

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

April 2020



APRIL, 2020 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of April 2020 decreased 94.3% when compared to April of 2019. This year 15,714 passengers traveled on the South Shore Line (SSL) while April of 2019 recorded a total of 277,549 passenger trips. In March of 2020 the COVID-19 pandemic affects hit the Midwest causing significant closures and stay at home orders across the US. As a result SSL ridership plummeted. The SSL responded with a modified weekday train schedule taking effect Monday March 23rd. The new schedule mirrored a weekend schedule with a few additional Eastbound and Westbound trains. On April 1st the schedule was modified to be more accommodating for essential workers utilizing the system.

Weekday Travel

Average weekday travel was down 94.4% overall for April of 2020 when compared to April of 2019. Peak ridership was down 95.5% and off peak ridership was down 91.1%. By April stay at home orders were in place and most commuters who utilized our system were no longer traveling into the city for work.

Weekend

Average weekend ridership in April decreased by 93.9% with an average of 293 passengers carried per weekend day in 2020 compared to 3,943 carried in 2019. In response to the pandemic stay at home orders were extended to incorporate all of April. This strictly limited crowd sizes and kept local businesses and recreation spot closed.

Analysis over last 12 months:

Ridership Over Last 12 Months: May through April							
	2016/17	2017/18	% Change	2018/19	% Change	2019/20	% Change
Total	3,473,542	3,449,091	-0.70%	3,340,743	-3.14%	2,932,297	-12.23%
Weekday	2,948,356	2,918,153	-1.02%	2,837,136	-2.78%	2,497,099	-11.99%
Peak	2,138,690	2,105,848	-1.54%	2,069,304	-1.74%	1,822,309	-11.94%
Off Peak	809,666	812,305	0.33%	767,832	-5.47%	674,790	-12.12%
Weekend	525,186	530,938	1.10%	503,607	-5.15%	435,198	-13.58%
South Bend	246,547	261,938	6.24%	240,700	-8.11%	210,026	-12.74%

Revenue

The number of tickets sold for the year has decreased 32.8% through April of 2020 compared to 2019. Ticket revenue is down 30.5% for 2020 compared to 2019. Sales from digital sources represents 67.7% of ticket sales and 70.6% of revenue in 2020.

For most of April 2020 on board cash fare collections halted and instead brown envelopes were handed out for passenger to mail in their cash fares.

Total Ticket Sales: Through April						
Method of Sale	Tickets			Revenue		
	2019	2020	% Change	2019	2020	% Change
Ticket Agent	49,664	30,087	-39.4%	1,593,118	1,002,772	-37.1%
Vending Machine	126,548	74,752	-40.9%	2,466,420	1,543,612	-37.4%
Conductor	82,099	51,402	-37.4%	637,939	389,831	-38.9%
Mobile App	116,748	95,762	-18.0%	2,121,757	1,805,455	-14.9%
Total	375,059	252,003	-32.8%	6,819,234	4,741,669	-30.5%

