

**MONTHLY  
RIDERSHIP  
AND  
2017 YEAR END  
PERFORMANCE  
REPORT**

**December 2017**



## DECEMBER, 2017 MONTHLY PERFORMANCE REPORT

### Ridership

Ridership was declined 2.3% compared to December of 2016. This year for December we carried 275,137 passengers compared to December 2016 when we carried 281,576. While ridership overall was down in December the average weekend ridership was up from 2016 by 3.3%.

### Weekday Travel

Average weekday travel declined 0.7% (11,142) compared to December 2016 (11,217). The average peak travel declined 0.4% and off-peak declined by 1.2%. For the year average weekday rush hour travel declined by 2.6% and off-peak travel was down 1%.

AVERAGE SEAT OCCUPANCY**							
WESTBOUND				EASTBOUND			
Arrival	% of seats occupied			Departure	% of seats occupied		
	Avg. 2016	Dec 2017	Avg. 2017		2016 Avg.	Dec 2017	Avg. 2017
5:48 a	35.8%	31.5%	38.8%	3:57 p**	72.4%	65.9%	71.9%
6:31 a	68.8	76.2	76.9	4:02 p	64.3	49.9	61.4
6:55 a**	75.2	64.7	69.8	4:28 p	90.2	75.7	86.2
7:13 a	70.9	43.8	57.1	4:57 p	93.4	85.1	91.6
7:35 a	83.2	66.7	82.3	5:10 p	79.3	81.0	79.9
7:51 a	80.3	62.9	73.7	5:28 p	76.0	61.9	75.9
8:08 a	83.0	76.1	89.5	5:32 p	78.7	43.5	62.4
8:31 a	88.8	79.5	88.3	5:58 p	74.6	68.6	72.6
8:52 a	69.3	69.6	74.1	7:10 p*	58.6	62.5	58.6
10:28 a*	64.6	76.4	59.2				

\*Non rush-hour service

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

### Weekend/Holiday Ridership

Average weekend ridership increased 3.3% compared to December of 2016. We averaged 4,753 passengers per day on weekends compared to 4,627 in 2016.

### Chicago Employment – 2017

In 2017 the City of Chicago experienced a 2.1 percent increase in employment. This represents 24,123 jobs. This information is collected under the Illinois Unemployment Insurance (UI) Act and is published by the Illinois Department of Employment Security as part of their "Where Workers Work December 2017" report.

The South Shore Lines daily commuters have historically reported working in the insurance and financial services sectors. These sectors in the Central Business District experienced a cumulative 20% reduction in employment between 2008 and 2011. Any improvement in daily commuter ridership is expected to be dependent upon an increase in the available jobs in these sectors.

## Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: DECEMBER THRU NOVEMBER							
	2014	2015	%Change	2016	%Change	2017	%Change
Total	3,615,561	3,617,266	0.1%	3,504,080	-3.1%	3,455,963	-1.4%
Weekday	3,059,386	3,086,354	0.9	2,989,403	-3.1	2,914,139	-2.5
Peak	2,187,568	2,234,828	2.2	2,168,388	-3.0	2,103,466	-3.0
Off-peak	871,818	851,526	-2.3	821,165	-3.6	810,673	-1.3
Weekend	556,175	530,912	-4.5	514,677	-3.1	541,824	5.3
South Bend	251,426	248,510	-1.2	243,920	-1.8	260,794	6.3

## Revenue

Farebox revenue remains positive year over year primarily because of the capital fare increase implemented last year. In 2017 tickets sold on the ticket vending machines and through the mobile app accounted for 60.1% of the ticket sales. That is up from 54.8% in 2016.

TOTAL TICKET SALES: January thru December						
Method of Sale	TICKETS			REVENUE		
	2016	2017	% Change	2016	2017	% Change
Ticket Agent	324,562	257,590	-20.6%	\$6,914,688	\$6,199,288	-10.3%
Vending Machine	564,329	574,832	1.9%	\$8,814,050	\$9,009,504	2.2%
Conductor	382,287	359,639	-5.9%	\$2,742,613	\$2,626,324	-4.2%
Mobile App	186,159	273,816	47.1%	\$3,082,156	\$4,418,029	43.3%
<b>TOTAL</b>	<b>1,457,337</b>	<b>1,465,877</b>	<b>0.6%</b>	<b>\$19,763,878</b>	<b>\$20,374,402</b>	<b>3.2%</b>

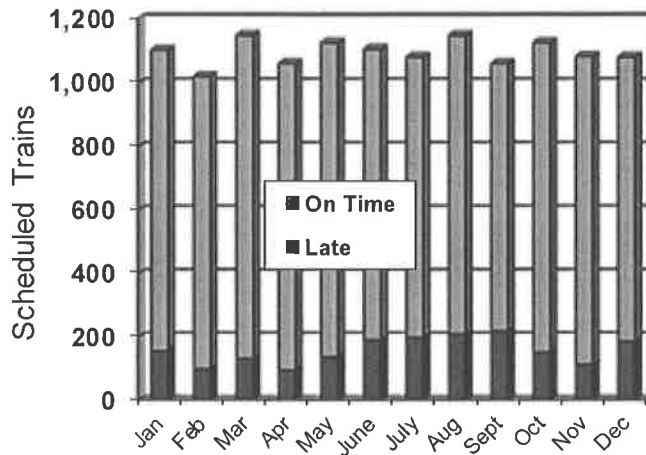
## On Time Performance

**Rush hour** – 93.2% of A.M. and P.M. rush hour trains were on time in December 2017; compared to 88.5% in December 2016. We consider a train to be on time when it arrives at its terminal within 5 minutes and 59 seconds of its scheduled arrival time (industry standard). 96.5% of all rush hour trains arrived at their terminal station within 10 minutes of its scheduled arrival time. For December 89.4% of westbound morning rush hour service was on time compared to 87.7% in December 2016; while eastbound rush hour trains reported an average on time performance of 97.5% compared to 89.3% in December 2016. Nineteen out of 180 westbound trains were delayed in December ranging from 7-60 minutes. Four out of 160 eastbound trains encountered delays ranging from 9-16 minutes.<sup>1</sup>

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

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	DECEMBER, 2017				CUMULATIVE THRU 2017			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	10	1	11	3.2%	57	89	146	3.4%
11-15	2	2	4	1.2	36	48	84	2.0
16-20	2	1	3	0.9	12	28	40	0.9
21-30	1	0	1	0.3	4	12	16	0.4
31-59	2	0	2	0.6	7	8	15	0.3
60+	2	0	2	0.6	2	12	14	0.3
<b>On Time</b>	<b>161</b>	<b>156</b>	<b>317</b>	<b>93.2</b>	<b>2,159</b>	<b>1,820</b>	<b>3,979</b>	<b>92.7</b>
Total Ran	180	160	340		2,277	2,017	4,294	
Annulled	0	0	0		9	15	24	

**Overall** - We operated 1,080 trains in December and experienced 185 delays in excess of 5 minutes (ranging from 6-250 minutes) with a median delay of 12 minutes. In December 2016 we operated 1,093 trains with 201 delays in excess of 5 minutes (ranging from 6-130 minutes) with a median delay of 11 minutes.



