

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

***REVISED***

**December 2015 and 2015 Year-End  
Performance Report**



**NICTD**

## JANUARY, 2016 MONTHLY PERFORMANCE REPORT

### Ridership

January ridership declined by 2.2% compared to last year. This year we carried 255,006 passengers. In January 2015 we carried 260,741. Most of the decline can be attributed to to one less business day in the month.

### Weekday Travel

Weekday travel was up slightly compared with January 2015. We averaged 10,982 passengers per day. With average **peak** travel increasing 2.1%; and **off-peak** travel declining by 4.6% primarily in response to record low gas prices.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2015	Jan 2016		Avg. 2015	Jan 2016
5:43 a	37.5	34.0	3:57 p***	70.0	66.9
6:38 a	73.0	70.1	4:02 p	66.8	59.2
6:55 a***	71.7	81.8	4:28 p	86.7	90.9
7:16 a	76.9	76.0	4:57 p	98.6	100.5
7:35 a	88.5	89.8	5:10 p	79.7	77.0
7:51 a	87.8	90.3	5:28 p	69.2	73.4
8:08 a	77.0	73.4	5:32 p	69.7	82.5
8:31 a	90.9	87.6	5:58 p	78.6	80.7
8:52 a	65.9	75.0	7:10 p*	65.1	55.0
10:28 a*	66.0	43.1			

\*Non rush-hour service

\*\*Average for Tuesday thru Thursday ONLY

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

### Weekend

Weekend ridership rose 1.4% over January 2015. We averaged 3,379 passengers per day on weekends compared to 3,332 last year.

### Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: FEBRUARY THRU JANUARY							
	2012-13	2013-14	%Change	2014-15	%Change	2015-16	%Change
Total	3,657,216	3,581,771	-1.5	3,631,853	0.8	3,611,531	-0.6
Weekday	3,104,861	3,050,036	-1.8	3,069,506	0.6	3,076,772	0.2
Peak	2,197,122	2,177,408	-0.8	2,198,207	0.9	2,229,858	1.4
Off-peak	907,739	872,628	-3.9	871,299	-0.1	846,914	-2.8
Weekend	552,355	531,735	-3.7	562,347	5.8	534,759	-4.9
South Bend	271,284	256,247	-5.5	251,975	-1.7	248,923	-1.2

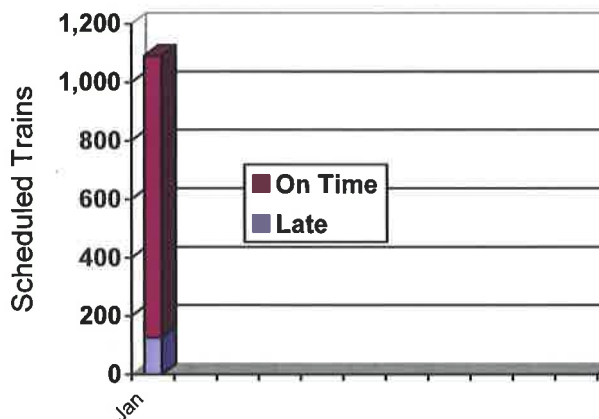
### On Time Performance

**Rush hour** –Overall, 86.5% of A.M. and P.M. rush hour trains were on time in January; compared to 96.3% in December. 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). 92.1% of all trains arrived at their terminal station within 10 minutes. 84.4% of westbound morning rush hour service was on time compared to 97.5% in December; while eastbound

rush hour trains reported an average on time performance of 88.8% compared to 94.9% in December. Twenty-eight out of 180 westbound trains were delayed in January ranging from 6-42 minutes. Eighteen out of 160 eastbound trains encountered delays ranging from 9-85 minutes.<sup>1</sup>

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	JANUARY, 2016				CUMULATIVE THRU 2016			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	9	10	19	5.6				
11-15	9	2	11	3.2				
16-20	6	1	7	2.1				
21-30	2	0	2	0.6				
31-59	2	1	3	0.9				
60+	0	4	4	1.2				
<b>On Time</b>	<b>152</b>	<b>142</b>	<b>294</b>	<b>86.5%</b>				
Total Ran	180	160	340					
Annulled	0	0	0					

**Overall** - We operated 1,091 trains in January and experienced 126 delays in excess of 5 minutes (ranging from 6-85 minutes) with a median delay of 11 minutes. In December we operated 1,126 trains with 122 delays in excess of 5 minutes (ranging from 6-76 minutes) with a median delay of 10 minutes..