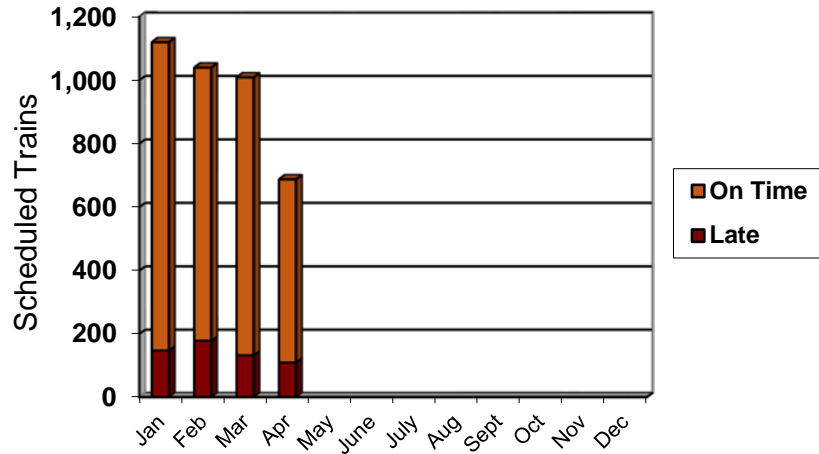
On Time Performance

Rush hour – Overall, 80.1% of A.M. and P.M. rush hour trains were on time in April 2020; compared to 93.0% in April of 2019. 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). 89.2% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 84.1% of westbound morning rush hour service was on time compared to 99.0% in April 2019; while eastbound rush hour trains reported an on time performance of 76.1% compared to 86.4% in April 2019. A total of 14 out of 88 westbound rush hour trains were delayed in April. Of those 14, two experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 21 out of 88 trains delayed in April. Of those 21, nine experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
April				
Range	a.m.	p.m.	Total	Percent
6-10	8	8	16	9.1%
11-15	4	4	8	4.5%
16-20	1	0	1	0.6%
21-30	0	6	6	3.4%
31-59	1	2	3	1.7%
60+	0	1	1	0.6%
Annulled	0	0	0	
On Time	74	67	141	
Total Ran	88	88	176	

¹ Weekday rush-hour trains operate 9 westbound and 8 eastbound per day however on March 23rd a temporary reduced schedule was utilized providing 4 peak trains in each direction per day which was maintained by the April 1st revision.

Overall – The SSL scheduled 688 trains in April and experienced 110 delays in excess of 5 minutes (ranging from 6-60 minutes) with a median delay of 12 minutes. April of 2020 experienced no annulled trains. In April 2019 the South Shore Line scheduled 1,106 trains with 213 delays in excess of 5 minutes (ranging from 6-51 minutes) with a median delay of 11 minutes. April of 2019 experienced no annulled trains.



Cumulative On Time Comparison		
Thru April	2019	2020
Weekday	85.4%	91.5%
Peak	91.3%	92.8%
Off-peak	81.7%	90.7%
Weekend	73.8%	62.6%
Overall	83.6%	89.8%

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.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/2	102	Anulled	Car caught in wire.	3/7	606	104	Metra power outage
	203	Anulled	Anulled due to 102 issues		613	135	Metra power outage
1/6	104	Anulled	Equipment issues		504	154	Metra power outage
	205	Anulled	Anulled due to 104 issues		603	Anulled	Metra power outage
1/19	701	Anulled	Weather	3/10	110	62	Equipment issues
	703	Anulled	Weather	3/21	502	60	Equipment issues
1/23	214	98	Fire alarm at arrival station	4/16	507	60	Train collision w/ car on track
2/22	600	72	Derailment				
3/3	7	82	Equipment issues				
	107	69	Equipment issues				
	216	Anulled	Car caught in wire.				