Cumulative On Time Comparison		
Thru December	2016	2017
<b>Weekday</b>	<b>82.4%</b>	<b>88.1%</b>
Peak	89.3%	92.7%
Off-peak	77.8%	85.2%
<b>Weekend</b>	<b>79.3%</b>	<b>76.4%</b>
<b>Overall</b>	<b>81.8%</b>	<b>76.3%</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.

In December we had eleven delays that were in excess of 59 minutes. A trespasser incident resulted in the delay of three trains. Colder temperatures contributed to a downed overhead wire that forced the use of one track over two causing the delay of six trains and a broken rail that delayed one train. These colder temperatures have also caused some of the trains' air bags to freeze up resulting in one extended mechanical delay in December.

## Year End Performance

**Rush hour** – For the calendar year 2017 4,003 out of 4,318, or 92.7%, of rush hour trains were on time compared with 89.3% in 2016. 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 13,142 trains in 2017 and 10,029, or 76.3% arrived at their terminal on time compared to 81.8% in 2016. A total of 88.8% and 94.5% arrived within 10 and 15 minutes of the scheduled arrival time respectively.

## Maintenance and Capital Improvement Summary

### Track

- Undercutting both main tracks MP 59.4 – 61 and Track 2 MP 61.8 – 62.5 / MP 71.8 – 72.9
- Rebuilt (replaced) 1550' of 11<sup>th</sup> Street track and crossing surface, Lafayette Street to Franklin Street
- Rebuilt four (4) highway grade crossing surfaces
- Installed ties in 15 main line miles.
- Specified and ordered 8 reconditioned ballast cars
- Ultrasonic rail tested all mainline and passing siding rails.

#### Rail Materials Installed

- Rail, 115# – 8,966 linear ft.
- Rail, 100# – 234 linear ft.
- Cross Ties – 10,613
- Anchors – 8,311
- Switch Ties – 5,691 linear ft.
- Ballast – 15,655 tons
- Frogs – 100RE #10 -1 and 115RE #8 – 1, #10 - 2
- Insulated Joints / Kits – 29

### Building & Bridge

- Repainted Columbia Ave Bridge.
- Replaced concrete deck and strengthened foundation of Kensington Subway Bridge.
- Sprayed brush and weeds mainline MP 0 –75.3
- Tree removal and trimming from MP 0.0 – 18.0
- Commenced Dune Park office remodeling.
- Commenced Engineering office remodeling and roof replacement.
- Performed inspections of all bridges, culverts, & buildings.
- Replaced platform and crosswalks, updated flag stop alert system and added message board at Gary Airport Station
- Tuckpointed and updated facade of Shops train maintenance building
- Acquired Hammond grocery store property; demolished building and constructed overflow parking lot.

- Acquired Loyal Order of Moose property in Michigan City; demolished building and constructed gravel overflow parking lot.

## Positive Train Control

- Complete wayside communications and signal interface design and construction.
- Completed LiDar survey and SubDiv file development and testing
- Completed critical feature, route and speed verification and validation testing
- Completed design and installation of wireless LANs at 4 locations
- Completed design and installation of fiber-optic based Wayside Status Relay Service (51 locations)
- Continued design and implementation of federation and railway interoperability network
- Continued design and factory acceptance testing of Computer Aided Dispatching and Back Office Systems
- Continued design of PTC/Operations locomotive simulators for 82/92, 300 series and GP 38 vehicles
- Equipped 19 EMUs (cars) with Train Management Computers, Computer Display Units, 220MHz radio, Cellular, GPS, WLAN and Locomotive Interfaces
- Completed PTC 101 training for 277 employees in 31 sessions.
- Installed 10 PTC-compatible locomotive Crash-Hardened Event Recorders
- Rewrote Timetable and Special Instructions for PTC compatibility
- Continued development of mandated Positive Train Control Safety Plan (PTCSP)
- Developed Positive Train Control Configuration Management Plan & Policy
- Developed and Issued PTC tenant interoperability policy

## Communications

- Commenced voice radio system (161 MHz) study and modernization effort

## Signal

- Removed approximately 750 feet of encroaching parallel highway; made grade crossing geometry improvements as part of joint NICTD-INDOT-Michigan City-LaPorte County highway crossing gate installation corridor improvement project.
  - Began material procurements for installation of gates at 20 crossings in 2018.

## Substations/Electrical/Line

- Modernized and upsized Madison Traction Power Substation to 3 MW with new Transformer, Rectifier, DC Switchgear and Protective Relaying.
- Issued RFP for Traction Power Load Study, redesign of 8 substations and design of new substations.
- Completed passenger station lighting survey and made recommended improvements at several stations including Gary Airport and Miller.
- Installed approximately 36,000 feet (7 miles) of traction power feeder cable, associated support arms and signal power supports from milepost 21 to milepost 13 as part of ongoing catenary modernization project.
- Installed 3-1/4 miles of catenary support arms from milepost 22 to milepost 18.

