

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**November 2016  
Monthly Performance Report**



**NICD**

## NOVEMBER, 2016 MONTHLY PERFORMANCE REPORT

### Ridership

November ridership rose by 10.3% compared to last year. This year we carried 300,628 passengers. In November 2015 we carried 272,665. Thru November we have carried 3,222,504 passengers, a decline of 2.7% over last year. November ridership surged because of the Cubs World Series Celebration on November 4.

### Weekday Travel

Average weekday travel was up 6.1% compared to November 2015. We averaged 12,159 passengers per day; with average **peak** travel up 2.5%; and **off-peak** travel rising by 16.3%. The Cubs celebration reversed a 15 consecutive month decline in average off-peak travel that began in August 2015.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2015	Nov 2016		Avg. 2015	Nov 2016
5:48 a	37.5%	34.3%	3:57 p***	70.0%	69.4%
6:31 a	73.0	67.1	4:02 p	66.8	66.0
6:55 a***	71.7	67.4	4:28 p	86.7	89.6
7:13 a	76.9	70.1	4:57 p	98.6	92.3
7:35 a	88.5	80.5	5:10 p	79.7	80.4
7:51 a	87.8	78.8	5:28 p	69.2	77.3
8:08 a	77.0	89.4	5:32 p	69.7	82.0
8:31 a	90.9	90.4	5:58 p	78.6	70.5
8:52 a	65.9	68.1	7:10 p*	65.1	48.1
10:28 a*	66.0	57.0			

\*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 rose 16.0% over November 2015. We averaged 5,033 passengers per day on weekends compared to 4,339 last year. Increased weekend travel was aided by good weather for the Magnificent Mile Lights festival and Thanksgiving holiday.

### Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: DECEMBER THRU NOVEMBER							
	2012-13	2013-14	%Change	2014-15	%Change	2015-16	%Change
Total	3,602,615	3,595,536	-0.2%	3,622,184	0.7%	3,526,359	-2.6%
Weekday	3,058,765	3,041,534	-0.6	3,085,708	1.4	3,011,980	-2.4
Peak	2,182,480	2,180,083	-0.1	2,227,656	2.2	2,186,469	-1.8
Off-peak	876,285	861,451	-1.7	858,052	-0.4	825,650	-3.8
Weekend	543,850	554,002	1.9	536,476	-3.2	514,379	-4.1
South Bend	260,059	249,970	-3.9	249,985	0.0	243,293	-2.7

### 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. Revenue from digital sources

now represents 55.0% of total revenue.

TOTAL TICKET SALES: January thru November						
Method of Sale	TICKETS			REVENUE		
	2015	2016	% Change	2015	2016	% Change
Ticket Agent	348,684	298,635	-14.4%	\$6,899,837	\$6,370,024	-7.7%
Vending Machine	505,005	516,924	2.4%	\$7,523,923	\$8,092,998	7.6%
Conductor	407,005	352,562	-13.4%	\$2,785,542	\$2,526,697	-9.3%
Mobile App	114,697	166,370	45.1%	\$1,779,468	\$2,774,159	55.9%
<b>TOTAL</b>	<b>1,375,391</b>	<b>1,334,491</b>	<b>-3.0%</b>	<b>\$18,988,770</b>	<b>\$19,763,878</b>	<b>4.1%</b>
<b>REVENUE FROM ELECTRONIC TICKET SALES: 55.0%</b>						

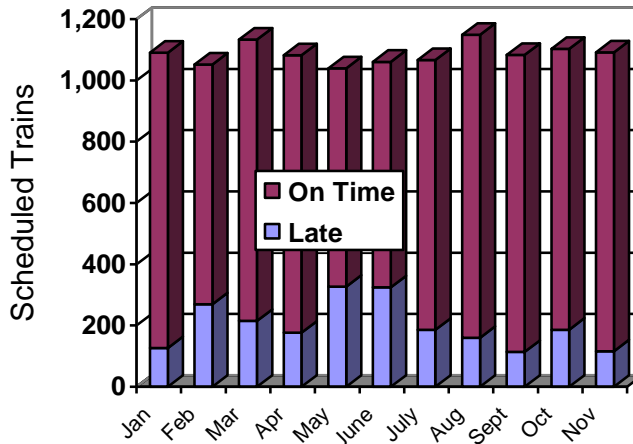
**On Time Performance**

**Rush hour** –Overall, 93.3% of A.M. and P.M. rush hour trains were on time in November; compared to 93.0% in October. 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). 96.9% of all rush hour trains arrived at their terminal station within 10 minutes. 94.2% of westbound morning rush hour service was on time compared to 97.9% in October; while eastbound rush hour trains reported an average on time performance of 92.3% compared to 87.5% in October. Eleven out of 189 westbound trains were delayed in November ranging from 7-26 minutes. Thirteen out of 168 eastbound trains encountered delays ranging from 6-45 minutes.<sup>1</sup>

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	NOVEMBER, 2016				CUMULATIVE THRU 2016			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	5	8	13	3.6%	66	140	206	5.2%
11-15	2	3	5	1.4	53	52	105	2.7
16-20	1	1	2	0.6	13	28	41	1.0
21-30	3	0	3	0.8	9	16	25	0.6
31-59	0	1	1	0.3	10	21	31	0.8
60+	0	0	0	0.0	0	13	13	0.3
<b>On Time</b>	<b>178</b>	<b>155</b>	<b>333</b>	<b>93.3%</b>	<b>1,945</b>	<b>1,593</b>	<b>3,538</b>	<b>89.4%</b>
Total Ran	189	168	357		2,096	1,863	3,959	
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 1,090 trains in November and experienced 116 delays in excess of 5 minutes (ranging from 6-78 minutes) with a median delay of 11 minutes. In October we operated 1,103 trains with 186 delays in excess of 5 minutes (ranging from 9-183 minutes) with a median delay of 9 minutes.



