

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

**October 2017
Monthly Performance Report**



NICTD

OCTOBER, 2017 MONTHLY PERFORMANCE REPORT

Ridership

October ridership was slightly above last year. This year we carried 294,415 passengers. In October 2016 we carried 294,337.

Weekday Travel

Average weekday travel declined 2.6% (11,369) compared with September 2016 (11,671). Average **peak** travel declined 3.5%; and **off-peak** rose slightly 0.1%.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2016	Oct 2017		Avg. 2016	Oct 2017
5:48 a	35.5%	37.7	3:57 p***	72.4%	71.6
6:31 a	68.7	75.9	4:02 p	64.3	92.2
6:55 a***	74.6	76.0	4:28 p	90.2	88.3
7:13 a	70.9	56.8	4:57 p	93.4	91.8
7:35 a	83.1	84.9	5:10 p	79.3	92.4
7:51 a	80.3	72.0	5:28 p	76.5	72.6
8:08 a	83.0	93.4	5:32 p	77.8	56.3
8:31 a	88.8	89.2	5:58 p	74.6	69.7
8:52 a	69.3	81.6	7:10 p*	58.6	56.2
10:28 a*	66.5	59.2			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

***New Sunrise Express introduced on 3/16/15; 3:57p is afternoon express

Weekend

Weekend ridership declined 0.1% over September 2016. We averaged 4,922 passengers per day on weekends compared to 4,929 last year.

Analysis over last 12 months:

Over the past 12 months total ridership is down less than 1%, while off-peak and weekend ridership and South Bend ridership remains positive.

RIDERSHIP OVER LAST 12 MONTHS: NOVEMBER THRU OCTOBER							
	2013-14	2014-15	%Change	2015-16	%Change	2016-17	%Change
Total	3,601,675	3,624,178	0.6%	3,498,396	-3.5%	3,489,757	-0.2%
Weekday	3,053,709	3,078,035	0.8	2,985,923	-3.0	2,948,430	-1.3
Peak	2,189,088	2,218,255	1.3	2,173,608	-2.0	2,124,798	-2.2
Off-peak	964,621	859,780	-0.6	812,454	-5.5	823,632	1.4
Weekend	547,966	546,143	-0.3	512,473	-6.2	541,327	5.6
South Bend	248,889	252,587	1.5	241,174	-4.5	259,341	7.5

Revenue

Farebox revenue remains positive year over year primarily because of the capital fare increase implemented last 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.

JANUARY – OCTOBER -- ALL TICKET SALES						
	ALL TICKETS			\$ REVENUE \$		
Method of Sale	2016	2017	Change	2016	2017	Change
Ticket Agent*	270,011	216,159	-19.9%	\$5,788,517	5,188,626	-10.4%
Vending Machine	465,283	478,054	2.7%	\$7,317,809	7,523,236	2.8%
Conductor	317,864	303,740	-4.4%	\$2,276,624	2,214,668	-2.7%
Mobile App**	143,968	223,553	55.3%	\$2,439,647	3,619,385	48.4%
TOTAL	1,197,126	1,221,506	2.0%	\$17,822,597	\$18,545,915	4.1%

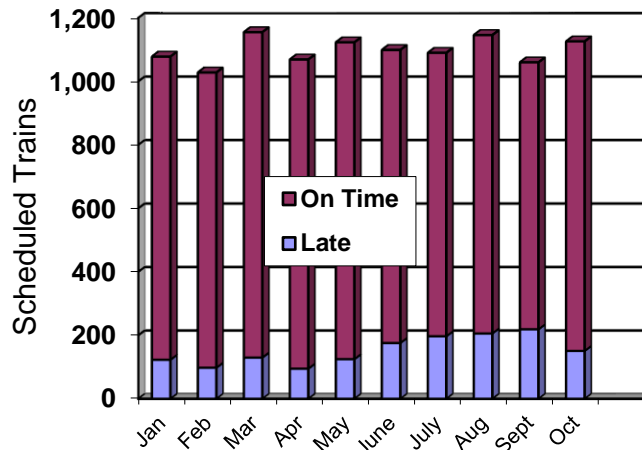
On Time Performance

Rush hour –Overall, 93.0% of A.M. and P.M. rush hour trains were on time in October; compared to 93.0% in October 2016. 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). 97.3% of all trains arrived at their terminal station within 10 minutes. 98.0% of westbound morning rush hour service was on time compared to 97.9% in October 2016; while eastbound rush hour trains reported an average on time performance of 87.5% compared to 87.5% in the previous year. Four out of 198 westbound trains were delayed in October ranging from 7-11 minutes. Twenty-two out of 176 eastbound trains encountered delays ranging from 6-60 minutes.¹

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	OCTOBER, 2017				CUMULATIVE THRU 2017			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	3	13	16	4.3	45	85	10	3.6
11-15	1	3	4	1.1	34	41	75	2.1
16-20	0	1	1	0.3	9	25	34	0.9
21-30	0	2	2	0.5	3	11	14	0.4
31-59	0	1	1	0.3	5	8	13	0.4
60+	0	2	2	0.5	0	12	12	0.3
On Time	194	154	348	93.0%	1,812	1,507	3,319	92.3%
Total Ran	198	176	374		1,908	1,689	3,597	
Annulled	0	0	0		9	15	24	

¹ We operate 9 westbound and 8 eastbound rush-hour trains per weekday.