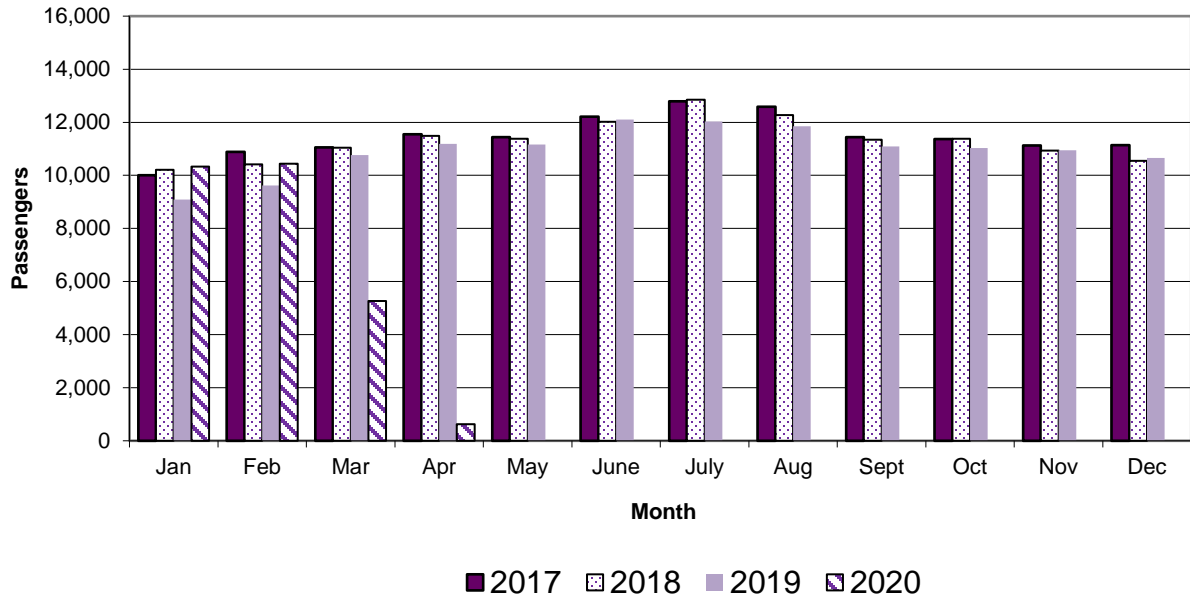
Ridership Report

	2018	Work	2019	Work	2020	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	19/20
Monthly Ridership							
January	251,990	22	226,385	22	254,857	22	12.6%
February	242,120	20	222,250	20	246,095	20	10.7%
March	283,789	22	272,150	21	130,362	22	-52.1%
April	279,888	21	277,549	22	15,714	22	-94.3%
May	288,137	22	282,752	22			
June	299,731	21	293,325	20			
Cumulative Comparison							
January	251,990	22	226,385	22	254,857	22	12.6%
February	494,110	42	448,635	42	500,952	42	11.7%
March	777,899	64	720,785	63	631,314	64	-12.4%
April	1,057,787	85	998,334	85	647,028	86	-35.2%
May	1,345,924	107	1,281,086	107			
June	1,645,655	128	1,574,411	127			
Average Weekday Ridership							
January	10,213		9,086		10,336		13.8%
February	10,413		10,121		10,437		3.1%
March	11,043		10,761		5,267		-51.1%
April	11,490		11,182		627		-94.4%
May	11,375		11,167				
June	12,023		12,101				
Average Weekday Peak Period Ridership							
January	7,982		7,052		8,028		13.8%
February	7,914		7,833		8,057		2.9%
March	8,214		8,116		4,051		-50.1%
April	8,588		8,344		375		-95.5%
May	8,422		8,285				
June	8,542		8,627				
Average Weekday Off-Peak Ridership							
January	2,231		2,034		2,309		13.5%
February	2,499		2,288		2,381		4.0%
March	2,829		2,645		1,215		4.0%
April	2,902		2,839		252		4.0%
May	2,953		2,881				
June	3,481		3,473				

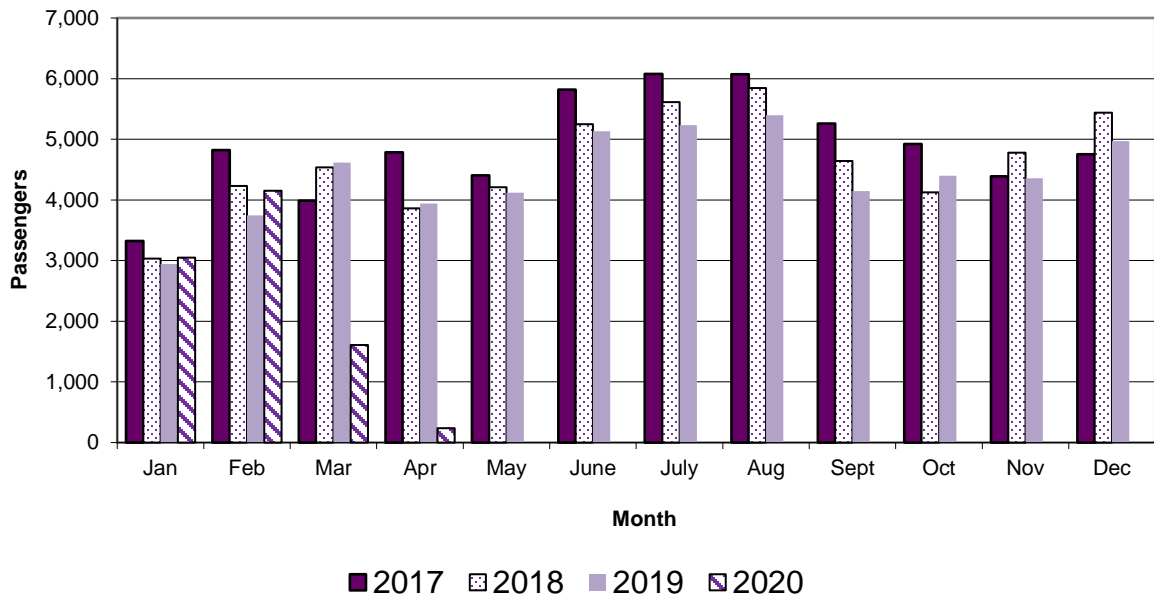
Ridership Report

	2018	Work Days	2019	Work Days	2020	Work Days	Change 19/20
	Passengers		Passengers		Passengers		
Average Weekend/Holiday Ridership (per day)							
January	3,035		2,943		3,051		3.7%
February	4,233		3,744		4,150		10.8%
March	4,538		4,617		1,611		-65.1%
April	4,288		3,943		239		-93.9%
May	4,210		4,121				
June	5,249		5,132				
Monthly South Bend Ridership							
January	15,027		14,125		15,044		6.5%
February	16,778		12,881		15,748		22.3%
March	21,230		20,397		8,640		-57.6%
April	20,509		20,180		1,903		-90.6%
May	19,452		19,127				
June	20,965		20,088				