Cumulative On Time Comparison		
<i>Thru November</i>	2015	2016
<b>Weekday</b>	<b>86.5%</b>	<b>82.3%</b>
Peak	91.1%	89.4%
Off-peak	83.6%	77.6%
<b>Weekend</b>	<b>84.7%</b>	<b>79.9%</b>
<b>Overall</b>	<b>86.1%</b>	<b>81.9%</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.

**NOVEMBER 2016 MONTHLY PERFORMANCE REPORT**

<b>ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES</b>							
<b>Date</b>	<b>Train #</b>	<b>Minutes</b>	<b>Reason</b>	<b>Date</b>	<b>Train #</b>	<b>Minutes</b>	<b>Reason</b>
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	10-13	203	87	Busing for EJ&E
	19	125	Metra	10-18	101	183	Freight train
	20	171	Metra	10-26	20	61	Other
	115	75	Metra	11-4	422	Annulled	Other
	117	88	Metra	11-17	123	68	Trespasser Incident
	118	120	Metra				

**RIDERSHIP REPORT: NOVEMBER, 2016**

12/24/2016

	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: NOVEMBER, 2016**

12/24/2016

	2014	Work	2015	Work	2016	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
<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: NOVEMBER, 2016**

12/24/2016

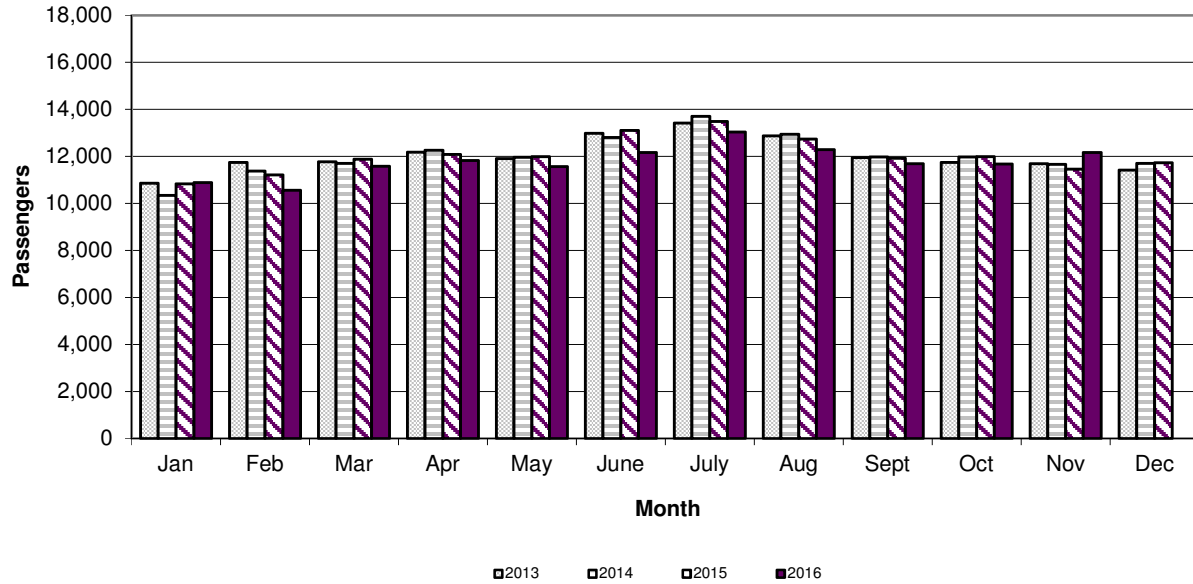
	2014	Work Days	2015	Work Days	2016	Work Days	Change 16/15
	Passengers		Passengers		Passengers		
<b>MONTHLY RIDERSHIP</b>							
July	359,032	22	362,048	23	326,207	20	-9.9%
August	335,468	21	326,279	21	321,033	23	-1.6%
September	294,075	21	297,252	21	288,198	21	-3.0%
October	314,204	23	305,425	22	294,337	21	-3.6%
November	274,412	19	272,665	20	300,628	21	10.3%
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	2,627,539	192	-3.9%
October	3,032,129	213	3,040,746	214	2,921,876	213	-3.9%
November	3,306,541	232	3,313,411	234	3,222,504	234	-2.7%
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		11,682		-2.0%
October	11,974		11,989		11,671		-2.7%
November	11,663		11,464		12,159		6.1%
December	11,704		11,733				
Thru November	12,077	232	12,086	234	11,769	234	-2.6%
<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		8,661		-2.3%
October	8,821		8,963		8,704		-2.9%
November	8,428		8,477		8,685		2.5%
December	7,705		8,031				
Thru November	8,699	232	8,796	234	8,589	234	-2.4%
<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		3,021		-1.0%
October	3,153		3,026		2,967		-1.9%
November	3,235		2,987		3,473		16.3%
December	3,999		3,703				
Thru November	3,379	232	3,291	234	3,180	234	-3.4%