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

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
8-8	109	103	Police	12/7	108	60	Trespasser Incident
	118	70	Police	12/7	205	68	Trespasser Incident
	209	Annulled	Police	12/9	605	70	Catenary
	220	Annulled	Police	12/9	601	90	Catenary
9/3	503	100	Operational Delay	12/9	506	95	Catenary
9/10	503	100	Track Malfunction	12/9	603	138	Catenary
10/5	17	60	Trespasser MED	12/9	606	250	Catenary
10/5	117	60	Trespasser MED	12/9	503	250	Catenary
10/7	603	Annulled	Mechanical	12/14	123	64	Broken Rail
11/11	507	76	Mechanical	12/30	605	103	Mechanical
12/7	104	60	Trespasser Incident				



RIDERSHIP REPORT: DECEMBER, 2017

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

RIDERSHIP REPORT: DECEMBER 2017

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

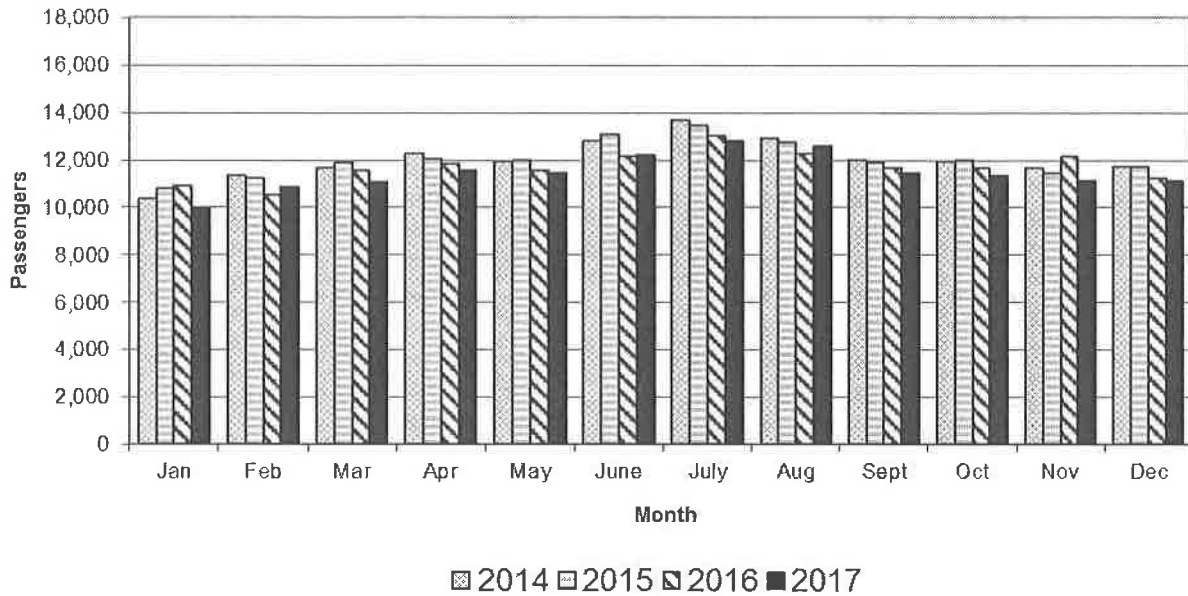
RIDERSHIP REPORT: DECEMBER, 2017

	2015	Work Days	2016	Work Days	2017	Work Days	Change 17/16
	Passengers		Passengers		Passengers		
<b>MONTHLY RIDERSHIP</b>							
July	362,048	23	326,207	20	322,717	20	-1.1%
August	326,279	21	321,033	23	337,910	23	5.3%
September	297,252	21	288,198	21	281,393	20	-2.4%
October	305,425	22	294,337	21	294,294	22	0.0%
November	272,665	20	300,628	21	273,273	21	-9.1%
December	303,855	22	281,576	21	275,137	20	-2.3%
<b>CUMULATIVE COMPARISON</b>							
July	2,111,790	150	2,018,308	148	1,993,835	148	-1.2%
August	2,438,069	171	2,339,341	171	2,331,745	171	-0.3%
September	2,735,321	192	2,627,539	192	2,613,138	191	-0.5%
October	3,040,746	214	2,921,876	213	2,907,432	213	-0.5%
November	3,313,411	234	3,222,504	234	3,180,705	234	-1.3%
December	3,617,266	256	3,504,080	255	3,455,842	254	-1.4%
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
July	13,488		13,037		12,794		-1.9%
August	12,742		12,289		12,580		2.4%
September	11,918		11,682		11,440		-2.1%
October	11,989		11,671		11,369		-2.6%
November	11,464		12,159		11,131		-8.5%
December	11,733		11,217		11,142		-0.7%
Thru December	12,037	256	11,719	255	11,467	254	-2.2%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
July	8,734		8,407		8,406		0.0%
August	8,910		8,694		8,612		-0.9%
September	8,865		8,661		8,438		-2.6%
October	8,963		8,704		8,398		-3.5%
November	8,477		8,685		8,095		-6.8%
December	8,031		7,552		7,522		-0.4%
Thru December	8,726	256	8,500	255	8,278	254	-2.6%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
July	4,754		4,629		4,387		-5.2%
August	3,831		3,595		3,968		10.4%
September	3,053		3,021		3,002		-0.6%
October	3,026		2,967		2,970		0.1%
November	2,987		3,473		3,036		-12.6%
December	3,703		3,665		3,620		-1.2%
Thru December	3,310	256	3,221	255	3,189	254	-1.0%

