

**MONTHLY
RIDERSHIP
AND
2018 YEAR-END
PERFORMANCE
REPORT**

December 2018



DECEMBER, 2018 MONTHLY RIDERSHIP AND 2018 YEAR-END PERFORMANCE REPORT

Ridership

Ridership for the month of December declined 3.6% when compared to December of 2017. This year 265,346 passengers traveled on the South Shore Line (SSL) while December of 2017 recorded a total of 275,137 passenger trips.

Weekday Travel

Average weekday travel declined by 5.3% with an average of 10,549 weekday passengers carried in 2018 compared to 11,142 in 2017. The average peak travel declined 4.4% to an average daily ridership of 7,188 while off-peak declined 7.2% to an average daily ridership of 3,361.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2017	2018		2017	2018
5:48 a	38.8%	37.0%	3:57 p***	65.9%	66.2%
6:31 a	76.9	75.5	4:02 p	49.9	72.2
6:55 a***	69.8	66.0	4:28 p	75.7	78.0
7:13 a	57.1	57.8	4:57 p	85.1	88.5
7:35 a	82.3	73.1	5:10 p	81.0	76.3
7:51 a	73.7	66.6	5:28 p	61.9	79.3
8:08 a	89.5	85.0	5:32 p	43.5	61.5
8:31 a	88.3	85.1	5:58 p	68.6	67.7
8:52 a	74.1	73.2	7:10 p*	62.5	62.9
10:28 a*	59.2	77.7			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

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

Weekend

Average weekend ridership increased 4.0% when compared to December 2017. December 2018 averaged 4,942 passengers per day on weekends compared to 4,753 in 2017.

Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: JANUARY THRU DECEMBER							
	2015	2016	% Change	2017	% Change	2018	% Change
Total	3,617,266	3,504,080	-3.13%	3,455,963	-1.37%	3,400,196	-1.61%
Weekday	3,086,854	2,989,403	-3.16%	2,914,139	-2.52%	2,890,120	-0.82%
Peak	2,235,328	2,168,403	-2.99%	2,103,466	-2.99%	2,106,252	0.13%
Off Peak	851,526	821,000	-3.58%	810,673	-1.26%	783,868	-3.31%
Weekend	530,412	514,677	-2.97%	541,824	5.27%	510,076	-5.86%
South Bend	248,439	243,920	-1.82%	260,794	6.92%	246,661	-5.42%

Revenue

The number of tickets sold in 2018 are down 3.4% compared to 2017, however revenue is up 2.5%. This is due to the fare increases experienced in July of 2018. Revenue from digital sources represents 61.5 % of ticket sales and 63.9% of revenue in 2018.

Total Ticket Sales: Through December						
Method of Sale	Tickets			Revenue		
	2017	2018	% Change	2017	2018	% Change
Ticket Agent	253,175	223,444	-11.7%	6,199,287	5,820,055	-6.1%
Vending Machine	574,832	534,785	-7.0%	8,982,510	8,763,780	-2.4%
Conductor	359,639	320,008	-11.0%	2,626,324	2,413,792	-8.1%
Mobile App	273,816	333,439	21.8%	4,418,034	5,791,793	31.1%
Total	1,461,462	1,411,676	-3.4%	22,226,155	22,789,419	2.5%

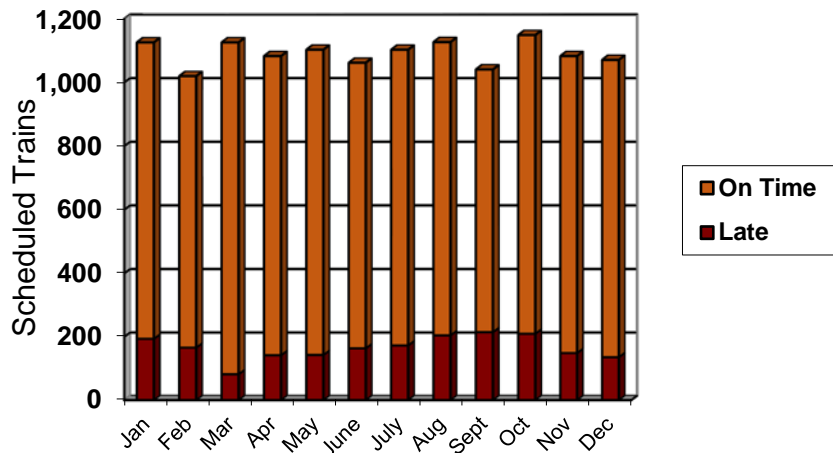
On Time Performance

Rush hour – Overall, 89.1% of A.M. and P.M. rush hour trains were on time in December; compared to 93.2% in December of 2017. A train is considered to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard). 94.4% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 92.7% of westbound morning rush hour service was on time compared to 89.4% in December 2017; while eastbound rush hour trains reported an average on time performance of 84.9% compared to 97.5% in December 2017. A total of 13 out of 179 westbound rush hour trains were delayed in December. Of those 13, five experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 24 out of 160 trains delayed in December. Of those 24, five experienced delays greater than 15 minutes.¹

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

RANGE OF RUSH HOUR DELAYS (in minutes)								
Range	December, 2018				Cumulative thru December, 2018			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	5	13	18	5.3%	53	104	157	3.6%
11-15	3	6	9	2.7%	32	55	87	2.0%
16-20	1	1	2	0.6%	12	21	33	0.8%
21-30	2	0	2	0.6%	7	9	16	0.4%
31-59	2	4	6	1.8%	9	11	20	0.5%
60+	0	0	0	0.0%	2	8	10	0.2%
Annulled	1	0	1	0.3%	1	4	5	0.1%
On Time	166	136	301		2,178	1,824	4,002	
Total Ran	179	160	339		2,294	2,036	4,330	

Overall – The SSL scheduled 1,080 trains in December and experienced 136 delays in excess of 5 minutes (ranging from 6-120 minutes) with a median delay of 12 minutes. December of 2018 experienced eight annulled trains. In December 2017 the South Shore Line operated 1,080 trains with 185 delays in excess of 5 minutes (ranging from 6-250 minutes) with a median delay of 12 minutes. December of 2017 had no annulled trains.



Cumulative On Time Comparison		
Thru Dec..	2017	2018
Weekday	88.1%	86.6%
Peak	92.7%	92.4%
Off-peak	85.2%	82.8%
Weekend	76.4%	73.6%
Overall	76.3%	84.4%

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. NICTD also posts service bulletins in the stations and on our web site in advance of anticipated delays.

In December there was two delays over 59 minutes. The first delay was due to a pantograph on one of the railcars becoming tangled in the wire, and the other delay was due to a freight train blocking the tracks.

