

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

January 2022



JANUARY, 2022 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of January was up 72.6% when compared to January of 2021 but down 70.5% when compared to January of 2019. Passenger trips for the month of January were 66,870 for 2022, 38,742 for 2021, and 226,385 for 2019. Ridership continues to build month by month towards the pre-pandemic baseline of 2019.

Weekday Travel

Average weekday travel was up 59.8% when compared to January of 2021 but down 72.1% when compared to January of 2019. Average weekday trips were recorded as 2,539 in 2022, 1,589 in 2021, and 9,086 in 2019. The average peak travel was up 60.3% over 2021 but down 79.6% over 2019. Off-peak travel was up 58.8% over 2021 but down 70.4% over 2019.

Weekend

January weekend ridership was up 114.2% over 2021 but down 61.3% over 2019 with an average ridership of 1,355 in 2022, 633 in 2021, and 3,504 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: February through January							
	2018/19	2019/20	% Change	2020/21	% Change	2021/22	% Change
Total	3,374,591	3,312,075	-1.85%	778,934	-76.48%	1,052,875	35.17%
Weekday	2,865,344	2,822,974	-1.48%	658,108	-76.69%	819,359	24.50%
Peak	2,085,802	2,066,615	-0.92%	455,725	-77.95%	487,086	6.88%
Off Peak	779,542	756,359	-2.97%	202,383	-73.24%	332,273	64.18%
Weekend	509,247	489,101	-3.96%	120,826	-75.30%	233,516	93.27%
South Bend	245,759	237,193	-3.49%	72,190	-69.56%	146,249	102.59%

Revenue

The number of tickets sold in January has increased 97.4% for January of 2022 compared to 2021. Ticket revenue is up 83.5% for 2022 compared to 2021. Sales from digital sources represents 70.2% of ticket sales and 76.2% of revenue in 2022.

Total Ticket Sales: January						
Method of Sale	Tickets			Revenue		
	2021	2022	% Change	2021	2022	% Change
Ticket Agent	2,532	3,356	32.5%	45,983	63,914	39.0%
Vending Machine	4,082	8,138	99.4%	85,530	128,689	50.5%
Conductor	5,778	8,064	39.6%	42,651	60,799	42.5%
Mobile App	7,043	18,815	167.1%	111,241	270,361	143.0%
Total	19,435	38,373	97.4%	285,405	523,763	83.5%

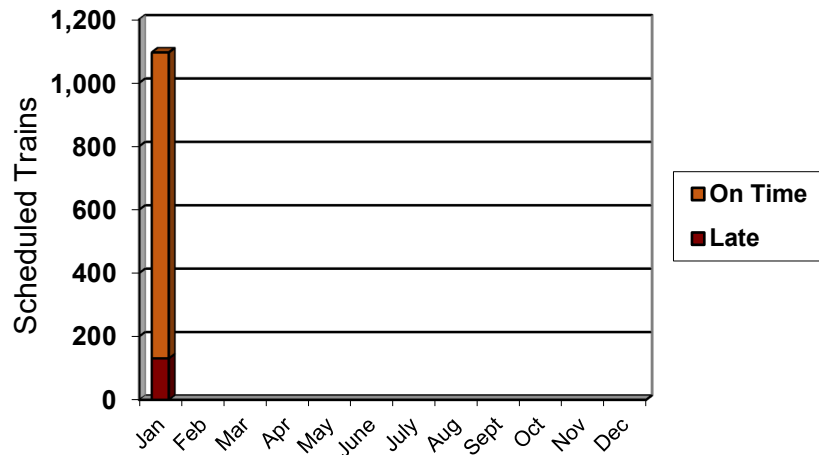
On Time Performance

Rush hour – Overall, 91.5.0% of A.M. and P.M. rush hour trains were on time in January 2022, compared to 85.0% in January 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). 96.9% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 90.8% of westbound morning rush hour service was on time compared to 81.1% in January 2021; while eastbound rush hour trains reported an on time performance of 92.3% compared to 98.4% in January 2021. A total of 17 out of 185 westbound rush hour trains were delayed in January. Of those 17, 5 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 13 out of 168 trains delayed in January. Of those 13, 2 experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
January				
Range	a.m.	p.m.	Total	Percent
6-10	10	9	19	5.4%
11-15	2	2	4	1.1%
16-20	1	0	1	0.3%
21-30	2	2	4	1.1%
31-59	0	0	0	0.0%
60+	2	0	2	0.6%
Annulled	4	0	4	
On Time	168	155	323	
Total Ran	185	168	353	

