

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

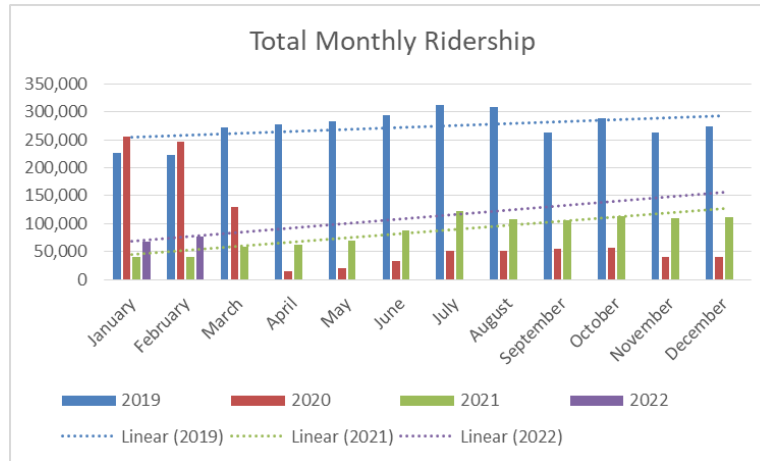
February 2022



FEBRUARY, 2022 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of February was up 93.3% when compared to February of 2021 but down 65.6% when compared to February of 2019. Passenger trips for the month of February were 76,350 for 2022, 39,497 for 2021, and 222,250 for 2019. Monthly ridership trends for 2022 through February put the ridership recover by December of 2022 around 45% of normal ridership when compared to 2019.



Weekday Travel

Average weekday travel was up 90.9% when compared to February of 2021 but down 67.1% when compared to February of 2019. Average weekday trips were recorded as 3,166 in 2022, 1,658 in 2021, and 9,615 in 2019. The average peak travel was up 95.0% over 2021 but down 71.5% over 2019. Off-peak travel was up 83.2% over 2021 but down 51.9% over 2019.

Weekend

February weekend ridership was up 105.7% over 2021 but down 56.5% over 2019 with an average ridership of 1,629 in 2022, 792 in 2021, and 3,744 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: March through February							
	2018/19	2019/20	% Change	2020/21	% Change	2021/22	% Change
Total	3,354,721	3,335,920	-0.56%	572,336	-82.84%	1,089,728	90.40%
Weekday	2,849,387	2,839,424	-0.35%	482,522	-83.01%	849,513	76.06%
Peak	2,076,356	2,078,925	0.12%	316,342	-84.78%	507,748	60.51%
Off Peak	773,031	760,499	-1.62%	166,180	-78.15%	341,765	105.66%
Weekend	505,334	496,496	-1.75%	89,814	-81.91%	240,215	167.46%
South Bend	241,862	240,060	-0.75%	61,374	-74.43%	150,257	144.82%

Revenue

The number of tickets sold in February has increased 102.6% for February of 2022 compared to 2021. Ticket revenue is up 96.8% for 2022 compared to 2021. Sales from digital sources represents 70.2% of ticket sales and 75.4% of revenue in 2022.

Total Ticket Sales: February						
Method of Sale	Tickets			Revenue		
	2021	2022	% Change	2021	2022	% Change
Ticket Agent	5,051	7,539	49.3%	85,262	128,030	50.2%
Vending Machine	8,283	16,361	97.5%	139,147	228,807	64.4%
Conductor	11,184	16,578	48.2%	82,689	122,523	48.2%
Mobile App	15,468	40,546	162.1%	210,756	539,651	156.1%
Total	39,986	81,024	102.6%	517,853	1,019,011	96.8%