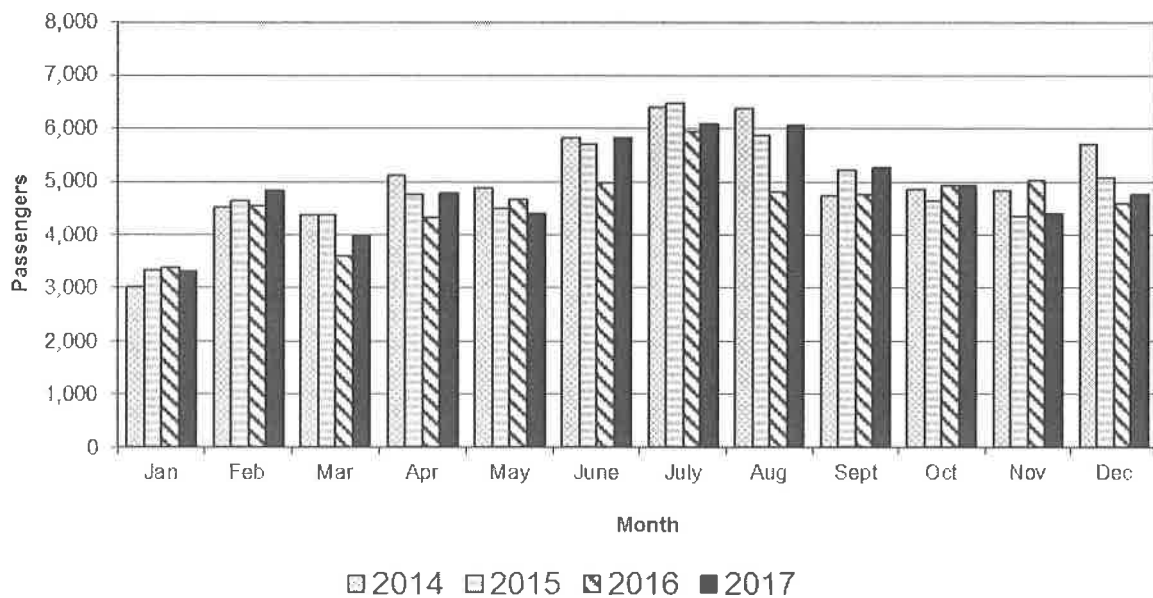
RIDERSHIP REPORT: DECEMBER, 2017

	2015	Wkend Days	2016	Wkend Days	2017	Wkend Days	Change 17/16
	Passengers		Passengers		Passengers		
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
July	6,478		5,952		6,077		2.1%
August	5,870		4,797		6,070		26.5%
September	5,218		4,763		5,260		10.4%
October	4,630		4,929		4,922		-0.1%
November	4,339		5,033		4,391		-12.8%
December	5,080		4,602		4,753		3.3%
Thru December	4,907	109	4,627	110	4,884	111	5.6%

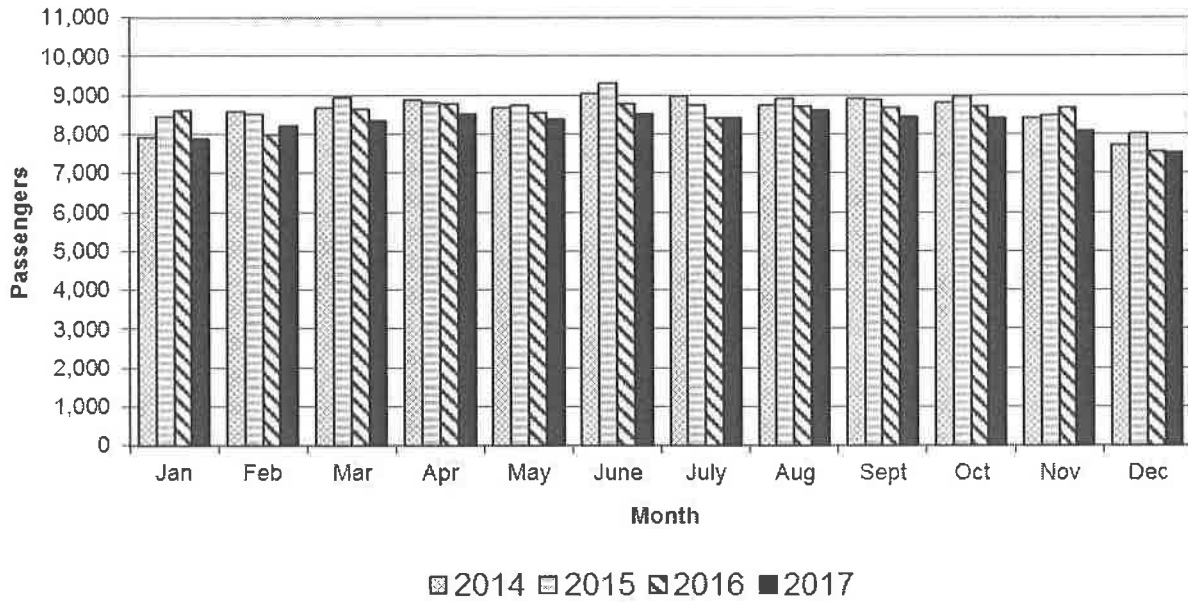
## SOUTH SHORE WEEKDAY RIDERSHIP 2014-2017



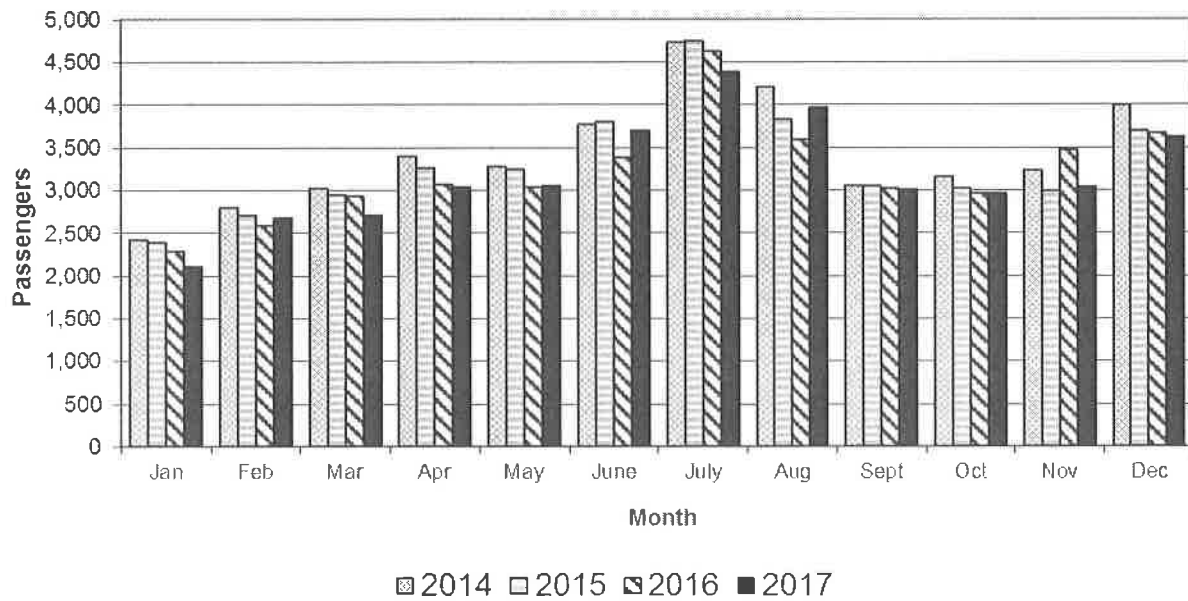
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2014-2017



