

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

**December 2016 and
Year-End Performance Report**



NICTD

DECEMBER, 2016 MONTHLY and 2016 YEAR-END PERFORMANCE REPORT

Ridership

Ridership was down 7.3% over December 2015. This year we carried 281,576 passengers. Last year we carried 303,855. Through 2016 we carried 3,504,080 passengers; a reduction of 3.1% over 2015. Notwithstanding a strong November poor weather during special events and the continuation of \$2/gallon gasoline along with commu dampened ridership

Weekday Travel

Average weekday travel was down 4.4 over December 2015. We averaged 11,217 passengers per day. **Peak** travel declined 6.0% and **off-peak** travel declined by 1.0%. For the year average weekday rush hour travel declined by 2.6% and off-peak travel was down 3.2%.

AVERAGE SEAT OCCUPANCY**							
WESTBOUND				EASTBOUND			
Arrival	% of seats occupied			Departure	% of seats occupied		
	Avg. 2015	Dec 2016	Avg 2016		2015 Avg	Dec 2016	Avg 2016
5:48 a	35.7%	37.4%	35.8%	3:57 p***	70.0%	74.6%	72.4%
6:31 a	73.0	69.8	68.8	4:02 p	66.8	67.1	64.3
6:55 a***	71.7	69.6	75.2	4:28 p	86.7	82.9	90.2
7:13 a	76.9	59.7	70.9	4:57 p	98.6	77.9	93.4
7:35 a	88.5	66.8	83.2	5:10 p	79.7	77.0	79.3
7:51 a	87.8	73.2	80.3	5:28 p	69.2	81.3	76.0
8:08 a	77.0	69.9	83.0	5:32 p	69.7	65.7	78.7
8:31 a	90.9	73.9	88.8	5:58 p	78.6	72.9	74.6
8:52 a	65.9	63.8	69.3	7:10 p*	65.1	66.3	58.6
10:28 a*	66.0	75.4	64.6				

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

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

Weekend

We averaged 4,602 passengers per day on weekends/holidays; a decline of 9.4% from last December 2015. Year-over-year average weekend ridership declined by 4.8%.

Chicago employment grows: Chicago CBD and Outer Business Ring employment grew by 2.9% between 2014 and 2015. The Illinois Department of Employment Security's "2016 Where People Work" report shows that 2015 covered employment in CBD grew from 190,519 to 194,124 and Outer Business Ring employment rose from 351,233 to 363,511. (Illinois Department of Employment Security).

Our daily commuters primarily work in the insurance and financial services sectors. These sectors in the Central Business District experienced a cumulative 20.0% reduction in employment between 2008 and 2011. Since 2012 finance and insurance sector has been flat, whereas the professional, technical and science sector has grown by 12%. Any improvement in daily commutation is dependent on an increase in available jobs in these sectors.

Analysis over last 12 months:

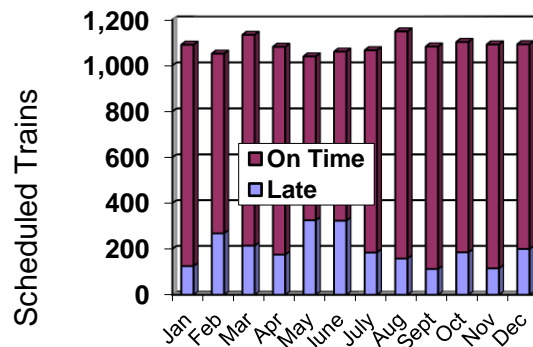
RIDERSHIP OVER LAST 12 MONTHS: JANUARY THRU DECEMBER							
	2013	2014	%Change	2015	%Change	2016	%Change
Total	3,606,926	3,615,561	0.2	3,617,266	0.1	3,504,080	-3.1
Weekday	3,071,614	3,059,386	-0.4	3,086,354	0.9	2,989,403	-3.1
Peak	2,193,038	2,187,568	-0.2	2,234,828	2.2	2,168,388	-3.0
Off-peak	878,576	871,818	-0.8	851,526	-2.3	821,165	-3.6
Weekend	535,312	556,175	3.9	530,912	-4.5	514,677	-3.1
South Bend	257,997	251,426	-2.5	248,510	-1.2	243,920	-1.8

On Time Performance

Rush hour – Overall, 88.5% of A.M. and P.M. rush hour trains were on time in December; compared to 93.3% in November. We consider a train to be on time when it arrives at its terminal within 6 minutes of its scheduled time. 91.0% of all trains arrived at their terminal station within 10 minutes. Westbound morning rush hour service averaged 87.7% on time compared 94.2% on time in November; while eastbound rush hour trains reported an average on time performance of 89.3% compared to 92.3% in November. Twenty-three out of 187 westbound trains were delayed in December. The delays ranged from 8-107 minutes. Eighteen out of 168 eastbound trains encountered delays ranging from 6-111 minutes.¹

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	DECEMBER, 2016				CUMULATIVE THRU 2016			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	2	7	9	2.5%	68	147	215	5.0%
11-15	6	3	9	2.5%	59	55	114	2.6%
16-20	2	3	5	1.4%	15	31	46	1.1%
21-30	3	3	6	1.7%	12	19	31	0.7%
31-59	6	1	7	2.0%	16	22	38	0.9%
60+	4	1	5	1.4%	4	14	18	0.4%
On Time	164	150	314	88.5%	2,109	1,743	3,852	89.3%
Total Ran	187	168	355		2,283	2,031	4,314	
Annulled	2	0	2		12	10	22	

Overall - We operated 1,093 trains in December and experienced 201 delays in excess of 5 minutes (ranging from 6-130 minutes) with a median delay of 11 minutes. We ran 1,090 trains in November and experienced 116 delays in excess of 5 minutes (ranging from 6-78 minutes) with a median delay of 9 minutes.



Delays caused by railroad maintenance. Besides the unexpected delays, passengers

¹ We operate 8 westbound and 7 eastbound rush-hour trains per day.

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.

YEAR-END PERFORMANCE

Rush-Hour

For calendar year 2016, 3,852 out of 4,314, or 89.3% of rush hour trains were on time compared with 91.6% in 2015. A total of 94.3% arrived within 10 minutes and 96.9% arrived within 15 minutes.

