

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

July 2021



JULY, 2021 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of July has increased 135.3% compared to 2020 but is down 61.0% compared to 2019. This year 121,647 passengers traveled on the South Shore Line (SSL) while July of 2020 recorded a total of 51,689 passenger trips and July of 2019 recorded a total of 311,676 passenger trips. As the SSL continues to build ridership 2019 ridership is used as a benchmark in tracking the return of ridership.

Weekday Travel

Average weekday travel was up 198.9% compared to 2020 ridership but was down 43.0% from 2019 ridership. Average weekday ridership in July was 4,373 in 2021, 1,900 in 2020, and 12,026 in 2019. The average peak travel was down 72.8% in 2021 compared to 2019 while off-peak was down 43.6% compared to 2019.

Weekend

Average weekend ridership increased by 198.9% compared to 2020 ridership but was down 43.0% from 2019 ridership. Average weekend day ridership in July was 2,981 in 2021, 997 in 2020, and 5,233 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: August through July							
	2017/18	2018/19	% Change	2019/20	% Change	2020/21	% Change
Total	3,433,844	3,314,567	-3.47%	2,148,096	-35.19%	720,725	-66.45%
Weekday	2,914,718	2,816,710	-3.36%	1,831,677	-34.97%	575,597	-68.58%
Peak	2,112,252	2,060,596	-2.45%	1,336,407	-35.14%	343,783	-74.28%
Off Peak	802,466	756,114	-5.78%	495,270	-34.50%	231,814	-53.19%
Weekend	519,126	497,857	-4.10%	316,419	-36.44%	145,128	-54.13%
South Bend	258,196	237,377	-8.06%	159,870	-32.65%	93,523	-41.50%

Revenue

The number of tickets sold year to date through July is down 4.3% in 2021 compared to 2020. Ticket revenue is down 38.1% for 2021 compared to 2020. Sales from digital sources represents 66.7% of ticket sales and 72.3% of revenue in 2020.

Total Ticket Sales: July						
Method of Sale	Tickets			Revenue		
	2020	2021	% Change	2020	2021	% Change
Ticket Agent	36,308	30,841	-15.1%	1,141,898	454,952	-60.2%
Vending Machine	86,688	74,308	-14.3%	1,727,574	963,890	-44.2%
Conductor	58,781	62,074	5.6%	445,902	455,762	2.2%
Mobile App	110,045	112,153	1.9%	2,003,152	1,414,937	-29.4%
Total	291,822	279,376	-4.3%	5,318,525	3,289,540	-38.1%

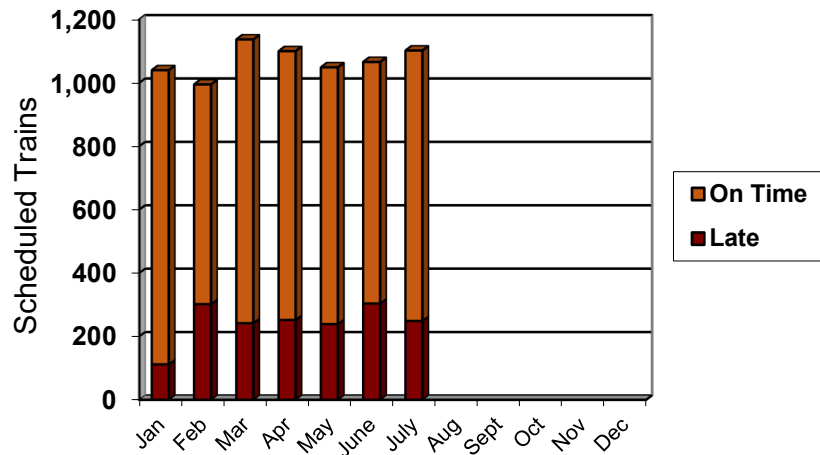
On Time Performance

Rush hour – Overall, 84.3% of A.M. and P.M. rush hour trains were on time in July 2021, compared to 88.0% in July of 2020. 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). 91.0% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 86.7% of westbound morning rush hour service was on time compared to 93.7% in July 2020; while eastbound rush hour trains reported an on time performance of 81.5% compared to 81.5% in July 2020. A total of 25 out of 188 westbound rush hour trains were delayed in July. Of those 25, six experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 31 out of 168 trains delayed in July. Of those 31, eight experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
July				
Range	a.m.	p.m.	Total	Percent
6-10	14	10	24	6.7%
11-15	5	13	18	5.1%
16-20	5	5	10	2.8%
21-30	0	3	3	0.8%
31-59	1	0	1	0.3%
60+	0	0	0	0.0%
Annulled	1	0	1	
On Time	163	137	300	
Total Ran	188	168	356	

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

Overall – The SSL scheduled 1,103 trains in July and experienced 249 delays in excess of 5 minutes (ranging from 6-62 minutes) with a median delay of 11 minutes. July of 2021 experienced one annulled train. In July 2020 the South Shore Line scheduled 1,149 trains with 181 delays in excess of 5 minutes (ranging from 6-123 minutes) with a median delay of 12 minutes. July of 2020 experienced 27 annulled trains.