**RIDERSHIP REPORT: NOVEMBER, 2016**

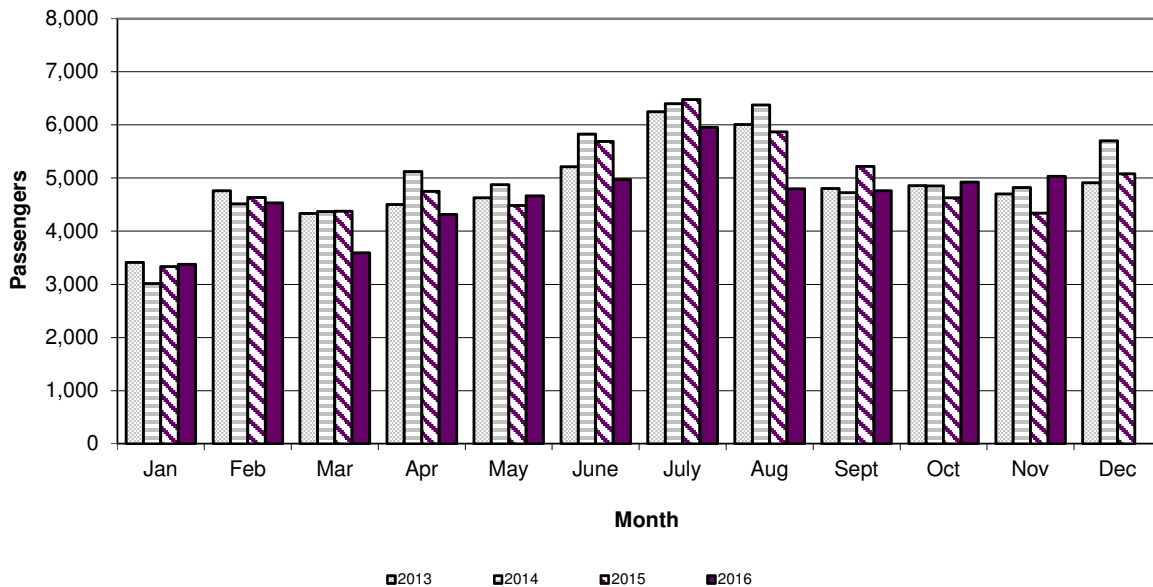
12/24/2016

	2014	Wkend Days	2015	Wkend Days	2016	Wkend Days	Change 16/15
	Passengers		Passengers		Passengers		
<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		4,763		-8.7%
October	4,852		4,630		4,929		6.5%
November	4,823		4,339		5,033		16.0%
December	5,698		5,080				
Thru November	4,950	101	4,852	100	4,640	101	-4.4%

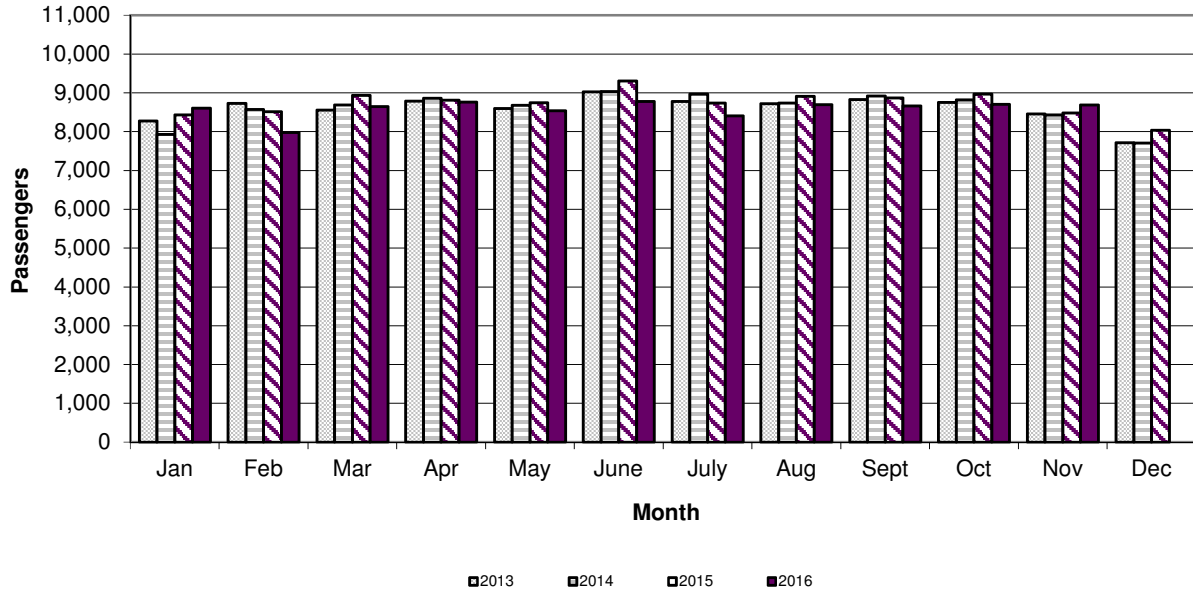
## SOUTH SHORE WEEKDAY RIDERSHIP 2013-2016