Year-End Performance

Rush hour – For the calendar year 2018 4,002 out of 4,330, or 92.4%, of rush hour trains were on time compared with 92.7% in 2017. A total of 96.1% of trains arrived within 10 minutes of the scheduled arrival time, and 98.1% arrived within 15 minutes of the scheduled arrival time.

Overall – NICTD operated 13,169 trains in 2018 and 11,231, or 85.3% arrived at their terminal on time compared to 76.3% in 2017. A total of 92.5% and 96.1% arrived within 10 and 15 minutes of the scheduled arrival time respectively.

Maintenance and Capital Improvement Summary

Track

- Upgraded six miles of 100# rail to 115# rail east of Michigan City.
- Ultrasonic rail tested all mainline and passing siding rails.
- Managed brush and weeds for over 75 miles, and trimmed and removed trees along 25 miles of the railroad.
- Crews rebuilt eight highway grade crossing surfaces.
- New ties were installed on 13 main line track miles.
- Crews rebuilt a portion of the 10th street track in Michigan City.

Building & Bridge

- The Broadway Avenue Bridge was painted and waterproofed.
- The Gary Metro Station remodeling project began. This project included upgrading the elevator, removing the escalator, repairs and painting of the platform including the overhead canopy.
- Remodeling work began at the General Office Building located in Michigan City. This building is utilized by passengers as well as NICTD staff.
- Extensive renovations and additions began on the Gary Compound to improve maintenance-of-way availability on the west end. This work will continue into 2019.
- NICTD staff continue to make annual inspections of all buildings, stations, bridges and culverts.
- Engineering design work has been completed for the proposed changes to the East Chicago Station. Changes will include a second access point to the platform as well as installation of higher speed turnouts to the track on either side of the station.

Positive Train Control

- PTC components have been installed on all of NICTD's locomotives and passenger train vehicles by the end of 2018.
- Back Office Systems and Computer Aided Dispatching (BOS & CAD) systems were installed and brought into service.
- Federation testing for interoperability with other interoperating railroads is nearing completion.
- All wayside and communication infrastructure installation is finished.

- Training has been ongoing. All areas of NICTD operations and maintenance have been trained or are actively engaged in formal training to support testing, maintenance and revenue service operations.
- Extensive system integration and qualification testing was completed.
- FRA has authorized, and NICTD commenced, Revenue Service Demonstration.

Communications

- NICTD completed upgrading all the electronic scrolling LED at all of the stations.

Signal

- Using Federal Highway funds administered by INDOT, automatic highway crossing warning gates were added to the flashing light warning systems at Woodland Ave., Pleasant Ave., Grace St., Carroll Ave., Karwick Rd., Royal Rd., and Meer Rd. in Michigan City and county roads 500W and 300W in LaPorte County. Designs were completed for School St, Kemil Rd., CR 425 East, CR 500 East and CR 600 East.

Substations/Electrical/Line

- The Line & Signal Department commenced the Traction Power Load Study to update eight electrical substations as well as identify the need and location of any additional substations.
- Installed six miles of traction power feeder cable, associated support arms and signal power supports in La Porte and St. Joseph Counties.
- Eighty support structure poles were replaced in anticipation of another five miles of catenary rehabilitation planned for 2019.
- Lighting improvements were made at the Beverly Shores Station.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/1	510	131	Mechanical	5/2	401	Anulled	Rail/Cat. Replacement
	701	Annulled	Weather		422	Anulled	Rail/Cat. Replacement
	703	Annulled	Weather		424	Anulled	Rail/Cat. Replacement
1/2	101	81	Late turn of Equip.	5/3	401	Anulled	Rail/Cat. Replacement
	401	Annulled	Weather		422	Anulled	Rail/Cat. Replacement
	422	Annulled	Weather		424	Anulled	Rail/Cat. Replacement
	424	Annulled	Weather	5/4	401	Anulled	Rail/Cat. Replacement
1/3	401	Annulled	Weather	5/21	401	Anulled	Catenary Replacement
	422	Annulled	Weather		422	Anulled	Catenary Replacement
	424	Annulled	Weather		424	Anulled	Catenary Replacement
1/4	401	Annulled	Weather	5/22	401	Anulled	Catenary Replacement
1/12	106	67	Signal Issue		422	Anulled	Catenary Replacement
1/14	511	84	Mechanical		424	Anulled	Catenary Replacement
1/15	9	82	METRA	5/23	401	Anulled	Catenary Replacement
1/19	18	74	Mechanical		422	Anulled	Catenary Replacement
1/22	203	Annulled	Caught in Catenary		424	Anulled	Catenary Replacement
1/29	401	Annulled	Caught in Catenary	5/24	401	Anulled	Catenary Replacement
1/31	115	Annulled	Mechanical		422	Anulled	Catenary Replacement
	17	60	Delayed by 115		424	Anulled	Catenary Replacement
	20	60	Delayed by 115	5/25	401	Anulled	Catenary Replacement
2/5	403	89	Mechanical	6/15	11	Anulled	Catenary Wires Issues
2/17	502	120	METRA - Switch Issue		17	Anulled	Equipment problems
	503	70	METRA - Switch Issue		19	Anulled	Catenary Wires Issues
	504	70	METRA - Switch Issue		22	Anulled	Catenary Wires Issues
	603	70	METRA - Switch Issue		422	Anulled	Equipment problems
3/4	510	115	METRA - Switch Issue		424	Anulled	Equipment problems
3/30	110	61	Trespasser Incident	6/16	701	Anulled	Catenary Wires Issues
4/8	510	113	Trespasser Incident		703	Anulled	Catenary Wires Issues
4/8	511	120	Trespasser Incident	6/25	401	Anulled	Catenary Replacement
4/23	401	Annulled	Rail/Cat. Replacement		422	Anulled	Catenary Replacement
	422	Annulled	Rail/Cat. Replacement		424	Anulled	Catenary Replacement
	424	Annulled	Rail/Cat. Replacement	6/26	401	Anulled	Catenary Replacement
4/24	401	Annulled	Rail/Cat. Replacement		422	Anulled	Catenary Replacement
	422	Annulled	Rail/Cat. Replacement		424	Anulled	Catenary Replacement
	424	Annulled	Rail/Cat. Replacement	6/27	401	Anulled	Catenary Replacement
4/25	401	Annulled	Rail/Cat. Replacement		422	Anulled	Catenary Replacement
	422	Annulled	Rail/Cat. Replacement		424	Anulled	Catenary Replacement
	424	Annulled	Rail/Cat. Replacement	6/28	401	Anulled	Catenary Replacement
4/26	401	Annulled	Rail/Cat. Replacement		422	Anulled	Catenary Replacement
	422	Annulled	Rail/Cat. Replacement		424	Anulled	Catenary Replacement
	424	Annulled	Rail/Cat. Replacement	6/29	401	Anulled	Catenary Replacement
4/27	401	Annulled	Rail/Cat. Replacement	6/30	601	60	Trespasser Incident
4/30	401	Annulled	Rail/Cat. Replacement	7/1	509	120	Tree in Catenary Wires
	422	Annulled	Rail/Cat. Replacement	7/23	401	Anulled	Catenary Replacement
	424	Annulled	Rail/Cat. Replacement		422	Anulled	Catenary Replacement
5/1	401	Anulled	Rail/Cat. Replacement		424	Anulled	Catenary Replacement
	422	Anulled	Rail/Cat. Replacement				
	424	Anulled	Rail/Cat. Replacement				