Overall

NICTD operated 13,042 trains in 2016 and 10,672, or 81.8% arrived at their terminal on time (compared to 86.5% in 2015); 90.2% arrived within 10 minutes; and 94.4% within 15 minutes. Trains delayed at least one hour amounted to approximately 0.5% of total scheduled trains.

Cumulative On Time Comparison		
<i>Thru Dec.</i>	2015	2016
Weekday	86.8%	82.4%
Peak	91.6	89.3
Off-peak	83.7	77.8
Weekend	84.9	79.3

Maintenance and Capital Improvement Summary

Line & Signal Department

- Catenary Phase III
 - Dropped out and remove 13,000 feet of existing feeder cable between MP 23.0 & MP 20.0.
 - Replaced catenary superstructure at 105 locations between milepost 20 & 23 in anticipation of catenary replacement
- Construction of new #20 Crossover Project
 - Replaced catenary superstructure, messenger and trolley wires at 3 universal crossovers
 - Replaced and relocated all wayside signaling appurtenance and cabling at 3 universal crossovers.
- Construction of New Catenary and Trolley System for Infill Building
 - Installed catenary system superstructure and cabling on new maintenance track and infill building
- EJ&E Bridge Replacement Project
 - Removed and replaced catenary system and superstructure to facilitate EJ&E Bridge replacement
- Joint Pole Clearance Improvement Project
 - Worked with NIPSCO to improve railcar clearance profile (pole clearances) between Bailly and Kensington to bring system into compliance with State standards.

Maintenance of Way Department

- Major Projects
 - Installed three #20 high speed universal crossovers Parrish, Paul's, and Clark.

- Built 6,900 sqft Infill Building and modified lead track for rolling stock maintenance.
- Ogden Dunes undercutting and track 1 platform replacements.
- Rebuilt (replaced) 2,450' of 11th Street track and crossing surface, Michigan Blvd to Lafayette Street
- Rebuilt 3 highway grade crossings
- Columbia Ave Bridge painting and drainage corrections.
- Oak Ave Pedestrian Underpass removal.
- SR 39 Bridge painting and walkway installation.
- Industrial Highway Bridge structural steel repairs, walkway installation, and painting.
- EJ&E Bridge over CN center span open deck through girder replacement.
- Birchim rail upgrade from jointed to CWR 100RE
- Installed ties in 17 main line miles.
- Ultrasonic rail tested all mainline and passing siding rails.
- Sprayed brush and weeds mainline MP 0 –75.3
- Performed inspections of all bridges, culverts, & buildings
- **Materials Installed**
 - Rail, 115# – 12,066 lft.
 - Rail, 100# – 80 lft.
 - Cross Ties – 15,211
 - Anchors – 10,312
 - Switch Ties – 1,968 lft.
 - Ballast – 3,116 tons
 - Frogs – #7-2
 - Insulated Joints – 3

Mechanical Department

- **Waste Tanks:** All of the single level car waste tanks were rebuilt in 2014/2015. We had planned on rebuilding the 300 series waste tanks as well but after looking at their condition, weighing the number of spares and doing a cost analysis, we have decided to run these tanks until there is a problem, then they will be changed out and rebuilt.
- **On-board Bicycle Racks:** A trial was run in the fall of 2015 to allow passengers to bring their bicycles onto our cars. Based on the success of this trial and the custom designed racks and rack system that worked flawlessly, we installed racks in the seven of the 1992 cars. Three of the cars were set up with ½ of the seats exchanged for bike racks and four of the cars were set up with ¼ of the seats removed. The design of the rack system is such that it is modular and can easily and quickly be installed or removed with minimum effort.
- **Wi-Fi:** A trial Wi-Fi system was installed in the ten trailer cars in late 2015. Based on the positive reviews, we then installed Wi-Fi on the remaining 72 cars of the fleet over the course of about 9 weeks completing the installations in early April. Overall the system has been widely accepted and is a positive addition for our ridership.
- **300 Series APS:** Five complete spare APS units were ordered. The original company was bought out and relocated from Georgia to New Jersey which created some unexpected delays and growing pains on their part. We have finally received the new units and are still working out some minor issues on them, however overall the 300 Series fleet has been running extremely well.
- **Trailer car brake system rebuild:** The trailer brake project was divided into three separate phases; TBU's, bushings and actuators. We still have two cars to rebuild the actuators on but this will be completed by the end of 2016, TBU's and bushings have all been replaced and or rebuilt.
- **Single Level Pockets:** Pocket cartridge replacement is continuing as part of a continuing special project task. At the end of 2016, an additional 7 cartridge units have been installed for a total of 20 since project inception.