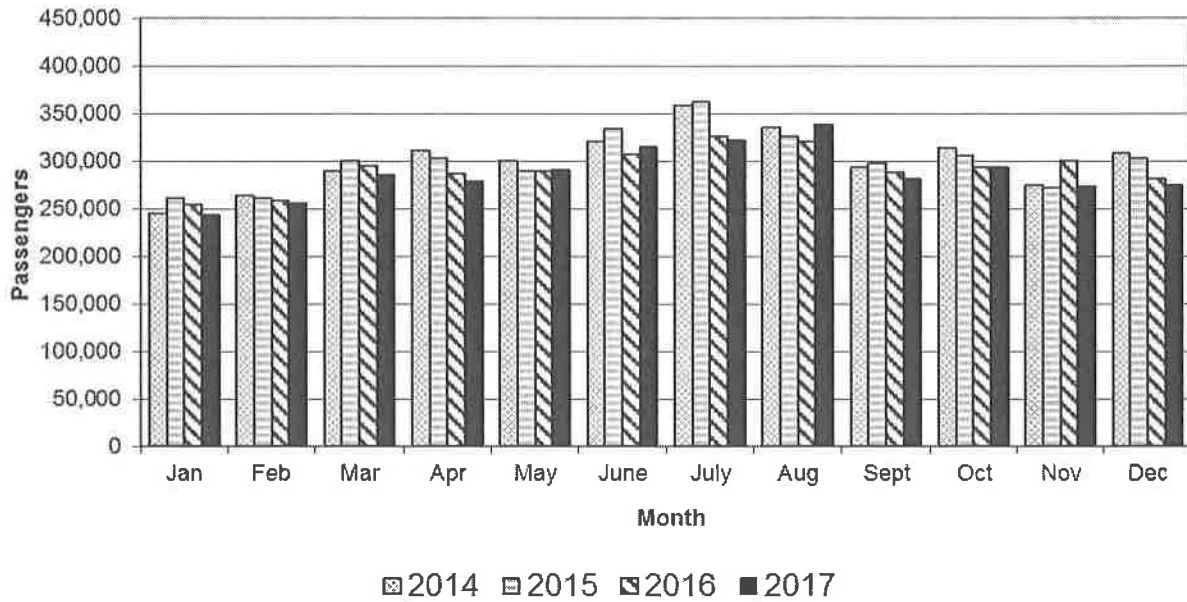
## SOUTH SHORE PEAK RIDERSHIP 2014-2017



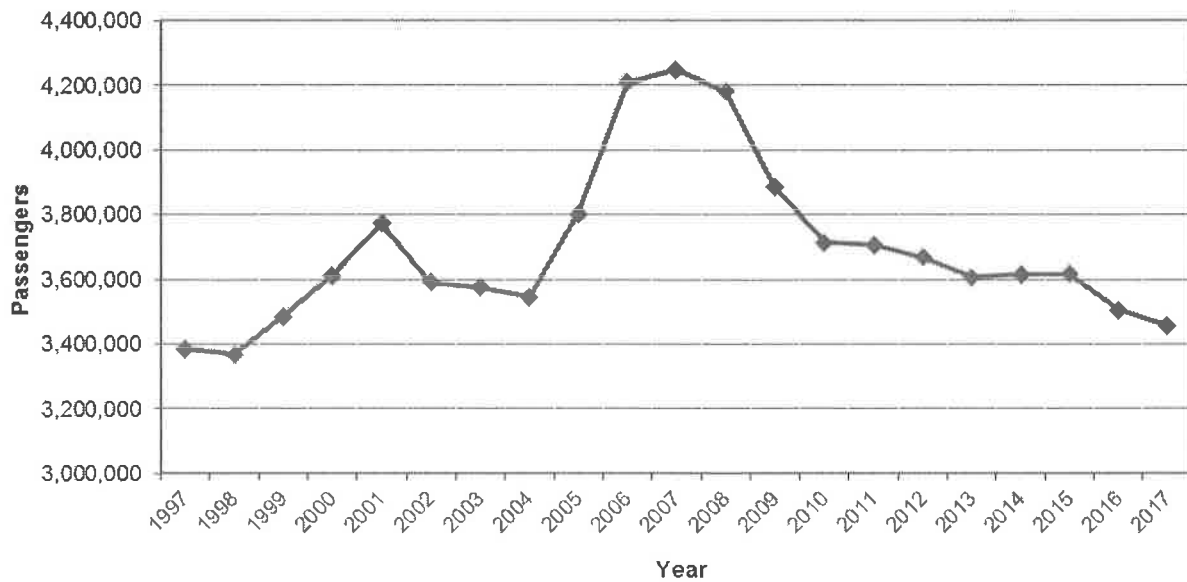
## SOUTH SHORE OFF-PEAK RIDERSHIP 2014-2017



## SOUTH SHORE MONTHLY RIDERSHIP 2014-2017



## CHANGE IN SOUTH SHORE RIDERSHIP 1997-2017



PERCENT ON TIME: DECEMBER, 2017

PEAK		
Train	Days Late	% on Time
102	4	80%
104	3	85%
6	4	80%
106	3	85%
108	1	95%
110	1	95%
112	0	100%
114	2	90%
214	1	95%
11	1	95%
111	1	95%
113	0	100%
115	0	100%
15/17	0	100%
117	0	100%
217	0	100%
119	2	90%
Total	23	93%
Westbound	19	89%
Eastbound	4	98%

OFF-PEAK		
Train	Days Late	% on Time
14	6	70%
216	1	95%
116	5	75%
218	1	95%
18	9	55%
118	0	100%
220	1	95%
20	10	50%
222	0	100%
420	4	80%
22	7	65%
424	0	100%
401	1	95%
203	1	95%
403	0	100%
205	2	90%
207	1	95%
7	8	60%
107	12	40%
9	3	85%
109	2	90%
209	1	95%
19	4	80%
121	1	95%
123	4	80%
101	0	100%
Total	84	84%
Westbound	44	82%
Eastbound	40	86%