Overall - We operated 1,126 trains in October and experienced 151 delays in excess of 5 minutes (ranging from 6-60 minutes) with a median delay of 10 minutes. Last year 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.



Thru Oct.	2016	2017
Weekday	81.5	87.7
Peak	88.7	92.3
Off-peak	76.7	84.7
Weekend	78.8	78.5
Overall	81.0	86.1

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.

In October we had two trains delayed in excess of 59 minutes as a result of a trespasser incident on the Metra Electric District. We also had one annulled train when Train 603 developed airbag problems returning passengers from Chicago. The problem eventually forced the annulment of Train 603 at Portage/Ogden Dunes. Passengers were transferred to Train 605.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1-6	6	Annulled	Mechanical	1-16	119	76	Metra
1-10	11	75	NIPSCO outage		220	114	Metra
	15	122	NIPSCO outage	3-8	107	170	NIPSCO outage
	19	80	NIPSCO outage		116	89	NIPSCO outage
	20	97	NIPSCO outage		216	Annulled	NIPSCO outage
	111	90	NIPSCO outage		218	Annulled	NIPSCO outage
	113	95	NIPSCO outage	4-17	19	62	Trespass on Metra
	115	100	NIPSCO outage	4-24	101	169	Metra switch fail
	117	125	NIPSCO outage	4-27	424	Annulled	Mechanical
	119	Annulled	NIPSCO outage	5-15	205	Annulled	Track maintenance
	217	109	NIPSCO outage	5-16	205	Annulled	Track maintenance
	220	Annulled	NIPSCO outage	5-16	9	77	Auto Crash
	222	90	NIPSCO outage	5-17	205	Annulled	Track maintenance
	121	89	NIPSCO outage	5-18	205	Annulled	Track maintenance
1-12	6	Annulled	Weather	5-19	205	Annulled	Track maintenance
	7	Annulled	Weather	5-22	205	Annulled	Track maintenance
	9	Annulled	Weather	5-23	205	Annulled	Track maintenance
	11	Annulled	Weather	5-24	205	Annulled	Track maintenance
	14	Annulled	Weather	5-25	205	Annulled	Track maintenance
	15	82	Weather	5-26	205	Annulled	Track maintenance
	18	Annulled	Weather	5-30	205	Annulled	Track maintenance
	20	Annulled	Weather	5-31	205	Annulled	Track maintenance
	104	Annulled	Weather	6-1	205	Annulled	Track maintenance
	106	Annulled	Weather	6-2	205	Annulled	Track maintenance
	107	Annulled	Weather	6-6	11	Annulled	Tr 18 derail Millenn
	108	Annulled	Weather		15	Annulled	Tr 18 derail Millenn
	109	Annulled	Weather		109	Annulled	Tr 18 derail Millenn
	110	Annulled	Weather		111	Annulled	Tr 18 derail Millenn
	111	Annulled	Weather		113	Annulled	Tr 18 derail Millenn
1-12	112	Annulled	Weather		115	Annulled	Tr 18 derail Millenn
	113	Annulled	Weather		117	Annulled	Tr 18 derail Millenn
	114	Annulled	Weather		119	Annulled	Tr 18 derail Millenn
	115	Annulled	Weather		209	Annulled	Tr 18 derail Millenn
	116	Annulled	Weather		217	Annulled	Tr 18 derail Millenn
	117	Annulled	Weather		220	Annulled	Tr 18 derail Millenn
	118	Annulled	Weather		222	Annulled	Tr 18 derail Millenn
	203	Annulled	Weather		422	Annulled	Tr 18 derail Millenn
	205	Annulled	Weather	7-9	510	100	Mechanical
	207	Annulled	Weather	7-20	9	87	Switch problems
	209	Annulled	Weather	7-23	507	Annulled	Debris Strike
	214	Annulled	Weather	8-1	9	Annulled	Catenary
	216	Annulled	Weather	8-4	101	68	LMU
	217	Annulled	Weather	8-8	109	103	Police
	218	Annulled	Weather		118	70	Police
	220	Annulled	Weather		209	Annulled	Police
	222	Annulled	Weather		220	Annulled	Police

RIDERSHIP REPORT: OCTOBER, 2017

11/26/2017

	2015	Work	2016	Work	2017	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
MONTHLY RIDERSHIP							
January	260,741	21	255,006	20	243,280	21	-4.6%
February	261,449	20	257,998	21	256,285	20	-0.7%
March	300,752	22	295,099	23	286,216	23	-3.0%
April	303,792	22	287,094	21	278,878	20	-2.9%
May	289,203	20	289,597	21	291,326	22	0.6%
June	333,805	22	307,307	22	315,133	22	2.5%
CUMULATIVE COMPARISON							
January	260,741	21	255,006	20	243,280	21	-4.6%
February	522,190	41	513,004	41	499,565	41	-2.6%
March	822,942	63	808,103	64	785,781	64	-2.8%
April	1,126,734	85	1,095,197	85	1,064,659	84	-2.8%
May	1,415,937	105	1,384,794	106	1,355,985	106	-2.1%
June	1,749,742	127	1,692,101	128	1,671,118	128	-1.2%
AVERAGE WEEKDAY RIDERSHIP							
January	10,830		10,892		10,003		-8.2%
February	11,218		10,547		10,885		3.2%
March	11,880		11,581		11,058		-4.5%
April	12,081		11,822		11,553		-2.3%
May	11,994		11,570		11,439		-1.1%
June	13,104		12,161		12,208		0.4%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
January	8,430		8,603		7,898		-8.2%
February	8,512		7,975		8,211		3.0%
March	8,934		8,642		8,350		-3.4%
April	8,810		8,760		8,520		-2.7%
May	8,747		8,537		8,387		-1.8%
June	9,303		8,777		8,502		-3.1%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
January	2,399		2,289		2,105		-8.0%
February	2,706		2,585		2,674		3.4%
March	2,946		2,940		2,708		-7.9%
April	3,271		3,061		3,033		-0.9%
May	3,247		3,039		3,053		0.5%
June	3,801		3,384		3,706		9.5%