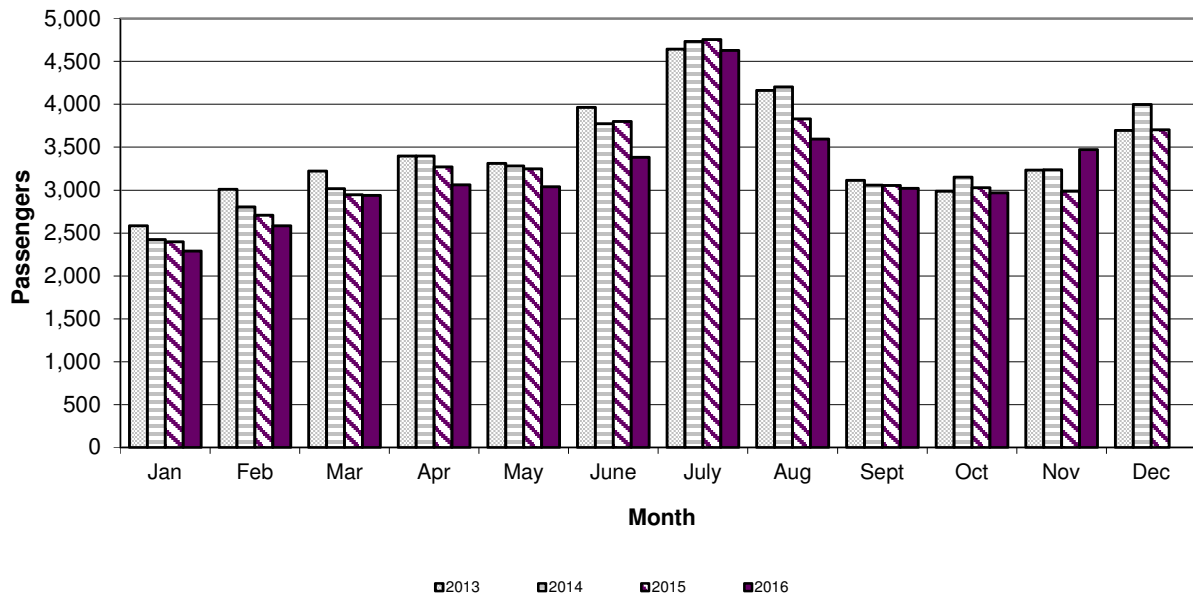
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2013-2016



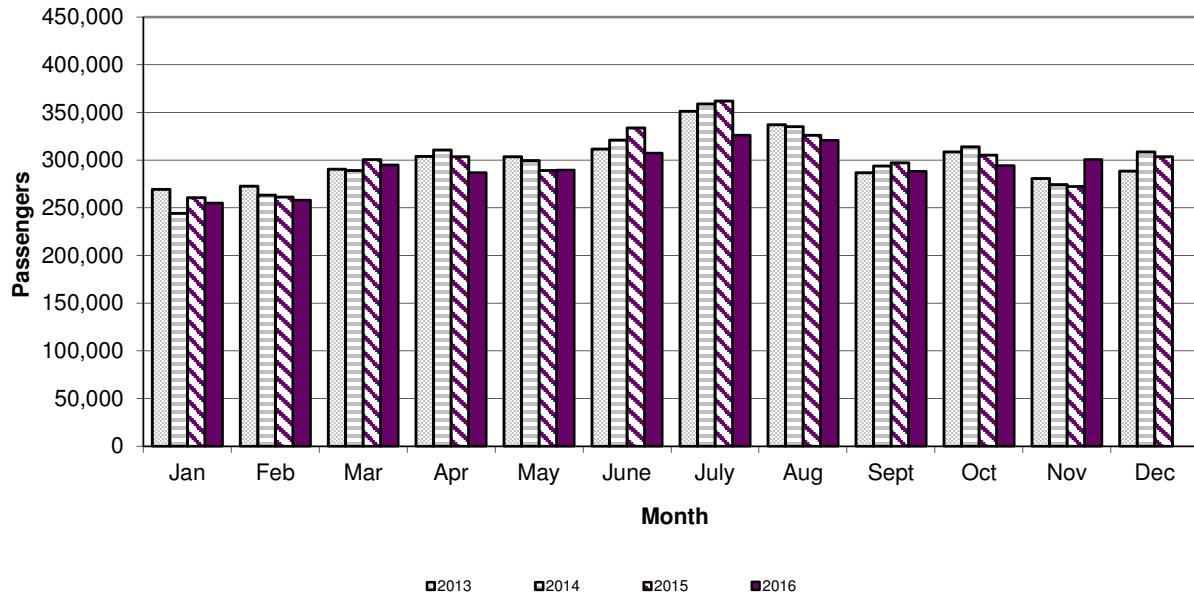
## SOUTH SHORE PEAK RIDERSHIP 2013-2016



## SOUTH SHORE OFF-PEAK RIDERSHIP 2013-2016



# SOUTH SHORE MONTHLY RIDERSHIP 2013-2016



**PERCENT ON TIME: NOVEMBER, 2015**

**PEAK**

Train	Days Late	% on Time
102	1	95.0%
104	0	100.0%
6	1	95.0%
106	1	95.0%
108	0	100.0%
110	0	100.0%
112	0	100.0%
114	1	95.0%
214	0	100.0%
11	6	70.0%
111	2	90.0%
113	2	90.0%
115	2	90.0%
15	0	100.0%
<b>117</b>	<b>4</b>	<b>80.0%</b>
217	0	100.0%
119	1	95.0%
Total	21	93.8%
Westbound	4	97.8%
Eastbound	17	89.4%