- **Event Recorders:** We are replacing our Peerless units with new Bach Simpson recorders. This is a requirement for PTC compatibility. To date this project is nearly 83% complete with 23 cars completed in 2016, 19 cars in 2015 and 6 in 2014. We are currently at a pause due to the need for a software revision required for our 100 Series cars. We anticipate completing those last 10 cars in about a month once we receive the software from Bach Simpson.
- **Brake Resistor Grids:** We have received the replacement parts to rebuild the brake resistor grids used on all the single level EMU cars. This is a relatively simple but very important rebuild that is required due to an oversight by the OEM that we discovered. As of this writing, 55% of the single level grids have been rebuilt; 25% of those completed in 2015 with an additional 30% completed in 2016.
- **Seats:** Seat bottom replacement is an on-going routine maintenance program. We have currently addressed about 50% of the 1982 fleet and continue to address the balance of the fleet as needed. We have also sent out many of the seat bottoms from the 1992 fleet for repairs as well taking the opportunity of our bike cars to send out the worst seats from those cars.
- **Personnel:** We filled a vacancy in our Engineering Department with the hiring of a Patrick Knopf who started at NICTD as a shop Electrician. He has adapted very well and will be an asset to our engineering group as well as the Mechanical Department.
- **Personnel Training:** Two important training programs have been started within the maintenance shop. An EPA certification test, which allows the holder of the card to remove and fill refrigerant in air conditioning systems will be proctored. Most of our shop Electricians already are certified, this upcoming program will make all of our electricians certified. We will also be initiating a welding school for our shop Carmen. While we have been getting specific Carmen certified for structural welding, not all of our Carmen can weld. This training program will teach all of our Carmen the basics of welding, structural certification however will still be limited.
- **Wheel Truing Machine:** This summer, we performed some well needed maintenance on our wheel truing machine. Recently we have been running it 24 hours a day for 6 days a week to meet the demands of wheel truing. Our maintenance efforts were well worth the time, effort and cost to keep this key machine operating at its best.
- **Emergency Lighting:** We reviewed our fleet for light levels of the emergency lighting and found them to not meet the new specifications set by the FRA. LED bulbs were substituted for the emergency light bulbs bring the cars well in line with the required light levels. Our 100 series cars are also having their vestibule emergency lighting changed to LED's as well. This is both to meet the requirements and to provide replacements for light fixtures that have been obsoleted by the OEM. This was the second obsoleted light fixture that we have found a new manufacturing source who provided us with a long life LED replacement. Our goal is to continue to replace our incandescent lighting with LED's as they are obsoleted and or it becomes cost effective to do so.
- **Single Level car analysis:** LTK, a consultant, was brought in to evaluate our single level car fleet. Based on their inspection, it appears that with some repairs, the 1982 cars should last another 10-15 years. Since the 1992 and 2000 cars are of the same design, they too should be expected to last another 10-15 years as well. Some future repair projects are in the planning phase to address the concerns brought up by this inspection and will commence in early 2017.
- **Shop Expansion:** A shop expansion project was initiated in 2015 with a scheduled completion of fall 2016. This is the first addition to the maintenance shop since the early 1980's when the shop underwent changes for the 1982 fleet. A few delays pushed the schedule out another two weeks however it will still be operational in the fall of 2016. The shop addition joins the South wall of the maintenance shop with the North wall of the Line & Signal building. Electrical upgrades feeding our property from NIPSCO were incorporated along with LED lighting. The underside of the roof as well as the supporting structure are all painted white which helps brighten the facility. Inside is a two car length pit, also with LED lighting which will be a major asset to the mechanical department in its daily operation and maintenance of the NICTD fleet.

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

DECEMBER 2016 MONTHLY AND 2016 YEAR-END PERFORMANCE REPORT

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	12-3	703	Annulled	Mech issues Tr.502

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
12-7	108	107	Trespasser	12-19	104	Annulled	Catenary
	110	83	Trespasser		205	Annulled	Mechanical
	112	76	Trespasser		401	Annulled	Weather
	114	64	Trespasser		422	Annulled	Weather
	214	Annulled	Trespasser		424	Annulled	Weather
12-8	11	111	Catenary	12-20	401	Annulled	Weather
	422	Annulled	Catenary				
	424	Annulled	Catenary				
12-9	401	Annulled	Catenary				
	403	Annulled	Catenary				
	101	81	Metra				
12-14	401	Annulled	Mechanical				
	422	Annulled	Weather				
	424	Annulled	Weather				
12-15	401	Annulled	Weather				
	422	Annulled	Weather				
	424	Annulled	Weather				
12-16	401	Annulled	Weather				
12-18	701	Annulled	Weather				
	703	Annulled	Weather				

RIDERSHIP REPORT: DECEMBER, 2016

01/01/2017

	2014	Work	2015	Work	2016	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
MONTHLY RIDERSHIP							
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%
CUMULATIVE COMPARISON							
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%
AVERAGE WEEKDAY RIDERSHIP							
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%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
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%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
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: DECEMBER, 2016

01/01/2017

	2014	Work	2015	Work	2016	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	16/15
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
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%

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01/01/2017

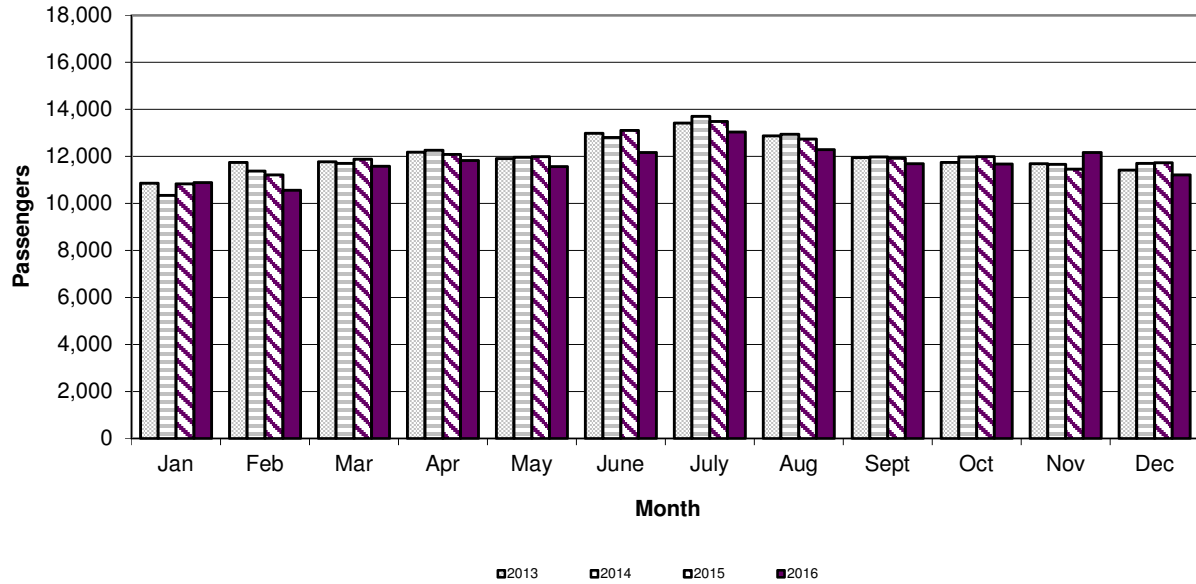
	2014	Work Days	2015	Work Days	2016	Work Days	Change 16/15
	Passengers		Passengers		Passengers		
MONTHLY RIDERSHIP							
July	359,032	22	362,048	23	326,207	20	-9.9%
August	335,468	21	326,279	21	321,033	23	-1.6%
September	294,075	21	297,252	21	288,198	21	-3.0%
October	314,204	23	305,425	22	294,337	21	-3.6%
November	274,412	19	272,665	20	300,628	21	10.3%
December	308,773	22	303,855	22	281,576	21	-7.3%
CUMULATIVE COMPARISON							
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	3,504,080	255	-3.1%
AVERAGE WEEKDAY RIDERSHIP							
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		11,217		-4.4%
Thru December	12,054	254	12,056	256	11,723	255	-2.8%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
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		7,552		-6.0%
Thru December	8,612	254	8,730	256	8,503	255	-2.6%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
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		3,665		-1.0%
Thru December	3,432	254	3,326	256	3,220	255	-3.2%