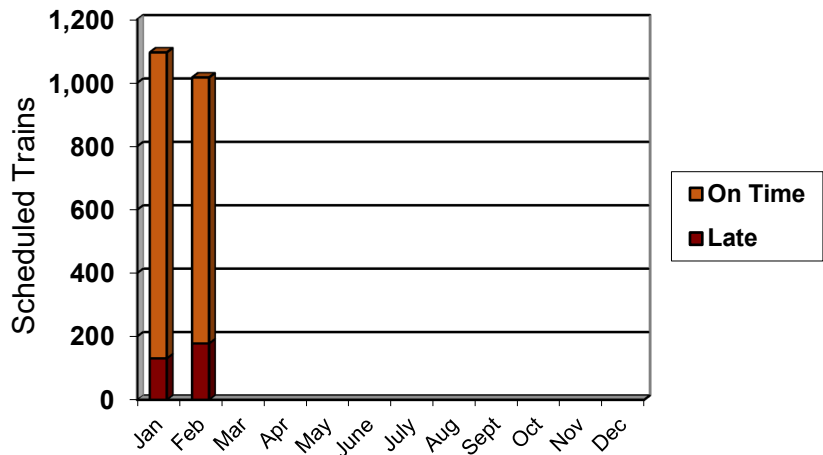
On Time Performance

Rush hour – Overall, 83.5% of A.M. and P.M. rush hour trains were on time in February 2022, compared to 69.4% in February of 2021. 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). 90.6% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 83.3% of westbound morning rush hour service was on time compared to 62.1% in February 2021; while eastbound rush hour trains reported an on time performance of 83.6% compared to 77.5% in February 2021. A total of 30 out of 180 westbound rush hour trains were delayed in February. Of those 30, 11 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 26 out of 159 trains delayed in February. Of those 26, 11 experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
February				
Range	a.m.	p.m.	Total	Percent
6-10	14	10	24	7.1%
11-15	5	5	10	2.9%
16-20	1	1	2	0.6%
21-30	2	1	3	0.9%
31-59	5	3	8	2.4%
60+	3	6	9	2.7%
Annulled	0	1	1	
On Time	150	133	283	
Total Ran	180	159	339	

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

Overall – The SSL scheduled 1,020 trains in February and experienced 178 delays in excess of 5 minutes (ranging from 6-240 minutes) with a median delay of 12 minutes. February of 2021 experienced 3 annulled trains. In February 2021 the South Shore Line scheduled 1,020 trains with 302 delays in excess of 5 minutes (ranging from 6-155 minutes) with a median delay of 14 minutes. February of 2021 experienced 25 annulled trains.



Cumulative On Time Comparison		
Thru Feb.	2021	2022
Weekday	79.9%	86.7%
Peak	77.3%	87.6%
Off-peak	81.6%	86.1%
Weekend	78.7%	79.2%
Overall	79.7%	85.4%

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

Construction of the Double Track Northwest Indiana Project began on February 28, 2022. NICTD has contracted out bussing services in order to transport passengers around track outages necessary to facilitate construction. Staff will continually monitor this service to ensure delays are kept to a minimum.