**OFF-PEAK**

Train	Days Late	% on Time
14	1	95.0%
216	0	100.0%
<b>116</b>	<b>4</b>	<b>80.0%</b>
218	0	100.0%
<b>18</b>	<b>3</b>	<b>85.0%</b>
118	1	95.0%
220	1	95.0%
<b>20</b>	<b>6</b>	<b>70.0%</b>
222	1	95.0%
420	0	100.0%
22	0	100.0%
424	0	100.0%
401	0	100.0%
203	0	100.0%
403	2	90.0%
205	1	95.0%
207	0	100.0%
<b>7</b>	<b>4</b>	<b>80.0%</b>
<b>107</b>	<b>14</b>	<b>30.0%</b>
<b>9</b>	<b>6</b>	<b>70.0%</b>
109	2	90.0%
209	0	100.0%
19	2	90.0%
121	1	95.0%
<b>123</b>	<b>4</b>	<b>80.0%</b>
101	2	90.0%
Total	55	89.4%
Westbound	17	92.9%
Eastbound	38	86.4%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
600	0	100.0%
<b>502</b>	<b>2</b>	<b>80.0%</b>
504	0	100.0%
606	1	90.0%
<b>506</b>	<b>2</b>	<b>80.0%</b>
<b>608</b>	<b>2</b>	<b>80.0%</b>
<b>508</b>	<b>4</b>	<b>60.0%</b>
610	0	100.0%
<b>510</b>	<b>2</b>	<b>80.0%</b>
710	Cancelled*	
<b>503</b>	<b>2</b>	<b>80.0%</b>
603	1	90.0%
605	1	90.0%
<b>505</b>	<b>2</b>	<b>80.0%</b>
<b>507</b>	<b>4</b>	<b>60.0%</b>
509	1	90.0%
511	0	100.0%
613	1	90.0%
601	0	100.0%
701	0	100.0%
703	1	90.0%
Total	26	87.0%
Westbound	13	85.6%
Eastbound	13	88.2%

**REASONS (weekday)**

Reason	Count	%
CAR	4	5.3%
CAT		0.0%
DBS		0.0%
AMT	5	6.6%
DMW	16	21.1%
DSR	1	1.3%
DSS	4	5.3%
FTI	2	2.6%
HLD	1	1.3%
LMU	1	1.3%
MET	11	14.5%
OTH	3	3.9%
PAS	2	2.6%
POL	1	1.3%
PTI	10	13.2%
SVS		0.0%
TOD		0.0%
TRS	5	6.6%
WTR	5	6.6%
NIPSCO		0.0%
FRR	2	2.6%
OET	1	1.3%
TRK	1	1.3%
DDS		0.0%
OPR	1	1.3%
UTL		0.0%
VAN		0.0%
SUB		
TOTAL	76	100.0%

**REASONS (weekend)**

Reason	Count	%
CAR	1	3.8%
CAT		0.0%
DBS		0.0%
AMT	1	3.8%
DMW		0.0%
DSR		0.0%
DSS	5	19.2%
FTI	2	7.7%
HLD		0.0%
LMU	1	3.8%
MET	5	19.2%
OTH		0.0%
PAS		0.0%
POL	3	11.5%
PTI	3	11.5%
SVS	3	11.5%
TOD		0.0%
TRS		0.0%
DDS		0.0%
OPR		0.0%
WTR		0.0%
FRR	1	3.8%
SUB		0.0%
NIPSCO		0.0%
OET		0.0%
TRK	1	3.8%
UTL		0.0%
VAN		0.0%
TOTAL	26	100%

\*Cancelled because of SB platform condition.