Cumulative On Time Comparison		
Thru July	2020	2021
Weekday	83.8%	77.9%
Peak	87.4%	81.3%
Off-peak	81.6%	75.6%
Weekend	76.5%	74.4%
Overall	82.5%	77.3%

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
1/19	121	68	Police related activity.	3/26	203	Annulled	Track maintenance delay.
2/4	119	134	Ice on catenary wires.	3/30	203	Annulled	Track maintenance delay.
2/5	106	67	Equipment issues	3/31	203	Annulled	Track maintenance delay.
2/6	502	82	Equipment issues	4/1	203	Annulled	Track maintenance delay.
	504	60	Delayed by prior train.	4/2	203	Annulled	Track maintenance delay.
2/7	511	115	Catenary issues.	4/4	600	72	Delays on Metra
	600	65	Weather delay.	4/6	203	Annulled	Track maintenance delay.
	701	Annulled	Weather cancelation	4/7	203	Annulled	Track maintenance delay.
	703	Annulled	Weather cancelation	4/8	203	Annulled	Track maintenance delay.
2/8	14	85	Equipment issues	4/9	203	Annulled	Track maintenance delay.
	107	74	Equipment issues	4/16	109	122	Pedestrian on track.
	114	79	Equipment issues	4/20	7	64	Track maintenance delay.
	401	Annulled	Weather cancelation		18	66	Track maintenance delay.
	422	Annulled	Weather cancelation	5/10	422	Annulled	Track upgrade/replacement.
2/9	102	Annulled	Equipment issues		424	Annulled	Track upgrade/replacement.
	203	Annulled	Equipment issues	5/11	401	Annulled	Track upgrade/replacement.
	401	Annulled	Weather cancelation		422	Annulled	Track upgrade/replacement.
	422	Annulled	Weather cancelation		424	Annulled	Track upgrade/replacement.
2/14	701	Annulled	Weather cancelation	5/12	401	Annulled	Track upgrade/replacement.
	703	Annulled	Weather cancelation		422	Annulled	Track upgrade/replacement.
2/15	19	92	Vehicle stuck on track		424	Annulled	Track upgrade/replacement.
	401	Annulled	Weather cancelation	5/13	401	Annulled	Track upgrade/replacement.
	422	Annulled	Weather cancelation		422	Annulled	Track upgrade/replacement.
2/16	401	Annulled	Weather cancelation		424	Annulled	Track upgrade/replacement.
	422	Annulled	Weather cancelation	5/14	401	Annulled	Track upgrade/replacement.
2/17	116	60	Vehicle stuck on track		422	Annulled	Track upgrade/replacement.
	401	Annulled	Weather cancelation		424	Annulled	Track upgrade/replacement.
2/25	6	61	Equipment issues	5/15	701	Annulled	Track upgrade/replacement.
	14	155	Delayed by prior train.		703	Annulled	Track upgrade/replacement.
2/25	106	Annulled	Equipment issues	5/16	701	Annulled	Track upgrade/replacement.
	108	91	Delayed by prior train.		703	Annulled	Track upgrade/replacement.
	110	Annulled	Equipment issues	5/17	401	Annulled	Track upgrade/replacement.
	112	117	Delayed by prior train.		422	Annulled	Track upgrade/replacement.
	114	90	Delayed by prior train.		424	Annulled	Track upgrade/replacement.
	207	Annulled	Annulled due to prior train.	5/18	401	Annulled	Track upgrade/replacement.
3/2	116	Annulled	Train mechanical issues		422	Annulled	Track upgrade/replacement.
3/4	114	Annulled	Police Activity		424	Annulled	Track upgrade/replacement.
3/16	203	Annulled	Track maintenance delay.	5/19	401	Annulled	Track upgrade/replacement.
3/17	203	Annulled	Track maintenance delay.		422	Annulled	Track upgrade/replacement.
3/18	203	Annulled	Track maintenance delay.		424	Annulled	Track upgrade/replacement.
3/19	203	Annulled	Track maintenance delay.	5/20	401	Annulled	Track upgrade/replacement.
3/19	424	129	Car blocking tracks		422	Annulled	Track upgrade/replacement.
3/23	203	Annulled	Track maintenance delay.		424	Annulled	Track upgrade/replacement.
3/24	203	Annulled	Track maintenance delay.	5/21	401	Annulled	Track upgrade/replacement.
3/25	203	Annulled	Track maintenance delay.				