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

Overall – The SSL scheduled 1,103 trains in January and experienced 131 delays in excess of 5 minutes (ranging from 6-226 minutes) with a median delay of 12 minutes. January of 2021 experienced 7 annulled trains. In January 2021 the South Shore Line scheduled 1,040 trains with 112 delays in excess of 5 minutes (ranging from 6-68 minutes) with a median delay of 11 minutes. January of 2021 experienced no annulled trains.



Cumulative On Time Comparison		
Thru Jan.	2021	2022
Weekday	89.1%	89.0%
Peak	85.0%	91.5%
Off-peak	91.7%	87.3%
Weekend	90.0%	84.0%
Overall	89.2%	88.1%

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.

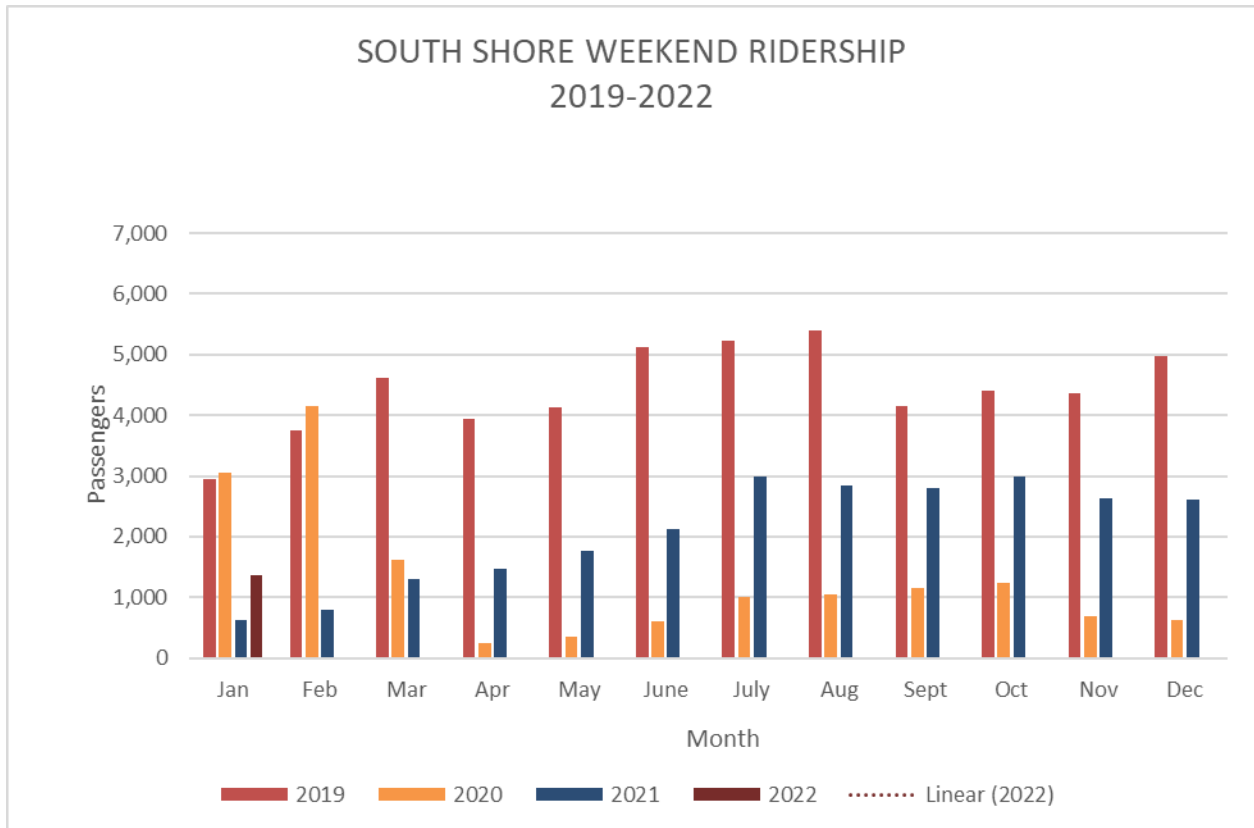
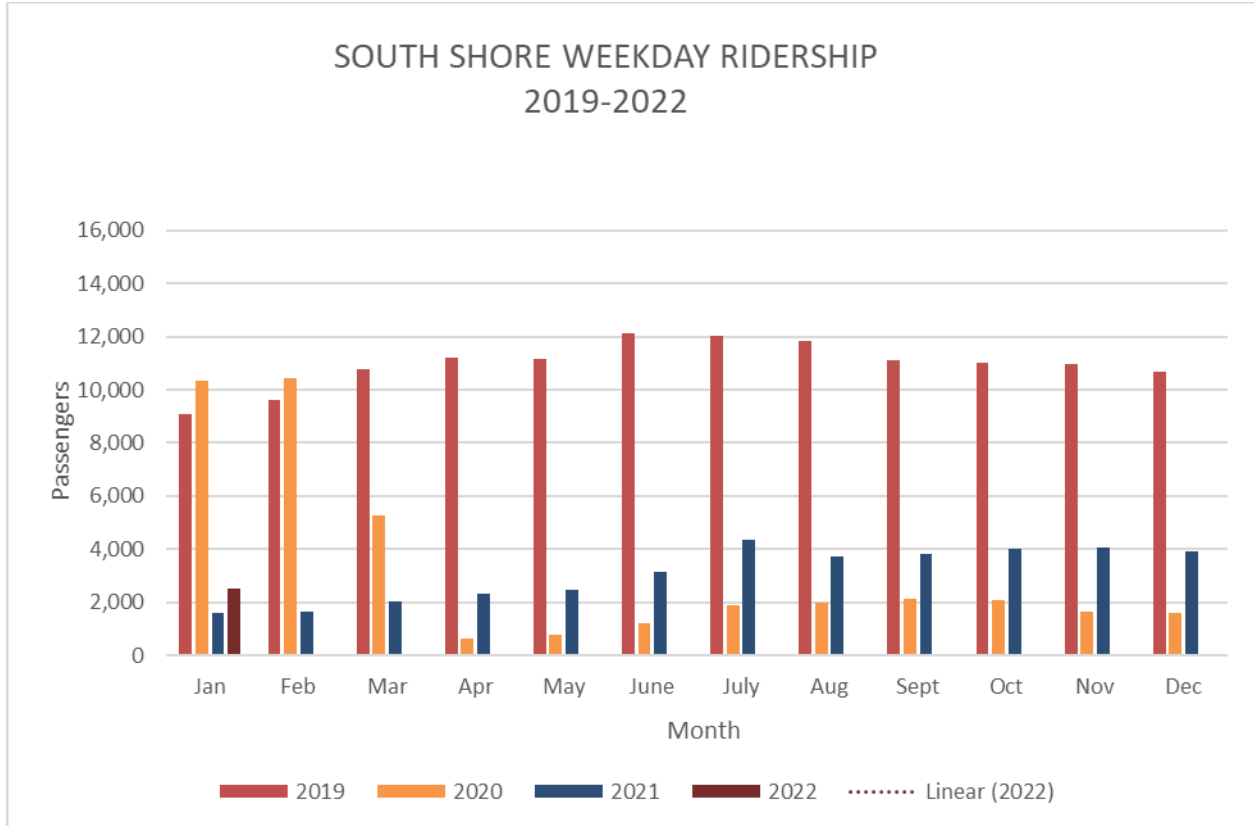
ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/3	7	62	Catenary Wire Issues	1/3	203	Anulled	Catenary Wire Issues
	14	72	Catenary Wire Issues		205	Anulled	Catenary Wire Issues
	106	Anulled	Catenary Wire Issues		207	Anulled	Catenary Wire Issues
	108	226	Catenary Wire Issues		214	Anulled	Catenary Wire Issues
	110	Anulled	Catenary Wire Issues	1/5	101	126	Equipment Issues
	112	216	Catenary Wire Issues	1/7	424	62	Delayed turn of equipment.
	114	Anulled	Catenary Wire Issues	1/15	504	90	Equipment Issues