**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 NOVEMBER, 2015**

**PEAK**

Train	Days Late	% on Time
<b>102</b>	<b>24</b>	<b>89.7%</b>
104	15	93.6%
6	13	92.9%
106	9	96.2%
108	8	96.6%
110	20	91.5%
112	11	95.3%
114	22	90.6%
214	19	91.9%
<b>11</b>	<b>70</b>	<b>61.7%</b>
111	18	91.9%
113	16	93.2%
115	12	94.9%
15	23	90.1%
<b>117</b>	<b>34</b>	<b>85.5%</b>
217	7	97.0%
119	22	90.6%
Total	343	91.1%
Westbound	141	93.1%
Eastbound	202	87.6%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>27</b>	<b>88.5%</b>
216	6	97.4%
<b>116</b>	<b>69</b>	<b>70.5%</b>
216	8	96.6%
<b>18</b>	<b>76</b>	<b>67.5%</b>
<b>118</b>	<b>38</b>	<b>83.8%</b>
218	20	91.5%
<b>20</b>	<b>32</b>	<b>86.3%</b>
220	7	97.0%
420	2	99.1%
<b>22</b>	<b>36</b>	<b>84.6%</b>
422	18	92.3%
401	4	98.3%
203	15	93.6%
403	15	93.6%
205	17	92.7%
207	2	99.1%
<b>7</b>	<b>70</b>	<b>70.1%</b>
<b>107</b>	<b>163</b>	<b>30.3%</b>
<b>9</b>	<b>101</b>	<b>56.8%</b>
<b>109</b>	<b>53</b>	<b>77.4%</b>
209	13	94.4%
<b>19</b>	<b>74</b>	<b>68.2%</b>
<b>121</b>	<b>41</b>	<b>82.4%</b>
<b>123</b>	<b>64</b>	<b>72.6%</b>
<b>101</b>	<b>25</b>	<b>89.3%</b>
Total	996	83.6%
Westbound	339	87.9%
Eastbound	657	79.9%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
<b>600</b>	<b>13</b>	<b>87.0%</b>
<b>502</b>	<b>25</b>	<b>75.0%</b>
<b>504</b>	<b>12</b>	<b>88.0%</b>
<b>606</b>	<b>33</b>	<b>67.0%</b>
<b>506</b>	<b>28</b>	<b>72.0%</b>
<b>608</b>	<b>11</b>	<b>89.0%</b>
<b>508</b>	<b>18</b>	<b>82.0%</b>
610	8	92.0%
<b>510</b>	<b>14</b>	<b>86.0%</b>
710	Cancelled*	
503	9	91.0%
603	2	98.0%
605	7	93.0%
<b>505</b>	<b>13</b>	<b>87.0%</b>
<b>507</b>	<b>34</b>	<b>66.0%</b>
<b>509</b>	<b>35</b>	<b>65.0%</b>
<b>511</b>	<b>20</b>	<b>80.0%</b>
513	5	94.9%
601	6	94.0%
703	1	99.0%
<b>705</b>	<b>12</b>	<b>88.0%</b>
Total	306	84.8%
Westbound	162	82.2%
Eastbound	144	86.9%

*Trains less than 90% on time*

## CUMULATIVE REASONS FOR DELAYS THRU NOVEMBER, 2015

REASONS (weekday)		
CAR	76	5.7%
CAT	3	0.2%
DBS	117	8.7%
AMT	42	3.1%
DMW	153	11.4%
DSR	67	5.0%
DSS	74	5.5%
FTI	44	3.3%
HLD	27	2.0%
LMU	35	2.6%
MET	188	14.0%
OTH	51	3.8%
PAS	62	4.6%
POL	16	1.2%
PTI	175	13.1%
SVS	34	2.5%
TOD	4	0.3%
TRS	27	2.0%
WTR	34	2.5%
NIPSCO		0.0%
FRR	58	4.3%
OET	9	0.7%
UTL	7	0.5%
OPR	3	0.2%
DDS	1	0.1%
SUB		0.0%
TRK	31	2.3%
VAN	1	0.1%
<b>TOTAL</b>	<b>1,339</b>	<b>100.0%</b>

REASONS (weekend)		
CAR	23	7.5%
CAT		0.0%
DBS		0.0%
AMT	5	1.6%
DMW	5	1.6%
DSR	10	3.3%
DSS	20	6.5%
FTI	15	4.9%
HLD	12	3.9%
LMU	6	2.0%
MET	44	14.4%
OTH	17	5.6%
PAS	36	11.8%
POL	8	2.6%
PTI	37	12.1%
SVS	34	11.1%
TOD		0.0%
TRS	1	0.3%
WTR	6	2.0%
NIPSCO		0.0%
FRR	6	2.0%
OET	2	0.7%
UTL	3	1.0%
OPR	1	0.3%
DDS		0.0%
SUB	2	0.7%
TRK	8	2.6%
VAN	5	1.6%
<b>TOTAL</b>	<b>306</b>	<b>100.0%</b>