RIDERSHIP REPORT: OCTOBER, 2017

11/26/2017

	2015	Work	2016	Work	2017	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
January	3,332		3,379		3,321		-1.7%
February	4,637		4,532		4,822		6.4%
March	4,376		3,591		3,986		11.0%
April	4,751		4,315		4,783		10.8%
May	4,485		4,663		4,406		-5.5%
June	5,689		4,971		5,819		17.1%

RIDERSHIP REPORT: OCTOBER, 2017

11/26/2017

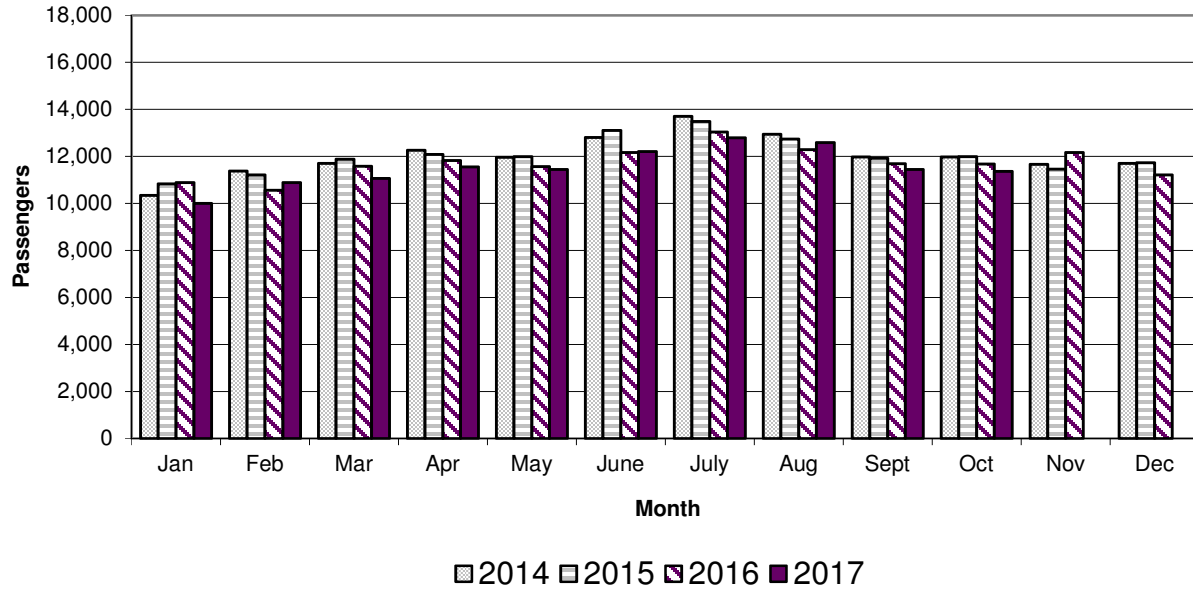
	2015	Work Days	2016	Work Days	2017	Work Days	Change 17/16
	Passengers		Passengers		Passengers		
MONTHLY RIDERSHIP							
July	362,048	23	326,207	20	322,717	20	-1.1%
August	326,279	21	321,033	23	337,910	23	5.3%
September	297,252	21	288,198	21	281,393	20	-2.4%
October	305,425	22	294,337	21	294,415	22	0.0%
November	272,665	20	300,628	21			
December	303,855	22	281,576	21			
CUMULATIVE COMPARISON							
July	2,111,790	150	2,018,308	148	1,993,835	148	-1.2%
August	2,438,069	171	2,339,341	171	2,331,745	171	-0.3%
September	2,735,321	192	2,627,539	192	2,613,138	191	-0.5%
October	3,040,746	214	2,921,876	213	2,907,553	213	-0.5%
November	3,313,411	234	3,222,504	234			
December	3,617,266	256	3,504,080	255			
AVERAGE WEEKDAY RIDERSHIP							
July	13,488		13,037		12,794		-1.9%
August	12,742		12,289		12,580		2.4%
September	11,918		11,682		11,440		-2.1%
October	11,989		11,671		11,369		-2.6%
November	11,464		12,159				
December	11,733		11,217				
Thru October	12,145	192	11,730	192	11,538	191	-1.6%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
July	8,734		8,407		8,406		0.0%
August	8,910		8,694		8,612		-0.9%
September	8,865		8,661		8,438		-2.6%
October	8,963		8,704		8,398		-3.5%
November	8,477		8,685				
December	8,031		7,552				
Thru October	8,825	192	8,579	192	8,375	191	-2.4%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
July	4,754		4,629		4,387		-5.2%
August	3,831		3,595		3,968		10.4%
September	3,053		3,021		3,002		-0.6%
October	3,026		2,967		2,970		0.1%
November	2,987		3,473				
December	3,703		3,665				
Thru October	3,319	192	3,151	192	3,163	191	0.4%