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
7/24	401	Annulled	Catenary Replacement	8/28	117	155	Vehicle on Tracks
	422	Annulled	Catenary Replacement		119	136	Vehicle on Tracks
	424	Annulled	Catenary Replacement		205	Annulled	Broadway Bridge Repairs
7/25	401	Annulled	Catenary Replacement		217	131	Vehicle on Tracks
	422	Annulled	Catenary Replacement		222	Annulled	Vehicle on Tracks
	424	Annulled	Catenary Replacement		424	Annulled	Vehicle on Tracks
7/26	401	Annulled	Catenary Replacement	8/29	205	Annulled	Broadway Bridge Repairs
	422	Annulled	Catenary Replacement	8/30	205	Annulled	Broadway Bridge Repairs
	424	Annulled	Catenary Replacement	8/31	205	Annulled	Broadway Bridge Repairs
7/27	401	Annulled	Catenary Replacement	9/1	511	66	Passenger train delays
8/5	603	71	Trespasser Incident	9/3	505	124	NICTD Power Outage
8/20	401	Annulled	Catenary Replacement	9/4	19	70	Trespasser Incident
	422	Annulled	Catenary Replacement	9/10	22	150	Metra Power Outage
	424	Annulled	Catenary Replacement		121	136	Metra Power Outage
8/21	401	Annulled	Catenary Replacement		123	78	Metra Power Outage
	422	Annulled	Catenary Replacement	9/12	101	80	Vehicle on Tracks
	424	Annulled	Catenary Replacement	9/15	510	110	Catenary Wire Issues
8/22	401	Annulled	Catenary Replacement		511	90	Catenary Wire Issues
	422	Annulled	Catenary Replacement	10/20	507	86	Tree down on the tracks
	424	Annulled	Catenary Replacement		508	109	Tree down on the tracks
8/23	401	Annulled	Catenary Replacement		854	89	Tree down on the tracks
	422	Annulled	Catenary Replacement	10/21	603	96	Delayed by freight train
	424	Annulled	Catenary Replacement	10/23	22	120	Pedestrian hit by train
8/24	401	Annulled	Catenary Replacement		121	60	Delayed by earlier accident
8/27	205	Annulled	Broadway Bridge Repairs		123	68	Delayed by earlier accident
8/28	17	135	Vehicle on Tracks	10/27	507	90	Metra incident
	20	171	Vehicle on Tracks		610	64	Awaiting train personnel
	22	144	Vehicle on Tracks	11/17	505	147	Equipment problems
	111	175	Vehicle on Tracks	12/22	601	120	Pantagraph caught in wire
8/28	113	114	Vehicle on Tracks	12/29	506	80	Delayed by freight train
	115	150	Vehicle on Tracks				

RIDERSHIP REPORT: DECEMBER, 2018

	2016	Work Days	2017	Work Days	2018	Work Days	Change 18/17
	Passengers		Passengers		Passengers		
MONTHLY RIDERSHIP							
January	255,006	20	243,280	21	251,990	22	3.6%
February	257,998	21	256,285	20	242,120	20	-5.5%
March	295,099	23	286,216	23	283,789	22	-0.8%
April	287,094	21	278,878	20	279,888	21	0.4%
May	289,597	21	291,326	22	288,137	22	-1.1%
June	307,307	22	315,133	22	299,731	21	-4.9%
CUMULATIVE COMPARISON							
January	255,006	20	243,280	21	251,990	22	3.6%
February	513,004	41	499,565	41	494,110	42	-1.1%
March	808,103	64	785,781	64	777,899	64	-1.0%
April	1,095,197	85	1,064,659	84	1,057,787	85	-0.6%
May	1,384,794	106	1,355,985	106	1,345,924	107	-0.7%
June	1,692,101	128	1,671,118	128	1,645,655	128	-1.5%
AVERAGE WEEKDAY RIDERSHIP							
January	10,892		10,141		10,213		0.7%
February	10,547		10,885		10,413		-4.3%
March	11,581		11,058		11,403		3.1%
April	11,822		11,553		11,490		-0.5%
May	11,570		11,439		11,375		-0.6%
June	12,161		12,208		11,989		-1.8%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
January	8,603		7,874		7,982		1.4%
February	7,975		8,211		7,914		-3.6%
March	8,642		8,350		8,214		-1.6%
April	8,760		8,520		8,588		0.8%
May	8,537		8,387		8,422		0.4%
June	8,777		8,466		8,542		0.9%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
January	2,289		2,097		2,231		6.4%
February	2,585		2,674		2,499		-6.5%
March	2,940		2,708		2,829		4.5%
April	3,061		3,033		2,902		-4.3%
May	3,039		3,053		2,953		-3.3%
June	3,384		3,743		3,481		-7.0%

RIDERSHIP REPORT: DECEMBER, 2018

	2016	Work Days	2017	Work Days	2018	Work Days	Change 18/17
	Passengers		Passengers		Passengers		
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
January	3,379		3,690		3,035		-17.8%
February	4,532		4,822		4,233		-12.2%
March	3,591		3,986		4,538		13.8%
April	4,315		4,783		4,288		-10.3%
May	4,663		4,406		4,210		-4.4%
June	4,971		5,819		5,249		-9.8%
MONTHLY SOUTH BEND RIDERSHIP							
January	14,935		14,626		15,027		2.7%
February	15,708		16,499		16,778		1.7%
March	19,040		18,235		21,230		16.4%
April	20,090		23,040		20,509		-11.0%
May	19,598		20,085		19,452		-3.2%
June	20,209		22,143		20,965		-5.3%

