MONTHLY RIDERSHIP AND PERFORMANCE REPORT

January 2018
Monthly Performance Report

JANUARY, 2018 MONTHLY PERFORMANCE REPORT

Ridership

January ridership was up 3.6% compared to last year. This year we carried 251,990 passengers. In January 2017 we carried 243,280. Significant service disruptions were experienced in January of 2017 due to a flash freeze and a NIPSCO power outage near East Chicago. In January of 2018 due to the forecast of cold weather preventive measures were taken and trains servicing Hudson Lake and South Bend were annulled. Passengers were bussed between South Bend and Michigan City January 1st through the first train out on the morning of January 4th. On January 14, 2018 there was some damage to the overhead catenary wire which resulted in busing the following Monday morning between Carroll St. station and the Ogden Dunes station which cut ridership nearly in half for the day.

Weekday Travel

Average weekday travel increased 5.2% (10,213) compared to January 2017 (9,710). The average peak travel increased 5.9% and off-peak increased by 11%.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2017	2018		2017	2018
5:48 a	38.1%	33.8%	3:57 p***	71.9%	62.3%
6:31 a	80.81	79.0	4:02 p	74.8	55.4
6:55 a***	72.8	69.4	4:28 p	87.6	84.9
7:13 a	85.7	50.4	4:57 p	91.7	83.6
7:35 a	83.3	80.1	5:10 p	75.6	94.8
7:51 a	73.2	73.3	5:28 p	83.8	75.1
8:08 a	88.1	86.6	5:32 p	71.9	50.5
8:31 a	87.6	86.4	5:58 p	69.8	73.4
8:52 a	71.9	71.6	7:10 p*	47.6	49.3
10:28 a*	36.2	39.2			

*Non rush-hour service
**Average for Tuesday thru Thursday ONLY
***New Sunrise Express introduced on March 16, 2015; 3:57p is afternoon express

Weekend

Average weekend ridership declined 17.8% from January 2017. January 2018 averaged 3,035 passengers per day on weekends compared to 3,690 in 2017.

Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: FEBRUARY THRU JANUARY							
	2014-15	**2015-16**	**%Change**	**2016-17**	**%Change**	**2017-18**	**%Change**
Total	3,631,853	3,611,531	-0.6%	3,492,354	-3.3%	3,464,673	-0.8%
Weekday	3,069,506	3,076,772	0.2	2,981,635	-3.1	2,928,746	-1.8
Peak	2,198,207	2,229,858	1.4	2,162,180	-3.0	2,113,995	-2.2
Off-peak	871,299	846,914	-2.8	819,455	-3.2	814,751	-0.6
Weekend	562,347	534,759	-4.9	510,719	-4.5	535,927	4.9
South Bend	251,975	248,852	-1.2	243,611	-2.1	261,195	7.2

Revenue

The number of tickets sold in 2018 are down 10.7% compared to 2017, however revenue is only down 1.3% in comparison. The revenue has not experienced as much of a drop as ticket sales due to the capital fare increase implemented in July of 2017. Revenue from digital sources represents 57.0% of ticket sales and 61.5% of revenue for the month of January.

| TOTAL TICKET SALES: January						
	TICKETS			**REVENUE**		
Method of Sale	**2017**	**2018**	**% Change**	**2017**	**2018**	**% Change**
Ticket Agent	20,913	16,312	-22.0%	504,302	458,391	-9.1%
Vending Machine	38,857	33,155	-14.7%	676,624	629,266	-7.0%
Conductor	26,634	23,477	-11.9%	195,097	177,114	-9.2%
Mobile App	17,195	19,617	14.1%	296,006	385,207	30.1%
TOTAL	**103,599**	**92,561**	**-10.7%**	**$1,672,029**	**$1,649,977**	**-1.3%**

On Time Performance

Rush hour –Overall, 89.0% of A.M. and P.M. rush hour trains were on time in January; compared to 90.6% in January 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). 94.9% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 91.4% of westbound morning rush hour service was on time compared to 93.9% in January 2017; while eastbound rush hour trains reported an average on time performance of 86.3% compared to 87.0% in January 2017. Twelve out of 198 westbound trains were delayed in January ranging from 7-12 minutes. Seventeen out of 175 eastbound trains encountered delays ranging from 6-18 minutes.[1]