RIDERSHIP REPORT: DECEMBER, 2016

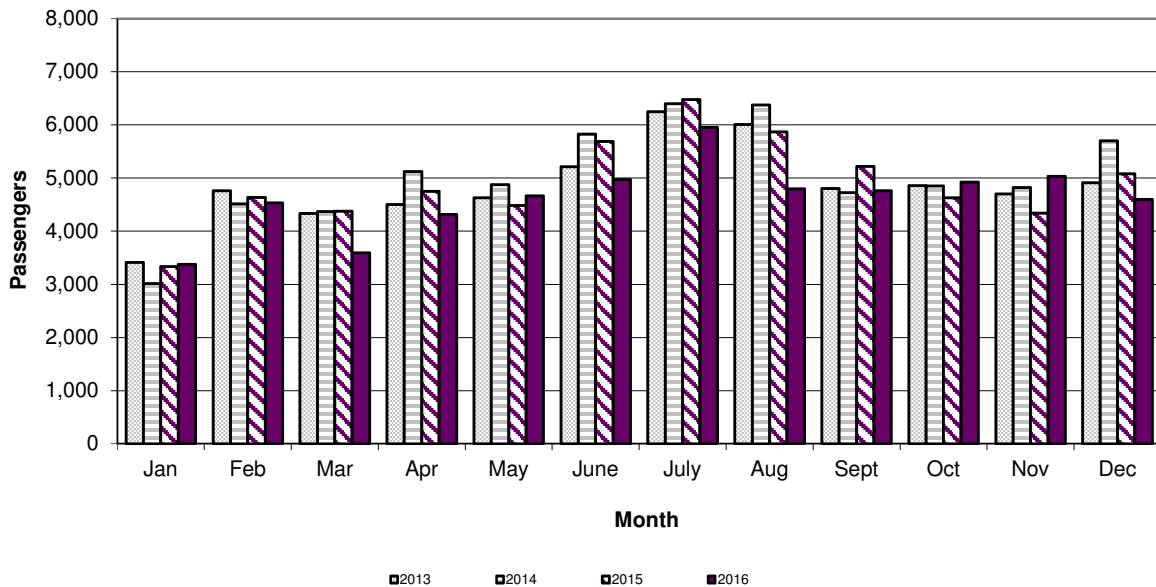
01/01/2017

	2014	Wkend Days	2015	Wkend Days	2016	Wkend Days	Change 16/15
	Passengers		Passengers		Passengers		
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
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		4,602		-9.4%
Thru December	5,011	110	4,871	109	4,637	111	-4.8%