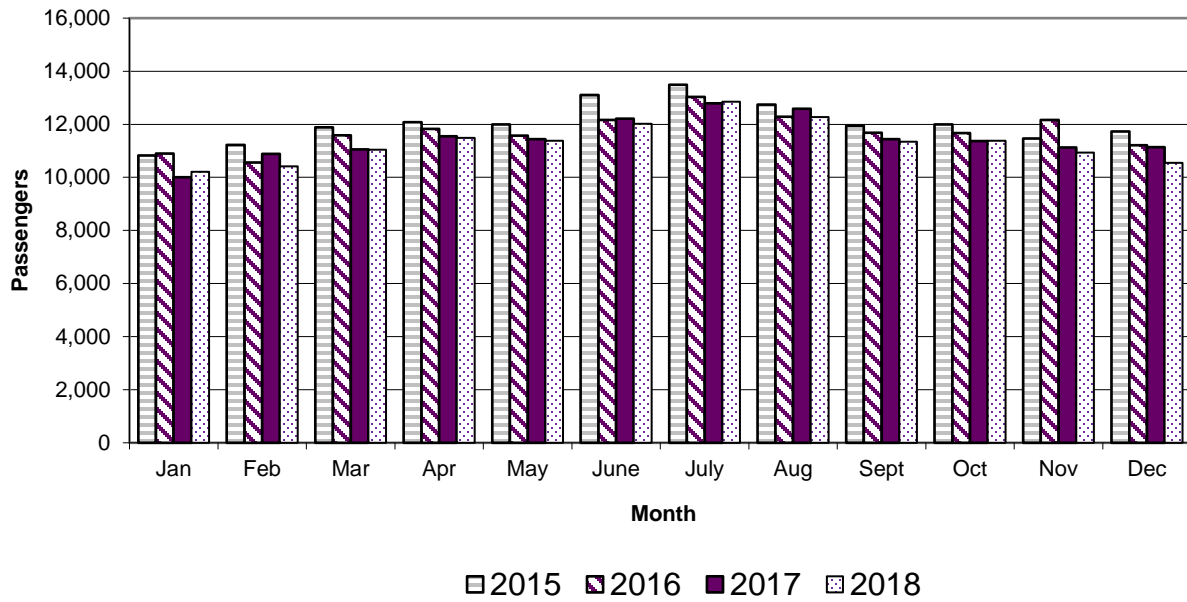
RIDERSHIP REPORT: DECEMBER, 2018

	2016	Work	2017	Work	2018	Work	Change 18/17
	Passengers	Days	Passengers	Days	Passengers	Days	
MONTHLY RIDERSHIP							
July	326,207	20	322,717	20	326,061	21	1.0%
August	321,033	23	337,910	23	329,094	23	-2.6%
September	288,198	21	281,393	20	266,558	19	-5.3%
October	294,337	21	294,415	22	294,835	23	0.1%
November	300,628	21	273,273	21	272,648	21	-0.2%
December	281,576	21	275,137	20	265,346	20	-3.6%
CUMULATIVE COMPARISON							
July	2,018,308	148	1,993,835	148	1,971,716	149	-1.1%
August	2,339,341	171	2,331,745	171	2,300,810	172	-1.3%
September	2,627,539	192	2,613,138	191	2,567,368	191	-1.8%
October	2,921,876	213	2,907,553	213	2,862,203	214	-1.6%
November	3,222,504	234	3,180,826	234	3,134,851	235	-1.4%
December	3,504,080	255	3,455,963	254	3,400,197	255	-1.6%
AVERAGE WEEKDAY RIDERSHIP							
July	13,037		12,794		12,855		0.5%
August	12,289		12,580		12,275		-2.4%
September	11,682		11,440		11,342		-0.9%
October	11,671		11,369		11,384		0.1%
November	12,159		11,131		10,935		-1.8%
December	11,217		11,142		10,549		-5.3%
Thru December	11,719	255	11,478	254	11,352		-1.1%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
July	8,407		8,406		8,601		2.3%
August	8,694		8,612		8,486		-1.5%
September	8,661		8,438		8,556		1.4%
October	8,704		8,398		8,563		2.0%
November	8,685		8,095		7,981		-1.4%
December	7,552		7,522		7,188		-4.4%
Thru December	8,500	255	8,273	254	8,253		-0.2%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
July	4,629		4,387		4,254		-3.0%
August	3,595		3,968		3,788		-4.5%
September	3,021		3,002		2,786		-7.2%
October	2,967		2,970		2,821		-5.0%
November	3,473		3,036		2,954		-2.7%
December	3,665		3,620		3,361		-7.2%
Thru December	3,221	255	3,191	254	3,072		-3.7%

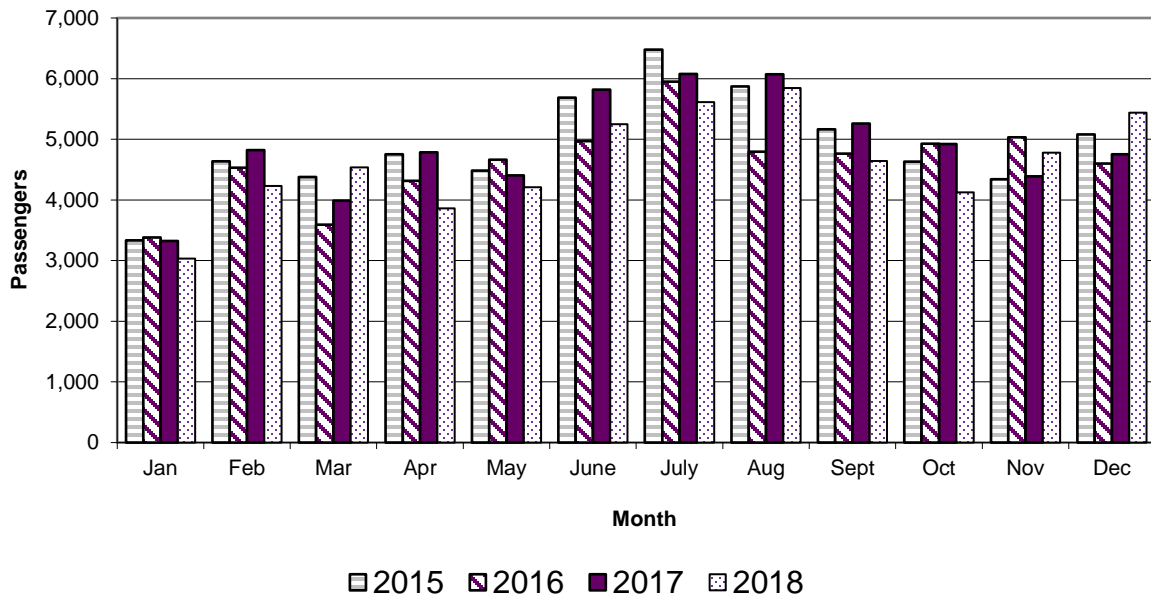
RIDERSHIP REPORT: DECEMBER, 2018

	2016	Wkend	2017	Wkend	2018	Wkend	Change
	Passengers	Days	Passengers	Days	Passengers	Days	18/17
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
July	5,952		6,077		5,612		-7.7%
August	4,797		6,070		5,847		-3.7%
September	4,763		5,260		4,641		-11.8%
October	4,929		4,922		4,126		-16.2%
November	5,033		4,391		4,779		8.8%
December	4,602		4,753		4,942		4.0%
Thru December	4,627	109	4,915	110	4,625		
MONTHLY SOUTH BEND RIDERSHIP							
July	26,787		27,623		25,692		-7.0%
August	21,219		22,887		22,070		-3.6%
September	20,001		23,618		20,944		-11.3%
October	21,618		25,870		18,422		-28.8%
November	21,861		21,387		22,997		7.5%
December	22,854		24,781		22,575		-8.9%