Cumulative On Time Comparison		
Thru Jan	2015	2016
<b>Weekday</b>	<b>88.9%</b>	<b>88.0%</b>
Peak	87.3	86.5
Off-peak	89.8	89.0
<b>Weekend</b>	<b>87.0</b>	<b>90.0</b>
<b>Overall</b>	<b>88.5</b>	<b>88.5</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.

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



**RIDERSHIP REPORT: JANUARY, 2016**

02/18/2016

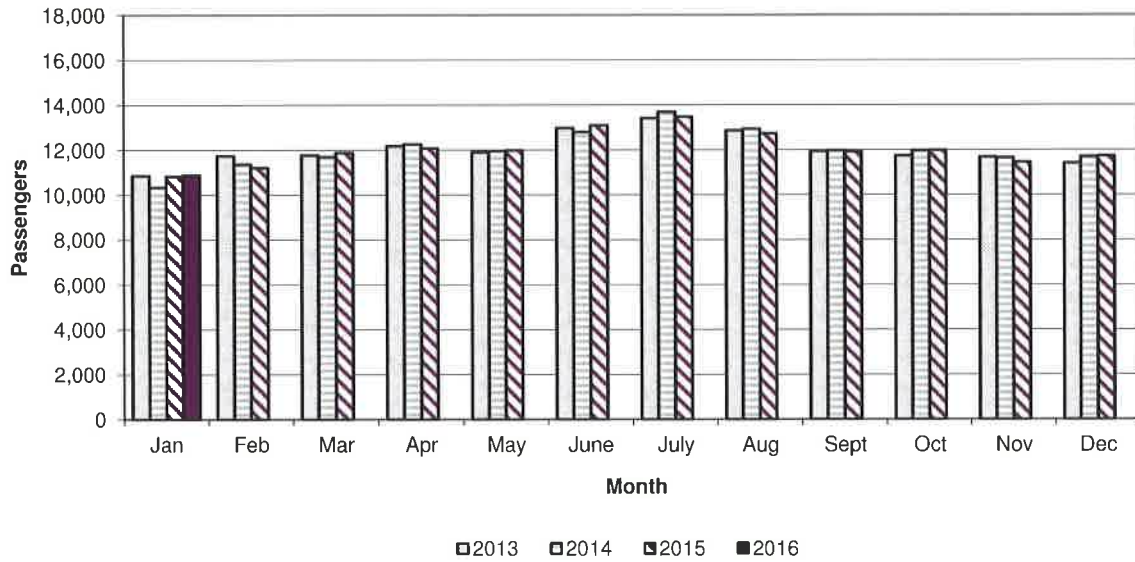
	2014	Work	2015	Work	2016	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
<b>MONTHLY RIDERSHIP</b>							
January	244,449	21	260,741	21	255,006	20	-2.2%
February	263,596	20	261,449	20			
March	289,449	21	300,752	22			
April	310,647	22	303,792	22			
May	299,876	21	289,203	20			
June	321,333	21	333,805	22			
<b>CUMULATIVE COMPARISON</b>							
January	244,449	21	260,741	21	255,006	20	-2.2%
February	508,045	41	522,190	41			
March	797,494	62	822,942	63			
April	1,108,141	84	1,126,734	85			
May	1,408,017	105	1,415,937	105			
June	1,729,350	126	1,749,742	127			
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
January	10,348		10,830		10,892		0.6%
February	11,375		11,218				
March	11,703		11,880				
April	12,258		12,081				
May	11,959		11,994				
June	12,803		13,104				
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
January	7,924		8,430		8,603		2.1%
February	8,569		8,512				
March	8,686		8,934				
April	8,862		8,810				
May	8,677		8,747				
June	9,028		9,303				
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
January	2,424		2,399		2,289		-4.6%
February	2,805		2,706				
March	3,017		2,946				
April	3,396		3,271				
May	3,282		3,247				
June	3,775		3,801				