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

RANGE OF RUSH-HOUR DELAYS *(in minutes)*							
	JANUARY, 2018				CUMULATIVE THRU 2018		
Range	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	10	12	22	5.9%				
11-15	2	3	5	1.4				
16-20	0	2	2	0.5				
21-30	2	0	2	0.5				
31-59	2	6	8	2.2				
60+	1	1	2	0.5				
On Time	**181**	**151**	**332**	**89.0**				
Total Ran	198	175	373					
Annulled	0	1	1					

Overall - We operated 1,126 trains in January and experienced 182 delays in excess of 5 minutes (ranging from 6-131 minutes) with a median delay of 12 minutes. January of 2018 experienced 12 annulled trains; one weekday peak, nine weekday off peak, and two weekend/holiday. In January 2017 we operated 1,078 trains with 123 delays in excess of 5 minutes (ranging from 6-125 minutes) with a median delay of 11 minutes. January of 2017 had 34 annulled trains; 16 weekday peak, and 18 weekday off peak.
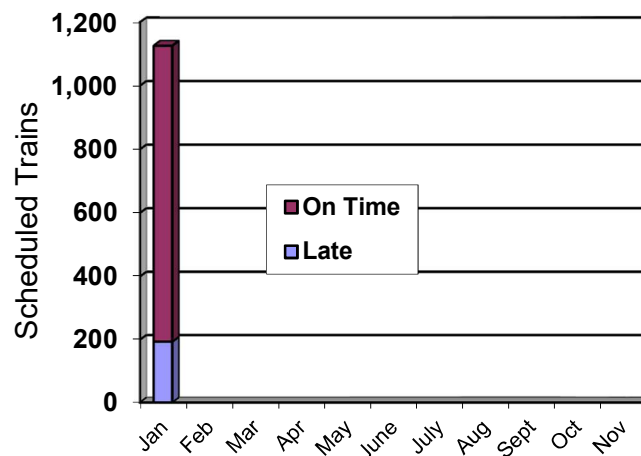
Cumulative On Time Comparison		
Thru January	**2017**	**2018**
Weekday	**88.5%**	**86.2%**
Peak	90.6%	89.0%
Off-peak	87.1%	84.3%
Weekend	**89.0%**	**71.7%**
Overall	**88.5%**	**72.2%**

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 January there were eight trains delayed in excess of 59 minutes. Most of these delays were caused by mechanical or catenary issues as a result of the cold weather.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/1	510	131	Mechanical				
	701	Annulled	Weather				
	703	Annulled	Weather				
1/2	101	81	Late turn of Equip.				
	401	Annulled	Weather				
	422	Annulled	Weather				
	424	Annulled	Weather				
1/3	401	Annulled	Weather				
	422	Annulled	Weather				
	424	Annulled	Weather				
1/4	401	Annulled	Weather				
1/12	106	67	Signal Issue				
1/14	511	84	Mechanical				
1/15	9	82	METRA				
1/19	18	74	Mechanical				
1/22	203	Annulled	Caught in Catenary				
1/29	401	Annulled	Caught in Catenary				
1/31	115	Annulled	Mechanical				
	17	60	Delayed by 115				
	20	60	Delayed by 115				

RIDERSHIP REPORT: JANUARY, 2018

	2016 Passengers	Work Days	2017 Passengers	Work Days	2018 Passengers	Work Days	Change 18/17
MONTHLY RIDERSHIP							
January	255,006	20	243,280	21	251,990	22	3.6%
February	257,998	21	256,285	20			
March	295,099	23	286,216	23			
April	287,094	21	278,878	20			
May	289,597	21	291,326	22			
June	307,307	22	315,133	22			
CUMULATIVE COMPARISON							
January	255,006	20	243,280	21	251,990	22	3.6%
February	513,004	41	499,565	41			
March	808,103	64	785,781	64			
April	1,095,197	85	1,064,659	84			
May	1,384,794	106	1,355,985	106			
June	1,692,101	128	1,671,118	128			
AVERAGE WEEKDAY RIDERSHIP							
January	10,892		10,141		10,213		0.7%
February	10,547		10,885				
March	11,581		11,058				
April	11,822		11,553				
May	11,570		11,439				
June	12,161		12,208				
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
January	8,603		7,874		7,982		1.4%
February	7,975		8,211				
March	8,642		8,350				
April	8,760		8,520				
May	8,537		8,387				
June	8,777		8,502				
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
January	2,289		2,097		2,231		6.4%
February	2,585		2,674				
March	2,940		2,708				
April	3,061		3,033				
May	3,039		3,053				
June	3,384		3,706				