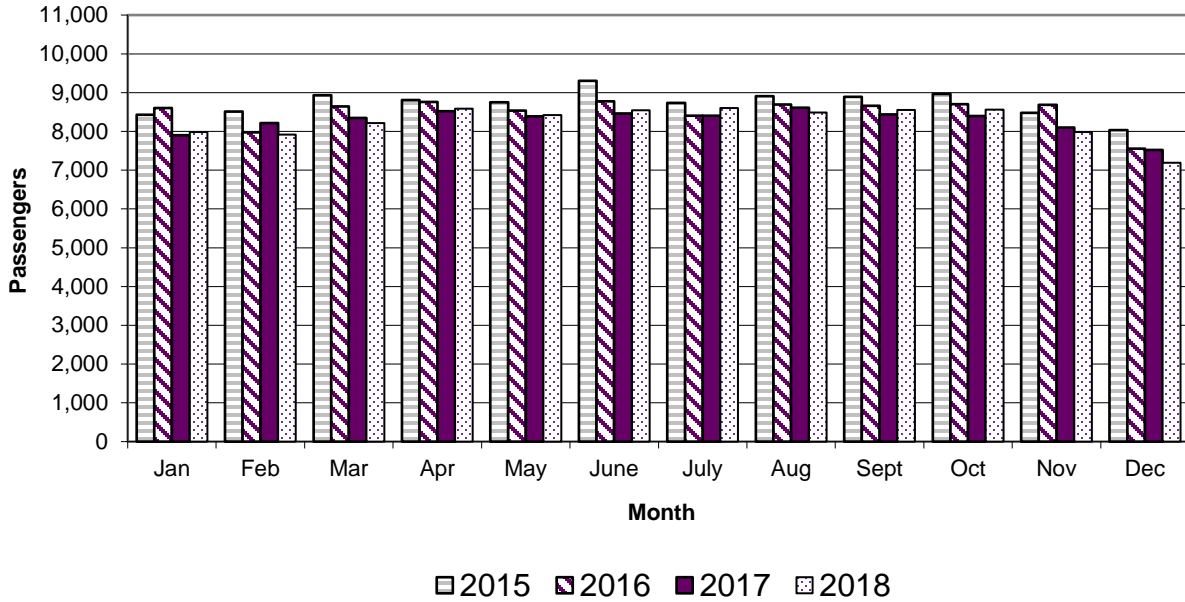
SOUTH SHORE WEEKDAY RIDERSHIP 2015-2018



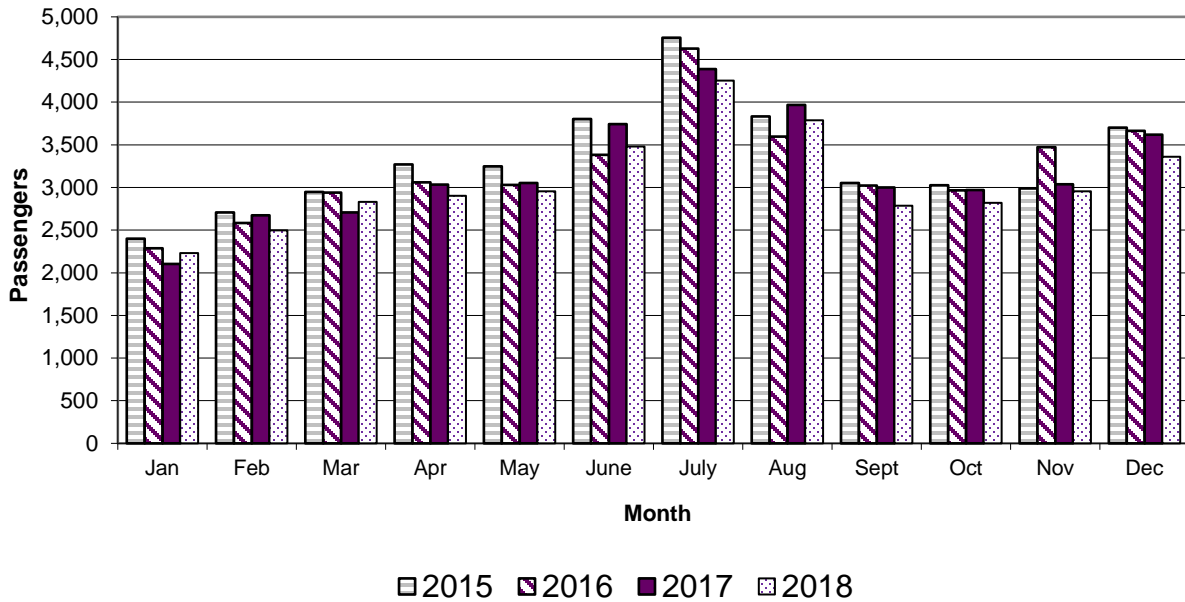
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2015-2018



