

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

**March 2018
Monthly Performance Report**



NICTD

March, 2018 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of March is down 0.8% when compared to March of 2017. This year 283,789 passengers traveled on the South Shore Line (SSL) while in March of 2017 recorded a total of 286,216 passenger trips.

Weekday Travel

Average weekday travel declined by 0.1% with an average of 11,043 weekday passengers carried in 2018 compared to 11,058 in 2017. The average peak travel declined 1.6% to an average daily ridership of 8,214 while off-peak increased 4.5% to an average daily ridership of 2,829.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2017	2018		2017	2018
5:48 a	38.7%	34.5%	3:57 p***	63.7%	71.7%
6:31 a	75.9	77.2	4:02 p	72.3	63.3
6:55 a***	62.9	66.3	4:28 p	87.1	84.5
7:13 a	81.5	46.5	4:57 p	87.7	93.6
7:35 a	82.5	80.8	5:10 p	83.8	84.6
7:51 a	74.7	76.8	5:28 p	79.8	67.5
8:08 a	83.4	85.4	5:32 p	72.8	45.0
8:31 a	86.0	89.3	5:58 p	72.9	68.1
8:52 a	70.0	76.5	7:10 p*	46.7	53.3
10:28 a*	50.9	56.3			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

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

Weekend

Average weekend ridership increased 13.8% when compared to March 2017. March 2018 averaged 4,538 passengers per day on weekends compared to 3,986 in 2017. St. Patrick's Day landed on a Saturday in 2018 carrying 10,086 passengers; the highest ridership for the Chicago St. Patrick's Day celebrations in six years.

Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: APRIL THRU MARCH							
	2014-2015	2015-2016	% Change	2016-2017	% Change	2017-2018	% Change
Total	3,641,009	3,602,427	-1.06%	3,481,758	-3.35%	3,448,081	-0.97%
Weekday	3,081,978	3,079,165	-0.09%	2,965,558	-3.69%	2,907,913	-1.94%
Peak	2,211,218	2,229,288	0.82%	2,152,231	-3.46%	2,096,696	-2.58%
Off Peak	870,760	849,877	-2.40%	813,327	-4.30%	811,217	-0.26%
Weekend	559,031	523,262	-6.40%	516,200	-1.35%	540,168	4.64%
South Ben	251,413	248,773	-1.05%	243,597	-2.08%	264,469	8.57%

Revenue

The number of tickets sold in 2018 are down 0.5% compared to 2017, however revenue is only up 3.3%. Revenue is experiencing an increase due to fare increases implemented in July of 2017 and February of 2018. Revenue from digital sources represents 57.9% of ticket sales and 61.5% of revenue in 2018.

Total Ticket Sales: Through March						
Method of Sale	Tickets			Revenue		
	2017	2018	% Change	2017	2018	% Change
Ticket Agent	58,502	48,182	-17.6%	1,506,726	1,411,111	-6.3%
Vending Machine	106,994	102,223	-4.5%	1,946,202	1,894,420	-2.7%
Conductor	74,443	71,944	-3.4%	538,200	533,722	-0.8%
Mobile App	52,195	68,195	30.7%	895,579	1,210,570	35.2%
Total	292,134	290,544	-0.5%	4,886,707	5,049,823	3.3%