**RIDERSHIP REPORT: JANUARY, 2016**

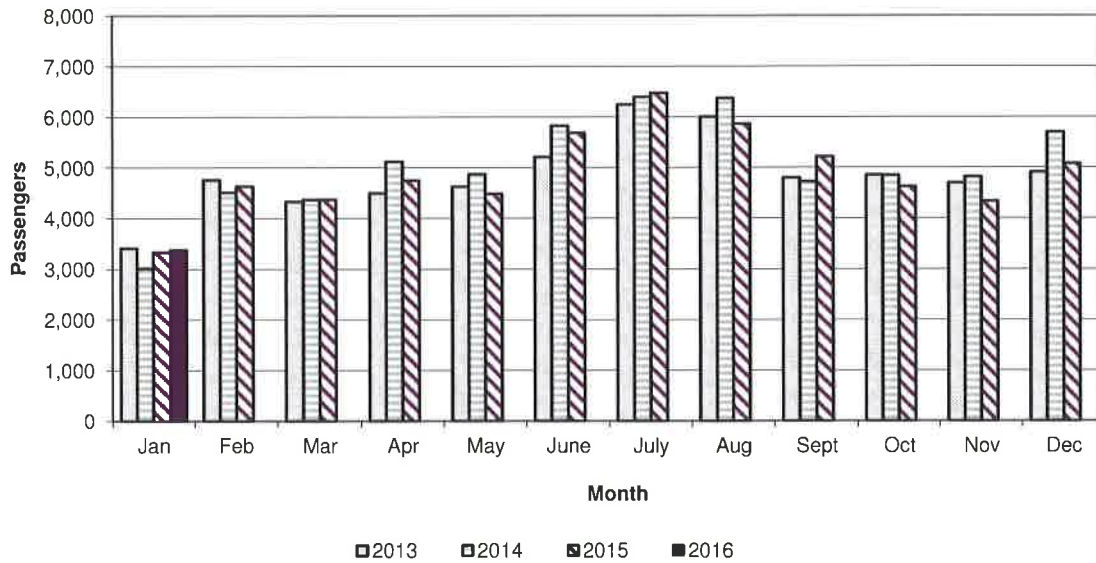
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	2014	Work Days	2015	Work Days	2016	Work Days	Change 16/15
	Passengers		Passengers		Passengers		
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
January	3,017		3,332		3,379		1.4%
February	4,513		4,637				
March	4,369		4,376				
April	5,122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