WEEKEND/HOLIDAY		
Train	Days Late	% on Time
600	2	81.8%
<b>502</b>	<b>8</b>	<b>27.3%</b>
<b>504</b>	<b>6</b>	<b>45.5%</b>
<b>606</b>	<b>8</b>	<b>27.3%</b>
<b>506</b>	<b>9</b>	<b>18.2%</b>
608	3	72.7%
508	4	63.6%
610	2	81.8%
510	1	90.9%
710	Deadhead move	
503	3	72.7%
603	2	81.8%
605	4	63.6%
505	4	63.6%
<b>507</b>	<b>8</b>	<b>27.3%</b>
509	5	54.5%
511	5	54.5%
613	0	100.0%
601	2	81.8%
701	0	100.0%
703	2	81.8%
Total	78	64.5%
Westbound	43	56.6%
Eastbound	35	71.1%



REASON FOR DELAY: DECEMBER

REASONS (weekday)		
AMT	3	3%
CAR	16	15%
CAT		0%
DBS		0%
DDS		0%
DMW	7	7%
DSR	1	1%
DSS	11	10%
FRR	3	3%
FTI	3	3%
HLD	1	1%
LMU	6	6%
MET	22	21%
NIPSCO		0%
OET	1	1%
OPR		0%
OTH	3	3%
PAS	4	4%
POL	1	1%
PTI	11	10%
SUB		0%
SVS	2	2%
TOD	1	1%
TRK	6	6%
TRS	4	4%
UTL		0%
VAN		0%
WTR	1	1%
TOTAL	107	100%

REASONS (weekend)		
AMT	1	1%
CAR	10	13%
CAT		0%
DBS		0%
DDS		0%
DMW		0%
DSR		0%
DSS	7	9%
FRR		0%
FTI	1	1%
HLD	1	1%
LMU		0%
MET	14	18%
NIPSCO		0%
OET		0%
OPR		0%
OTH	13	17%
PAS	10	13%
POL	3	4%
PTI	10	13%
SUB		0%
SVS	2	3%
TOD		0%
TRK		0%
TRS	1	1%
UTL		0%
VAN		0%
WTR	5	6%
TOTAL	78	100%

- AMT - Amtrak Delay
- CAR - Car or equipment failure of malfunction
- CAT - Catenary problems or power outage
- DBS - Delays due to busing
- DDS - Debris Strike
- 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
- NIPSCO - Delays caused by power utility disruption
- 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 incliment weather

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, 2017

PEAK

Train	Days Late	% on Time
102	7	97.2%
104	13	94.9%
<b>6</b>	<b>31</b>	<b>87.7%</b>
106	9	96.4%
108	5	98.0%
110	15	94.1%
112	5	98.0%
114	21	91.7%
214	12	95.3%
<b>11</b>	<b>38</b>	<b>84.9%</b>
111	11	95.6%
113	17	93.3%
115	20	92.1%
15/17	11	95.6%
<b>117</b>	<b>64</b>	<b>74.6%</b>
217	18	92.9%
119	15	94.0%
Total	312	92.7%
Westbound	118	94.8%
Eastbound	194	90.4%

OFF-PEAK

Train	Days Late	% on Time
<b>14</b>	<b>52</b>	<b>79.4%</b>
216	12	95.2%
<b>116</b>	<b>78</b>	<b>69.2%</b>
216	18	92.9%
<b>18</b>	<b>129</b>	<b>49.0%</b>
118	19	92.5%
218	18	92.8%
<b>20</b>	<b>99</b>	<b>60.9%</b>
220	12	95.2%
420	5	98.0%
<b>22</b>	<b>53</b>	<b>79.1%</b>
422	8	96.8%
401	4	98.4%
203	4	98.4%
403	13	94.9%
<b>205</b>	<b>30</b>	<b>87.4%</b>
207	9	96.4%
<b>7</b>	<b>79</b>	<b>68.8%</b>
<b>107</b>	<b>67</b>	<b>73.5%</b>
<b>9</b>	<b>76</b>	<b>69.8%</b>
<b>109</b>	<b>54</b>	<b>78.6%</b>
209	14	94.4%
<b>19</b>	<b>46</b>	<b>81.9%</b>
<b>121</b>	<b>34</b>	<b>86.6%</b>
<b>123</b>	<b>36</b>	<b>85.8%</b>
101	11	95.7%
Total	980	85.1%
Westbound	503	83.4%
Eastbound	477	86.5%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
<b>600</b>	<b>15</b>	<b>86.5%</b>
<b>502</b>	<b>51</b>	<b>54.1%</b>
<b>504</b>	<b>37</b>	<b>66.7%</b>
<b>606</b>	<b>48</b>	<b>56.8%</b>
<b>506</b>	<b>45</b>	<b>59.5%</b>
608	15	86.5%
<b>508</b>	<b>29</b>	<b>73.9%</b>
<b>610</b>	<b>18</b>	<b>83.8%</b>
<b>510</b>	<b>18</b>	<b>83.8%</b>
710	Deadhead move	
<b>503</b>	<b>22</b>	<b>80.2%</b>
603	11	90.1%
<b>605</b>	<b>18</b>	<b>83.8%</b>
<b>505</b>	<b>19</b>	<b>82.9%</b>
<b>507</b>	<b>49</b>	<b>55.5%</b>
<b>509</b>	<b>41</b>	<b>63.1%</b>
<b>511</b>	<b>33</b>	<b>70.3%</b>
513	4	96.4%
<b>601</b>	<b>21</b>	<b>81.1%</b>
701	5	95.5%
<b>703</b>	<b>24</b>	<b>78.4%</b>
Total	523	76.4%
Westbound	276	72.4%
Eastbound	247	79.8%

