	0.70%
31-59	3	6	9	0.8%	1.8%	1.26%
60+	1	0	1	0.3%	0.0%	0.14%
Annulled	2	0	2			
Total Late	31	34	65	8.2%	10.1%	9.13%
On time	345	302	647	91.8%	89.9%	90.87%
Total ran	376	336	712			

February Rush Hour

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	3	12	15	1.7%	7.5%	4.4%
11-15	8	3	11	4.4%	1.9%	3.2%
16-20	3	2	5	1.7%	1.3%	1.5%
21-30	0	3	3	0.0%	1.9%	0.9%
31-59	1	6	7	0.6%	3.8%	2.1%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	15	26	41	8.3%	16.3%	12.1%
On time	165	134	299	91.7%	83.8%	87.9%
Total ran	180	160	340			

Grand Total All Trains Thru February

Range	Peak		Off	Wkend	Total	%
	WB	EB				
6-10	9	18	84	58	169	7.8%
11-15	10	5	31	33	79	3.7%
16-20	6	2	12	17	37	1.7%
21-30	2	3	6	9	20	0.9%
31-59	3	6	3	8	20	0.9%
60+	1	0	0	1	2	0.1%
Annulled	2	0	2	2	6	
Total	31	34	136	126	327	15.1%
On Time	345	302	954	232	1,833	84.9%
Total ran	376	336	1,090	358	2,160	
%On Time	91.8%	89.9%	87.5%	64.8%	84.9%	