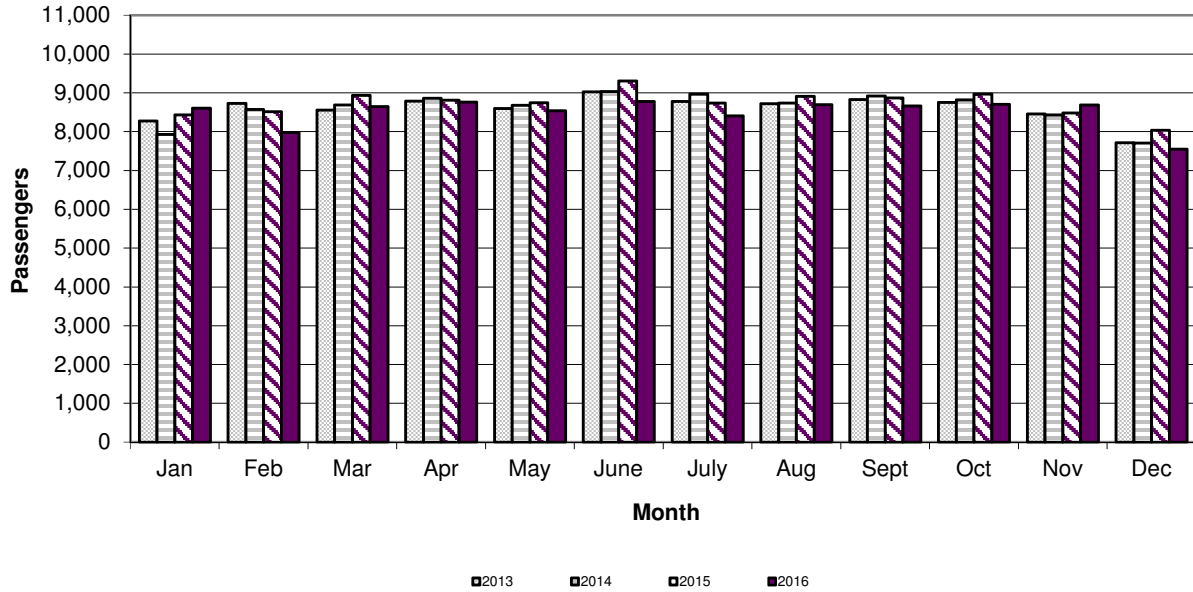
SOUTH SHORE WEEKDAY RIDERSHIP 2013-2016



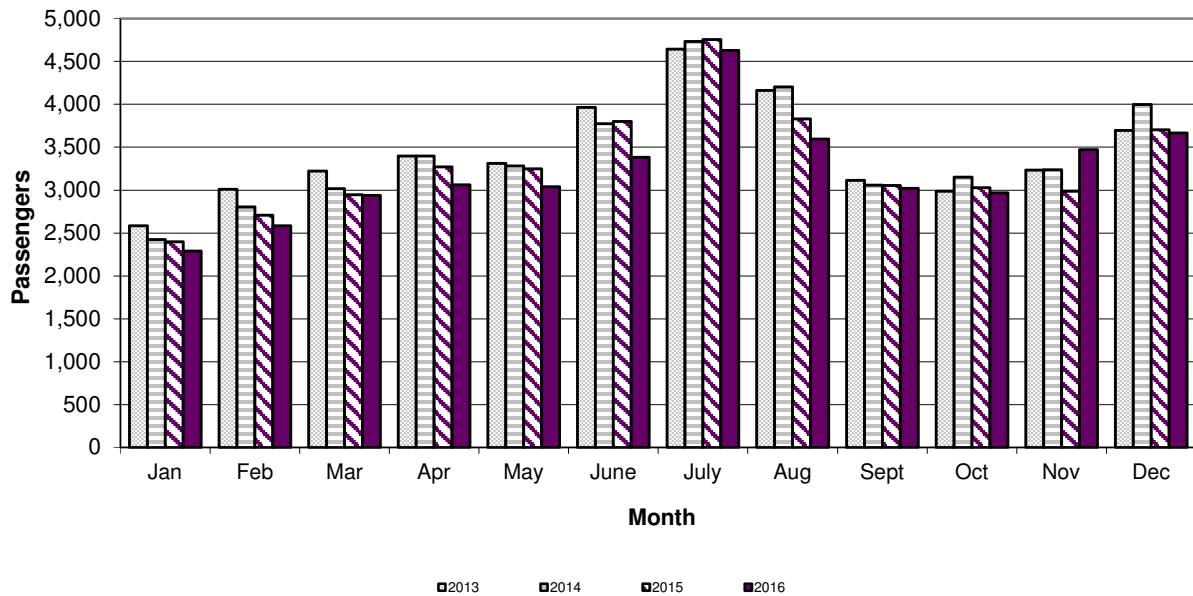
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2013-2016



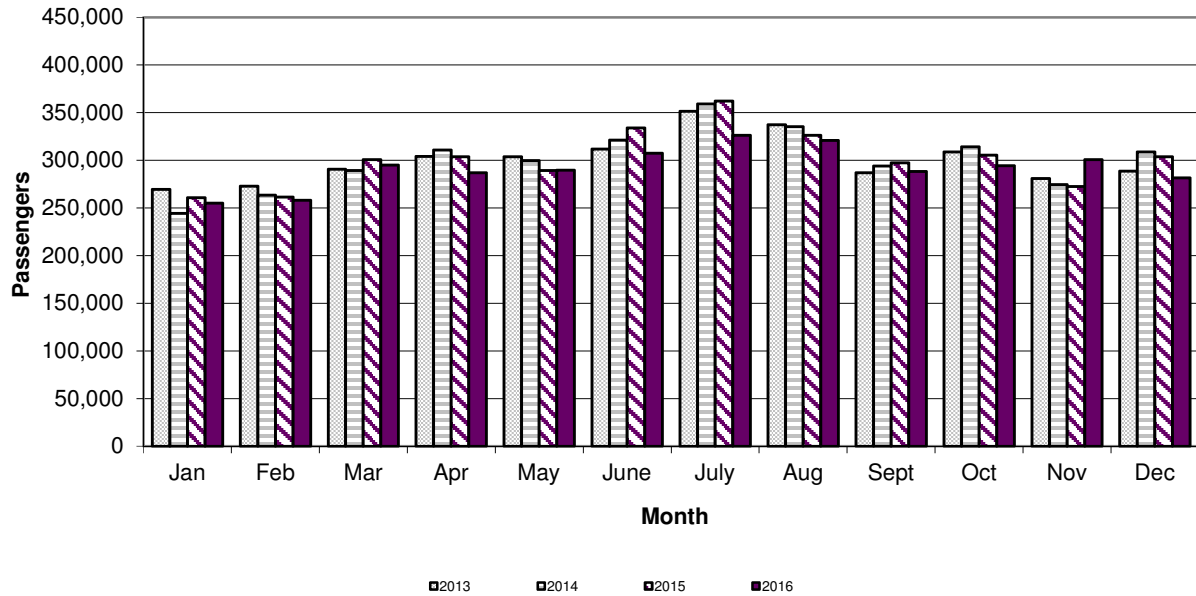
SOUTH SHORE PEAK RIDERSHIP 2013-2016



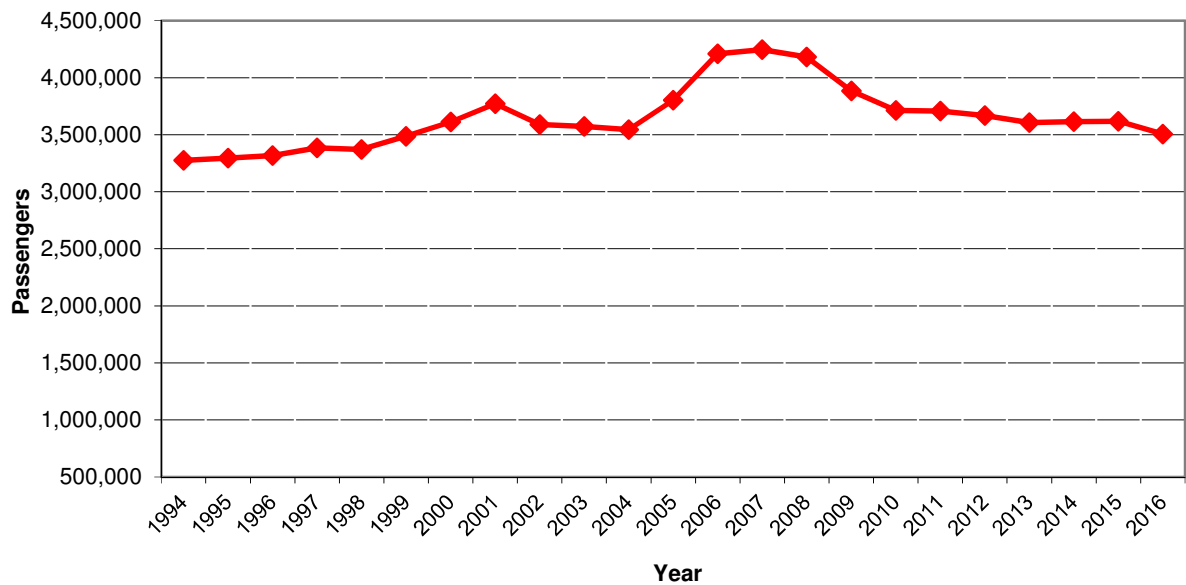
SOUTH SHORE OFF-PEAK RIDERSHIP 2013-2016