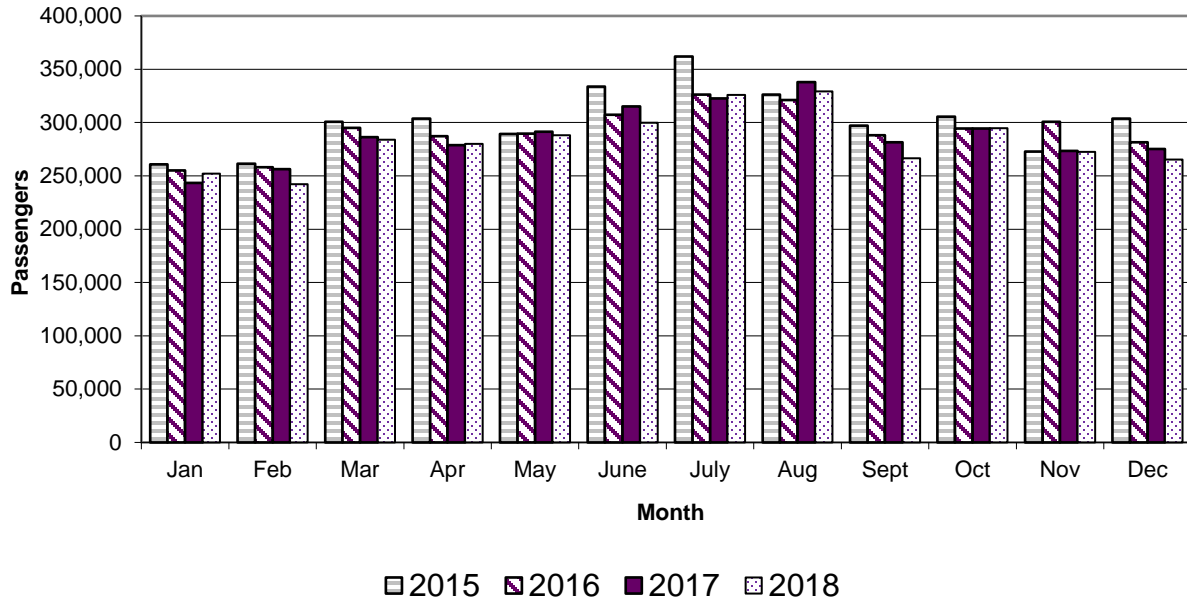
SOUTH SHORE PEAK RIDERSHIP 2015-2018



SOUTH SHORE OFF-PEAK RIDERSHIP 2015-2018



SOUTH SHORE MONTHLY RIDERSHIP 2015-2018



PERCENT ON TIME: DECEMBER, 2018

PEAK		
Train	Days Late	% on Time
102	2	90.0%
104	1	95.0%
6	3	85.0%
106	1	95.0%
108	1	95.0%
110	1	95.0%
112	2	90.0%
114	2	90.0%
214	0	100.0%
11	0	100.0%
111	0	100.0%
113	1	95.0%
115	0	100.0%
17	4	80.0%
117	12	40.0%
217	3	85.0%
119	4	78.9%
Total	37	89.1%
Westbound	13	92.7%
Eastbound	24	84.9%

OFF-PEAK		
Train	Days Late	% on Time
14	1	95.0%
216	1	95.0%
116	6	70.0%
218	0	100.0%
18	5	75.0%
118	1	95.0%
220	3	85.0%
20	5	75.0%
222	1	94.7%
420	0	100.0%
22	9	55.0%
424	0	100.0%
401	2	90.0%
203	1	94.7%
403	0	100.0%
205	0	100.0%
207	1	95.0%
7	1	95.0%
107	13	35.0%
9	3	85.0%
109	0	100.0%
209	0	100.0%
19	4	78.9%
121	1	94.7%
123	0	100.0%
101	1	95.0%
Total	59	88.5%
Westbound	32	86.6%
Eastbound	27	90.2%

WEEKEND/HOLIDAY		
Train	Days Late	% on Time
600	0	100.0%
502	2	81.8%
504	4	63.6%
606	2	81.8%
506	3	72.7%
608	0	100.0%
508	3	72.7%
610	1	90.9%
510	3	72.7%
710	Deadhead move	
503	4	63.6%
603	0	100.0%
605	2	81.8%
505	1	90.9%
507	3	72.7%
509	6	45.5%
511	4	63.6%
613	0	100.0%
601	2	81.8%
701	0	100.0%
703	0	100.0%
Total	40	81.8%
Westbound	18	81.8%
Eastbound	22	81.8%

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

REASON FOR DELAY: DECEMBER

REASONS (weekday)		
AMT	2	2.1%
CAR	9	9.4%
CAT	0	0.0%
DBS	0	0.0%
DMW	1	1.0%
DSR	1	1.0%
DSS	5	5.2%
FRR	3	3.1%
FTI	4	4.2%
HLD	1	1.0%
LMU	0	0.0%
MET	32	33.3%
OET	1	1.0%
OPR	10	10.4%
OTH	3	3.1%
PAS	3	3.1%
POL	1	1.0%
PTI	6	6.3%
SUB	0	0.0%
SVS	3	3.1%
TOD	0	0.0%
TRK	1	1.0%
TRS	9	9.4%
UTL	0	0.0%
VAN	0	0.0%
WTR	1	1.0%
TOTAL	96	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	4	10.0%
CAT	0	0.0%
DBS	0	0.0%
DMW	0	0.0%
DSR	1	2.5%
DSS	1	2.5%
FRR	5	12.5%
FTI	1	2.5%
HLD	1	2.5%
LMU	0	0.0%
MET	5	12.5%
OET	0	0.0%
OPR	1	2.5%
OTH	3	7.5%
PAS	6	15.0%
POL	1	2.5%
PTI	6	15.0%
SUB	0	0.0%
SVS	2	5.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	2	5.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	1	2.5%
TOTAL	40	100.0%

- AMT - Amtrak Delay
- CAR - Car or equipment failure of malfunction
- CAT - Catenary problems or power outage
- DBS - Delays due to busing
- 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.
- FRR - Freight train interference from crossing road
- 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
- OET - Operational Efficiency Testing
- OPR - Operational Delay
- OTH - Other delays
- PAS - Passenger boarding
- POL - Police related delays - except road crossing or trespasser accidents
- PTI - Passenger train interference
- SUB - Substation
- SVS - Servicing - includes adding or subtracting equipment to or from consist
- TOD - Train order delay - not associated with train meets
- TRK - Track/wayside malfunction
- TRS - Trespasser incidents including road crossing accidents
- UTL - utility power outage
- VAN - Vandalism
- WTR - Delays related to inclement weather

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

CUMULATIVE PERCENT ON TIME THRU DECEMBER, 2018

PEAK		
Train	Days Late	% on Time
102	5	98.0%
104	6	97.6%
6	28	89.0%
106	10	96.1%
108	7	97.3%
110	9	96.5%
112	14	94.5%
114	24	90.6%
214	12	95.3%
11	37	85.4%
111	4	98.4%
113	14	94.5%
115	18	92.9%
17	23	90.9%
117	79	69.0%
217	15	94.1%
119	18	92.9%
Total	323	92.5%
Westbound	115	95.0%
Eastbound	208	89.8%

OFF-PEAK		
Train	Days Late	% on Time
14	51	80.0%
216	9	96.5%
116	86	66.3%
216	17	93.3%
18	109	57.3%
118	13	94.9%
218	29	88.6%
20	68	73.3%
220	25	90.1%
420	6	97.4%
22	64	74.8%
422	6	97.3%
401	4	98.2%
203	8	96.8%
403	17	93.3%
205	4	98.4%
207	9	96.5%
7	82	67.8%
107	136	46.7%
9	78	69.4%
109	62	75.7%
209	10	96.1%
19	53	79.0%
121	27	89.4%
123	44	82.6%
101	20	92.2%
Total	1,037	84.1%
Westbound	483	83.9%
Eastbound	554	84.3%