RIDERSHIP REPORT: JANUARY, 2018

	2016 Passengers	Work Days	2017 Passengers	Work Days	2018 Passengers	Work Days	Change 18/17
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
January	3,379		3,690		3,035		-17.8%
February	4,532		4,822				
March	3,591		3,986				
April	4,315		4,783				
May	4,663		4,406				
June	4,971		5,819				
MONTHLY SOUTH BEND RIDERSHIP							
January	14,935		14,626		15,027		2.7%
February	15,708		16,499				
March	19,040		18,235				
April	20,090		23,040				
May	19,598		20,085				
June	20,209		22,143				

SOUTH SHORE WEEKDAY RIDERSHIP 2015-2018
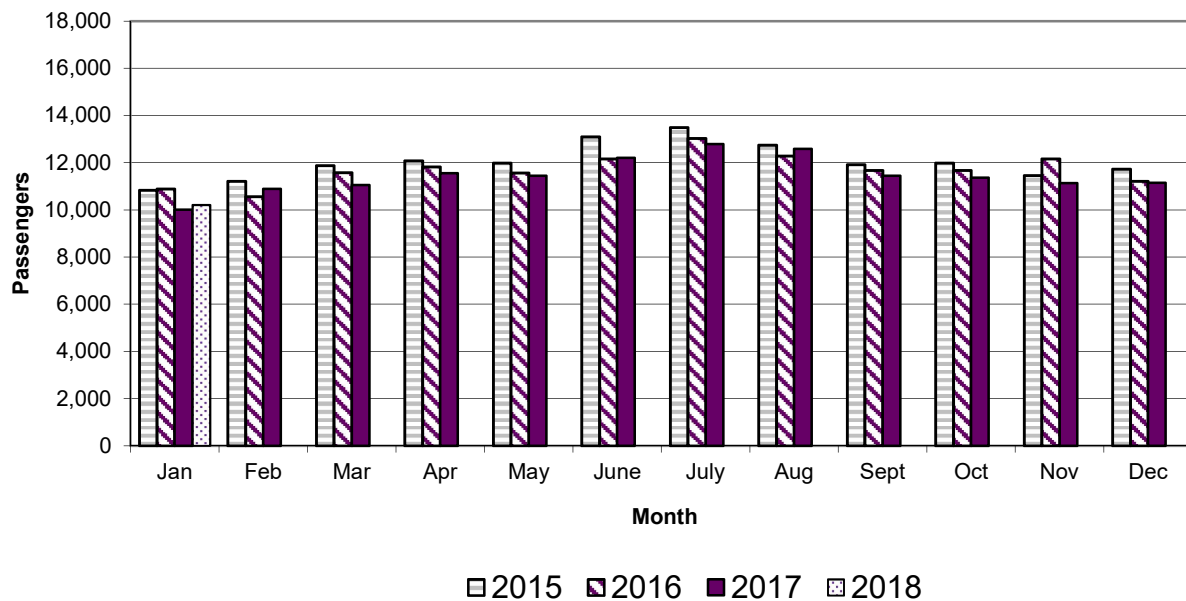
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2015-2018
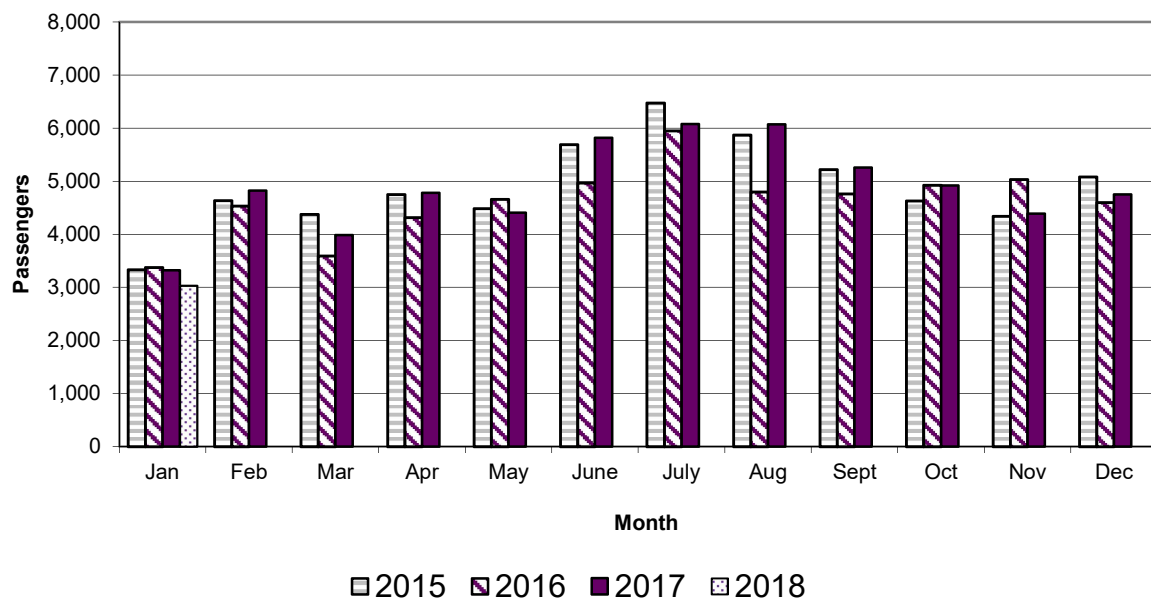
SOUTH SHORE PEAK RIDERSHIP
2015-2018