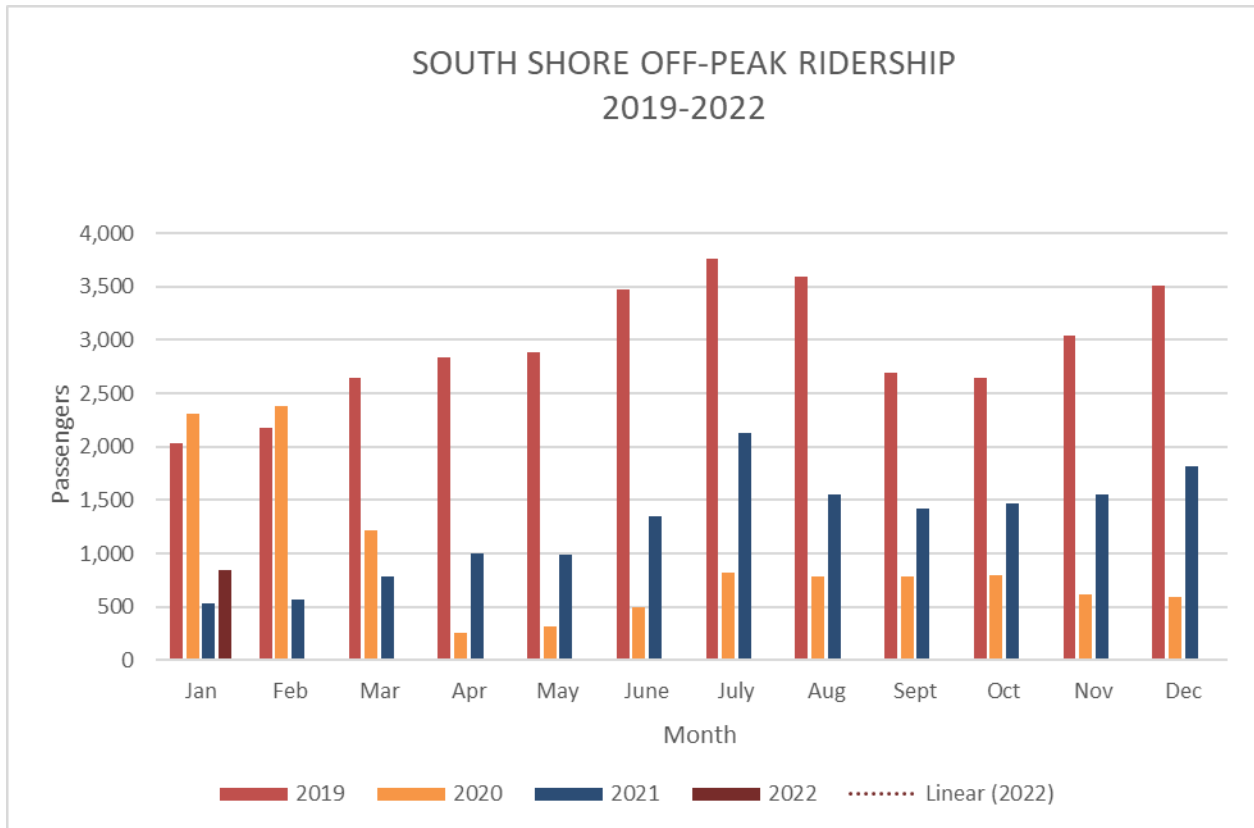
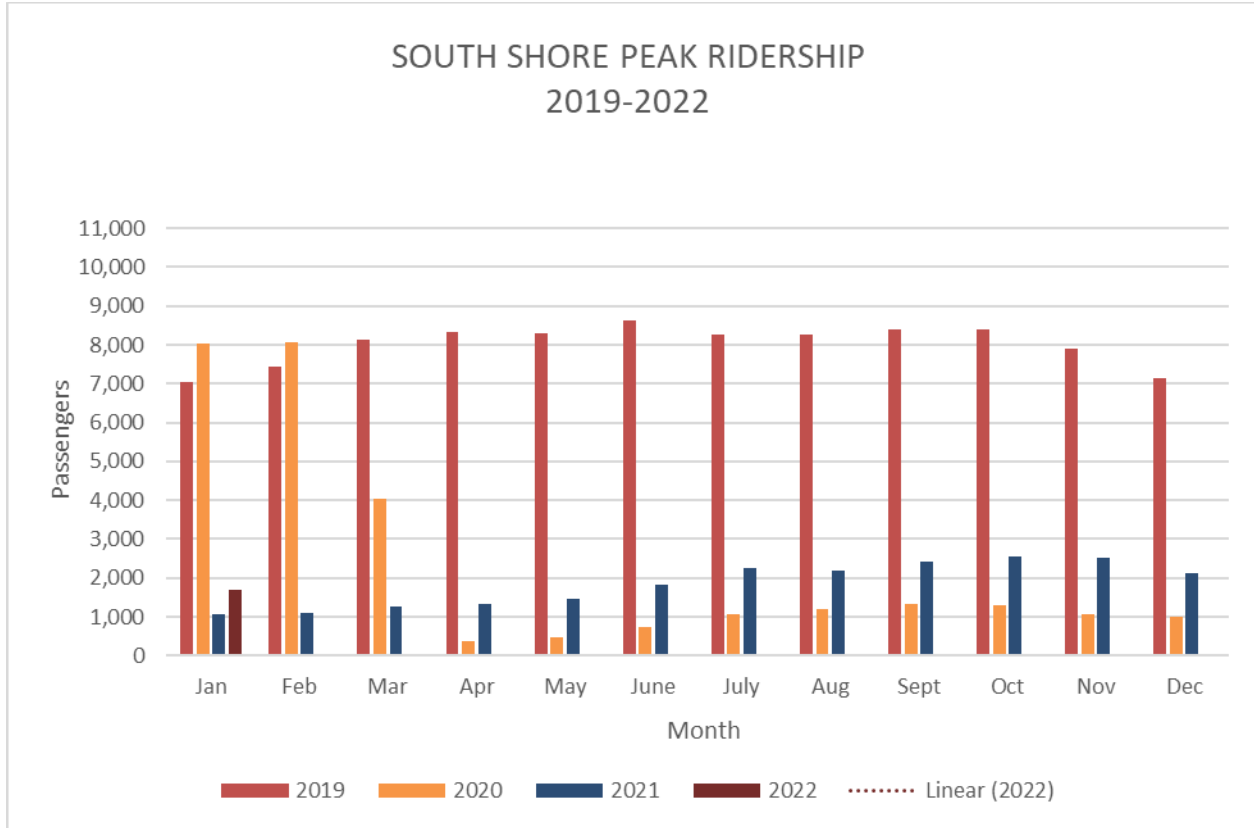
Ridership Report