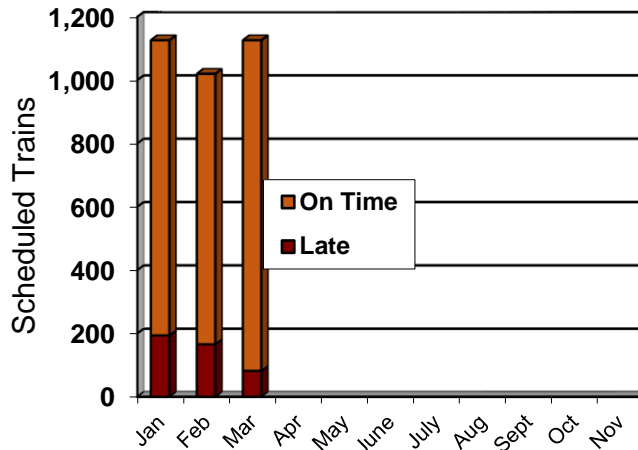
On Time Performance

Rush hour –Overall, 95.2% of A.M. and P.M. rush hour trains were on time in March; compared to 94.6% in March 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). 97.3% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 95.5% of westbound morning rush hour service was on time compared to 95.7% in March 2017; while eastbound rush hour trains reported an average on time performance of 94.9% compared to 93.5% in March 2017. A total of 9 out of 198 westbound rush hour trains were delayed in March. Of those 9 only 4 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 9 out of 176 trains delayed in March. Of those 9 only 2 experienced delays greater than 15 minutes.¹

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

RANGE OF RUSH HOUR DELAYS (in minutes)								
Range	March, 2018				Cumulative thru March, 2018			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	3	5	8	2.1%	20	24	44	4.0%
11-15	2	2	4	1.1%	9	11	20	1.8%
16-20	0	1	1	0.3%	3	6	9	0.8%
21-30	0	1	1	0.3%	2	1	3	0.3%
31-59	3	0	3	0.8%	5	6	11	1.0%
60+	1	0	1	0.3%	2	1	3	0.3%
Annulled	0	0	0	0.0%	0	1	1	0.1%
On Time	189	167	356		535	461	996	
Total Ran	198	176	374		576	511	1,087	

Overall – The SSL scheduled 1,126 trains in March and experienced 82 delays in excess of 5 minutes (ranging from 6-115 minutes) with a median delay of 10 minutes. March of 2018 experienced no annulled trains. In March 2017 the South Shore Line operated 1,025 trains with 98 delays in excess of 5 minutes (ranging from 6-170 minutes) with a median delay of 10 minutes. March of 2017 also had no annulled trains.



Cumulative On Time Comparison		
Thru March	2017	2018
Weekday	89.9%	88.7%
Peak	93.2%	91.6%
Off-peak	87.8%	86.7%
Weekend	85.9%	75.0%
Overall	89.2%	86.5%

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 March there were two trains delayed in excess of 59 minutes. One delay was due to Metra switch issues, and the other was due to a trespasser incident.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/1	510	131	Mechanical	2/5	403	89	Mechanical
	701	Annulled	Weather	2/17	502	120	METRA - Switch Issue
	703	Annulled	Weather	2/17	503	70	METRA - Switch Issue
1/2	101	81	Late turn of Equip.	2/17	504	70	METRA - Switch Issue
	401	Annulled	Weather	2/17	603	70	METRA - Switch Issue
	422	Annulled	Weather	3/4	510	115	METRA - Switch Issue
	424	Annulled	Weather	3/30	110	61	Trespasser Incident
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				