SOUTH SHORE OFF-PEAK RIDERSHIP
2015-2018

SOUTH SHORE MONTHLY RIDERSHIP
2015-2018

PERCENT ON TIME: JANUARY, 2018

PEAK

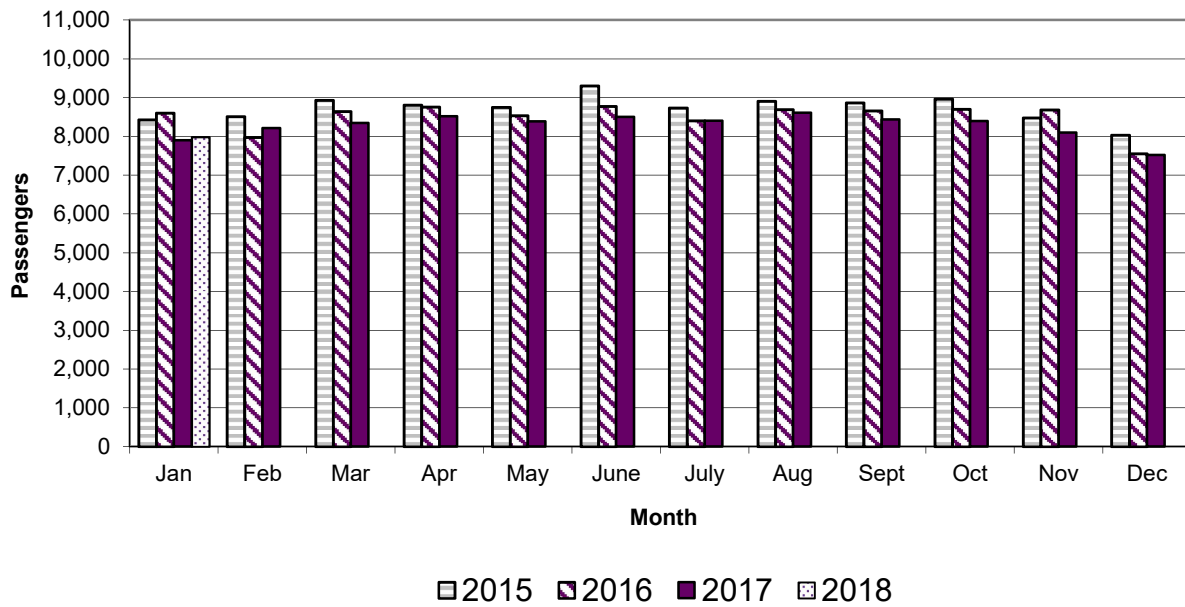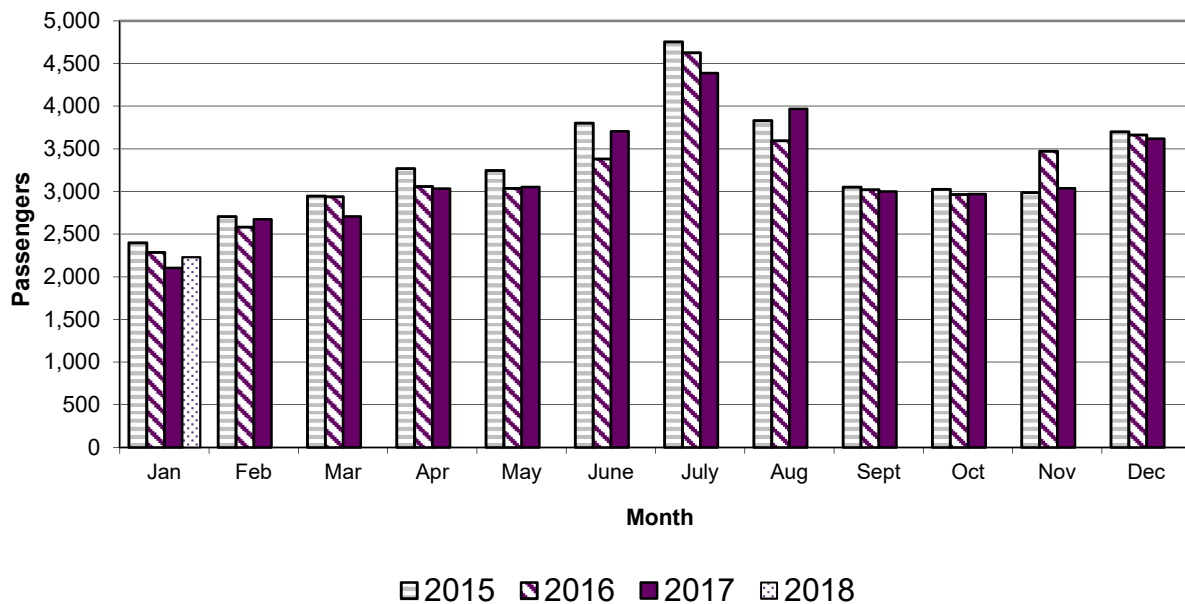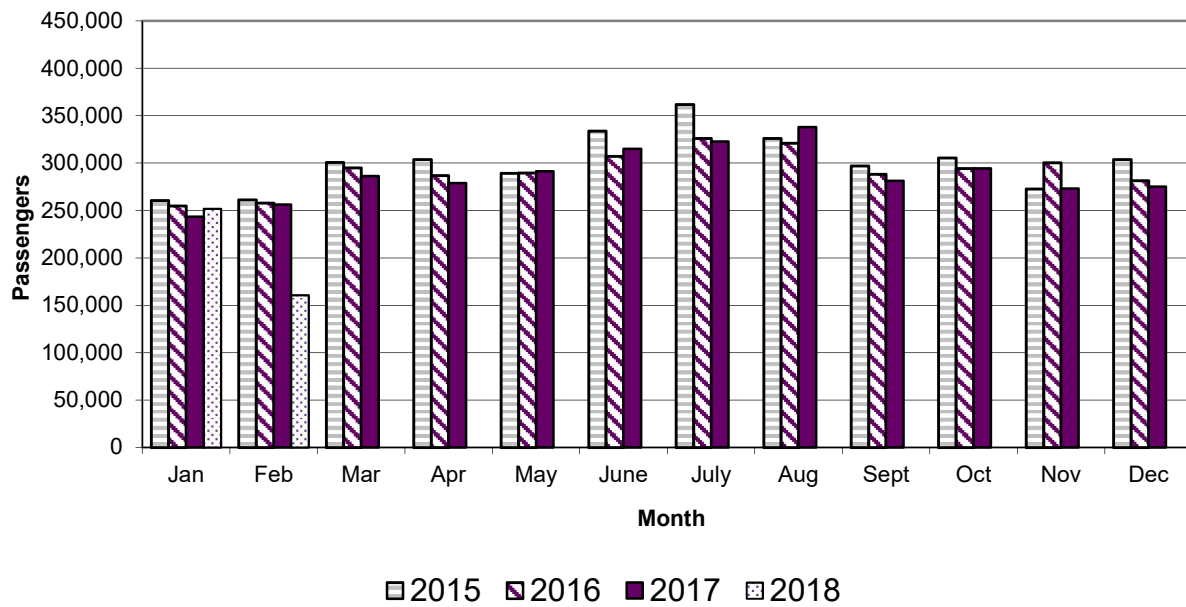| Train	Days Late	% on Time
102	1	95.5%
104	2	90.9%
6	*4*	*81.8%*
106	2	90.9%
108	1	95.5%
110	1	95.5%
112	1	95.5%
114	*4*	*81.8%*
214	1	95.5%
11	*3*	*86.4%*
111	1	95.5%
113	0	100.0%
115	2	90.5%
15/17	*5*	*77.3%*
117	*5*	*77.3%*
217	2	90.9%
119	*6*	*72.7%*
Total	41	89.0%
Westbound	17	91.4%
Eastbound	24	86.3%