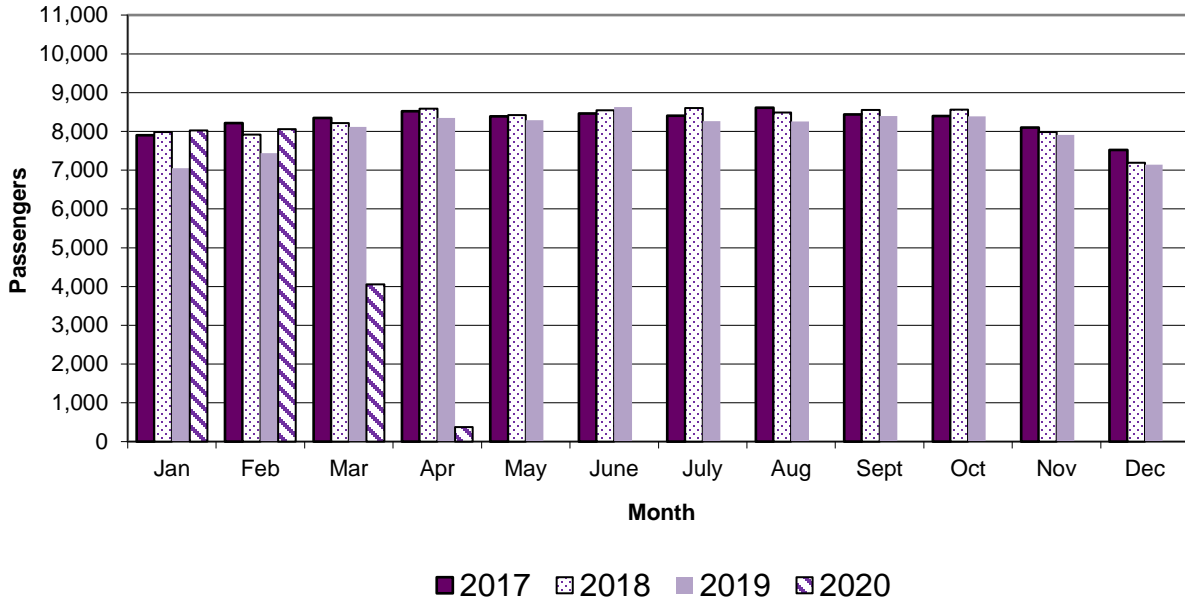
SOUTH SHORE WEEKDAY RIDERSHIP 2017-2020



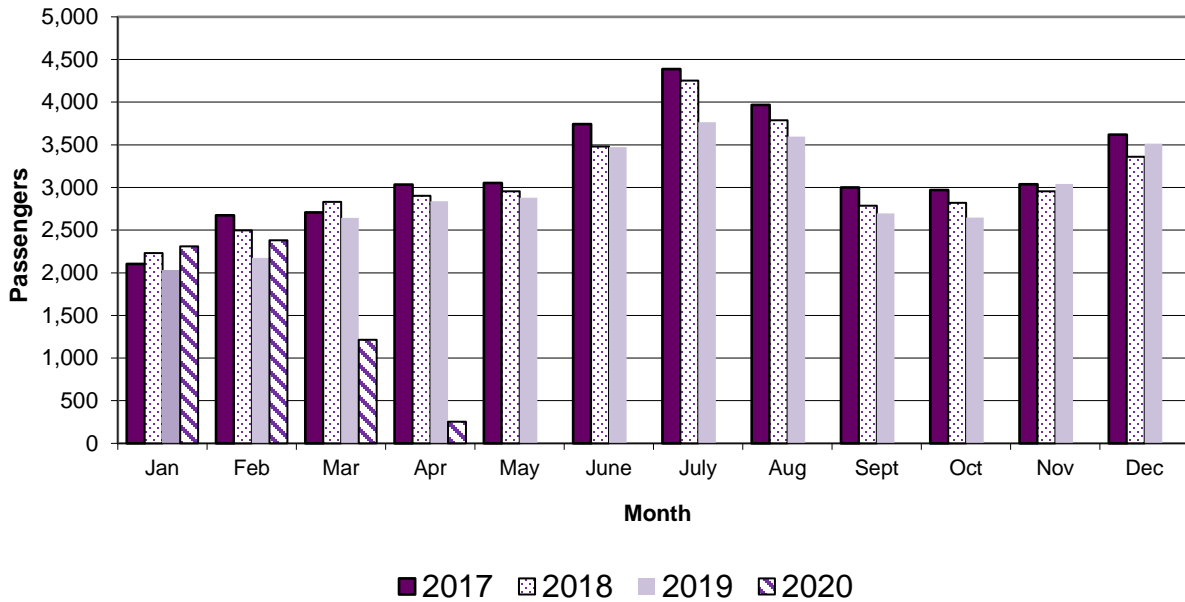
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2017-2020