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
6/2	203	Anulled	Utility relocation work	6/18	422	Anulled	Track maintenance delay.
6/3	203	Anulled	Utility relocation work		424	Anulled	Track maintenance delay.
6/4	9	93	Track work	6/19	503	60	Equipment malfunction
	18	76	Track work		701	Anulled	Track maintenance delay.
	203	Anulled	Utility relocation work		703	Anulled	Track maintenance delay.
6/6	505	79	Equipment malfunction	6/20	703	Anulled	Track maintenance delay.
	508	63	Delayed by prior train		701	Anulled	Track maintenance delay.
6/7	203	Anulled	Utility relocation work	6/21	101	65	Downed tree on Metra tracks.
6/8	203	Anulled	Utility relocation work		401	Anulled	Track maintenance delay.
6/9	203	Anulled	Utility relocation work		422	Anulled	Track maintenance delay.
6/10	203	Anulled	Utility relocation work		424	Anulled	Track maintenance delay.
6/11	203	Anulled	Utility relocation work	6/22	106	86	PTC operational issues.
6/14	422	Anulled	Track maintenance delay.		401	Anulled	Track maintenance delay.
	424	Anulled	Track maintenance delay.		422	Anulled	Track maintenance delay.
6/15	401	Anulled	Track maintenance delay.		424	Anulled	Track maintenance delay.
	422	Anulled	Track maintenance delay.	6/23	401	Anulled	Track maintenance delay.
	424	Anulled	Track maintenance delay.		422	Anulled	Track maintenance delay.
6/16	401	Anulled	Track maintenance delay.		424	Anulled	Track maintenance delay.
	422	Anulled	Track maintenance delay.	6/24	401	Anulled	Track maintenance delay.
	424	Anulled	Track maintenance delay.		422	Anulled	Track maintenance delay.
6/17	401	Anulled	Track maintenance delay.		424	Anulled	Track maintenance delay.
	422	Anulled	Track maintenance delay.	6/25	401	Anulled	Track maintenance delay.
	424	Anulled	Track maintenance delay.	6/29	6	Anulled	Operational issues.
6/18	401	Anulled	Track maintenance delay.	7/6	101	62	Vehicle stuck on tracks.

Ridership Report

	2019	Work	2020	Work	2021	Work	Change 20/21
	Passengers	Days	Passengers	Days	Passengers	Days	
Monthly Ridership							
January	226,385	22	254,857	22	38,742	20	-84.8%
February	222,250	20	246,095	20	39,497	20	-84.0%
March	272,150	21	130,362	22	57,583	23	-55.8%
April	277,549	22	15,714	22	63,138	22	301.8%
May	282,752	22	19,614	20	68,810	20	250.8%
June	293,325	20	32,249	20	86,875	22	169.4%
Cumulative Comparison							
January	226,385	22	254,857	22	38,742	20	-84.8%
February	448,635	42	500,952	42	78,239	40	-84.4%
March	720,785	63	631,314	64	135,822	63	-78.5%
April	998,334	85	647,028	86	198,960	85	-69.3%
May	1,281,086	107	666,642	106	267,770	105	-59.8%
June	1,574,411	127	698,891	126	354,645	127	-49.3%
Average Weekday Ridership							
January	9,086		10,336		1,589		-84.6%
February	9,615		10,437		1,658		-84.1%
March	10,761		5,267		2,053		-61.0%
April	11,182		627		2,337		272.7%
May	11,167		787		2,465		213.2%
June	12,101		1,245		3,175		155.0%
Average Weekday Peak Period Ridership							
January	7,052		8,028		1,060		-86.8%
February	7,441		8,057		1,088		-86.5%
March	8,116		4,051		1,270		-68.6%
April	8,344		375		1,336		256.3%
May	8,285		468		1,475		215.2%
June	8,627		745		1,826		145.1%
Average Weekday Off-Peak Ridership							
January	2,034		2,309		529		-77.1%
February	2,174		2,381		570		-76.1%
March	2,645		1,215		781		-35.7%
April	2,839		252		1,001		297.2%
May	2,881		320		989		209.1%
June	3,473		500		1,349		169.8%

Ridership Report

	2019	Work Days	2020	Work Days	2021	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
Average Weekend/Holiday Ridership (per day)							
January	2,943		3,051		633		-79.3%
February	3,744		4,150		792		-80.9%
March	4,617		1,611		1,296		-19.6%
April	3,943		239		1,465		513.0%
May	4,121		352		1,774		404.0%
June	5,132		997		2,128		113.4%
Monthly South Bend Ridership							
January	14,125		15,044		4,618		-69.3%
February	12,881		15,748		4,932		-68.7%
March	20,397		8,640		7,332		-15.1%
April	20,180		1,903		10,467		450.0%
May	19,127		2,929		10,437		256.3%
June	20,088		3,854		11,197		190.5%