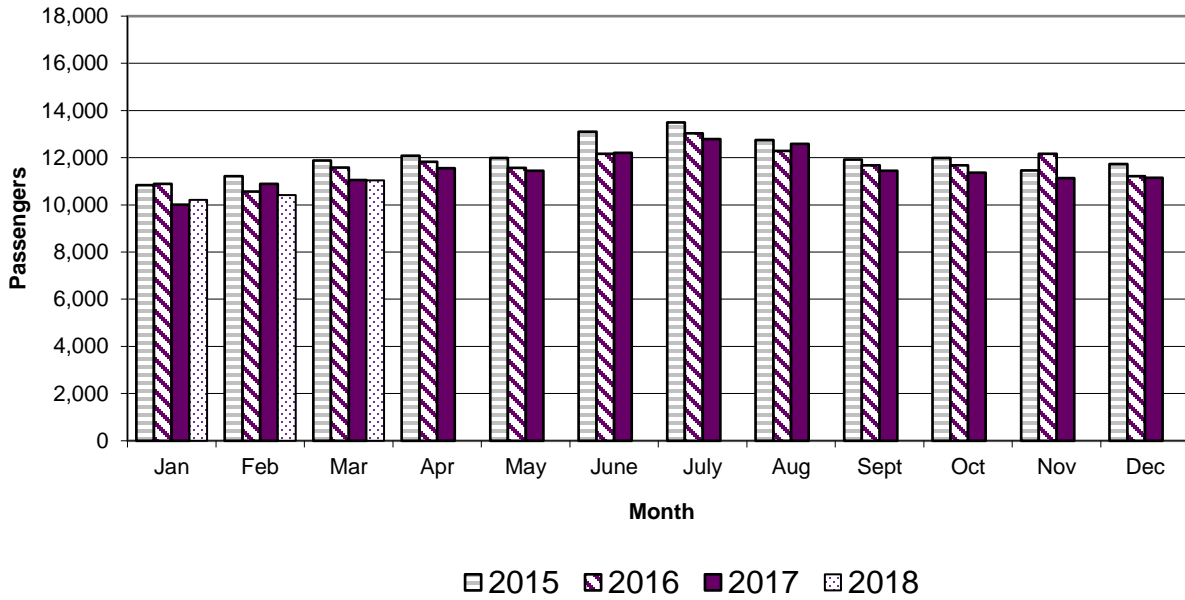
RIDERSHIP REPORT: MARCH, 2018

	2016	Work Days	2017	Work Days	2018	Work Days	Change 18/17
	Passengers		Passengers		Passengers		
MONTHLY RIDERSHIP							
January	255,006	20	243,280	21	251,990	22	3.6%
February	257,998	21	256,285	20	242,121	20	-5.5%
March	295,099	23	286,216	23	283,789	22	-0.8%
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	494,111	42	-1.1%
March	808,103	64	785,781	64	777,900	64	-1.0%
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		10,413		-4.3%
March	11,581		11,058		11,403		3.1%
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		7,914		-3.6%
March	8,642		8,350		8,214		-1.6%
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		2,499		-6.5%
March	2,940		2,708		2,829		4.5%
April	3,061		3,033				
May	3,039		3,053				
June	3,384		3,706				