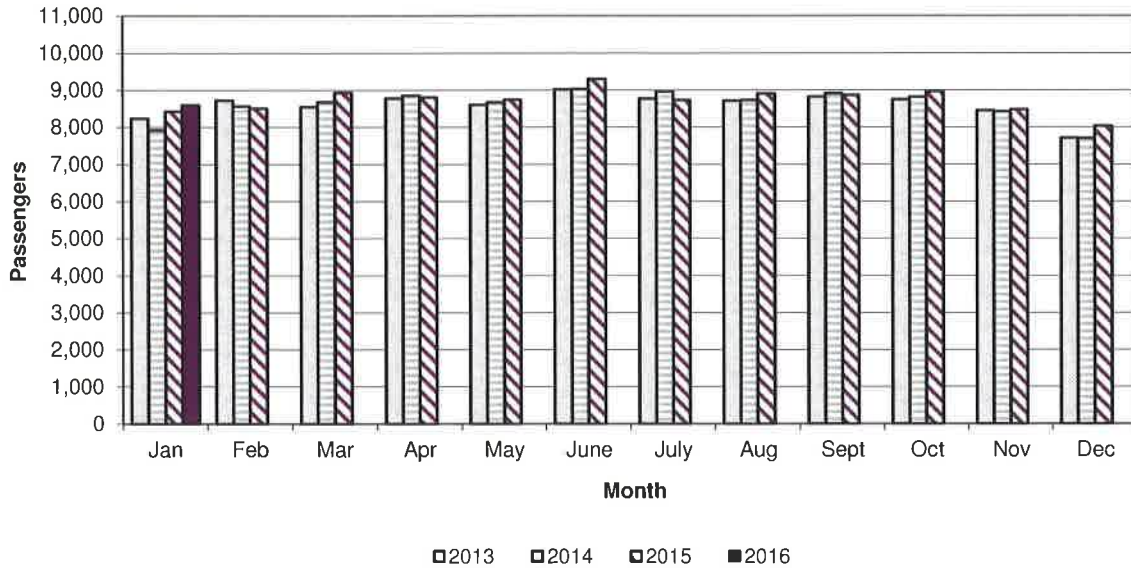
## SOUTH SHORE WEEKDAY RIDERSHIP 2013-2016



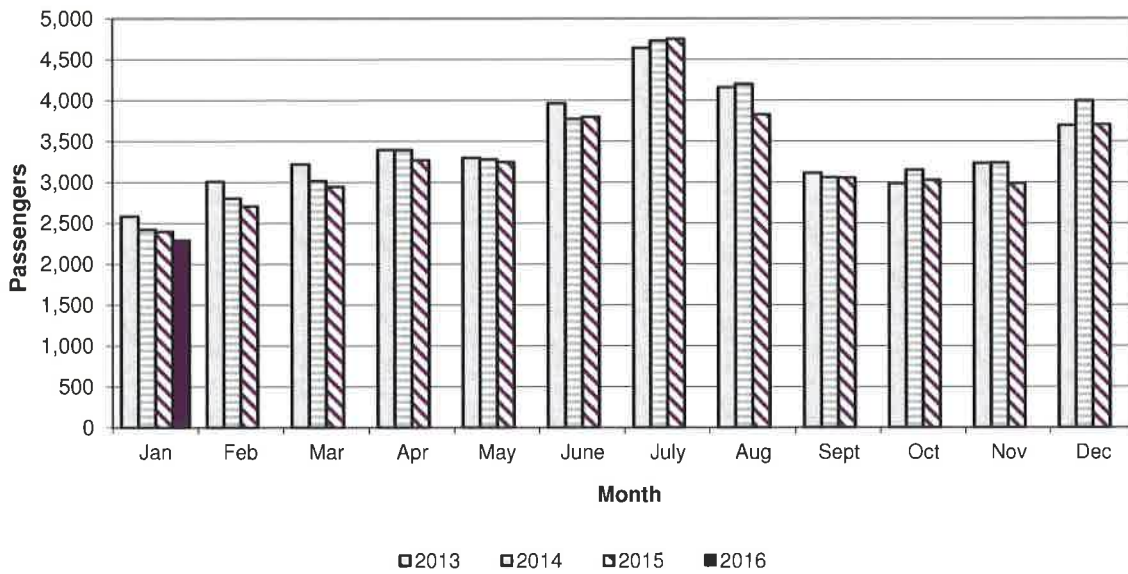
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2013-2016