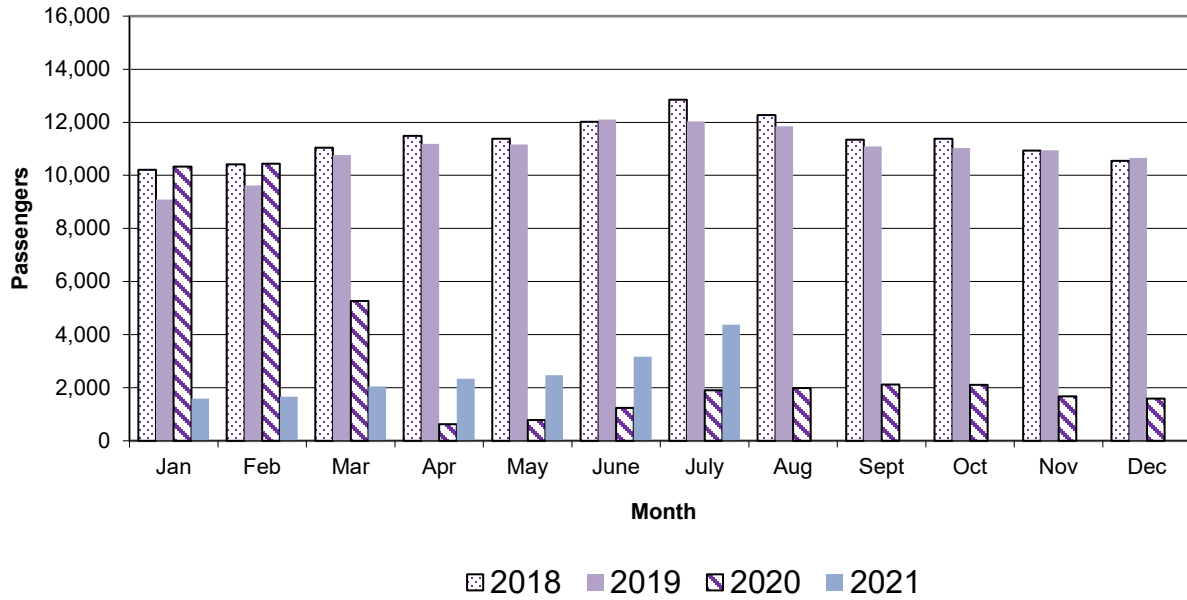
Ridership Report

	2019	Work	2020	Work	2021	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	19/18
MONTHLY RIDERSHIP							
July	311,676	22	51,689	23	121,647	21	135.3%
August	309,343	22	52,105	21			
September	263,338	20	55,018	21			
October	288,904	23	56,316	22			
November	262,528	20	40,494	20			
December	273,403	21	40,536	22			
CUMULATIVE COMPARISON							
July	1,886,087	149	750,580	149	476,292	148	-36.5%
August	2,195,430	171	802,685	170			
September	2,458,768	191	857,703	191			
October	2,747,672	214	914,019	213			
November	3,010,200	234	954,513	233			
December	3,283,603	255	995,049	255			
AVERAGE WEEKDAY RIDERSHIP							
July	12,026		1,900		4,373		130.2%
August	11,853		1,986				
September	11,093		2,123				
October	11,030		2,107				
November	10,948		1,678				
December	10,654		1,586				
Thru December	10,963	255	3,308	255			
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
July	8,261		1,084		2,249		107.5%
August	8,259		1,196				
September	8,399		1,340				
October	8,384		1,316				
November	7,908		1,061				
December	7,141		995				
Thru December	8,020	255	2,384	255			
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
July	3,765		816		2,124		160.3%
August	3,595		790				
September	2,694		782				
October	2,647		791				
November	3,041		617				
December	3,513		591				
Thru December	2,942	255	925	255			