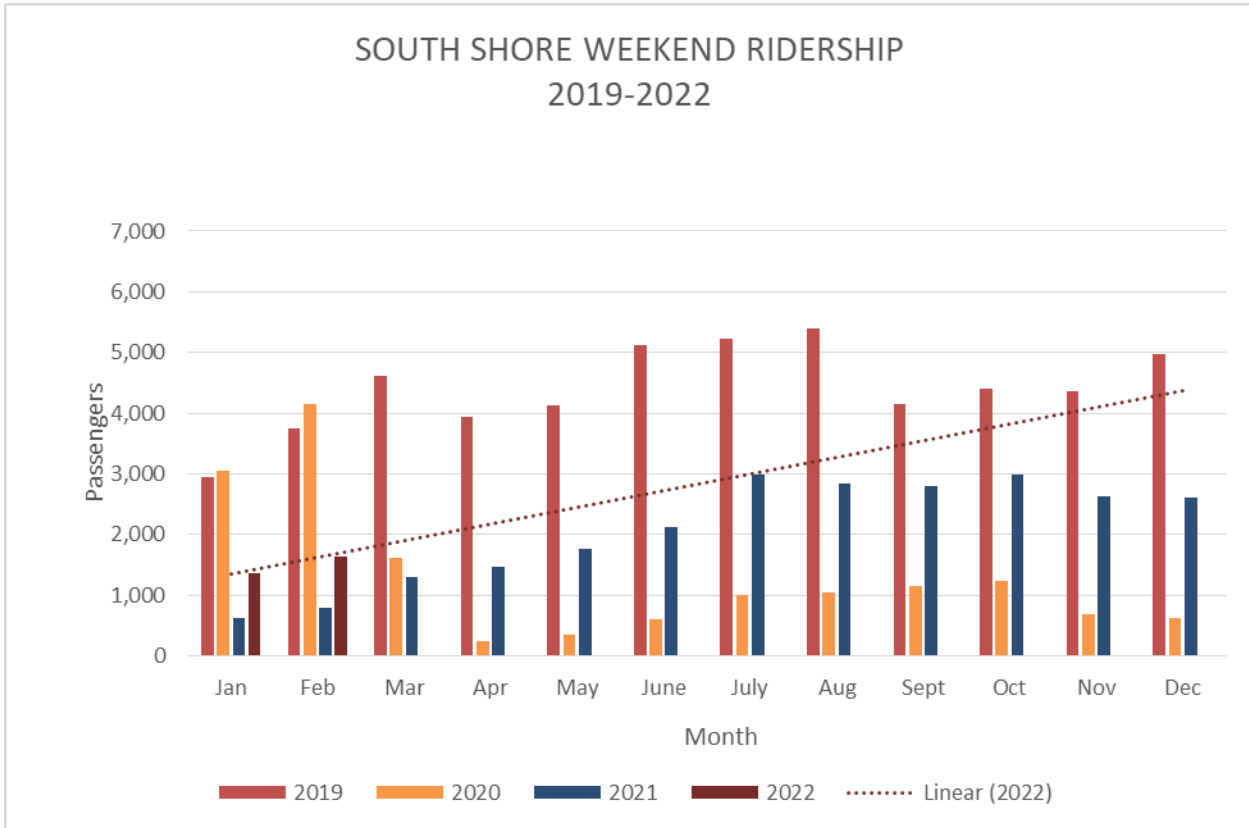
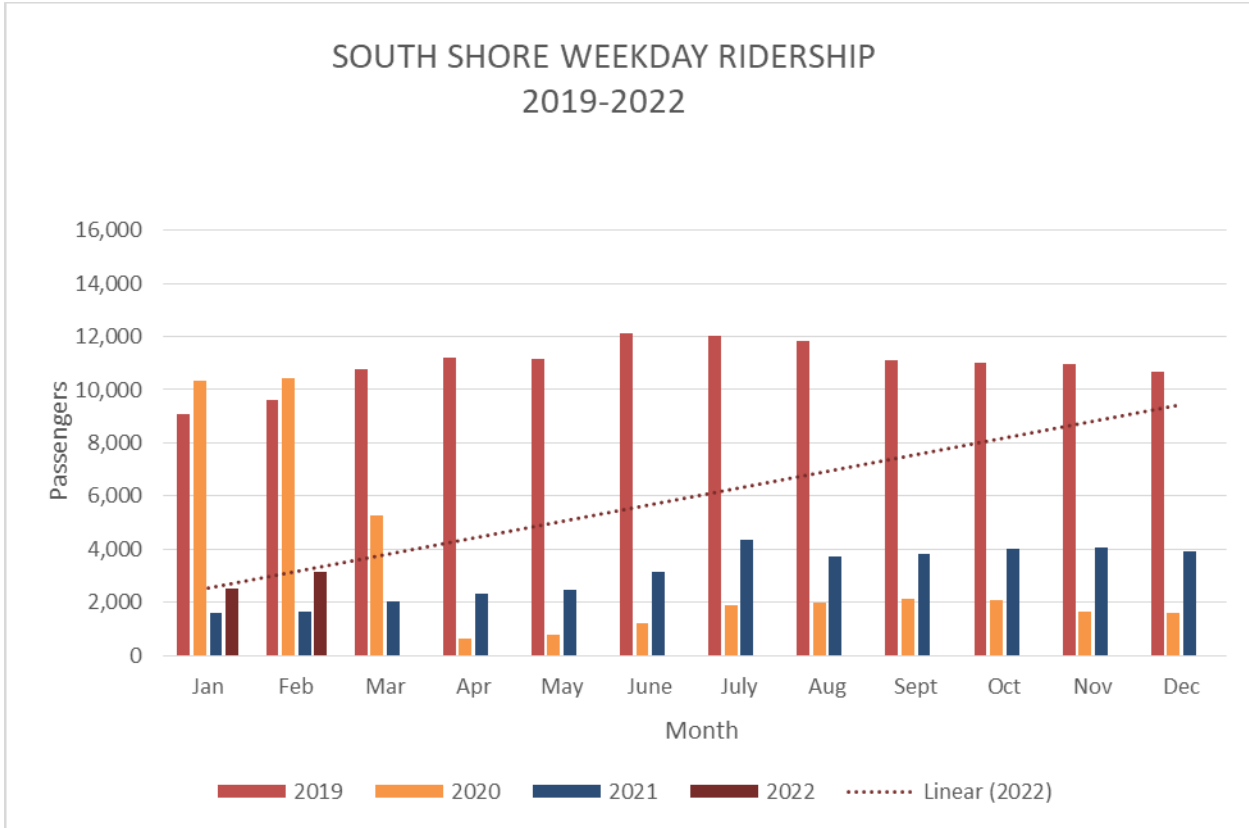
ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/3	7	62	Catenary Wire Issues	2/7	7	136	Vehicle struck a pole.
	14	72	Catenary Wire Issues		107	60	Vehicle struck a pole.
	106	Anulled	Catenary Wire Issues		207	116	Vehicle struck a pole.
	108	226	Catenary Wire Issues	2/16	18	62	Delayed by red signal.
	110	Anulled	Catenary Wire Issues	2/18	17	115	Metra electrical issues.
	112	216	Catenary Wire Issues		111	63	Metra electrical issues.
	114	Anulled	Catenary Wire Issues		113	121	Metra electrical issues.
	203	Anulled	Catenary Wire Issues		115	73	Metra electrical issues.
	205	Anulled	Catenary Wire Issues		117	Anulled	Metra electrical issues.
	207	Anulled	Catenary Wire Issues		118	97	Metra electrical issues.
	214	Anulled	Catenary Wire Issues		119	94	Metra electrical issues.
1/5	101	126	Equipment Issues		209	74	Metra electrical issues.
1/7	424	62	Delayed turn of equipment.		217	67	Metra electrical issues.
1/15	504	90	Equipment Issues		220	Anulled	Metra electrical issues.
2/4	6	72	Vehicle stopped on tracks	2/19	509	178	Vehicle struck a pole.
	14	96	Vehicle stopped on tracks		510	91	Vehicle struck a pole.
	104	94	Vehicle stopped on tracks		511	149	Vehicle struck a pole.
	106	62	Vehicle stopped on tracks		610	240	Vehicle struck a pole.
	205	Anulled	Vehicle stopped on tracks		613	120	Vehicle struck a pole.