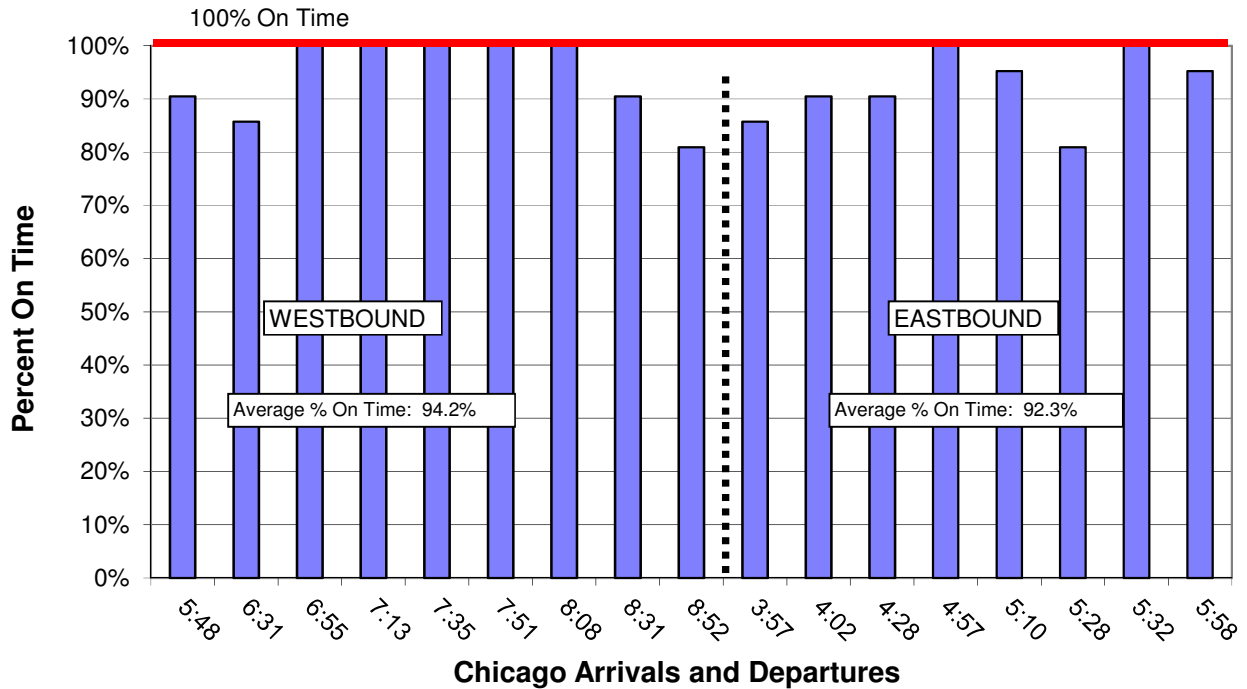
TOTAL		
CAR	99	6.0%
CAT	3	0.2%
DBS	117	7.1%
AMT	47	2.9%
DMW	158	9.6%
DSR	77	4.7%
DSS	94	5.7%
FTI	59	3.6%
HLD	39	2.4%
LMU	41	2.5%
MET	232	14.1%
OTH	68	4.1%
PAS	98	6.0%
POL	24	1.5%
PTI	212	12.9%
SVS	68	4.1%
TOD	4	0.2%
TRS	28	1.7%
WTR	40	2.4%
NIPSCO	0	0.0%
FRR	64	3.9%
OET	11	0.7%
UTL	10	0.6%
OPR	4	0.2%
DDS	1	0.1%
SUB	2	0.1%
TRK	39	2.4%
VAN	6	0.4%
<b>TOTAL</b>	<b>1,645</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

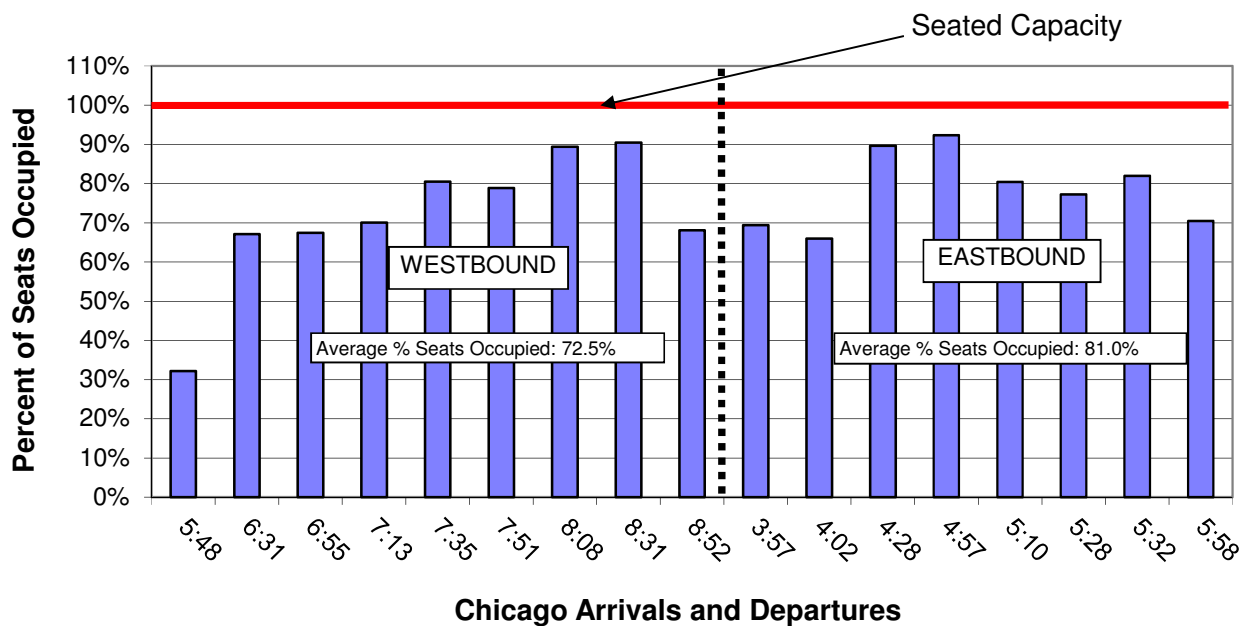
PAS - Passenger boarding  
 POL - Police related delays - except road crossing or trespasser accidents  
 PTI - Passenger train interference  
 SVS - Servicing - includes adding or subtracting equipment to or from consist  
 TOD - Train order delay - not associated with train meets  
 TRS - Trespasser 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