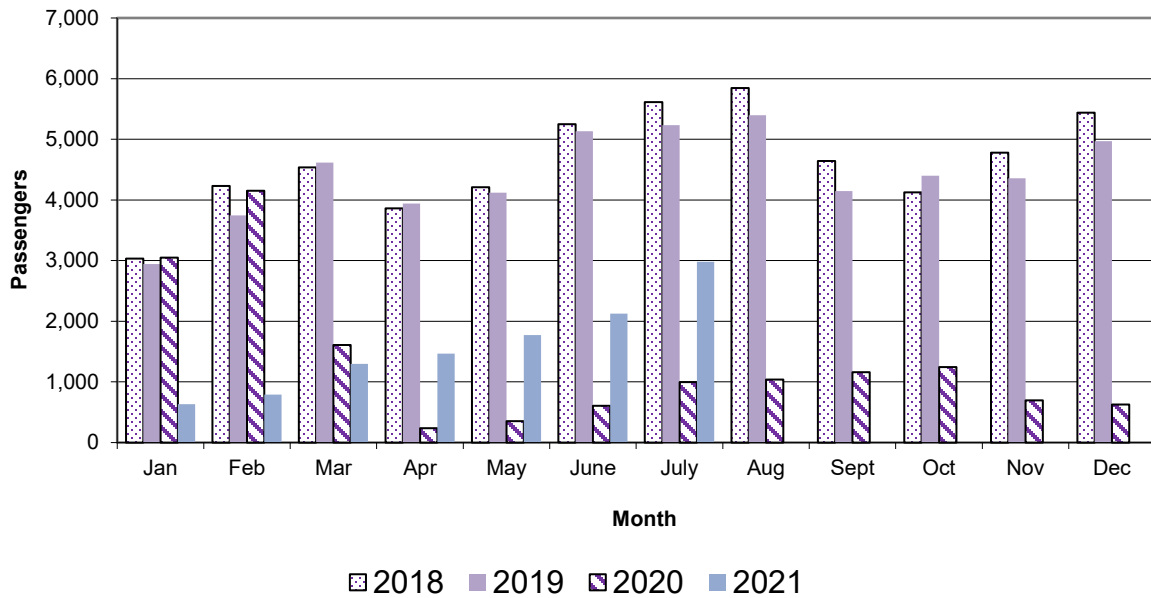
Ridership Report

	2017	Wkend	2018	Wkend	2019	Wkend	Change 19/18
	Passengers	Days	Passengers	Days	Passengers	Days	
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
July	5,233		997		2,981		199.0%
August	5,397		1,040				-100.0%
September	4,147		1,160				-100.0%
October	4,401		1,108				-100.0%
November	4,357		694				-100.0%
December	4,968		628				-100.0%
Thru December	4,438	111	1,632	110			
MONTHLY SOUTH BEND RIDERSHIP							
July	23,571		5,847		15,889		171.7%
August	20,433		6,293				
September	19,530		6,151				
October	20,997		6,760				
November	22,150		4,924				
December	22,575		4,523				