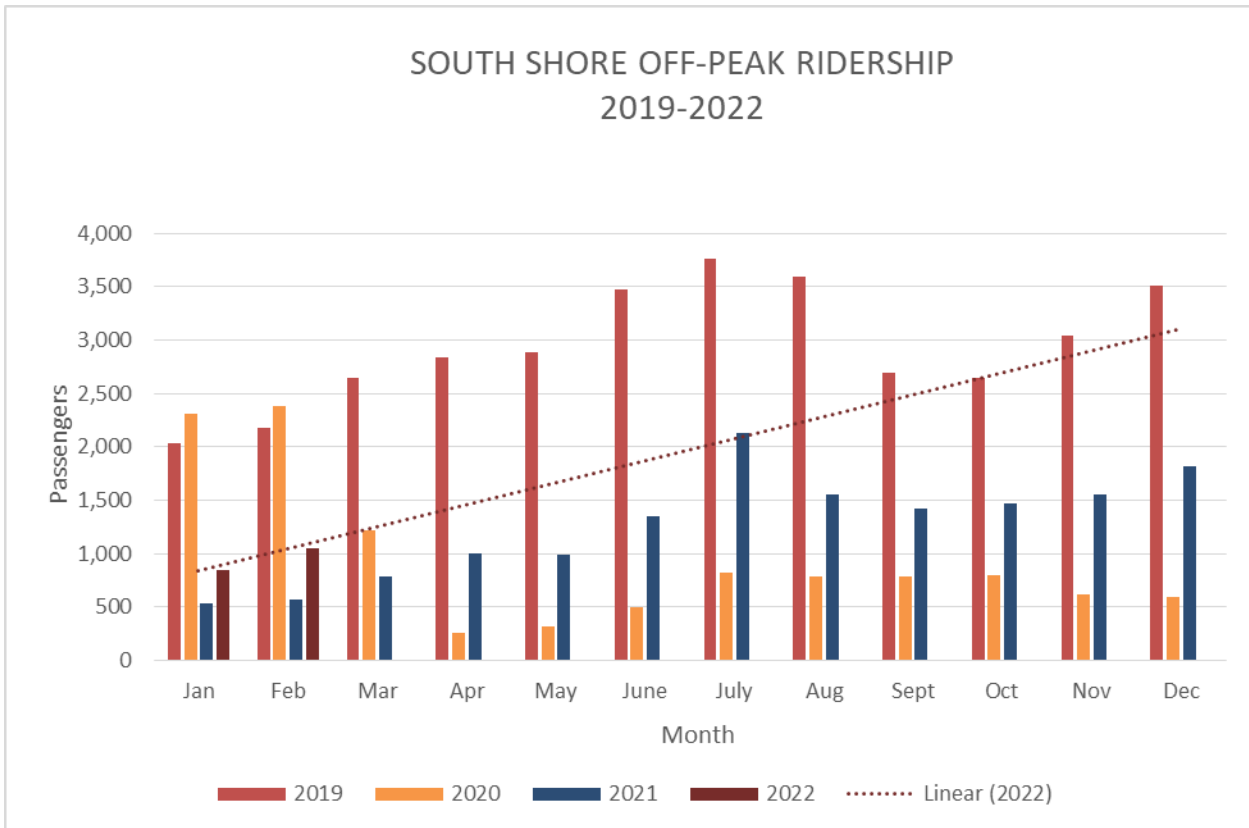
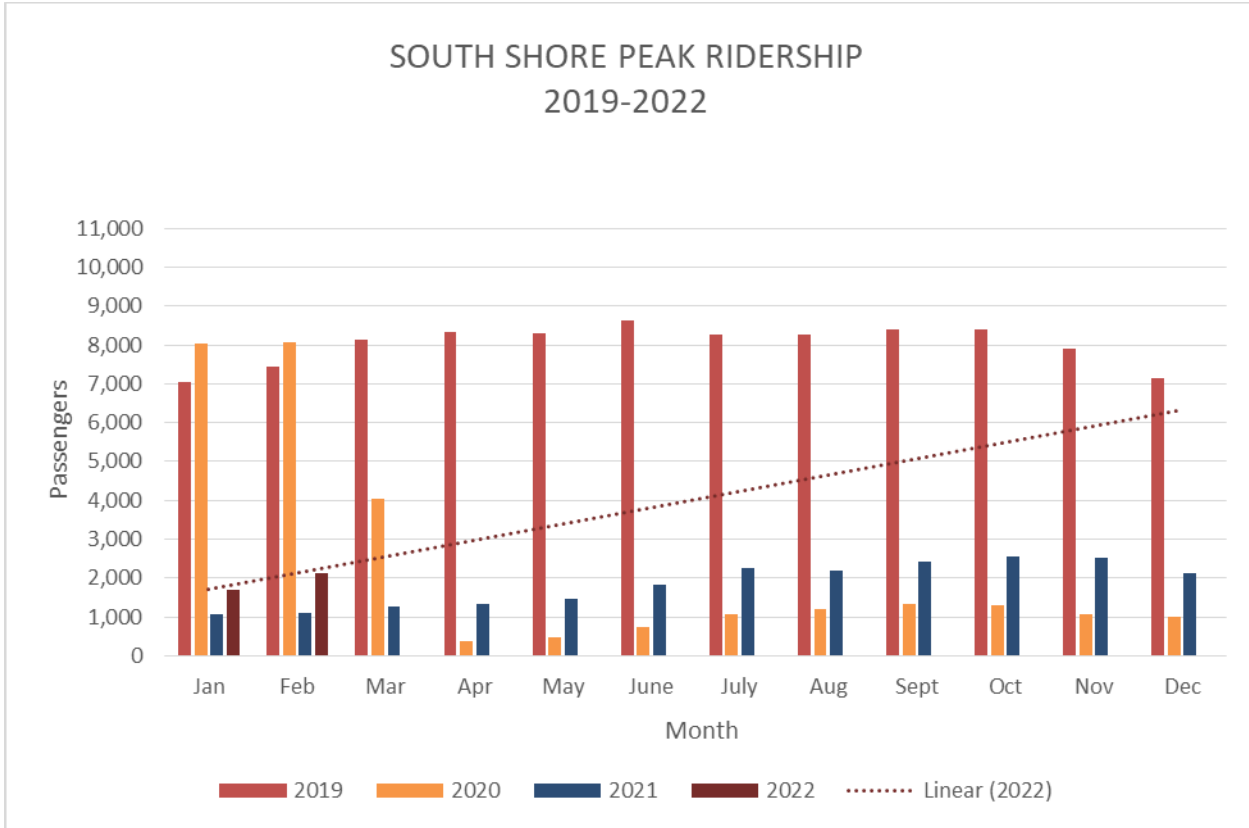
Ridership Report