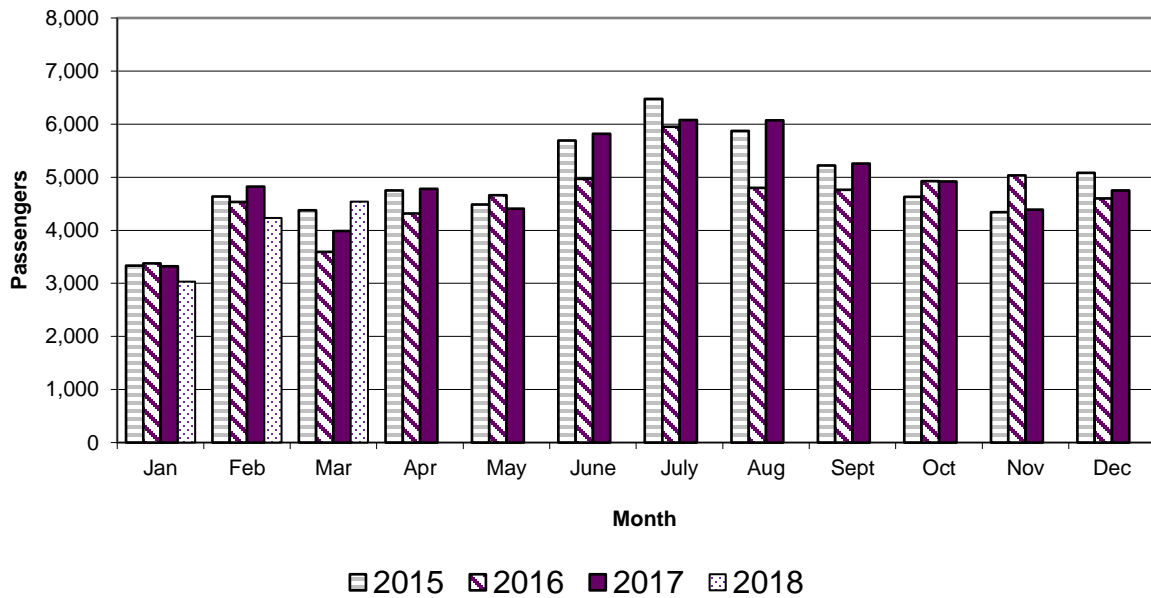
RIDERSHIP REPORT: MARCH, 2018

	2016	Work Days	2017	Work Days	2018	Work Days	Change 18/17
	Passengers		Passengers		Passengers		
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
January	3,379		3,690		3,035		-17.8%
February	4,532		4,822		4,233		-12.2%
March	3,591		3,986		4,538		13.8%
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		16,778		1.7%
March	19,040		18,235		21,230		16.4%
April	20,090		23,040				
May	19,598		20,085				
June	20,209		22,143				