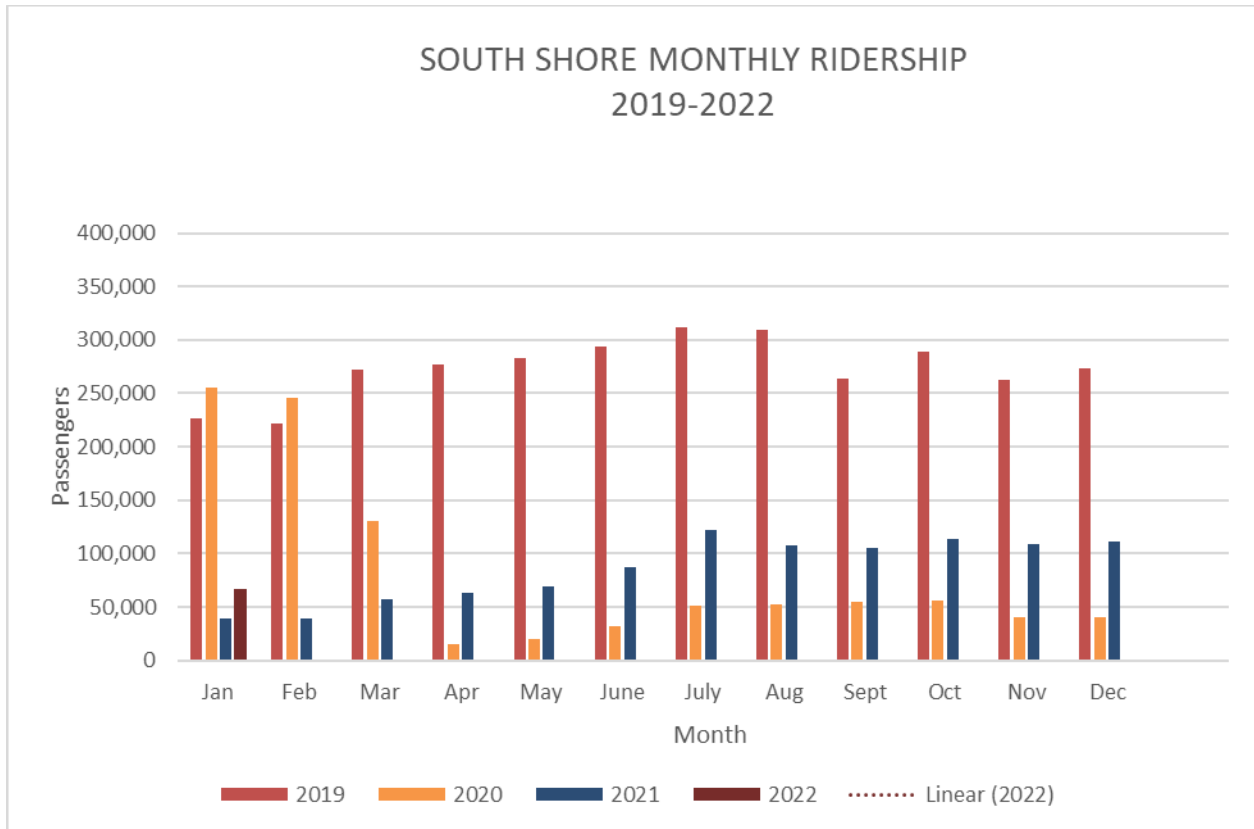
	2019	Work	2021	Work	2022	Work	Change 20/21
	Passengers	Days	Passengers	Days	Passengers	Days	
Monthly Ridership							
January	226,385	22	38,742	20	66,870	21	72.6%
February	222,250	20	39,497	20			
March	272,150	21	57,547	23			
April	277,549	22	63,138	22			
May	282,752	22	68,810	20			
June	293,325	20	86,875	22			
Cumulative Comparison							
January	226,385	22	38,742	20	66,870	21	72.6%
February	448,635	42	78,239	40			
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				
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				
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				
March	2,645		781				
April	2,839		1,001				
May	2,881		989				
June	3,473		1,349				