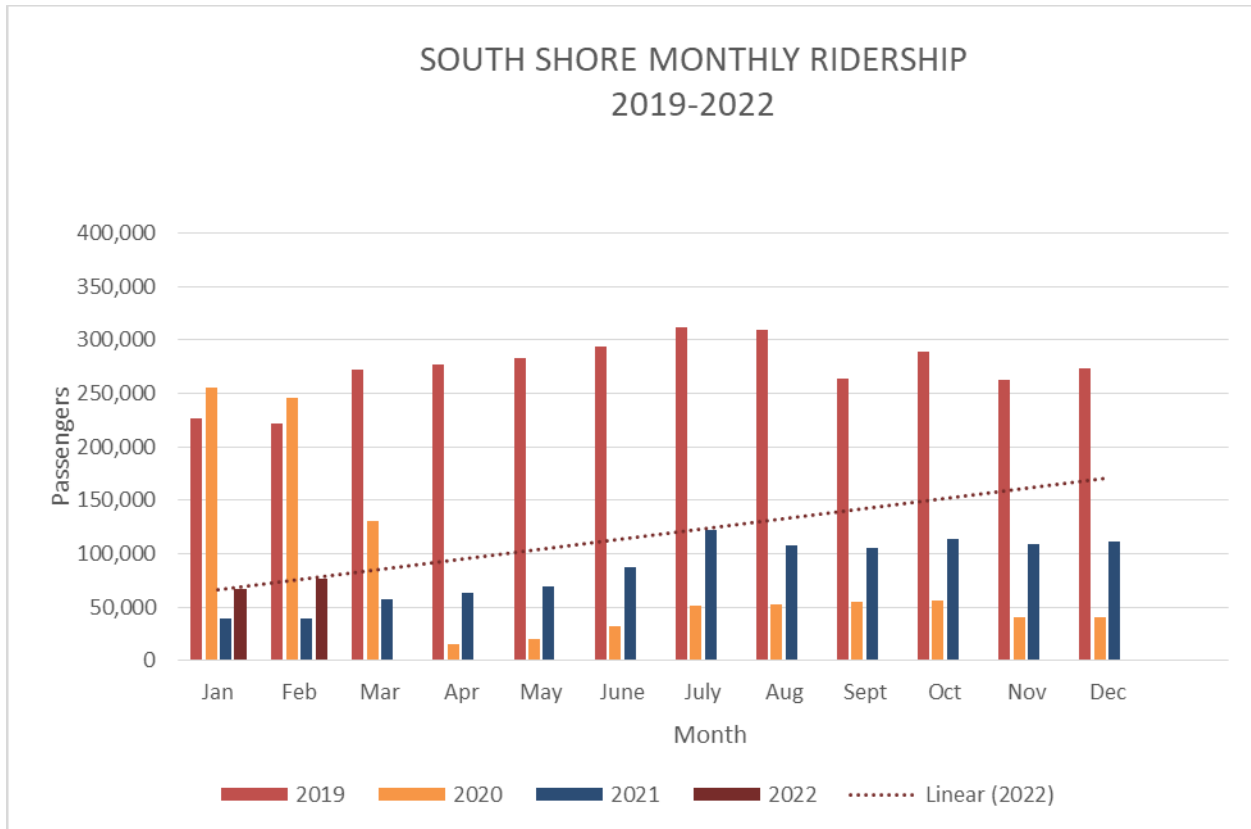
	2019	Work Days	2021	Work Days	2022	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
Monthly Ridership							
January	226,385	22	38,742	20	66,870	21	72.6%
February	222,250	20	39,497	20	76,350	20	93.3%
March	272,150	21	57,547	23			
April	277,549	22	63,138	22			
May	282,752	22	68,810	20			
June	293,325	20	86,875	22			
Cumulative Comparison							
January	226,385	22	38,742	20	66,870	21	72.6%
February	448,635	42	78,239	40	143,220	41	83.1%
March	720,785	63	135,786	63			
April	998,334	85	198,924	85			
May	1,281,086	107	267,734	105			
June	1,574,411	127	354,609	127			
Average Weekday Ridership							
January	9,086		1,589		2,539		59.8%
February	9,615		1,658		3,166		91.0%
March	10,761		2,053				
April	11,182		2,337				
May	11,167		2,465				
June	12,101		3,175				
Average Weekday Peak Period Ridership							
January	7,052		1,060		1,700		60.4%
February	7,441		1,088		2,121		94.9%
March	8,116		1,270				
April	8,344		1,336				
May	8,285		1,475				
June	8,627		1,826				
Average Weekday Off-Peak Ridership							
January	2,034		529		839		58.6%
February	2,174		570		1,045		83.3%
March	2,645		781				
April	2,839		1,001				
May	2,881		989				
June	3,473		1,349				