RIDERSHIP REPORT: OCTOBER, 2017

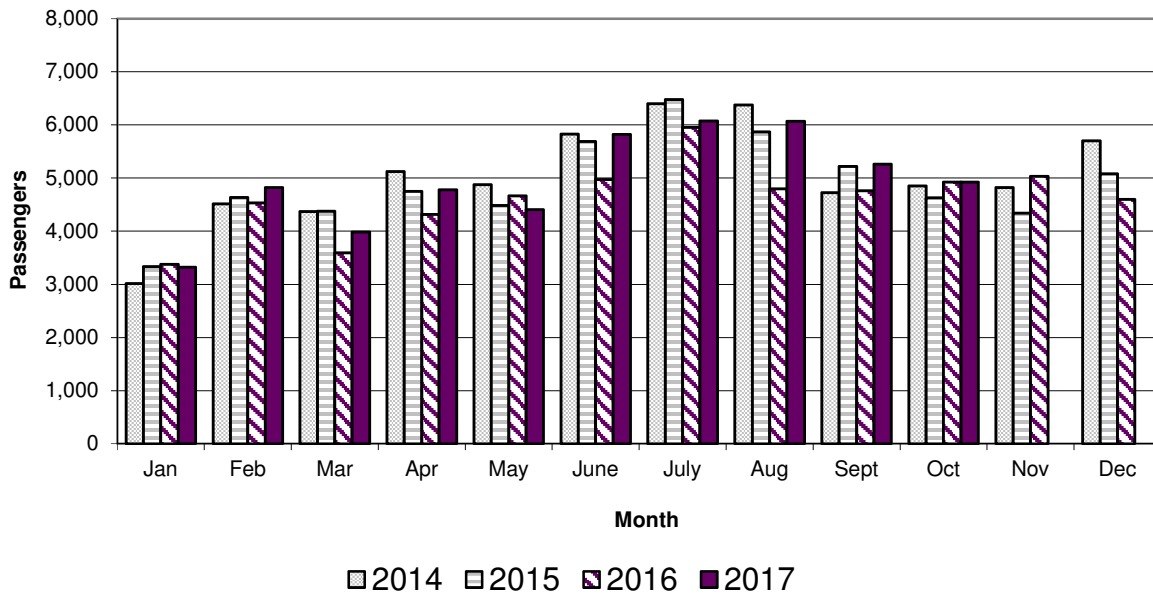
11/26/2017

	2015	Wkend	2016	Wkend	2017	Wkend	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
July	6,478		5,952		6,077		2.1%
August	5,870		4,797		6,070		26.5%
September	5,218		4,763		5,260		10.4%
October	4,630		4,929		4,922		-0.1%
November	4,339		5,033				
December	5,080		4,602				
Thru October	4,909	81	4,602	82	4,945	82	7.5%