SOUTH SHORE MONTHLY RIDERSHIP 2013-2016



CHANGE IN SOUTH SHORE RIDERSHIP 1994-2016



PERCENT ON TIME: DECEMBER, 2016

PEAK

Train	Days Late	% on Time
102	1	95.2%
104	2	90.0%
6	4	81.0%
106	1	95.2%
108	3	85.7%
110	3	85.7%
112	3	85.7%
114	4	81.0%
214	2	90.0%
11	3	85.7%
111	1	95.2%
113	3	85.7%
115	1	95.2%
15	1	95.2%
117	5	76.2%
217	2	90.5%
119	2	90.5%
Total	41	88.5%
Westbound	23	87.7%
Eastbound	18	87.8%

OFF-PEAK

Train	Days Late	% on Time
14	4	81.0%
216	1	95.2%
116	12	42.9%
218	0	100.0%
18	9	57.1%
118	1	95.2%
220	4	81.0%
220	8	61.9%
222	1	95.2%
420	0	100.0%
22	4	81.0%
424	2	88.2%
401	0	100.0%
203	2	90.5%
403	1	95.0%
205	17	19.0%
207	0	100.0%
7	3	85.7%
107	10	52.4%
9	9	57.1%
109	1	95.2%
209	2	90.5%
19	4	81.0%
121	7	66.7%
123	3	85.7%
101	2	90.5%
Total	107	79.8%
Westbound	46	81.1%
Eastbound	61	78.7%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	1	90.0%
502	4	60.0%
504	4	60.0%
606	5	50.0%
506	3	70.0%
608	3	70.0%
508	2	80.0%
610	2	80.0%
510	1	90.0%
710	Cancelled*	
503	5	50.0%
603	2	80.0%
605	2	80.0%
505	3	70.0%
507	4	60.0%
509	6	40.0%
511	2	80.0%
613	0	100.0%
601	3	70.0%
701	0	100.0%
703	1	87.5%
Total	53	74.4%
Westbound	25	75.0%
Eastbound	28	73.8%

REASONS (weekday)

Reason	Count	%
CAR	8	5.4%
CAT	5	3.4%
DBS	6	4.1%
AMT	1	0.7%
DMW	6	4.1%
DSR	1	0.7%
DSS	3	2.0%
FTI	2	1.4%
HLD	1	0.7%
LMU	8	5.4%
MET	40	27.0%
OTH	5	3.4%
PAS	9	6.1%
POL	1	0.7%
PTI	21	14.2%
SVS	7	4.7%
TOD	1	0.7%
TRS	4	2.7%
WTR	4	2.7%
NIPSCO		0.0%
FRR	3	2.0%
OET	1	0.7%
TRK	11	7.4%
DDS		0.0%
OPR		0.0%
UTL		0.0%
VAN		0.0%
SUB		0.0%
TOTAL	148	100.0%

REASONS (weekend)

Reason	Count	%
CAR	9	17.0%
CAT	2	3.8%
DBS	2	3.8%
AMT	1	1.9%
DMW		0.0%
DSR	1	1.9%
DSS	1	1.9%
FTI	1	1.9%
HLD	1	1.9%
LMU	1	1.9%
MET	3	5.7%
OTH	1	1.9%
PAS	7	13.2%
POL	2	3.8%
PTI	12	22.6%
SVS	2	3.8%
TOD		0.0%
TRS	1	1.9%
DDS	1	1.9%
OPR	1	1.9%
WTR	4	7.5%
FRR		0.0%
SUB		0.0%
NIPSCO		0.0%
OET		0.0%
TRK		0.0%
UTL		0.0%
VAN		0.0%
TOTAL	53	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 DECEMBER, 2016

PEAK

Train	Days Late	% on Time
102	14	94.5%
104	27	89.3%
6	26	89.8%
106	6	97.6%
108	14	94.5%
110	19	92.5%
112	12	95.3%
114	37	85.4%
214	20	92.1%
11	69	72.8%
111	21	91.7%
113	28	89.0%
115	29	88.6%
15	26	89.8%
117	65	74.4%
217	11	95.6%
119	40	84.3%
Total	464	89.2%
Westbound	175	92.3%
Eastbound	289	83.7%

OFF-PEAK

Train	Days Late	% on Time
14	82	67.7%
216	17	93.3%
116	119	53.3%
218	15	94.1%
18	156	38.8%
118	31	87.8%
220	21	90.4%
20	92	63.8%
222	8	96.8%
420	3	98.8%
22	49	80.8%
424	32	87.2%
401	2	99.2%
203	10	95.7%
403	11	95.7%
205	126	47.5%
207	19	92.5%
7	84	66.9%
107	152	40.2%
9	132	48.2%
109	59	76.8%
209	22	91.3%
19	81	68.2%
121	56	78.0%
123	75	70.5%
101	23	91.0%
Total	1,477	77.4%
Westbound	625	79.2%
Eastbound	852	75.8%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	26	76.4%
502	43	60.9%
504	25	77.3%
606	47	57.3%
506	37	66.4%
608	9	91.8%
508	25	77.5%
610	20	82.0%
510	15	86.5%
710	Cancelled*	
503	31	71.8%
603	15	86.4%
605	17	84.5%
505	15	86.4%
507	28	74.5%
509	37	66.4%
511	18	83.8%
513	6	94.6%
601	18	83.8%
703	4	96.3%
705	20	81.5%
Total	456	79.5%
Westbound	247	75.6%
Eastbound	209	82.7%

Trains less than 90% on time

CUMULATIVE REASONS FOR DELAYS THRU DECEMBER, 2016

REASONS (weekday)		
CAR	66	3.4%
CAT	12	0.6%
DBS	52	2.7%
AMT	28	1.4%
DMW	477	24.6%
DSR	23	1.2%
DSS	134	6.9%
FTI	44	2.3%
HLD	28	1.4%
LMU	58	3.0%
MET	446	23.0%
OTH	75	3.9%
PAS	66	3.4%
POL	19	1.0%
PTI	175	9.0%
SVS	33	1.7%
TOD	6	0.3%
TRS	10	0.5%
WTR	38	2.0%
NIPSCO		0.0%
FRR	30	1.5%
OET	13	0.7%
UTL	8	0.4%
OPR		0.0%
DDS	1	0.1%
SUB	12	0.6%
TRK	87	4.5%
VAN		0.0%
TOTAL	1,941	100.0%