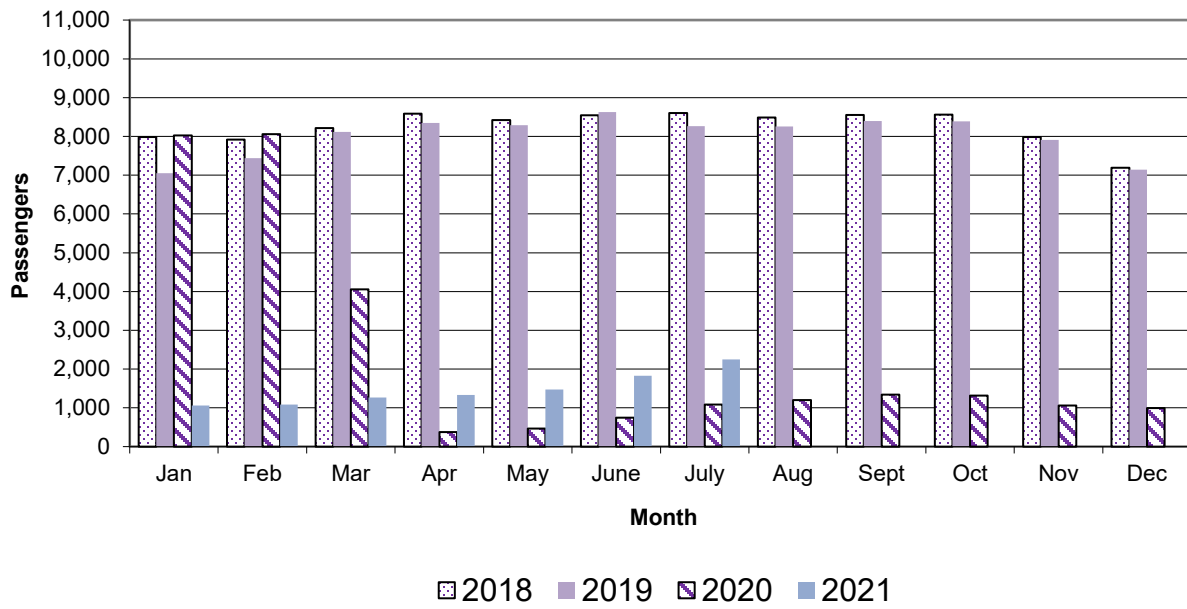
SOUTH SHORE WEEKDAY RIDERSHIP 2018-2021



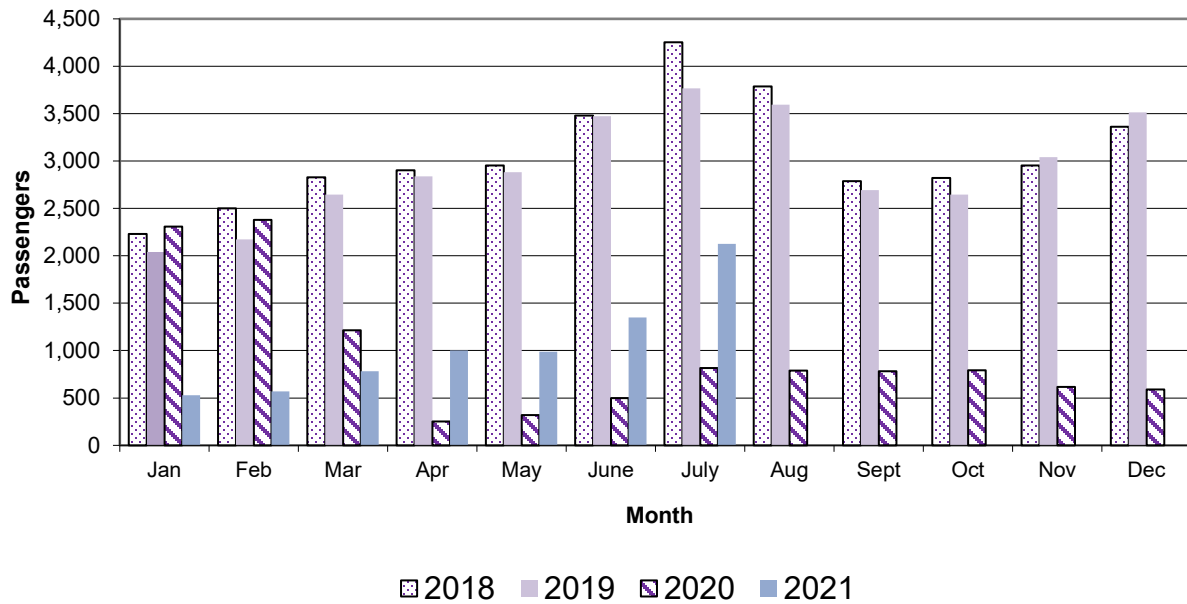
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2018-2021



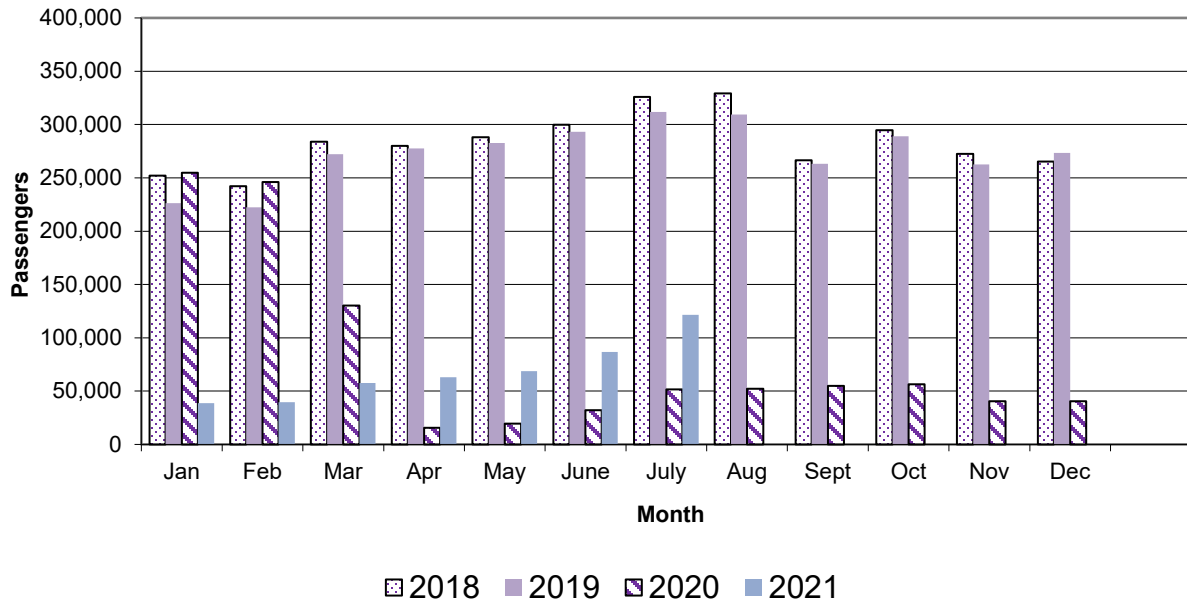
SOUTH SHORE PEAK RIDERSHIP 2018-2021



SOUTH SHORE OFF-PEAK RIDERSHIP 2018-2021



SOUTH SHORE MONTHLY RIDERSHIP 2018-2021



Percent on Time: July, 2021

Peak		
Train	Days Late	% on Time
102	2	90.5%
104	0	100.0%
6	14	30.0%
106	4	81.0%
108	1	95.2%
110	2	90.5%
112	1	95.2%
114	1	95.2%
214	0	100.0%
11	15	28.6%
111	0	100.0%
113	5	76.2%
115	2	90.5%
17	1	95.2%
117	5	76.2%
217	1	95.2%
119	2	90.5%
Total	56	84.3%
Westbound	25	86.7%
Eastbound	31	81.5%