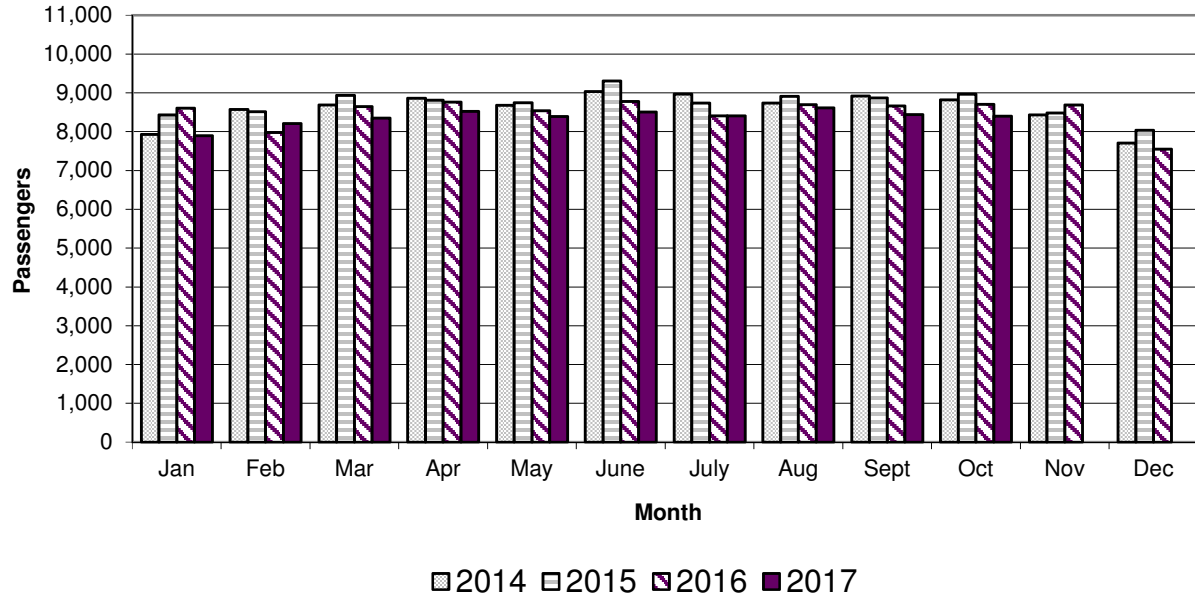
SOUTH SHORE WEEKDAY RIDERSHIP 2014-2017



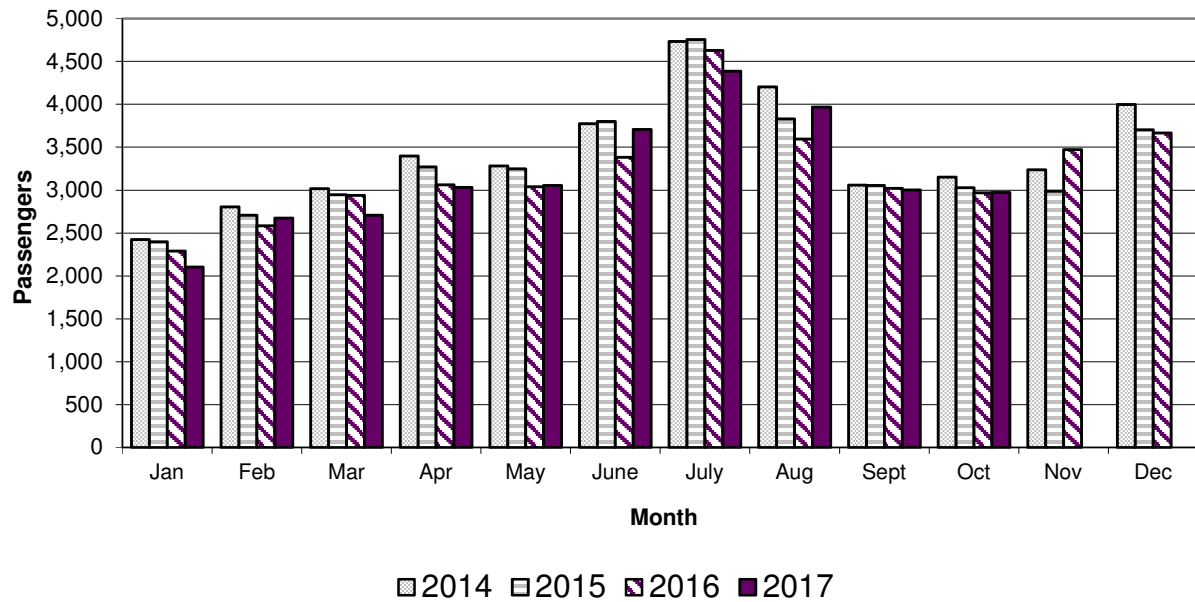
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2014-2017