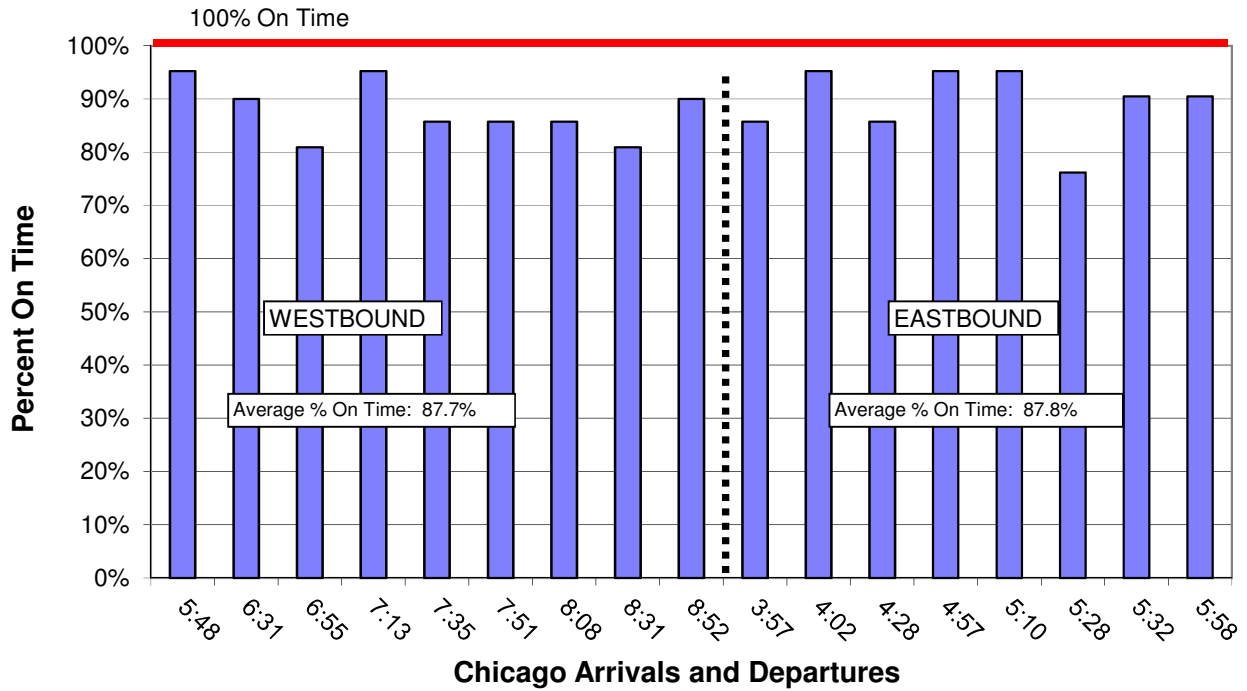
REASONS (weekend)		
CAR	38	8.3%
CAT	2	0.4%
DBS	4	0.9%
AMT	12	2.6%
DMW	48	10.5%
DSR	11	2.4%
DSS	34	7.5%
FTI	10	2.2%
HLD	8	1.8%
LMU	4	0.9%
MET	60	13.2%
OTH	24	5.3%
PAS	62	13.6%
POL	6	1.3%
PTI	48	10.5%
SVS	30	6.6%
TOD		0.0%
TRS	4	0.9%
WTR	13	2.9%
NIPSCO		0.0%
FRR	5	1.1%
OET	2	0.4%
UTL		0.0%
OPR	2	0.4%
DDS	2	0.4%
SUB	2	0.4%
TRK	25	5.5%
VAN		0.0%
TOTAL	456	100.0%

TOTAL		
CAR	104	4.3%
CAT	14	0.6%
DBS	56	2.3%
AMT	40	1.7%
DMW	525	21.9%
DSR	34	1.4%
DSS	168	7.0%
FTI	54	2.3%
HLD	36	1.5%
LMU	62	2.6%
MET	506	21.1%
OTH	99	4.1%
PAS	128	5.3%
POL	25	1.0%
PTI	223	9.3%
SVS	63	2.6%
TOD	6	0.3%
TRS	14	0.6%
WTR	51	2.1%
NIPSCO	0	0.0%
FRR	35	1.5%
OET	15	0.6%
UTL	8	0.3%
OPR	2	0.1%
DDS	3	0.1%
SUB	14	0.6%
TRK	112	4.7%
VAN	0	0.0%
TOTAL	2,397	100.0%

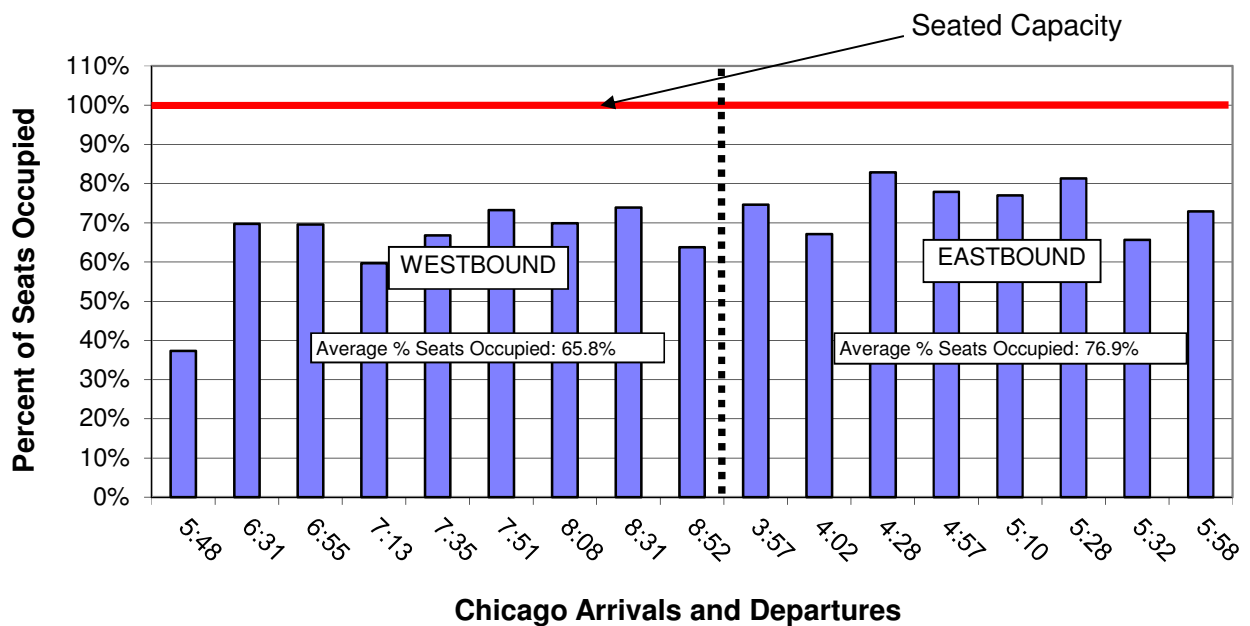
CAR - Car or equipment failure of malfunction
 CAT - Catenary problems or power outage
 DBS - Delays due to busing
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 DMW - M of W work - holding for defect repair or M of W forces to clear
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 DSS - Reduced speed due to restrictive signal
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 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: DEC 2016