Off-Peak		
Train	Days Late	% on Time
14	3	85.7%
216	2	90.5%
116	7	66.7%
218	3	85.7%
18	14	33.3%
118	12	42.9%
220	2	90.5%
20	9	57.1%
222	0	100.0%
422	1	95.2%
22	3	85.7%
424	2	90.5%
401	2	90.5%
203	1	95.2%
403	2	90.5%
205	0	100.0%
207	11	47.6%
7	15	28.6%
107	8	61.9%
9	8	61.9%
109	4	81.0%
209	8	61.9%
19	6	71.4%
121	0	100.0%
123	3	85.7%
101	2	90.5%
Total	128	76.6%
Westbound	58	77.0%
Eastbound	70	76.2%

Weekend/Holiday		
Train	Days Late	% on Time
600	0	100.0%
502	3	70.0%
504	6	40.0%
606	0	100.0%
506	6	40.0%
608	2	80.0%
508	9	10.0%
610	2	80.0%
510	4	60.0%
710	Deadhead move	
503	7	30.0%
603	1	90.0%
605	2	80.0%
505	4	60.0%
507	7	30.0%
509	7	30.0%
511	1	90.0%
613	1	90.0%
601	2	80.0%
701	0	100.0%
703	1	90.0%
Total	65	67.5%
Westbound	32	64.4%
Eastbound	33	70.0%

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

Reasons for Delay: July

REASONS (weekday)		
AMT	0	0.0%
CAR	5	2.7%
CAT	4	2.2%
DBS	0	0.0%
DMW	4	2.2%
DSR	2	1.1%
DSS	7	3.8%
FRR	2	1.1%
FTI	9	4.9%
HLD	6	3.3%
LMU	2	1.1%
MET	70	38.0%
OET	0	0.0%
OPR	16	8.7%
OTH	7	3.8%
PAS	10	5.4%
POL	3	1.6%
PTC	0	0.0%
PTI	14	7.6%
SUB	12	6.5%
SVS	4	2.2%
TOD	0	0.0%
TRK	1	0.5%
TRS	2	1.1%
UTL	3	1.6%
VAN	0	0.0%
WTR	1	0.5%
TOTAL	184	100.0%

REASONS (weekend)		
AMT	2	3.1%
CAR	7	10.8%
CAT	0	0.0%
DBS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	0	0.0%
FRR	2	3.1%
FTI	3	4.6%
HLD	1	1.5%
LMU	3	4.6%
MET	20	30.8%
OET	0	0.0%
OPR	2	3.1%
OTH	2	3.1%
PAS	1	1.5%
POL	0	0.0%
PTC	0	0.0%
PTI	8	12.3%
SUB	12	18.5%
SVS	1	1.5%
TOD	0	0.0%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	1	1.5%
TOTAL	65	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 July, 2021

Peak		
Train	Days Late	% on Time
102	15	89.8%
104	7	95.3%
6	99	32.2%
106	32	78.2%
108	23	84.5%
110	18	87.8%
112	11	92.6%
114	18	87.8%
214	18	87.8%
11	73	50.7%
111	5	96.6%
113	29	80.4%
115	22	85.1%
17	27	81.8%
117	48	67.6%
217	15	89.9%
119	11	92.6%
Total	471	81.2%
Westbound	241	81.8%
Eastbound	230	80.6%

Off-Peak		
Train	Days Late	% on Time
14	20	86.5%
216	15	89.9%
116	74	49.7%
216	38	74.3%
18	91	38.5%
118	79	46.6%
218	36	75.7%
20	67	54.7%
220	15	89.9%
422	1	99.2%
22	33	77.7%
422	11	91.3%
401	5	96.0%
203	24	80.5%
403	3	98.0%
205	1	99.3%
207	47	68.0%
7	76	48.6%
107	61	58.8%
9	64	56.8%
109	51	65.5%
209	26	82.4%
19	31	79.1%
121	11	92.6%
123	27	81.8%
101	26	82.4%
Total	933	75.1%
Westbound	480	72.3%
Eastbound	453	77.6%

Weekend/Holiday		
Train	Days Late	% on Time
600	12	83.6%
502	10	86.3%
504	19	74.0%
606	21	71.2%
506	29	60.3%
608	15	79.5%
508	32	56.2%
610	7	90.4%
510	17	76.7%
710	Deadhead move	
503	30	58.9%
603	9	87.7%
605	16	78.1%
505	16	78.1%
507	25	65.8%
509	25	65.8%
511	11	84.9%
613	3	95.9%
601	11	84.9%
701	1	98.5%
703	5	92.5%
Total	314	78.3%
Westbound	162	75.3%
Eastbound	152	80.8%