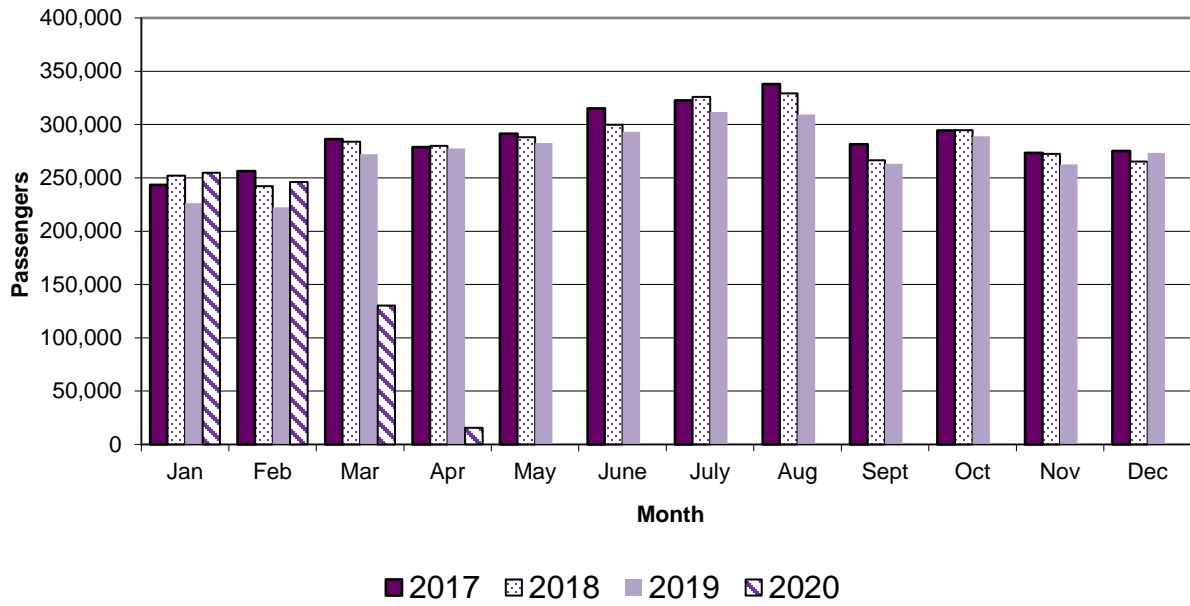
SOUTH SHORE PEAK RIDERSHIP 2017-2020



SOUTH SHORE OFF-PEAK RIDERSHIP 2017-2020



SOUTH SHORE MONTHLY RIDERSHIP 2017-2020



Percent on Time: April 2020

Peak		
Train	Days Late	% on Time
507	2	90.9%
509	2	90.9%
803	7	68.2%
502	7	68.2%
600	1	95.5%
802	2	90.9%
804	4	81.8%
Total	25	83.8%
Eastbound	11	83.3%
Westbound	14	84.1%

Off-Peak		
Train	Days Late	% on Time
503	7	68.2%
505	4	81.8%
511	2	90.9%
601	2	90.9%
603	3	86.4%
605	8	63.6%
613	0	100.0%
701	0	100.0%
703	3	86.4%
801	10	54.5%
504	5	77.3%
506	10	54.5%
508	3	86.4%
510	1	95.5%
606	4	81.8%
608	0	100.0%
610	6	72.7%
Total	68	81.8%
Eastbound	39	82.3%
Westbound	29	81.2%