## SOUTH SHORE PEAK RIDERSHIP 2013-2016

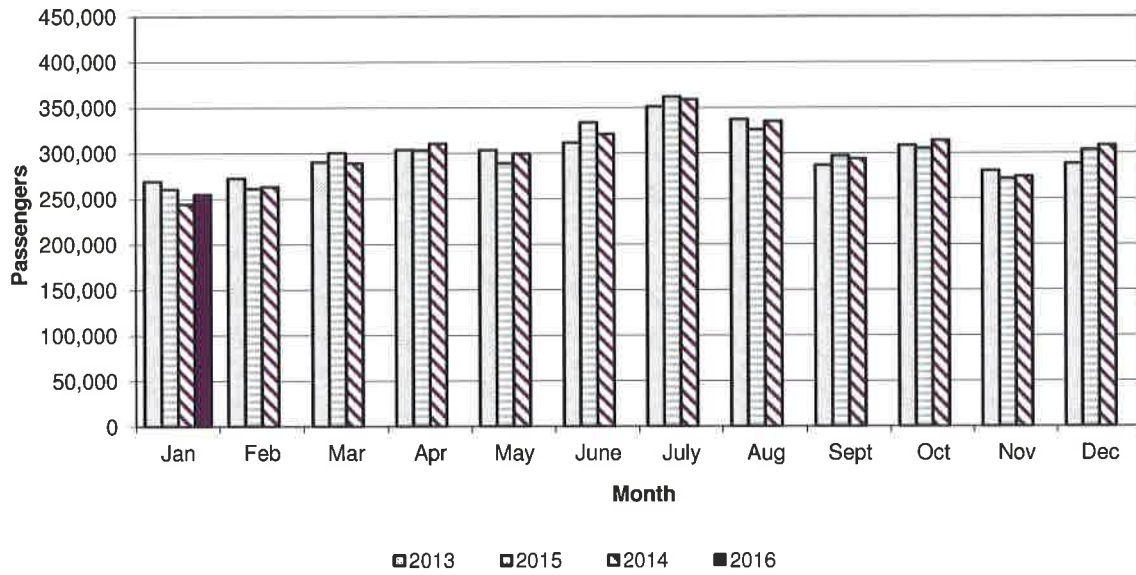


## SOUTH SHORE OFF-PEAK RIDERSHIP 2013-2016





# SOUTH SHORE MONTHLY RIDERSHIP 2013-2016



PERCENT ON TIME: JANUARY, 2016

PEAK

Train	Days Late	% on Time
102	3	85.0%
104	5	75.0%
6	3	85.0%
106	2	90.0%
108	2	90.0%
110	6	70.0%
112	4	80.0%
114	2	90.0%
214	1	95.0%
11	0	100.0%
111	0	100.0%
113	1	95.0%
115	4	80.0%
15	3	85.0%
117	7	65.0%
217	0	100.0%
119	3	85.0%
Total	46	86.5%
Westbound	28	84.4%
Eastbound	18	87.1%

OFF-PEAK

Train	Days Late	% on Time
14	2	90.0%
216	0	100.0%
116	3	85.0%
218	0	100.0%
18	6	70.0%
118	1	95.0%
220	0	100.0%
20	3	85.0%
222	0	100.0%
420	0	100.0%
22	1	95.0%
424	1	95.0%
401	1	95.0%
203	2	90.0%
403	1	95.0%
205	4	80.0%
207	1	95.0%
7	2	90.0%
107	11	45.0%
9	6	70.0%
109	1	95.0%
209	1	95.0%
19	5	75.0%
121	0	100.0%
123	3	85.0%
101	2	90.0%
Total	57	89.0%
Westbound	17	92.9%
Eastbound	40	85.7%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	1	90.9%
502	3	72.7%
504	1	90.9%
606	2	81.8%
506	0	100.0%
608	1	90.9%
508	0	100.0%
610	1	90.9%
510	0	100.0%
710	Cancelled*	
503	1	90.9%
603	2	81.8%
605	1	90.9%
505	1	90.9%
507	1	90.9%
509	2	81.8%
511	1	90.9%
613	2	81.8%
601	1	90.9%
701	0	100.0%
703	2	81.8%
Total	23	90.0%
Westbound	9	91.8%
Eastbound	14	88.4%

REASONS (weekday)