OFF-PEAK

Train	Days Late	% on Time
14	*4*	*81.8%*
216	2	90.9%
116	*6*	*72.7%*
218	2	90.9%
18	*10*	*54.5%*
118	0	100.0%
220	*3*	*86.4%*
20	*9*	*59.1%*
222	1	95.5%
420	2	90.0%
22	*6*	*72.7%*
424	0	100.0%
401	0	100.0%
203	1	95.2%
403	*3*	*86.4%*
205	*3*	*86.4%*
207	1	95.5%
7	*7*	*68.2%*
107	*5*	*77.3%*
9	*6*	*72.7%*
109	2	90.9%
209	0	100.0%
19	*6*	*72.7%*
121	*4*	*81.8%*
123	*6*	*72.7%*
101	1	95.5%
Total	90	84.0%
Westbound	45	82.7%
Eastbound	45	85.1%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	*2*	*77.8%*
502	*2*	*77.8%*
504	*6*	*33.3%*
606	*4*	*55.6%*
506	*2*	*77.8%*
608	*2*	*77.8%*
508	*4*	*55.6%*
610	*1*	*88.9%*
510	*3*	*66.7%*
710	Deadhead move	
503	3	66.7%
603	*1*	*88.9%*
605	*2*	*77.8%*
505	*5*	*44.4%*
507	3	66.7%
509	3	66.7%
511	*5*	*44.4%*
613	*2*	*77.8%*
601	0	100.0%
701	0	100.0%
703	*1*	*87.5%*
Total	51	71.3%
Westbound	26	67.9%
Eastbound	25	74.2%

Trains less than 90% on time.

REASON FOR DELAY: JANUARY

REASONS (weekday)			REASONS (weekend)		
AMT	3	3%	AMT	1	1%
CAR	16	15%	CAR	10	13%
CAT		0%	CAT		0%
DBS		0%	DBS		0%
DDS		0%	DDS		0%
DMW	7	7%	DMW		0%
DSR	1	1%	DSR		0%
DSS	11	10%	DSS	7	9%
FRR	3	3%	FRR		0%
FTI	3	3%	FTI	1	1%
HLD	1	1%	HLD	1	1%
LMU	6	6%	LMU		0%
MET	22	21%	MET	14	18%
NIPSCO		0%	NIPSCO		0%
OET	1	1%	OET		0%
OPR		0%	OPR		0%
OTH	3	3%	OTH	13	17%
PAS	4	4%	PAS	10	13%
POL	1	1%	POL	3	4%
PTI	11	10%	PTI	10	13%
SUB		0%	SUB		0%
SVS	2	2%	SVS	2	3%
TOD	1	1%	TOD		0%
TRK	6	6%	TRK		0%
TRS	4	4%	TRS	1	1%
UTL		0%	UTL		0%
VAN		0%	VAN		0%
WTR	1	1%	WTR	5	6%
TOTAL	107	100%	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.