Ridership Report

	2019	Work	2021	Work	2022	Work	Change 20/21
	Passengers	Days	Passengers	Days	Passengers	Days	
Average Weekend/Holiday Ridership (per day)							
January	2,943		633		1,355		114.1%
February	3,744		792		1,629		105.7%
March	4,617		1,296				
April	3,943		1,465				
May	4,121		1,774				
June	5,132		2,128				
Monthly South Bend Ridership							
January	14,125		4,618		8,972		94.3%
February	12,881		4,932		8,940		81.3%
March	20,397		7,332				
April	20,180		10,467				
May	19,127		10,437				
June	20,088		3,854				







Percent on Time: February, 2022

Peak

Train	Days Late	% on Time
102	0	100.0%
104	1	95.0%
6	6	70.0%
106	2	90.0%
108	1	95.0%
110	4	80.0%
112	7	65.0%
114	5	75.0%
214	4	80.0%
11	7	65.0%
111	1	95.0%
113	4	80.0%
115	3	85.0%
17	3	85.0%
117	4	78.9%
217	1	95.0%
119	3	85.0%
Total	56	83.5%
Westbound	30	83.3%
Eastbound	26	83.6%

Off-Peak

Train	Days Late	% on Time
14	2	90.0%
216	4	80.0%
116	3	85.0%
218	3	85.0%
18	9	55.0%
118	3	85.0%
220	1	94.7%
20	9	55.0%
222	1	95.0%
420	0	100.0%
22	7	65.0%
424	3	85.0%
401	0	100.0%
203	1	95.0%
403	1	95.0%
205	0	100.0%
207	6	70.0%
7	5	75.0%
107	2	90.0%
9	3	85.0%
109	1	95.0%
209	2	90.0%
19	8	60.0%
121	1	95.0%
123	2	90.0%
101	2	90.0%
Total	79	84.7%
Westbound	45	81.2%
Eastbound	34	87.8%

Weekend/Holiday

Train	Days Late	% on Time
600	2	75.0%
502	0	100.0%
504	2	75.0%
606	2	75.0%
506	4	50.0%
608	2	75.0%
508	3	62.5%
610	4	50.0%
510	2	75.0%
503	2	75.0%
603	1	87.5%
605	0	100.0%
505	3	62.5%
507	4	50.0%
509	6	25.0%
511	1	87.5%
613	1	87.5%
601	3	62.5%
701	0	100.0%
703	1	87.5%
Total	43	73.1%
Westbound	21	70.8%
Eastbound	22	75.0%

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

FEBRUARY REASONS FOR DELAY					
REASONS (weekday)			REASONS (weekend)		
AMT	0	0.0%	AMT	0	0.0%
CAR	7	5.2%	CAR	2	4.7%
CAT	1	0.7%	CAT	0	0.0%
DBS	0	0.0%	DBS	0	0.0%
DMW	8	5.9%	DMW	1	2.3%
DSR	1	0.7%	DSR	0	0.0%
DSS	3	2.2%	DSS	1	2.3%
FRR	0	0.0%	FRR	0	0.0%
FTI	4	3.0%	FTI	6	14.0%
HLD	0	0.0%	HLD	0	0.0%
LMU	9	6.7%	LMU	1	2.3%
MET	30	22.2%	MET	10	23.3%
OET	1	0.7%	OET	0	0.0%
OPR	14	10.4%	OPR	3	7.0%
OTH	2	1.5%	OTH	0	0.0%
PAS	4	3.0%	PAS	5	11.6%
POL	1	0.7%	POL	0	0.0%
PTC	1	0.7%	PTC	0	0.0%
PTI	10	7.4%	PTI	3	7.0%
SUB	0	0.0%	SUB	0	0.0%
SVS	4	3.0%	SVS	2	4.7%
TOD	0	0.0%	TOD	0	0.0%
TRK	5	3.7%	TRK	0	0.0%
TRS	19	14.1%	TRS	9	20.9%
UTL	0	0.0%	UTL	0	0.0%
VAN	0	0.0%	VAN	0	0.0%
WTR	11	8.1%	WTR	0	0.0%
TOTAL	135	100.0%	TOTAL	43	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
 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 February, 2022

Peak

Train	Days Late	% on Time
102	0	100.0%
104	1	97.6%
6	11	73.2%
106	5	87.5%
108	5	87.8%
110	6	85.0%
112	9	78.0%
114	6	85.0%
214	4	90.0%
11	12	70.7%
111	2	95.1%
113	4	90.2%
115	3	92.7%
17	6	85.4%
117	8	80.0%
217	1	97.6%
119	3	92.7%
Total	86	87.6%
Westbound	47	87.1%
Eastbound	39	88.1%

Off-Peak

Train	Days Late	% on Time
14	5	87.8%
216	6	85.4%
116	7	82.9%
216	5	87.8%
18	17	58.5%
118	6	85.4%
218	1	97.5%
20	12	70.7%
220	1	97.6%
420	0	100.0%
22	10	75.6%
422	5	87.8%
401	1	97.6%
203	2	95.0%
403	2	95.1%
205	0	100.0%
207	9	77.5%
7	16	61.0%
107	6	85.4%
9	7	82.9%
109	3	92.7%
209	3	92.7%
19	11	73.2%
121	1	97.6%
123	7	82.9%
101	5	87.8%
Total	148	86.1%
Westbound	75	84.7%
Eastbound	73	87.2%

Weekend/Holiday

Train	Days Late	% on Time
600	2	88.9%
502	2	88.9%
504	6	66.7%
606	6	66.7%
506	6	66.7%
608	4	77.8%
508	5	72.2%
610	5	72.2%
510	2	88.9%
503	3	83.3%
603	2	88.9%
605	0	100.0%
505	5	72.2%
507	9	50.0%
509	8	55.6%
511	2	88.9%
613	1	94.4%
601	3	83.3%
701	1	94.4%
703	3	83.3%
Total	75	79.2%
Westbound	38	76.5%
Eastbound	37	81.3%