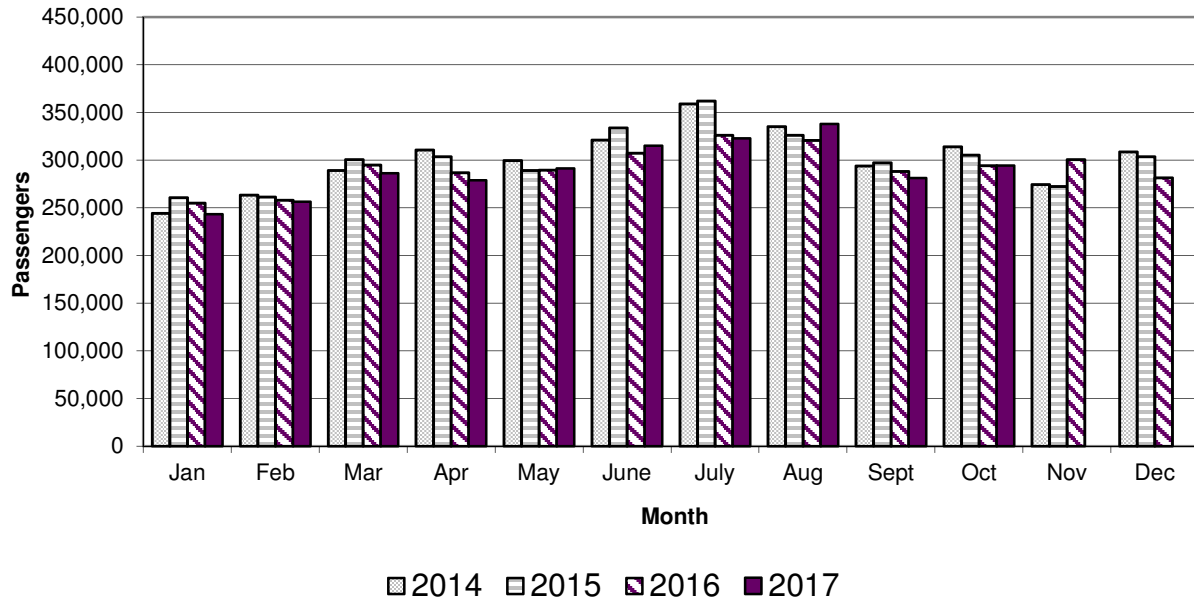
SOUTH SHORE PEAK RIDERSHIP 2014-2017



SOUTH SHORE OFF-PEAK RIDERSHIP 2014-2017



SOUTH SHORE MONTHLY RIDERSHIP 2014-2017



RUSH HOUR* TRAIN DELAYS - OCTOBER 2017 (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	Days Late	Days Ran	% On Time	
		2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31				
102	5:48a																								22	100.0%	
104	6:31																								22	100.0%	
6	6:55												10						7						2	22	90.9%
106	7:13												7												1	22	95.5%
108	7:35																									22	100.0%
110	7:51																									22	100.0%
112	8:08																									22	100.0%
114	8:31													11											1	22	95.5%
214	8:52																									22	100.0%
14	10:28	13		8							10	7													4	22	81.8%
Train	Depart																										
11	3:57	10					8	8				12													4	22	81.8%
111	4:02																									22	100.0%
113	4:28																									22	100.0%
115	4:57	13													6					6					3	22	86.4%
117	5:10	20	7		60						9				26				9						6	22	72.7%
17	5:28		10		60	15																			3	22	86.4%
217	5:32													8								10			2	22	90.9%
119	5:58	10			30		9						44												4	22	81.8%
19	7:10				10	10						10										23			4	22	81.8%
High temp		81	81	76	77	70	78	74	59	58	70	59	69	68	67	76	56	49	49	57	50	50	39				
Low temp		56	59	61	55	55	54	54	53	51	56	40	43	44	44	44	49	41	32	29	38	33	32				

* 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	11	180	93.9%	13	180	92.8%	9	207	95.7%	6	180	96.7%	8	198	96.0%	5	198	97.5%
EB Rush	21	161	87.0%	7	160	95.6%	12	184	93.5%	5	160	96.9%	22	176	87.5%	23	168	86.3%
Total Rush	32	341	90.6%	20	340	94.1%	21	391	94.6%	11	340	96.8%	30	374	92.0%	28	366	92.3%
	July			Aug			Sept			Oct			Nov			Dec		
WB Rush	11	180	93.9%	12	207	94.2%	17	180	90.6%	4	198	98.0%			#DIV/0!			#DIV/0!
EB Rush	23	160	85.6%	24	184	87.0%	23	160	85.6%	22	176	87.5%			#DIV/0!			#DIV/0!
Total Rush	34	340	90.0%	36	391	90.8%	40	340	88.2%	26	374	93.0%	0	0	#DIV/0!	0	0	#DIV/0!

EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	3	213	98.6%
6:31	104	10	212	95.3%
6:55	6	25	211	88.2%
7:13	106	6	212	97.2%
7:35	108	4	212	98.1%
7:51	110	13	212	93.9%
8:08	112	5	212	97.6%
8:31	114	19	212	91.0%
8:52	214	11	212	94.8%
10:28	14	43	212	79.7%
Depart				
3:57	11	37	211	82.5%
4:02p	111	8	211	96.2%
4:28	113	17	211	91.9%
4:57	115	19	211	91.0%
5:10	117	38	212	82.1%
5:28	17	34	211	83.9%
5:32	217	17	211	91.9%
5:58	119	12	211	94.3%
7:15	19	36	212	83.0%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	96	1908	95.0%
EB Rush	182	1689	89.2%
Total Rush	278	3,597	92.3%

CUMULATIVE RUSH HOUR thru OCTOBER						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	45	85	130	2.4%	5.0%	3.6%
11-15	34	41	75	1.8%	2.4%	2.1%
16-20	9	25	34	0.5%	1.5%	0.9%
21-30	3	11	14	0.2%	0.7%	0.4%
31-59	5	8	13	0.3%	0.5%	0.4%
60+	0	12	12	0.0%	0.7%	0.3%
Annulled	9	15	24			
Total Late	96	182	278	5.0%	10.8%	7.7%
On time	1,812	1,507	3,319	95.0%	89.2%	92.3%
Total ran	1,908	1,689	3,597			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru OCTOBER 2017							
Range	Peak			Wkend	Total	% of Trains Ran	% of Total Delays
	WB	EB	Off				
6-10	45	85	472	199	801	7.3%	52.7%
11-15	34	41	187	119	381	3.5%	25.1%
16-20	9	25	64	50	148	1.3%	9.7%
21-30	3	11	70	20	104	0.9%	6.8%
31-59	5	8	30	13	56	0.5%	3.7%
60+	0	12	15	3	30	0.3%	2.0%
Annulled	9	15	43	2	69		
Total	96	182	838	404	1,520	13.9%	100.0%
On Time	1,812	1,506	4,657	1,479	9,454	86.1%	
Total ran	1,908	1,688	5,495	1,883	10,974		

Total Late and Total Ran exclude annulled trains

OCTOBER RUSH HOUR						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	3	13	16	1.5%	7.4%	4.3%
11-15	1	3	4	0.5%	1.7%	1.1%
16-20	0	1	1	0.0%	0.6%	0.3%
21-30	0	2	2	0.0%	1.1%	0.5%
31-59	0	1	1	0.0%	0.6%	0.3%
60+	0	2	2	0.0%	1.1%	0.5%
Annulled	0	0	0			
Total Late	4	22	26	2.0%	12.5%	7.0%
On time	194	154	348	98.0%	87.5%	93.0%
Total ran	198	176	374			