Weekend/Holiday		
Train	Days Late	% on Time
503	0	100.0%
505	0	100.0%
507	0	100.0%
509	0	100.0%
511	2	75.0%
601	0	100.0%
603	0	100.0%
605	3	62.5%
613	1	87.5%
701	0	100.0%
703	1	87.5%
502	1	87.5%
504	1	87.5%
506	4	50.0%
508	1	87.5%
510	1	87.5%
600	1	87.5%
606	1	87.5%
608	0	100.0%
610	0	100.0%
Total	17	89.4%
Eastbound	7	92.0%
Westbound	10	86.1%

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

Reason for Delay: April

Reasons (weekday)		
AMT	0	0.0%
CAR	3	3.3%
CAT	0	0.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	20	22.2%
DSR	5	5.6%
DSS	0	0.0%
FRR	3	3.3%
FTI	3	3.3%
HLD	1	1.1%
LMU	2	2.2%
MET	17	18.9%
OET	1	1.1%
OPR	10	11.1%
OTH	1	1.1%
PAS	0	0.0%
POL	1	1.1%
PTC	1	1.1%
PTI	14	15.6%
SUB	0	0.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	1	1.1%
TRS	1	1.1%
UTL	0	0.0%
VAN	0	0.0%
WTR	6	6.7%
TOTAL	90	100.0%

Reasons (weekend)		
AMT	0	0.0%
CAR	0	0.0%
CAT	0	0.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	8	40.0%
DSR	2	10.0%
DSS	0	0.0%
FRR	0	0.0%
FTI	2	10.0%
HLD	0	0.0%
LMU	0	0.0%
MET	4	20.0%
OET	0	0.0%
OPR	1	5.0%
OTH	0	0.0%
PAS	0	0.0%
POL	0	0.0%
PTC	0	0.0%
PTI	3	15.0%
SUB	0	0.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	20	100%

AMT-Amtrak delay
 CAR-Car or equipment failure
 DBS-Delays due to busing
 DDS-Debris strike
 DMW-Maintenance of Way work
 DSR-Speed Restriction
 DSS-Reduced speed due to restrictive signal
 FRR-Freight train interference from crossing
 FTI-Freight train interference on NICTD track
 HLD-Station delay related to passenger boarding
 LMU-Late make up(includes turn of equipment)
 MET-Metra delays
 OET-Operational efficiency testing

OPR-Operational delay
 OTH-Other delays
 PAS-Passenger boarding
 PTC-Positive train control delays
 PTI-Passenger train interference
 SUB-Substation
 SVS-Servicing (adding/removing equipment)
 TOD-Train order delay
 TRK-Track/wayside malfunction
 TRS-Trespasser on incident.
 UTL-Utility power outage
 WTR-Weather

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

Cumulative Percent on Time Thru April, 2020

Peak		
Train	Days Late	% on Time
102	1	98.2%
104	2	96.4%
6	5	91.2%
106	7	87.7%
108	3	94.7%
110	5	91.2%
112	2	96.5%
114	6	89.5%
214	4	93.0%
502	8	72.4%
600	2	93.1%
802	2	93.1%
804	6	79.3%
11	9	84.2%
111	0	100.0%
113	5	91.2%
115	2	96.5%
17	10	82.5%
117	9	84.2%
217	3	94.7%
119	3	94.7%
507	3	89.7%
509	6	79.3%
801	10	65.5%
803	9	69.0%
Total	122	89.8%
Westbound	53	91.5%
Eastbound	69	87.9%

Off-Peak		
Train	Days Late	% on Time
14	7	87.7%
216	7	87.5%
116	20	64.9%
216	3	94.7%
18	7	87.7%
118	1	98.2%
218	2	96.5%
20	14	75.4%
220	1	98.2%
420	1	98.2%
22	6	89.5%
422	0	100.0%
504	5	82.8%
506	12	58.6%
508	5	82.8%
510	2	93.1%
606	5	82.8%
608	1	96.6%
610	8	72.4%
401	2	96.5%
203	1	98.2%
403	5	91.2%
205	0	100.0%
207	8	86.0%
7	18	68.4%
107	26	54.4%
9	16	71.9%
109	10	82.5%
209	4	93.0%
19	11	80.7%
121	5	91.2%
123	5	91.2%
101	3	94.7%
503	1	85.7%
505	8	72.4%
511	2	93.1%
601	2	93.1%
603	4	86.2%
605	11	62.1%
613	1	96.6%
701	1	96.6%
703	3	89.7%
Total	254	86.8%
Westbound	107	87.9%
Eastbound	147	85.8%