Reason	Days	%
CAR	9	8.7%
CAT	6	5.8%
DBS		0.0%
AMT	6	5.8%
DMW	5	4.9%
DSR	2	0.0%
DSS	6	5.8%
FTI	4	3.9%
HLD	1	1.0%
LMU	3	2.9%
MET	16	15.5%
OTH	1	1.0%
PAS	3	2.9%
POL	2	1.9%
PTI	9	8.7%
SVS	2	1.9%
TOD		0.0%
TRS		0.0%
WTR	3	2.9%
NIPSCO		0.0%
FRR	3	2.9%
OET	2	1.9%
TRK	21	20.4%
DDS	1	1.0%
OPR		0.0%
UTL		0.0%
VAN		0.0%
SUB		
TOTAL	103	100.0%

REASONS (weekend)

Reason	Days	%
CAR	1	4.3%
CAT		0.0%
DBS		0.0%
AMT		0.0%
DMW		0.0%
DSR		0.0%
DSS	4	17.4%
FTI	2	8.7%
HLD		0.0%
LMU	1	4.3%
MET	7	30.4%
OTH	2	8.7%
PAS	1	4.3%
POL		0.0%
PTI		0.0%
SVS	2	8.7%
TOD		0.0%
TRS		0.0%
DDS		0.0%
OPR	1	4.3%
WTR	1	4.3%
FRR		0.0%
SUB		0.0%
NIPSCO		0.0%
OET		0.0%
TRK	1	4.3%
UTL		0.0%
VAN		0.0%
TOTAL	23	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

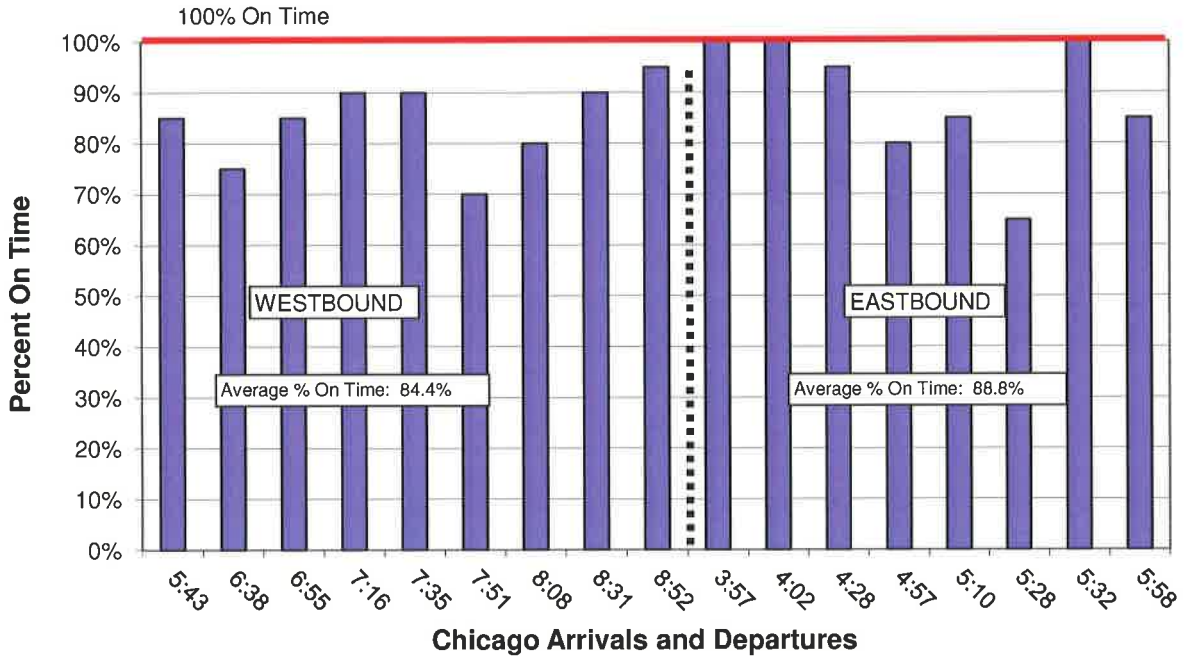
FRR - Freight train interference from crossing road