PERCENT OF RUSH HOUR SEATS OCCUPIED: DEC 2016



RUSH HOUR* TRAIN DELAYS - DECEMBER 2016 (minutes late)

Train	Arrive	Thurs 1	Fri 2	Mon 5	Tues 6	Wed 7	Thurs 8	Fri 9	Mon 12	Tues 13	Wed 14	Thurs 15	Fri 16	Mon 19	Tues 20	Wed 21	Thurs 22	Fri 23	Tues 27	Wed 28	Thurs 29	Fri 30	Days Late	Days Ran	% On Time	
102	5:43a													30										1	21	95.2%
104	6:38										32		9	A										2	20	90.0%
6	6:55					15					12	8		47										4	21	81.0%
106	7:21													54										1	21	95.2%
108	7:35	13				107								53										3	21	85.7%
110	7:47					83					25			54										3	21	85.7%
112	8:08					76					12			45										3	21	85.7%
114	8:31					64					20			39	11									4	21	81.0%
214	8:52					A								26	13									2	20	90.0%
14	10:28							12			20			6								10		4	21	81.0%
Train	Depart																									
11	3:57						111				17	13												3	21	85.7%
111	4:02													6										1	21	95.2%
113	4:28		10				40												7					3	21	85.7%
115	4:57						22																	1	21	95.2%
15	5:10						13																	1	21	95.2%
117	5:32			9			16							22	22	7								5	21	76.2%
217	5:28													12	20									2	21	90.5%
119	5:58						9				6													2	21	90.5%
19	7:10					10			13	20						10								4	21	81.0%
High temp		40	37	33	40	31	25	26	33	24	19	11	19	9	26	35	37	36	33	42	37	32				
Low temp		34	34	30	28	25	19	20	4	6	-3	3	4	-14	8	16	24	23	26	21	29	26				

* 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%	7	189	96.3%	4	189	97.9%	11	189	94.2%	23	187	87.7%
EB Rush	13	152	91.4%	8	184	95.7%	6	168	96.4%	21	168	87.5%	13	168	92.3%	18	168	89.3%
Total Rush	16	332	95.2%	12	391	96.9%	13	357	96.4%	25	357	93.0%	24	357	93.3%	41	355	88.5%

EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:

Dec 3: Mechanical problems Train 502 in South Bend delayed

Dec 7: Train 108 struck automobile at Pleasant Ave. delayed all trailing trains

Dec 8: Catenary damage east of Michigan City delayed trains reaching Michigan City because of back up of Train 11 & 15 waiting to bus from MC to South Bend.

Dec 15-16: Bused SB to SB because of severe weather.

Dec 19: Metra wire failure caused Train 104 to be annulled and delayed balance of rush hour trains.

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:40a	102	14	253	94.5%
6:38	104	27	253	89.3%
6:55	6	26	254	89.8%
7:21	106	6	254	97.6%
7:35	108	13	254	94.9%
7:47	110	19	254	92.5%
8:05	112	12	254	95.3%
8:31	114	37	254	85.4%
8:52	214	20	253	92.1%
10:25	14	78	254	69.3%
Depart				
3:57	11	69	254	72.8%
4:02p	111	21	254	91.7%
4:28	113	28	254	89.0%
4:57	115	30	254	88.2%
5:10	15	25	254	90.2%
5:28	117	65	254	74.4%
5:32	217	10	253	96.0%
5:58	119	39	254	84.6%
7:15	19	76	255	70.2%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	174	2283	92.4%
EB Rush	287	2031	85.9%
Total Rush	461	4,314	89.3%

CUMULATIVE RUSH HOUR thru DECEMBER						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	68	147	215	3.0%	7.2%	5.0%
11-15	59	55	114	2.6%	2.7%	2.6%
16-20	15	31	46	0.7%	1.5%	1.1%
21-30	12	19	31	0.5%	0.9%	0.7%
31-59	16	22	38	0.7%	1.1%	0.9%
60+	4	14	18	0.2%	0.7%	0.4%
Annulled	12	10	22			
Total Late	174	288	462	7.6%	14.2%	10.7%
On time	2,109	1,743	3,852	92.4%	85.8%	89.3%
Total ran	2,283	2,031	4,314			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru DECEMBER						
Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	68	147	633	246	1094	8.4%
11-15	59	55	363	99	576	4.4%
16-20	15	31	198	44	288	2.2%
21-30	12	19	136	43	210	1.6%
31-59	16	22	85	19	142	1.1%
60+	4	14	34	8	60	0.5%
Annulled	12	10	91	14	127	
Total	174	288	1449	459	2,370	18.2%
On Time	2,109	1,721	5,079	1,763	10,672	81.8%
Total ran	2,283	2,009	6,528	2,222	13,042	

Total Late and Total Ran exclude annulled trains

DECEMBER RUSH HOUR						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	2	7	9	1.1%	4.2%	2.5%
11-15	6	3	9	3.2%	1.8%	2.5%
16-20	2	3	5	1.1%	1.8%	1.4%
21-30	3	3	6	1.6%	1.8%	1.7%
31-59	6	1	7	3.2%	0.6%	2.0%
60+	4	1	5	2.1%	0.6%	1.4%
Annulled	2	0	2			
Total Late	23	18	41	12.3%	10.7%	11.5%
On time	164	150	314	87.7%	89.3%	88.5%
Total ran	187	168	355			

Total Late and Total Ran exclude annulled trains