Weekend/Holiday		
Train	Days Late	% on Time
600	9	74.3%
502	11	68.6%
504	15	57.1%
606	12	65.7%
506	13	62.9%
608	6	82.9%
508	8	77.1%
610	4	88.6%
510	8	77.1%
710	Deadhead move	
503	13	62.9%
603	2	94.1%
605	17	51.4%
505	11	68.6%
507	11	68.6%
509	17	51.4%
511	13	62.9%
613	4	88.6%
601	3	91.4%
701	6	82.4%
703	4	88.2%
Total	187	73.2%
Westbound	86	72.7%
Eastbound	101	73.6%

Cumulative Reasons for Delays Thru April, 2020

REASONS (weekday)		
AMT	2	0.5%
CAR	20	5.2%
CAT	1	0.3%
DBS	0	0.0%
DDS	1	0.3%
DMW	31	8.1%
DSR	9	2.3%
DSS	4	1.0%
FRR	6	1.6%
FTI	17	4.4%
HLD	7	1.8%
LMU	7	1.8%
MET	109	28.5%
OET	2	0.5%
OPR	33	8.6%
OTH	18	4.7%
PAS	12	3.1%
POL	3	0.8%
PTC	2	0.5%
PTI	66	17.2%
SUB	1	0.3%
SVS	4	1.0%
TOD	3	0.8%
TRK	6	1.6%
TRS	2	0.5%
UTL	0	0.0%
VAN	3	0.8%
WTR	14	3.7%
TOTAL	383	100.0%

REASONS (weekend)		
AMT	2	1.1%
CAR	16	8.6%
CAT	0	0.0%
DBS	1	0.5%
DDS	0	0.0%
DMW	8	4.3%
DSR	2	1.1%
DSS	1	0.5%
FRR	1	0.5%
FTI	11	5.9%
HLD	2	1.1%
LMU	3	1.6%
MET	52	27.8%
OET	0	0.0%
OPR	18	9.6%
OTH	5	2.7%
PAS	19	10.2%
POL	0	0.0%
PTC	0	0.0%
PTI	26	13.9%
SUB	0	0.0%
SVS	12	6.4%
TOD	0	0.0%
TRK	1	0.5%
TRS	1	0.5%
UTL	2	1.1%
VAN	0	0.0%
WTR	4	2.1%
TOTAL	187	100.0%

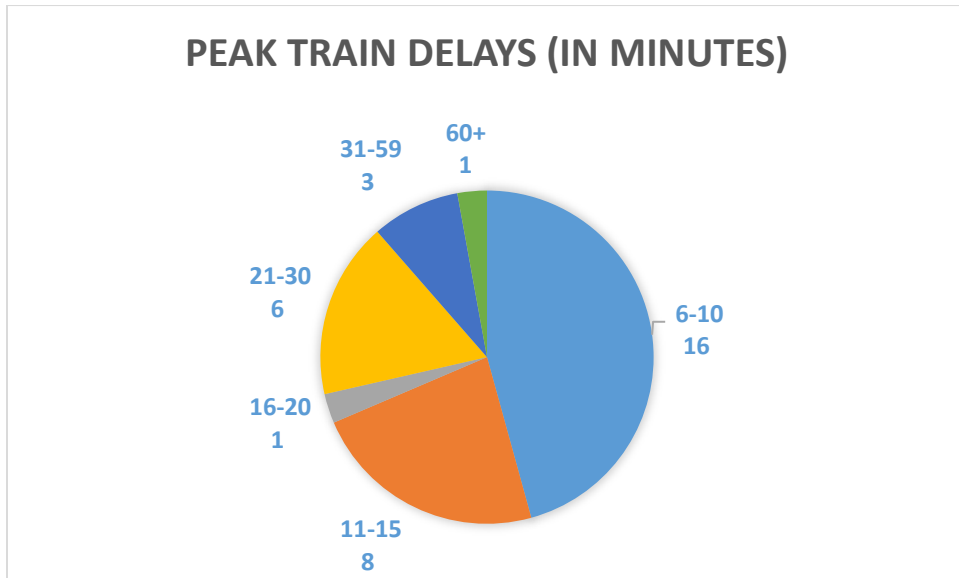
TOTAL		
AMT	4	0.7%
CAR	36	6.3%
CAT	1	0.2%
DBS	1	0.2%
DDS	1	0.2%
DMW	39	6.8%
DSR	11	1.9%
DSS	5	0.9%
FRR	7	1.2%
FTI	28	4.9%
HLD	9	1.6%
LMU	10	1.8%
MET	161	28.2%
OET	2	0.4%
OPR	51	8.9%
OTH	23	4.0%
PAS	31	5.4%
POL	3	0.5%
PTC	2	0.4%
PTI	92	16.1%
SUB	1	0.2%
SVS	16	2.8%
TOD	3	0.5%
TRK	7	1.2%
TRS	3	0.5%
UTL	2	0.4%
VAN	3	0.5%
WTR	18	3.2%
TOTAL	570	100.0%