WEEKEND/HOLIDAY		
Train	Days Late	% on Time
600	21	80.9%
502	35	68.2%
504	56	49.1%
606	40	63.6%
506	32	70.9%
608	12	89.1%
508	36	67.3%
610	8	92.7%
510	26	76.4%
710	Deadhead move	
503	48	56.4%
603	14	87.3%
605	31	71.8%
505	31	71.8%
507	45	59.1%
509	58	47.3%
511	48	56.4%
613	9	91.8%
601	20	81.8%
701	1	99.1%
703	7	93.6%
Total	578	73.7%
Westbound	266	73.1%
Eastbound	312	74.2%

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

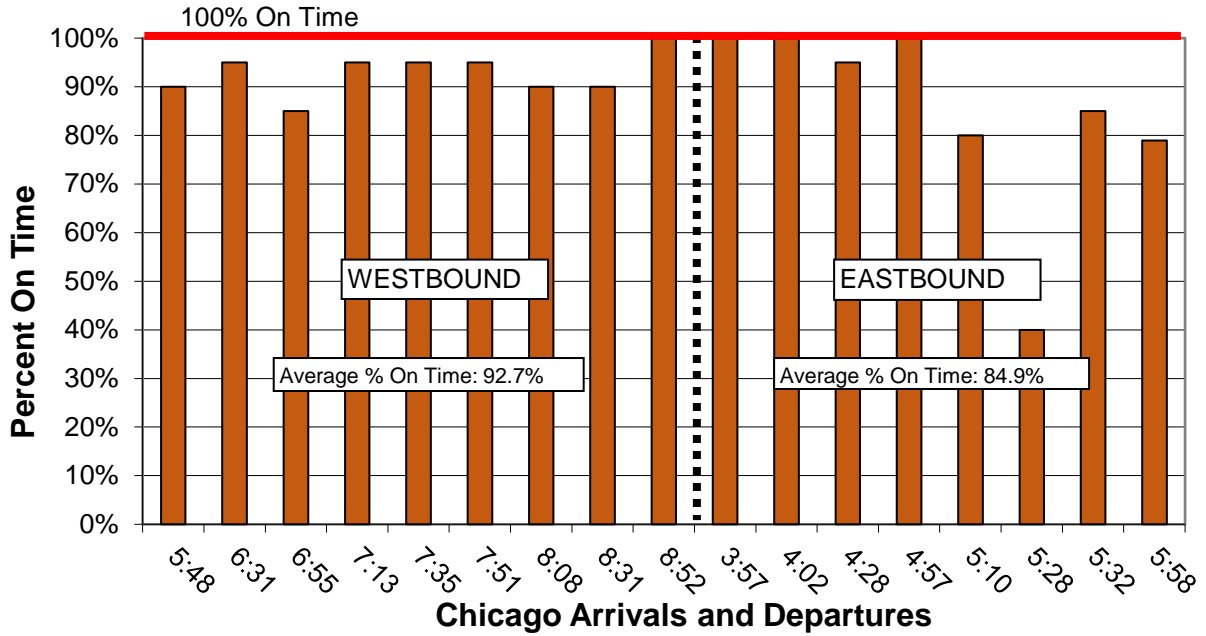
CUMULATIVE REASON FOR DELAYS THRU DECEMBER, 2018

REASONS (weekday)			REASONS (weekend)			TOTAL		
AMT	49	3.6%	AMT	6	1.0%	AMT	55	2.8%
CAR	98	7.2%	CAR	40	6.9%	CAR	138	7.1%
CAT	0	0.0%	CAT	4	0.7%	CAT	4	0.2%
DBS	14	1.0%	DBS	1	0.2%	DBS	15	0.8%
DMW	163	12.0%	DMW	8	1.4%	DMW	171	8.8%
DSR	64	4.7%	DSR	54	9.3%	DSR	118	6.1%
DSS	42	3.1%	DSS	23	4.0%	DSS	65	3.4%
FRR	43	3.2%	FRR	30	5.2%	FRR	73	3.8%
FTI	53	3.9%	FTI	16	2.8%	FTI	69	3.6%
HLD	28	2.1%	HLD	13	2.2%	HLD	41	2.1%
LMU	16	1.2%	LMU	10	1.7%	LMU	26	1.3%
MET	369	27.1%	MET	154	26.6%	MET	523	27.0%
OET	7	0.5%	OET	0	0.0%	OET	7	0.4%
OPR	14	1.0%	OPR	2	0.3%	OPR	16	0.8%
OTH	61	4.5%	OTH	15	2.6%	OTH	76	3.9%
PAS	43	3.2%	PAS	68	11.8%	PAS	111	5.7%
POL	14	1.0%	POL	4	0.7%	POL	18	0.9%
PTI	120	8.8%	PTI	49	8.5%	PTI	169	8.7%
SUB	2	0.1%	SUB	5	0.9%	SUB	7	0.4%
SVS	28	2.1%	SVS	25	4.3%	SVS	53	2.7%
TOD	10	0.7%	TOD	2	0.3%	TOD	12	0.6%
TRK	18	1.3%	TRK	3	0.5%	TRK	21	1.1%
TRS	32	2.4%	TRS	15	2.6%	TRS	47	2.4%
UTL	1	0.1%	UTL	2	0.3%	UTL	3	0.2%
VAN	2	0.1%	VAN	0	0.0%	VAN	2	0.1%
WTR	69	5.1%	WTR	29	5.0%	WTR	98	5.1%
TOTAL	1,360	100.0%	TOTAL	578	100.0%	TOTAL	1,938	100.0%

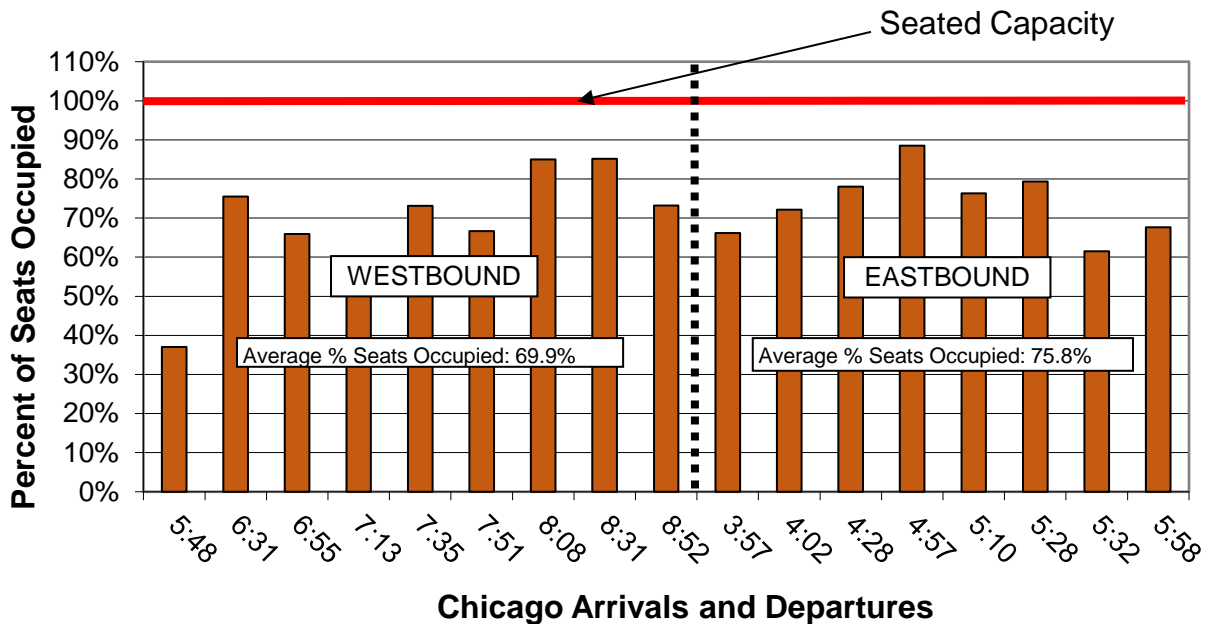
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RUSH HOUR ON TIME PERFORMANCE: DECEMBER 2018