## RUSH HOUR ON TIME PERFORMANCE: NOV 2016



## PERCENT OF RUSH HOUR SEATS OCCUPIED: NOV 2016



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

Train	Arrive	Tues 1	Wed 2	Thurs 3	Fri 4	Mon 7	Tues 8	Wed 9	Thurs 10	Fri 11	Mon 14	Tues 15	Wed 16	Thurs 17	Fri 18	Mon 21	Tues 22	Wed 23	Fri 25	Mon 28	Tues 29	Wed 30	Days Late	Days Ran	% On Time		
102	5:43a	24														13								2	21	90.5%	
104	6:38	7														21			17					3	21	85.7%	
6	6:55																								21	100.0%	
106	7:21																								21	100.0%	
108	7:35																								21	100.0%	
110	7:47																								21	100.0%	
112	8:08																								21	100.0%	
114	8:31				14										9										2	21	90.5%
214	8:52			7	26											8									4	21	81.0%
14	10:28			12	20											47							12		4	21	81.0%
Train	Depart																					Days Late	Days Ran	% On Time			
11	3:57				45										11		7								3	21	85.7%
111	4:02		8		14																				2	21	90.5%
113	4:28		17		6																				2	21	90.5%
115	4:57																									21	100.0%
15	5:10		10																						1	21	95.2%
117	5:32		13	6	9			7																	4	21	81.0%
217	5:28																									21	100.0%
119	5:58				6																				1	21	95.2%
19	7:10				11		13			10		10													4	21	81.0%
High temp		77	71	61	58	65	57	55	60	53	58	60	60	72	71	41	41	41	40	47	57	47					
Low temp		54	59	47	36	40	45	36	35	32	35	35	36	35	44	30	27	33	36	38	44	34					

\* 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		
	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	
WB Rush	3	180	98.3%	4	207	98.1%	7	189	96.3%	4	189	97.9%	11	189	94.2%			#DIV/0!
EB Rush	13	152	91.4%	8	184	95.7%	6	168	96.4%	21	168	87.5%	13	168	92.3%			#DIV/0!
Total Rush	16	332	95.2%	12	391	96.9%	13	357	96.4%	25	357	93.0%	24	357	93.3%	0	0	#DIV/0!

**EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:**

Nov 1 switch problems on Metra delayed several am. Rush hour trains.

Nov. 4: Cubs World Series Celebration provided 4 extra trains and carried 29,253 passengers

Nov 21 switch problems on Metra delayed several am. Rush hour trains.

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:40a	102	13	232	94.4%
6:38	104	25	233	89.3%
6:55	6	22	233	90.6%
7:21	106	5	233	97.9%
7:35	108	10	233	95.7%
7:47	110	16	233	93.1%
8:05	112	9	233	96.1%
8:31	114	33	233	85.8%
8:52	214	18	233	92.3%
10:25	14	74	233	68.2%
<b>Depart</b>				
3:57	11	66	233	71.7%
4:02p	111	20	233	91.4%
4:28	113	25	233	89.3%
4:57	115	29	233	87.6%
5:10	15	24	233	89.7%
5:28	117	60	233	74.2%
5:32	217	8	232	96.6%
5:58	119	37	233	84.1%
7:15	19	72	234	69.2%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	151	2096	92.8%
EB Rush	269	1863	85.6%
Total Rush	420	3,959	89.4%

CUMULATIVE RUSH HOUR thru NOVEMBER						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	66	140	206	3.1%	7.5%	5.2%
11-15	53	52	105	2.5%	2.8%	2.7%
16-20	13	28	41	0.6%	1.5%	1.0%
21-30	9	16	25	0.4%	0.9%	0.6%
31-59	10	21	31	0.5%	1.1%	0.8%
60+	0	13	13	0.0%	0.7%	0.3%
Annulled	10	10	20			
Total Late	151	270	421	7.2%	14.5%	10.6%
On time	1,945	1,593	3,538	92.8%	85.5%	89.4%
Total ran	2,096	1,863	3,959			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru NOVEMBER						
Range	Peak					
	WB	EB	Off	Wkend	Total	%
6-10	66	140	570	220	996	8.3%
11-15	53	52	349	91	545	4.6%
16-20	13	28	186	40	267	2.2%
21-30	9	16	130	35	190	1.6%
31-59	10	21	74	15	120	1.0%
60+	0	13	33	5	51	0.4%
Annulled	10	10	91	14	125	
Total	151	270	1342	406	2,169	18.1%
On Time	1,945	1,592	4,655	1,609	9,801	81.9%
Total ran	2,096	1,862	5,997	2,015	11,970	

Total Late and Total Ran exclude annulled trains

NOVEMBER RUSH HOUR						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	5	8	13	2.6%	4.8%	3.6%
11-15	2	3	5	1.1%	1.8%	1.4%
16-20	1	1	2	0.5%	0.6%	0.6%
21-30	3	0	3	1.6%	0.0%	0.8%
31-59	0	1	1	0.0%	0.6%	0.3%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	11	13	24	5.8%	7.7%	6.7%
On time	178	155	333	94.2%	92.3%	93.3%
Total ran	189	168	357			

Total Late and Total Ran exclude annulled trains