AMT-Amtrak delay
 CAR-Car or equipment failure
 DBS-Delays due to busing
 DDS-Debris strike
 DMW-Maintenance of Way work
 DSR-Speed Restriction
 DSS-Reduced speed due to restrictive signal
 FRR-Freight train interference from crossing
 FTI-Freight train interference on NICTD track
 HLD-Station delay related to passenger boarding
 LMU-Late make up(includes turn of equipment)
 MET-Metra delays
 OET-Operational efficiency testing
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PAS-Passenger boarding
 PTC-Positive train control delays
 PTI-Passenger train interference
 SUB-Substation
 SVS-Servicing (adding/removing equipment)
 TOD-Train order delay
 TRK-Track/wayside malfunction
 TRS-Trespasser on incident.
 UTL-Utility power outage
 WTR-Weather

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

Weekday peak trains were on time 80.1% of the time. The remaining 19.9% are made up of 35 trains reporting delays beyond 5 minutes and 59 seconds. Those delays are represented in the below chart depicting the various length of the delay reported.



Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	1	41	97.6%
6:31	104	2	41	95.1%
6:55	6	1	42	97.6%
7:13	106	7	42	83.3%
7:35	108	3	42	92.9%
7:51	110	4	42	90.5%
8:08	112	1	42	97.6%
8:31	114	5	42	88.1%
8:52	214	3	42	92.9%
10:28	14	4	42	90.5%
Depart				
3:57	11	7	42	83.3%
4:02p	111	0	42	100.0%
4:28	113	4	42	90.5%
4:57	115	2	42	95.2%
5:10	117	9	42	78.6%
5:28	17	6	42	85.7%
5:32	217	3	42	92.9%
5:58	119	2	42	95.2%
7:15	19	9	42	78.6%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	49	627	92.2%
EB Rush	68	572	88.1%
Total Rush	117	1,199	90.2%

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	23	33	56	2.6%	4.1%	3.3%
11-15	15	12	27	1.7%	1.5%	1.6%
16-20	7	3	10	0.8%	0.4%	0.6%
21-30	2	11	13	0.2%	1.4%	0.8%
31-59	4	9	13	0.5%	1.1%	0.8%
60+	2	1	3	0.2%	0.1%	0.2%
Annulled	2	0	2			
Total Late	53	69	122	6.0%	8.5%	7.2%
On time	827	739	1566	94.0%	91.5%	92.8%
Total ran	880	808	1688			

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	8	8	16	9.1%	9.1%	9.1%
11-15	4	4	8	4.5%	4.5%	4.5%
16-20	1	0	1	1.1%	0.0%	0.6%
21-30	0	6	6	0.0%	6.8%	3.4%
31-59	1	2	3	1.1%	2.3%	1.7%
60+	0	1	1	0.0%	1.1%	0.6%
Annulled	0	0	0			
Total Late	14	21	35	15.9%	23.9%	19.9%
On time	74	67	141	84.1%	76.1%	80.1%
Total ran	88	88	176			

GRAND TOTAL ALL TRAINS THRU APRIL, 2020

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	23	33	148	84	288	5.2%
11-15	15	12	61	44	132	2.4%
16-20	7	3	26	30	66	1.2%
21-30	2	11	13	12	38	0.7%
31-59	4	9	11	12	36	0.6%
60+	2	1	2	5	10	0.2%
Annulled	2	0	3	3	8	
Total	53	69	261	187	570	10.2%
On Time	827	739	2541	890	4997	89.8%
Total ran	880	808	2802	1077	5567	
%On Time	94.0%	91.5%	90.7%	82.6%	89.8%	