PERCENT OF RUSH HOUR SEATS OCCUPIED: DEC 2018



RUSH HOUR* TRAIN DELAYS - DECEMBER 2018 (minutes late)

Train	Arrive	Mon 3	Tues 4	Wed 5	Thurs 6	Fri 7	Mon 10	Tues 11	Wed 12	Thurs 13	Fri 14	Mon 17	Tues 18	Wed 19	Thurs 20	Fri 21	Mon 24	Wed 26	Thurs 27	Fri 28	Mon 31	Days Late	Days Ran	% On Time	
102	5:48a												50			8							2	20	90.0%
104	6:31												10										1	20	95.0%
6	6:55						7						21							7			3	20	85.0%
106	7:13												12										1	20	95.0%
108	7:35												13										1	20	95.0%
110	7:51												20										1	20	95.0%
112	8:08												10			15							2	20	90.0%
114	8:31												33			23							2	20	90.0%
214	8:52												A										0	19	100.0%
14	10:28						46																1	20	95.0%
Train	Depart																					Days Late	Days Ran	% On Time	
11	3:57																						0	20	100.0%
111	4:02																						0	20	100.0%
113	4:28															10							1	20	95.0%
115	4:57																						0	20	100.0%
117	5:10	14	14			6	9	10		7	13	9	17	8		6				11			12	20	40.0%
17	5:28	54					7	9			12												4	20	80.0%
217	5:32	32						7			9												3	20	85.0%
119	5:58	39							46	10					14								4	20	80.0%
19	7:10	15		22		A	15															15	4	19	78.9%
High temp		37	33	29	32	29	34	35	44	43	44	40	40	48	48	42	33	48	52	54	41				
Low temp		30	25	25	22	15	23	21	27	22	35	22	19	27	38	31	21	25	36	29	30				

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

Temperatures from South Bend

MONTHLY SUMMARY OF RUSH HOUR ON TIME PERFORMANCE

	January			February			March			April			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	17	198	91.4%	15	180	91.7%	9	198	95.5%	3	189	98.4%	3	198	98.5%	6	189	96.8%
EB Rush	24	176	86.4%	16	160	90.0%	9	176	94.9%	15	168	91.1%	10	176	94.3%	14	166	91.6%
Total Rush	41	374	89.0%	31	340	90.9%	18	374	95.2%	18	357	95.0%	13	374	96.5%	20	355	94.4%

	July			August			September			October			November			December		
	#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	4	189	97.9%	12	207	94.2%	12	171	93.0%	10	207	95.2%	11	189	94.2%	13	179	92.7%
EB Rush	18	168	89.3%	27	183	85.2%	23	151	84.8%	12	184	93.5%	15	168	91.1%	24	160	84.9%
Total Rush	22	357	93.8%	39	390	90.0%	35	322	89.1%	22	391	94.4%	26	357	92.7%	37	339	89.1%

On time

A = Annulled

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	5	255	98.0%
6:31	104	6	255	97.6%
6:55	6	28	255	89.0%
7:13	106	10	255	96.1%
7:35	108	7	255	97.3%
7:51	110	9	255	96.5%
8:08	112	14	255	94.5%
8:31	114	24	255	90.6%
8:52	214	12	254	95.3%
10:28	14	32	255	87.5%
Depart				
3:57	11	37	252	85.3%
4:02p	111	4	255	98.4%
4:28	113	14	255	94.5%
4:57	115	18	255	92.9%
5:10	117	79	255	69.0%
5:28	17	23	254	90.9%
5:32	217	14	255	94.5%
5:58	119	18	255	92.9%
7:15	19	40	254	84.3%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	115	2294	95.0%
EB Rush	207	2036	89.8%
Total Rush	322	4,330	92.6%

CUMULATIVE RUSH HOUR THRU DECEMBER

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	53	104	157	2.3%	5.1%	3.63%
11-15	32	55	87	1.4%	2.7%	2.01%
16-20	12	21	33	0.5%	1.0%	0.76%
21-30	7	9	16	0.3%	0.4%	0.37%
31-59	9	11	20	0.4%	0.5%	0.46%
60+	2	8	10	0.1%	0.4%	0.23%
Annulled	1	4	5			
Total Late	116	212	328	5.1%	10.4%	7.58%
On time	2,178	1,824	4,002	94.9%	89.6%	92.42%
Total ran	2,294	2,036	4,330			

DECEMBER RUSH HOUR

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	5	13	18	2.8%	8.1%	5.3%
11-15	3	6	9	1.7%	3.8%	2.7%
16-20	1	1	2	0.6%	0.6%	0.6%
21-30	2	0	2	1.1%	0.0%	0.6%
31-59	2	4	6	1.1%	2.5%	1.8%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	1	0	1			
Total Late	13	24	37	7.3%	15.0%	10.9%
On time	166	136	302	92.7%	85.0%	89.1%
Total ran	179	160	339			

GRAND TOTAL ALL TRAINS THRU DECEMBER, 2018

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	53	104	539	257	953	7.2%
11-15	32	55	221	157	465	3.5%
16-20	12	21	118	51	202	1.5%
21-30	7	9	84	58	158	1.2%
31-59	9	11	59	31	110	0.8%
60+	2	8	15	25	50	0.4%
Annulled	1	4	106	4	115	
Total	115	208	1036	579	1,938	14.7%
On Time	2,179	1,828	5,488	1,621	11,231	85.3%
Total ran	2,295	2,040	6,630	2,204	13,169	
%On Time	94.9%	89.6%	82.8%	73.5%	85.3%	