RUSH HOUR ON TIME PERFORMANCE: JAN 2018

100% On Time

Percent On Time

WESTBOUND

Average % On Time: 91.4%

EASTBOUND

Average % On Time: 86.3%

Chicago Arrivals and Departures

5:48, 6:31, 6:55, 7:13, 7:35, 7:51, 8:08, 8:31, 8:52, 3:57, 4:02, 4:28, 4:57, 5:10, 5:28, 5:32, 5:58
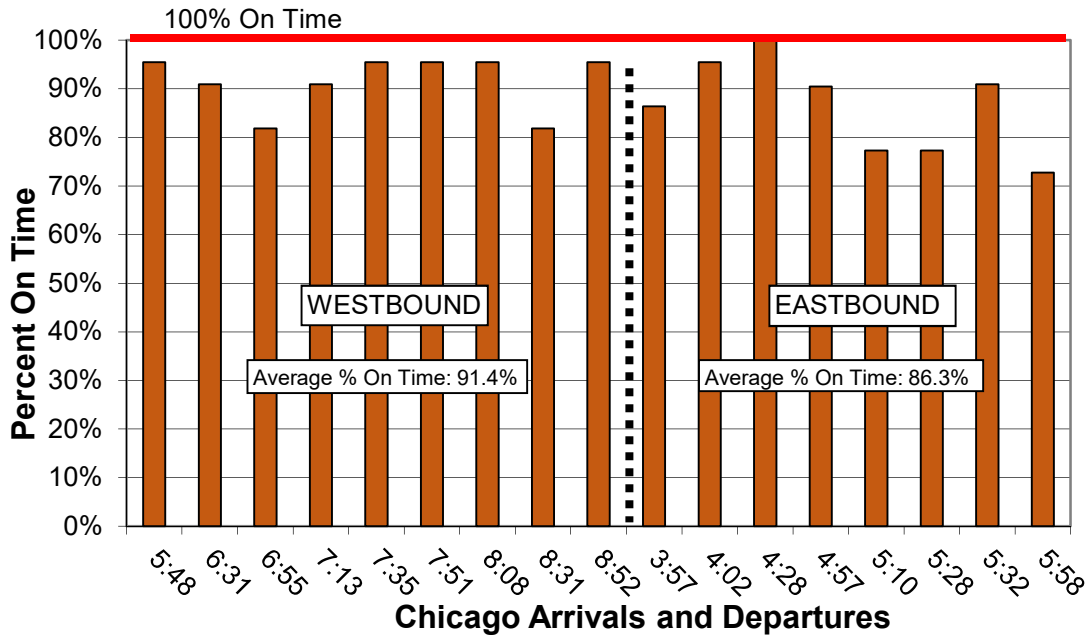
PERCENT OF RUSH HOUR SEATS OCCUPIED: JAN 2018

Seated

Percent of Seats Occupied

WESTBOUND

Average % Seats Occupied: 70.1%

EASTBOUND

Average % Seats Occupied: 72.5%

Chicago Arrivals and Departures

5:48, 6:31, 6:55, 7:13, 7:35, 7:51, 8:08, 8:31, 8:52, 3:57, 4:02, 4:28, 4:57, 5:10, 5:28, 5:32, 5:58

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

Train	Arrive	Tues 2	Wed 3	Thurs 4	Fri 5	Mon 8	Tue 9	Wed 10	Thurs 11	Fri 12	Mon 15	Tue 16	Wed 17	Thurs 18	Fri 19	Mon 22	Tue 23	Wed 24	Thurs 25	Fri 26	Mon 29	Tue 30	Wed 31	Days Late	Days Ran	% On Time
102	5:48a										6													1	22	95.5%
104	6:31		7								28													2	22	90.9%
6	6:55	7									9	6									6			4	22	81.8%
106	7:13									67			8											2	22	90.9%
108	7:35									49														1	22	95.5%
110	7:51									42														1	22	95.5%
112	8:08									26														1	22	95.5%
114	8:31	12							11		10				10									4	22	81.8%
214	8:52																7							1	22	95.5%
14	10:28		28	8								12					14							4	22	81.8%