*Trains less than 90% on time*

CUMULATIVE REASONS FOR DELAYS THRU DECEMBER, 2017

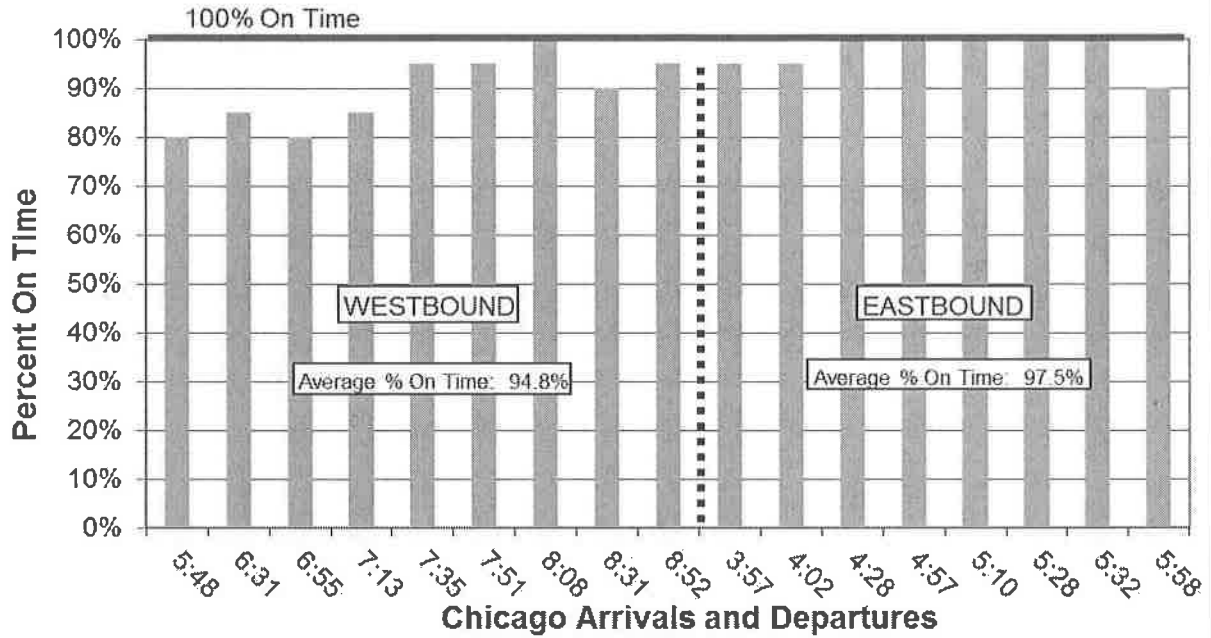
REASONS (weekday)		
AMT	43	3.3%
CAR	72	5.6%
CAT	2	0.2%
DBS	3	0.2%
DDS	2	0.2%
DMW	222	17.1%
DSR	44	3.4%
DSS	61	4.7%
FRR	60	4.6%
FTI	35	2.7%
HLD	21	1.6%
LMU	22	1.7%
MET	301	23.2%
NIPSCO	0	0.0%
OET	16	1.2%
OPR	1	0.1%
OTH	52	4.0%
PAS	59	4.6%
POL	21	1.6%
PTI	122	9.4%
SUB	0	0.0%
SVS	15	1.2%
TOD	12	0.9%
TRK	34	2.6%
TRS	18	1.4%
UTL	24	1.9%
VAN	1	0.1%
WTR	32	2.5%
TOTAL	1,295	100.0%

REASONS (weekend)		
AMT	13	2.5%
CAR	37	7.1%
CAT	0	0.0%
DBS	0	0.0%
DDS	1	0.2%
DMW	7	1.3%
DSR	19	3.6%
DSS	25	4.8%
FRR	12	2.3%
FTI	24	4.6%
HLD	14	2.7%
LMU	6	1.1%
MET	91	17.4%
NIPSCO	0	0.0%
OET	0	0.0%
OPR	1	0.2%
OTH	31	5.9%
PAS	98	18.7%
POL	16	3.1%
PTI	73	13.9%
SUB	2	0.4%
SVS	17	3.2%
TOD	1	0.2%
TRK	15	2.9%
TRS	10	1.9%
UTL	4	0.8%
VAN	0	0.0%
WTR	7	1.3%
TOTAL	524	100.0%

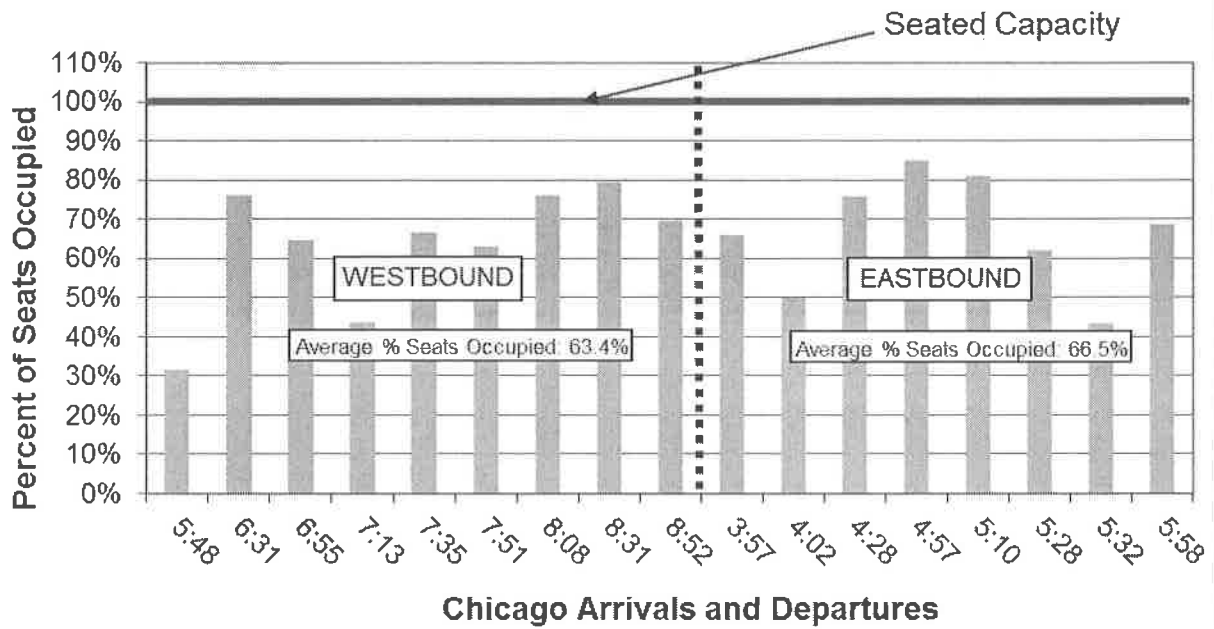
TOTAL		
AMT	56	3.1%
CAR	109	6.0%
CAT	2	0.1%
DBS	3	0.2%
DDS	3	0.2%
DMW	229	12.6%
DSR	63	3.5%
DSS	86	4.7%
FRR	72	4.0%
FTI	59	3.2%
HLD	35	1.9%
LMU	28	1.5%
MET	392	21.6%
NIPSCO	0	0.0%
OET	16	0.9%
OPR	2	0.1%
OTH	83	4.6%
PAS	157	8.6%
POL	37	2.0%
PTI	195	10.7%
SUB	2	0.1%
SVS	32	1.8%
TOD	13	0.7%
TRK	49	2.7%
TRK	28	1.5%
TRS	28	1.5%
VAN	1	0.1%
WTR	39	2.1%
TOTAL	1,819	100.0%