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

Cumulative Reasons for Delays Thru July, 2021

REASONS (weekday)		
AMT	3	0.2%
CAR	65	4.7%
CAT	4	0.3%
DBS	0	0.0%
DMW	338	24.4%
DSR	11	0.8%
DSS	41	3.0%
FRR	17	1.2%
FTI	50	3.6%
HLD	12	0.9%
LMU	42	3.0%
MET	281	20.3%
OET	3	0.2%
OPR	234	16.9%
OTH	26	1.9%
PAS	24	1.7%
POL	16	1.2%
PTC	0	0.0%
PTI	122	8.8%
SUB	12	0.9%
SVS	21	1.5%
TOD	0	0.0%
TRK	15	1.1%
TRS	23	1.7%
UTL	3	0.2%
VAN	0	0.0%
WTR	23	1.7%
TOTAL	1,386	100.0%

REASONS (weekend)		
AMT	3	1.0%
CAR	27	8.6%
CAT	1	0.3%
DBS	0	0.0%
DMW	39	12.4%
DSR	1	0.3%
DSS	2	0.6%
FRR	5	1.6%
FTI	13	4.1%
HLD	3	1.0%
LMU	10	3.2%
MET	60	19.1%
OET	0	0.0%
OPR	49	15.6%
OTH	6	1.9%
PAS	15	4.8%
POL	5	1.6%
PTC	0	0.0%
PTI	28	8.9%
SUB	13	4.1%
SVS	10	3.2%
TOD	1	0.3%
TRK	3	1.0%
TRS	1	0.3%
UTL	0	0.0%
VAN	0	0.0%
WTR	19	6.1%
TOTAL	314	100.0%

TOTAL		
AMT	6	0.4%
CAR	92	5.4%
CAT	5	0.3%
DBS	0	0.0%
DMW	377	22.2%
DSR	12	0.7%
DSS	43	2.5%
FRR	22	1.3%
FTI	63	3.7%
HLD	15	0.9%
LMU	52	3.1%
MET	341	20.1%
OET	3	0.2%
OPR	283	16.6%
OTH	32	1.9%
PAS	39	2.3%
POL	21	1.2%
PTC	0	0.0%
PTI	150	8.8%
SUB	25	1.5%
SVS	31	1.8%
TOD	1	0.1%
TRK	18	1.1%
TRS	24	1.4%
UTL	3	0.2%
VAN	0	0.0%
WTR	42	2.5%
TOTAL	1,700	100.0%

AMT-Amtrak delay

CAR-Car or equipment failure

CAT-Catenary Delays

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	15	147	89.8%
6:31	104	6	148	95.9%
6:55	6	99	146	32.2%
7:13	106	31	147	78.9%
7:35	108	22	148	85.1%
7:51	110	17	147	88.4%
8:08	112	11	148	92.6%
8:31	114	17	148	88.5%
8:52	214	15	148	89.9%
10:28	14	19	148	87.2%
Depart				
3:57	11	71	148	52.0%
4:02p	111	5	148	96.6%
4:28	113	29	148	80.4%
4:57	115	22	148	85.1%
5:10	117	47	148	68.2%
5:28	17	27	148	81.8%
5:32	217	14	148	90.5%
5:58	119	11	148	92.6%
7:15	19	31	148	79.1%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	233	1327	82.4%
EB Rush	226	1184	80.9%
Total Rush	459	2,511	81.7%

Cumulative Rush Hour Thru July						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	101	106	207	7.6%	9.0%	8.2%
11-15	62	66	128	4.7%	5.6%	5.1%
16-20	36	27	63	2.7%	2.3%	2.5%
21-30	23	19	42	1.7%	1.6%	1.7%
31-59	11	11	22	0.8%	0.9%	0.9%
60+	7	1	8	0.5%	0.1%	0.3%
Annulled	6	0	6			
Total Late	240	230	470	18.1%	19.4%	18.7%
On time	1086	954	2040	81.9%	80.6%	81.3%
Total ran	1326	1184	2510			

July 2021 Rush Hour						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	14	10	24	7.4%	6.0%	6.7%
11-15	5	13	18	2.7%	7.7%	5.1%
16-20	5	5	10	2.7%	3.0%	2.8%
21-30	0	3	3	0.0%	1.8%	0.8%
31-59	1	0	1	0.5%	0.0%	0.3%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	1	0	1			
Total Late	25	31	56	13.3%	18.5%	15.7%
On time	163	137	300	86.7%	81.5%	84.3%
Total ran	188	168	356			

Grant Total All Trains Thru July, 2021						
Range	Peak		Off	Wkend	Total	%
	WB	EB				
6-10	101	106	332	137	676	9.0%
11-15	62	66	213	66	407	5.4%
16-20	36	27	118	36	217	2.9%
21-30	23	19	141	39	222	3.0%
31-59	11	11	98	28	148	2.0%
60+	7	1	14	8	30	0.4%
Annulled	6	0	94	15	115	
Total	240	230	916	314	1700	22.7%
On Time	1086	954	2838	911	5789	77.3%
Total ran	1326	1184	3754	1225	7489	
%On Time	81.9%	80.6%	75.6%	74.4%	77.3%	