Ridership Report

	2019	Work Days	2021	Work Days	2022	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
Average Weekend/Holiday Ridership (per day)							
January	2,943		633		1,355		114.1%
February	3,744		792				
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				
March	20,397		7,332				
April	20,180		10,467				
May	19,127		10,437				
June	20,088		3,854				







Percent on Time: January, 2022

Peak		
Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	5	76.2%
106	3	85.0%
108	4	81.0%
110	2	90.0%
112	2	90.5%
114	1	95.0%
214	0	100.0%
11	5	76.2%
111	1	95.2%
113	0	100.0%
115	0	100.0%
17	3	85.7%
117	4	81.0%
217	0	100.0%
119	0	100.0%
Total	30	91.5%
Westbound	17	90.8%
Eastbound	13	92.3%

Off-Peak		
Train	Days Late	% on Time
14	3	85.7%
216	2	90.5%
116	4	81.0%
218	2	90.5%
18	8	61.9%
118	3	85.7%
220	0	100.0%
20	3	85.7%
222	0	100.0%
420	0	100.0%
22	3	85.7%
424	2	90.5%
401	1	95.2%
203	1	95.0%
403	1	95.2%
205	0	100.0%
207	3	85.0%
7	11	47.6%
107	4	81.0%
9	4	81.0%
109	2	90.5%
209	1	95.2%
19	3	85.7%
121	0	100.0%
123	5	76.2%
101	3	85.7%
Total	69	87.3%
Westbound	30	88.1%
Eastbound	39	86.6%

Weekend/Holiday		
Train	Days Late	% on Time
600	0	100.0%
502	2	80.0%
504	4	60.0%
606	4	60.0%
506	2	80.0%
608	2	80.0%
508	2	80.0%
610	1	90.0%
510	0	100.0%
503	1	90.0%
603	1	90.0%
605	0	100.0%
505	2	80.0%
507	5	50.0%
509	2	80.0%
511	1	90.0%
613	0	100.0%
601	0	100.0%
701	1	90.0%
703	2	80.0%
Total	32	84.0%
Westbound	17	81.1%
Eastbound	15	86.4%