- AMT - Amtrak delay
- CAR - Car or equipment failure or 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
- NIPSCO - Delays caused by power utility disruption
- OET - Operational efficiency testing
- 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

## RUSH HOUR ON TIME PERFORMANCE: DEC 2017



## PERCENT OF RUSH HOUR SEATS OCCUPIED: DEC 2017



NOVEMBER 2017 MONTHLY PERFORMANCE REPORT

RUSH HOUR\* TRAIN DELAYS - DECEMBER 2017 (minutes late)

Train	Arrive	RUSH HOUR* TRAIN DELAYS - DECEMBER 2017 (minutes late)														Days Ran	Days Late	% On Time																				
		Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tue	Wed	Thurs	Fri	Tue	Wed	Thurs				Fri																			
		1	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31								
102	5:48a																																					
104	6:31																																					
	6:55																																					
106	7:13																																					
108	7:35																																					
110	7:51																																					
112	8:08																																					
114	8:31																																					
214	8:52																																					
14	10:28																																					
Train	Depart																																					
	11:57																																					
	11:42																																					
	11:28																																					
	11:47																																					
	11:51																																					
	11:58																																					
	12:10																																					
High temp		50	61	58	36	27	31	34	33	33	33	33	33	22	31	31	42	47	37	38	36	36	32	24	24	24	15	13	14									
Low temp		25	44	26	24	17	13	24	15	15	15	15	10	10	11	36	35	35	24	24	24	32	0	0	0	0	0	0	0	0	0	0	0	0	0	0		

\* Includes off-peak Trains 14 and 19 for comparative purposes  
 Temperatures from South Bend

MONTHLY SUMMARY OF RUSH HOUR ON TIME PERFORMANCE

	Jan			Feb			Mar			Apr			May			June		
	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time
WB Rush	11	180	93.9%	13	180	92.8%	9	207	95.7%	6	180	96.7%	8	198	96.0%	5	198	97.5%
EB Rush	21	161	87.0%	7	160	95.5%	12	184	93.5%	5	160	96.9%	22	176	87.5%	23	168	86.3%
Total Rush	32	341	90.6%	20	340	94.1%	21	391	94.6%	11	340	96.8%	30	374	92.0%	28	366	92.3%

	July			Aug			Sept			Oct			Nov			Dec		
	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time
WB Rush	11	180	93.9%	12	207	94.2%	17	180	90.6%	4	188	98.0%	3	189	98.4%	19	180	89.4%
EB Rush	23	160	85.6%	24	184	87.0%	23	160	85.6%	22	176	87.5%	11	168	93.5%	4	160	97.5%
Total Rush	34	340	90.0%	36	391	90.8%	40	340	88.2%	26	374	93.0%	14	357	96.1%	23	340	93.2%

A = Annulled

DECEMBER 2017 RIDERSHIP REPORT AND YEAR END PERFORMANCE REPORT  
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CUMULATIVE

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	7	254	97.2%
6:31	104	13	253	94.9%
6:55	6	31	252	87.7%
7:13	106	9	253	96.4%
7:35	108	5	253	98.0%
7:51	110	15	253	94.1%
8:08	112	5	253	98.0%
8:31	114	21	253	91.7%
8:52	214	12	253	95.3%
10:28	14	50	253	80.2%
<b>Depart</b>				
3:57	11	41	252	83.7%
4:02p	111	11	252	95.6%
4:28	113	17	252	93.3%
4:57	115	20	252	92.1%
5:10	117	41	253	83.8%
5:28	17	34	252	86.5%
5:32	217	18	252	92.9%
5:58	119	15	252	94.0%
7:15	19	43	253	83.0%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	118	2,277	94.8%
EB Rush	197	2,017	90.2%
Total Rush	315	4,294	92.7%

CUMULATIVE RUSH HOUR THRU DECEMBER

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	57	89	146	2.5%	4.4%	3.4%
11-15	36	48	84	1.6%	2.4%	2.0%
16-20	12	28	40	0.5%	1.4%	0.9%
21-30	4	12	16	0.2%	0.6%	0.4%
31-59	7	8	15	0.3%	0.4%	0.3%
60+	2	12	14	0.1%	0.6%	0.3%
Annulled	9	15	24			
Total Late	118	197	315	5.2%	9.8%	7.3%
On time	2,159	1,820	3,979	94.8%	90.2%	92.7%
Total ran	2,277	2,017	4,294			

Total Late and Total Ran exclude annulled trains

DECEMBER RUSH HOUR

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	10	1	11	5.6%	0.6%	3.2%
11-15	2	2	4	1.1%	1.3%	1.2%
16-20	2	1	3	1.1%	0.6%	0.9%
21-30	1	0	1	0.6%	0.0%	0.3%
31-59	2	0	2	1.1%	0.0%	0.6%
60+	2	0	2	1.1%	0.0%	0.6%
Annulled	0	0	0			
Total Late	19	4	23	10.6%	2.5%	6.8%
On time	161	156	317	89.4%	97.5%	93.2%
Total ran	180	160	340			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS THRU DECEMBER

Range	Peak			Off	Wkend	Total	%
	WB	EB	EB				
6-10	57	89	251	552	251	949	7.2%
11-15	36	48	221	143	143	448	3.4%
16-20	12	28	77	65	65	182	1.4%
21-30	4	12	79	30	30	125	1.0%
31-59	7	8	34	23	23	72	0.5%
60+	2	12	17	11	11	42	0.3%
Annulled	9	15	43	2	2	69	
Total	118	197	980	523	1,818	13,818	13.8%
On Time	2,168	1,835	5,624	1,697	11,324	11,324	86.2%
Total ran	2,286	2,032	6,604	2,220	13,142	13,142	
%On Time	94.8%	90.3%	85.2%	76.4%	86.2%	86.2%	

Total Late and Total Ran exclude annulled trains