PERCENT ON TIME: OCTOBER, 2017

PEAK

Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	2	90.9%
106	1	95.5%
108	0	100.0%
110	0	100.0%
112	0	100.0%
114	1	95.5%
214	0	100.0%
11	4	81.8%
111	0	100.0%
113	0	100.0%
115	3	86.4%
15/17	3	86.4%
117	6	72.7%
217	2	90.9%
119	4	81.8%
Total	26	93.0%
Westbound	4	98.0%
Eastbound	22	87.5%

OFF-PEAK

Train	Days Late	% on Time
14	4	81.8%
216	1	95.5%
116	6	72.7%
218	0	100.0%
18	13	40.9%
118	3	86.4%
220	2	90.9%
20	7	68.2%
222	0	100.0%
420	0	100.0%
22	11	50.0%
424	0	100.0%
401	1	95.5%
203	0	100.0%
403	1	95.5%
205	0	100.0%
207	1	95.5%
7	9	59.1%
107	6	72.7%
9	5	77.3%
109	2	90.9%
209	0	100.0%
19	4	81.8%
121	0	100.0%
123	1	95.5%
101	0	100.0%
Total	77	86.5%
Westbound	47	82.2%
Eastbound	30	90.3%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	1	88.9%
502	6	33.3%
504	7	22.2%
606	3	66.7%
506	4	55.6%
608	0	100.0%
508	3	66.7%
610	1	88.9%
510	1	88.9%
710	Deadhead move	
503	1	88.9%
603	2	77.8%
605	3	66.7%
505	2	77.8%
507	4	55.6%
509	4	55.6%
511	0	100.0%
613	0	100.0%
601	5	44.4%
701	1	88.9%
703	0	100.0%
Total	48	73.3%
Westbound	26	67.9%
Eastbound	22	77.8%

REASONS (weekday)

Reason	Days	%
CAR	5	4.9%
CAT		0.0%
DBS		0.0%
AMT	3	2.9%
DMW	10	9.7%
DSR	2	1.9%
DSS	2	1.9%
FTI		0.0%
HLD		0.0%
LMU	3	2.9%
MET	23	22.3%
OTH	5	4.9%
PAS	3	2.9%
POL		0.0%
PTI	13	12.6%
SVS		0.0%
TOD	1	1.0%
TRS	7	6.8%
WTR		0.0%
NIPSCO		0.0%
FRR	11	10.7%
OET	4	3.9%
TRK	8	7.8%
DDS	1	1.0%
OPR		0.0%
UTL	2	1.9%
VAN		0.0%
SUB		
TOTAL	103	100.0%

REASONS (weekend)

Reason	Days	%
CAR	2	4.2%
CAT		0.0%
DBS		0.0%
AMT	1	2.1%
DMW	1	2.1%
DSR	6	12.5%
DSS	3	6.3%
FTI	1	2.1%
HLD		0.0%
LMU	1	2.1%
MET	16	33.3%
OTH	1	2.1%
PAS	7	14.6%
POL		0.0%
PTI	5	10.4%
SVS	2	4.2%
TOD		0.0%
TRS	1	2.1%
DDS		0.0%
OPR		0.0%
WTR		0.0%
FRR		0.0%
SUB		0.0%
NIPSCO		0.0%
OET		0.0%
TRK	1	2.1%
UTL		0.0%
VAN		0.0%
TOTAL	48	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 OCTOBER, 2017

PEAK

Train	Days Late	% on Time
102	3	98.6%
104	10	95.3%
6	25	88.2%
106	6	97.2%
108	4	98.1%
110	13	93.9%
112	5	97.6%
114	19	91.0%
214	11	94.8%
11	37	82.5%
111	8	96.2%
113	17	91.9%
115	19	91.0%
15/17	11	94.8%
117	61	71.1%
217	17	91.9%
119	12	94.3%
Total	278	92.3%
Westbound	96	95.0%
Eastbound	182	89.2%

OFF-PEAK

Train	Days Late	% on Time
14	45	78.8%
216	9	95.7%
116	71	66.5%
216	14	93.4%
18	114	46.2%
118	18	91.5%
218	16	92.3%
20	82	61.3%
220	12	94.3%
420	1	99.5%
22	40	81.2%
422	7	96.7%
401	3	98.6%
203	3	98.6%
403	11	94.8%
205	28	85.9%
207	8	96.2%
7	66	68.9%
107	50	76.4%
9	67	68.2%
109	49	76.8%
209	11	94.8%
19	39	81.7%
121	33	84.5%
123	30	85.9%
101	11	94.8%
Total	838	84.7%
Westbound	429	83.1%
Eastbound	409	86.2%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	13	85.7%
502	39	57.1%
504	27	70.3%
606	36	60.4%
506	35	61.5%
608	8	91.2%
508	23	74.7%
610	14	84.6%
510	15	83.5%
710	Deadhead move	
503	16	82.4%
603	9	90.1%
605	12	86.8%
505	15	83.5%
507	34	62.2%
509	33	63.7%
511	25	72.5%
513	4	95.6%
601	19	79.1%
701	5	94.5%
703	22	75.8%
Total	404	77.8%
Westbound	210	74.4%
Eastbound	194	80.6%