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

REASONS (weekday)		
AMT	1	1.0%
CAR	6	6.1%
CAT	7	7.1%
DBS	0	0.0%
DMW	13	13.1%
DSR	0	0.0%
DSS	7	7.1%
FRR	1	1.0%
FTI	5	5.1%
HLD	0	0.0%
LMU	2	2.0%
MET	18	18.2%
OET	0	0.0%
OPR	9	9.1%
OTH	2	2.0%
PAS	1	1.0%
POL	3	3.0%
PTC	0	0.0%
PTI	11	11.1%
SUB	1	1.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	5	5.1%
TRS	0	0.0%
UTL	2	2.0%
VAN	0	0.0%
WTR	5	5.1%
TOTAL	99	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	4	12.5%
CAT	0	0.0%
DBS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	4	12.5%
FRR	2	6.3%
FTI	0	0.0%
HLD	2	6.3%
LMU	1	3.1%
MET	1	3.1%
OET	1	3.1%
OPR	1	3.1%
OTH	0	0.0%
PAS	4	12.5%
POL	0	0.0%
PTC	0	0.0%
PTI	7	21.9%
SUB	0	0.0%
SVS	2	6.3%
TOD	0	0.0%
TRK	1	3.1%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	2	6.3%
TOTAL	32	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

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	0	21	100.0%
6:31	104	0	21	100.0%
6:55	6	5	21	76.2%
7:13	106	3	20	85.0%
7:35	108	4	21	81.0%
7:51	110	2	20	90.0%
8:08	112	2	21	90.5%
8:31	114	1	20	95.0%
8:52	214	0	20	100.0%
10:28	14	3	21	85.7%
Depart				
3:57	11	5	21	76.2%
4:02p	111	1	21	95.2%
4:28	113	0	21	100.0%
4:57	115	0	21	100.0%
5:10	117	4	21	81.0%
5:28	17	3	21	85.7%
5:32	217	0	21	100.0%
5:58	119	0	21	100.0%
7:15	19	3	21	85.7%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	17	185	90.8%
EB Rush	13	168	92.3%
Total Rush	30	353	91.5%

Cumulative Rush Hour Thru January

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	10	9	19	5.4%	5.4%	5.4%
11-15	2	2	4	1.1%	1.2%	1.1%
16-20	1	0	1	0.5%	0.0%	0.3%
21-30	2	2	4	1.1%	1.2%	1.1%
31-59	0	0	0	0.0%	0.0%	0.0%
60+	2	0	2	1.1%	0.0%	0.6%
Annulled	4	0	4			
Total Late	17	13	30	9.2%	7.7%	8.5%
On time	168	155	323	90.8%	92.3%	91.5%
Total ran	185	168	353			

January 2022 Rush Hour

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	10	9	19	5.4%	5.4%	5.4%
11-15	2	2	4	1.1%	1.2%	1.1%
16-20	1	0	1	0.5%	0.0%	0.3%
21-30	2	2	4	1.1%	1.2%	1.1%
31-59	0	0	0	0.0%	0.0%	0.0%
60+	2	0	2	1.1%	0.0%	0.6%
Annulled	4	0	4			
Total Late	17	13	30	9.2%	7.7%	8.5%
On time	168	155	323	90.8%	92.3%	91.5%
Total ran	185	168	353			

Grant Total All Trains Thru January, 2019

Range	Peak					Total	%
	WB	EB	Off	Wkend			
6-10	10	9	29	12		60	5.5%
11-15	2	2	20	6		30	2.7%
16-20	1	0	6	7		14	1.3%
21-30	2	2	4	1		9	0.8%
31-59	0	0	6	5		11	1.0%
60+	2	0	4	1		7	0.6%
Annulled	4	0	3	0		7	
Total	17	13	69	32		131	12.0%
On Time	168	155	474	168		965	88.0%
Total ran	185	168	543	200		1096	
%On Time	90.8%	92.3%	87.3%	84.0%		88.0%	