TRK - Trackwayside malfunction

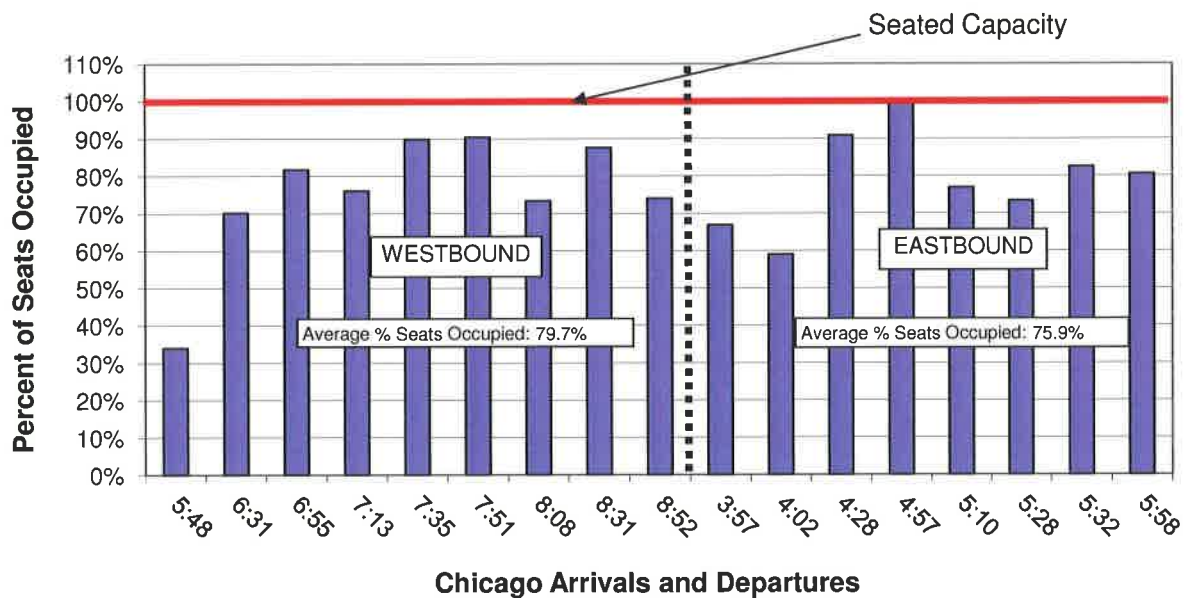
DDS - Debris Strike

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

## RUSH HOUR ON TIME PERFORMANCE: JAN. 2016



## PERCENT OF RUSH HOUR SEATS OCCUPIED: JAN. 2016



**RUSH HOUR\* TRAIN DELAYS - JANUARY 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	Days	Days	%				
		4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	25	26	27	28	29	Late	Ran	On Time				
102	5:43a						10		7						32							3	20	85.0%				
104	6:38						18	6	14			24			11							5	20	75.0%				
6	6:55						10		16						9							3	20	85.0%				
106	7:21								12					42								2	20	90.0%				
108	7:35									15				14								2	20	90.0%				
110	7:47						15		14			27		15	14			16				6	20	70.0%				
112	8:08								8			19	9		9							4	20	80.0%				
114	8:31											20			20							2	20	90.0%				
214	8:52											10										1	20	95.0%				
14	10:28		40				6															2	20	90.0%				
Train	Depart																					Days	Days	%				
11	3:57																							20	100.0%			
111	4:02																							20	100.0%			
113	4:28																							1	20	95.0%		
115	4:57																							4	20	80.0%		
15	5:10																							3	20	85.0%		
117	5:32	8	6																							7	20	65.0%
217	5:28																								20	100.0%		
119	5:58																							3	20	85.0%		
19	7:10																							5	20	75.0%		
High temp		27	27	35	39	45	23	25	20	43	43	8	17	22	26	27	43	43	29	38	33							
Low temp		9	9	13	28	34	2	6	-2	19	31	-3	4	13	3	7	26	26	24	29	24							

\* Includes off-peak Trains 14 and 19 for comparative purposes

Temperatures from South Bend

**MONTHLY SUMMARY OF RUSH HOUR ON TIME PERFORMANCE**

On time	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%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
EB Rush	18	160	88.8%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
Total Rush	46	340	86.5%	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!
	July			Aug			Sept			Oct			Nov			Dec		
WB Rush			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
EB Rush			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
Total Rush	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!

**EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:**

- Jan 11: Broken rail between Power & Tamarack
- Jan 12: Damaged pantograph near Amtrak delayed evening rush hour
- Jan 13: Broken rail near Baily
- Jan 14: Train 6 encountered signal problems east of Shops boosted rush hour trains Tr 106 became Train 6, etc.
- Jan 18: Delays on Metra broken rail MP4 affected Trains 110,112,114. Train 104 3 dead cars bad MA and ice in pin box repaired at Gary
- Jan 20: Unruly passenger removed from Train 106 at Hegewisch. Tr 108 mechanical MA problems at Gary Metro missed window.
- Jan 22: Broken rail near Dune Park delayed a.m. rush hour.

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:40a	102	3	20	85.0%
6:38	104	5	20	75.0%
6:55	6	3	20	85.0%
7:21	106	2	20	90.0%
7:35	108	2	20	90.0%
7:47	110	6	20	70.0%
8:05	112	4	20	80.0%
8:31	114	2	20	90.0%
8:52	214	1	20	95.0%
10:25	14	2	20	90.0%
Depart				
3:57	11	0	20	100.0%
4:02p	111	0	20	100.0%
4:28	113	1	20	95.0%
4:57	115	4	20	80.0%
5:10	15	3	20	85.0%
5:28	117	7	20	65.0%
5:32	217	0	20	100.0%
5:58	119	3	20	85.0%
7:15	19	5	20	75.0%

**Year-to-date cumulative**

	#Late	#Ran	%On time
WB Rush	28	180	84.4%
EB Rush	18	160	88.8%
Total Rush	46	340	86.5%

**CUMULATIVE RUSH HOUR thru JANUARY**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	9	10	19	5.0%	6.3%	5.6%
11-15	9	2	11	5.0%	1.3%	3.2%
16-20	6	1	7	3.3%	0.6%	2.1%
21-30	2	0	2	1.1%	0.0%	0.6%
31-59	2	1	3	1.1%	0.6%	0.9%
60+	0	4	4	0.0%	2.5%	1.2%
Annulled	0	0	0			
Total Late	28	18	46	15.6%	11.3%	13.5%
On Time	152	142	294	84.4%	88.8%	86.5%
Total ran	180	160	340			

Total Late and Total Ran exclude annulled trains

**GRAND TOTAL ALL TRAINS thru JANUARY**

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	9	10	28	14	61	5.6%
11-15	9	2	15	3	29	2.7%
16-20	6	1	3	1	11	1.0%
21-30	2	0	5	1	8	0.7%
31-59	2	1	4	3	10	0.9%
60+	0	4	2	1	7	0.6%
Annulled	0	0	0	0	0	
Total	28	18	57	23	128	11.6%
On Time	152	142	483	207	984	88.4%
Total ran	180	160	520	230	1,090	

Total Late and Total Ran exclude annulled trains

**JANUARY RUSH HOUR**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	9	10	19	5.0%	6.3%	5.6%
11-15	9	2	11	5.0%	1.3%	3.2%
16-20	6	1	7	3.3%	0.6%	2.1%
21-30	2	0	2	1.1%	0.0%	0.6%
31-59	2	1	3	1.1%	0.6%	0.9%
60+	0	4	4	0.0%	2.5%	1.2%
Annulled	0	0	0			
Total Late	28	18	46	15.6%	11.3%	13.5%
On Time	152	142	294	84.4%	88.8%	86.5%
Total ran	180	160	340			