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

Cumulative Reasons for Delays Thru February, 2022

REASONS (weekday)		
AMT	1	0.4%
CAR	13	5.6%
CAT	8	3.4%
DBS	0	0.0%
DMW	21	9.0%
DSR	1	0.4%
DSS	10	4.3%
FRR	1	0.4%
FTI	9	3.8%
HLD	0	0.0%
LMU	11	4.7%
MET	48	20.5%
OET	1	0.4%
OPR	23	9.8%
OTH	4	1.7%
PAS	5	2.1%
POL	4	1.7%
PTC	1	0.4%
PTI	21	9.0%
SUB	1	0.4%
SVS	4	1.7%
TOD	0	0.0%
TRK	10	4.3%
TRS	19	8.1%
UTL	2	0.9%
VAN	0	0.0%
WTR	16	6.8%
TOTAL	234	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	6	8.0%
CAT	0	0.0%
DBS	0	0.0%
DMW	1	1.3%
DSR	0	0.0%
DSS	5	6.7%
FRR	2	2.7%
FTI	6	8.0%
HLD	2	2.7%
LMU	2	2.7%
MET	11	14.7%
OET	1	1.3%
OPR	4	5.3%
OTH	0	0.0%
PAS	9	12.0%
POL	0	0.0%
PTC	0	0.0%
PTI	10	13.3%
SUB	0	0.0%
SVS	4	5.3%
TOD	0	0.0%
TRK	1	1.3%
TRS	9	12.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	2	2.7%
TOTAL	75	100.0%

TOTAL		
AMT	1	0.3%
CAR	19	6.1%
CAT	8	2.6%
DBS	0	0.0%
DMW	22	7.1%
DSR	1	0.3%
DSS	15	4.9%
FRR	3	1.0%
FTI	15	4.9%
HLD	2	0.6%
LMU	13	4.2%
MET	59	19.1%
OET	2	0.6%
OPR	27	8.7%
OTH	4	1.3%
PAS	14	4.5%
POL	4	1.3%
PTC	1	0.3%
PTI	31	10.0%
SUB	1	0.3%
SVS	8	2.6%
TOD	0	0.0%
TRK	11	3.6%
TRS	28	9.1%
UTL	2	0.6%
VAN	0	0.0%
WTR	18	5.8%
TOTAL	309	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
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 TRK-Track/wayside malfunction
 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

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	0	41	100.0%
6:31	104	1	41	97.6%
6:55	6	11	41	73.2%
7:13	106	5	40	87.5%
7:35	108	5	41	87.8%
7:51	110	6	40	85.0%
8:08	112	9	41	78.0%
8:31	114	6	40	85.0%
8:52	214	4	40	90.0%
10:28	14	5	41	87.8%
Depart				
3:57	11	12	41	70.7%
4:02p	111	2	41	95.1%
4:28	113	4	41	90.2%
4:57	115	3	41	92.7%
5:10	117	8	40	80.0%
5:28	17	6	41	85.4%
5:32	217	1	41	97.6%
5:58	119	3	41	92.7%
7:15	19	11	41	73.2%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	47	365	87.1%
EB Rush	39	327	88.1%
Total Rush	86	692	87.6%

Cumulative Rush Hour Thru February

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	24	19	43	6.6%	5.8%	6.2%
11-15	7	7	14	1.9%	2.1%	2.0%
16-20	2	1	3	0.5%	0.3%	0.4%
21-30	4	3	7	1.1%	0.9%	1.0%
31-59	5	3	8	1.4%	0.9%	1.2%
60+	5	6	11	1.4%	1.8%	1.6%
Annulled	4	1	5			
Total Late	47	39	86	12.9%	11.9%	12.4%
On time	318	288	606	87.1%	88.1%	87.6%
Total ran	365	327	692			

February 2019 Rush Hour

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	14	10	24	7.8%	6.3%	7.1%
11-15	5	5	10	2.8%	3.1%	2.9%
16-20	1	1	2	0.6%	0.6%	0.6%
21-30	2	1	3	1.1%	0.6%	0.9%
31-59	5	3	8	2.8%	1.9%	2.4%
60+	3	6	9	1.7%	3.8%	2.7%
Annulled	0	1	1			
Total Late	30	26	56	16.7%	16.4%	16.5%
On time	150	133	283	83.3%	83.6%	83.5%
Total ran	180	159	339			

Grant Total All Trains Thru February, 2019

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	24	19	61	30	134	6.3%
11-15	7	7	37	15	66	3.1%
16-20	2	1	13	9	25	1.2%
21-30	4	3	10	5	22	1.0%
31-59	5	3	16	10	34	1.6%
60+	5	6	11	6	28	1.3%
Annulled	4	1	5	0	10	
Total	47	39	148	75	309	14.6%
On Time	318	288	913	285	1804	85.4%
Total ran	365	327	1061	360	2113	
%On Time	87.1%	88.1%	86.1%	79.2%	85.4%	