Trains less than 90% on time

CUMULATIVE REASONS FOR DELAYS THRU OCTOBER, 2017

REASONS (weekday)		
CAR	53	4.7%
CAT	2	0.2%
DBS	3	0.3%
AMT	38	3.4%
DMW	198	17.7%
DSR	39	3.5%
DSS	43	3.9%
FTI	31	2.8%
HLD	19	1.7%
LMU	16	1.4%
MET	258	23.1%
OTH	46	4.1%
PAS	51	4.6%
POL	19	1.7%
PTI	111	9.9%
SVS	11	1.0%
TOD	10	0.9%
TRS	12	1.1%
WTR	30	2.7%
NIPSCO		0.0%
FRR	57	5.1%
OET	13	1.2%
UTL	24	2.2%
OPR	1	0.1%
DDS	2	0.2%
SUB		0.0%
TRK	28	2.5%
VAN	1	0.1%
TOTAL	1,116	100.0%

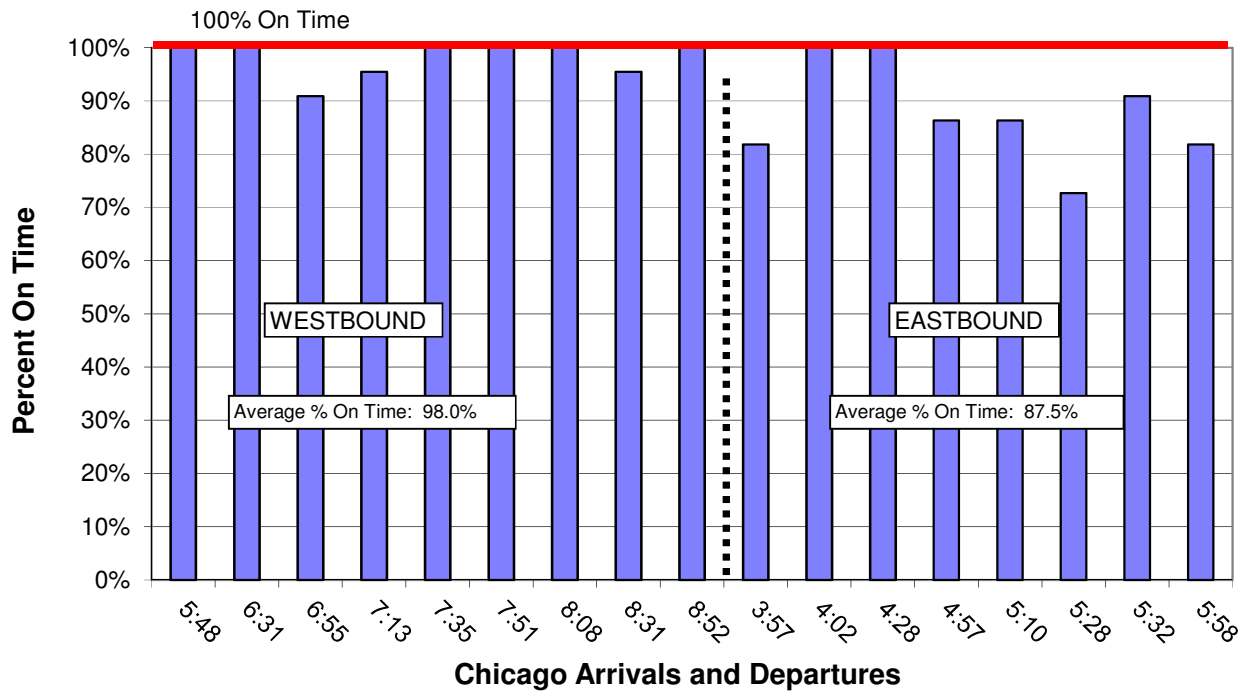
REASONS (weekend)		
CAR	26	6.4%
CAT		0.0%
DBS		0.0%
AMT	11	2.7%
DMW	11	2.7%
DSR	16	4.0%
DSS	15	3.7%
FTI	19	4.7%
HLD	13	3.2%
LMU	6	1.5%
MET	61	15.1%
OTH	15	3.7%
PAS	80	19.8%
POL	11	2.7%
PTI	63	15.6%
SVS	15	3.7%
TOD	1	0.2%
TRS	8	2.0%
WTR	1	0.2%
NIPSCO		0.0%
FRR	11	2.7%
OET		0.0%
UTL	4	1.0%
OPR	1	0.2%
DDS		0.0%
SUB	2	0.5%
TRK	14	3.5%
VAN		0.0%
TOTAL	404	100.0%

TOTAL		
CAR	79	5.2%
CAT	2	0.1%
DBS	3	0.2%
AMT	49	3.2%
DMW	209	13.8%
DSR	55	3.6%
DSS	58	3.8%
FTI	50	3.3%
HLD	32	2.1%
LMU	22	1.4%
MET	319	21.0%
OTH	61	4.0%
PAS	131	8.6%
POL	30	2.0%
PTI	174	11.4%
SVS	26	1.7%
TOD	11	0.7%
TRS	20	1.3%
WTR	31	2.0%
NIPSCO	0	0.0%
FRR	68	4.5%
OET	13	0.9%
UTL	28	1.8%
OPR	2	0.1%
DDS	2	0.1%
SUB	2	0.1%
TRK	42	2.8%
VAN	1	0.1%
TOTAL	1,520	100.0%

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
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 LMU - Late make up - includes delays from late turn of equipment.
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 OTH - Other delays
 SUB - Substation
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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: OCT 2017



PERCENT OF RUSH HOUR SEATS OCCUPIED: OCT 2017