Train	Depart																									
11	3:57			17				48			10													3	22	86.4%
111	4:02			9																				1	22	95.5%
113	4:28																							0	22	100.0%
115	4:57							6	15														A	2	21	90.5%
117	5:10					9		9	9			6								8				5	22	77.3%
17	5:28							18							13					7	54		60	5	22	77.3%
217	5:32							10													39			2	22	90.9%
119	5:58							10	56				8	13							40		40	6	22	72.7%
19	7:10	22		10			8		25												12		10	6	22	72.7%
High temp		2	17	17	15	16	32	35	30	50	22	12	18	27	35	52	39	30	38	53	32	28	39			
Low temp		-15	0	9	6	2	4	25	26	28	5	-2	5	12	22	39	29	26	25	31	22	21	28			

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

Temperatures from South Bend

On time

A = Annulled

MONTHLY SUMMARY OF RUSH HOUR ON TIME PERFORMANCE

	Jan			Feb			Mar			Apr			May			June		
	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time	#Late	#Ran	%On time
WB Rush	17	198	91.4%															
EB Rush	24	175	86.3%															
Total Rush	41	373	89.0%															

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	1	22	95.5%
6:31	104	2	22	90.9%
6:55	6	4	22	81.8%
7:13	106	2	22	90.9%
7:35	108	1	22	95.5%
7:51	110	1	22	95.5%
8:08	112	1	22	95.5%
8:31	114	4	22	81.8%
8:52	214	1	22	95.5%
10:28	14	4	22	81.8%
Depart				
3:57	11	3	22	86.4%
4:02p	111	1	22	95.5%
4:28	113	0	22	100.0%
4:57	115	2	21	90.5%
5:10	117	5	22	77.3%
5:28	17	5	22	77.3%
5:32	217	2	22	90.9%
5:58	119	6	22	72.7%
7:15	19	6	22	72.7%

YEAR-TO-DATE CUMULATIVE

	#Late	#Ran	%On time
WB Rush	17	198	91.4%
EB Rush	24	175	86.3%
Total Rush	41	373	89.0%

CUMULATIVE RUSH HOUR THRU JANUARY

Range	TOTAL am	pm	total	PERCENTAGE am	pm	total
6-10	10	12	22	5.1%	6.9%	5.9%
11-15	2	3	5	1.0%	1.7%	1.3%
16-20	0	2	2	0.0%	1.1%	0.5%
21-30	2	0	2	1.0%	0.0%	0.5%
31-59	2	6	8	1.0%	3.4%	2.1%
60+	1	1	2	0.5%	0.6%	0.5%
Annulled	0	1	1			
Total Late	17	24	41	8.6%	13.7%	11.0%
On time	181	151	332	91.4%	86.3%	89.0%
Total ran	198	175	373			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS THRU JANUARY

Range	Peak WB	EB	Off	Wkend	Total	%
6-10	10	12	35	20	77	6.8%
11-15	2	3	17	13	35	3.1%
16-20	0	2	10	6	18	1.6%
21-30	2	0	16	9	27	2.4%
31-59	2	6	8	1	17	1.5%
60+	1	1	4	2	8	0.7%
Annulled	0	1	9	2	12	
Total	17	24	90	51	182	16.2%
On Time	181	152	482	129	944	83.8%
Total ran	198	176	572	180	1,126	
%On Time	91.4%	86.4%	84.3%	71.7%	83.8%	

JANUARY RUSH HOUR

Range	TOTAL am	pm	total	PERCENTAGE am	pm	total
6-10	10	12	22	5.1%	6.9%	5.9%
11-15	2	3	5	1.0%	1.7%	1.3%
16-20	0	2	2	0.0%	1.1%	0.5%
21-30	2	0	2	1.0%	0.0%	0.5%
31-59	2	6	8	1.0%	3.4%	2.1%
60+	1	1	2	0.5%	0.6%	0.5%
Annulled	0	1	1			
Total Late	17	24	41	8.6%	13.7%	11.0%
On time	181	151	332	91.4%	86.3%	89.0%
Total ran	198	175	373			

Total Late and Total Ran exclude annulled trains