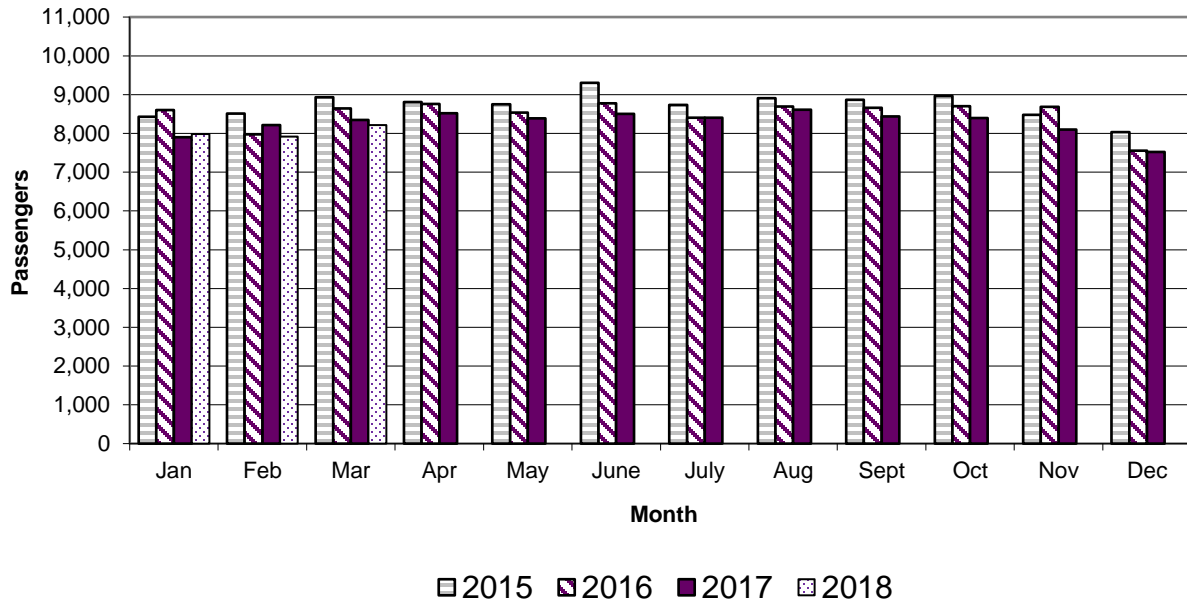
SOUTH SHORE WEEKDAY RIDERSHIP 2015-2018



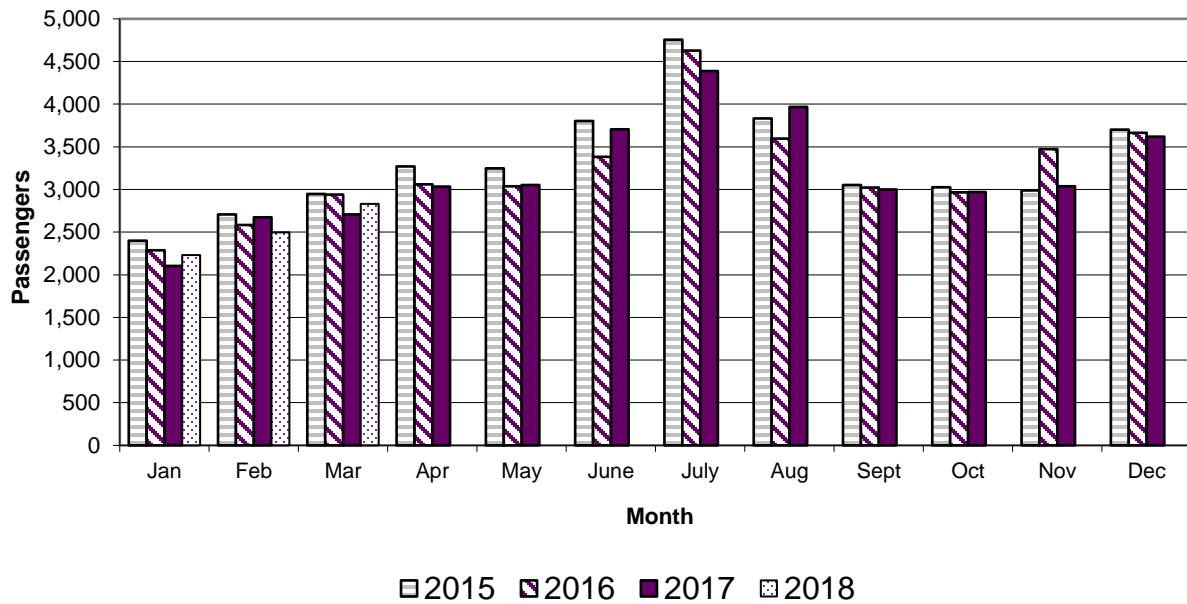
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2015-2018



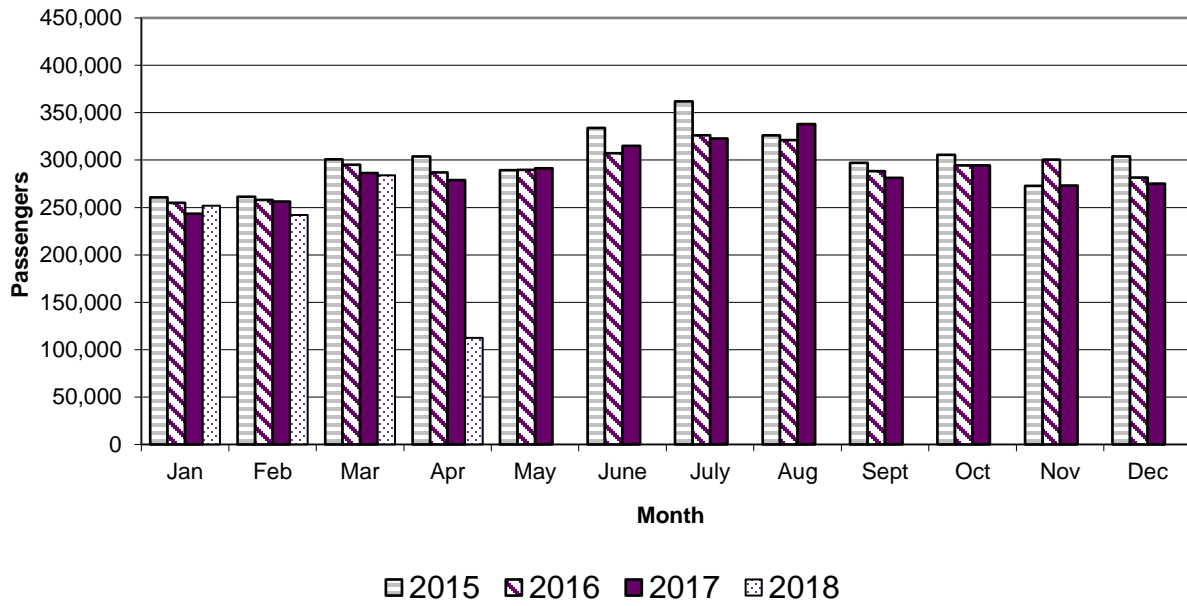
SOUTH SHORE PEAK RIDERSHIP 2015-2018



SOUTH SHORE OFF-PEAK RIDERSHIP 2015-2018



SOUTH SHORE MONTHLY RIDERSHIP 2015-2018



PERCENT ON TIME: MARCH, 2018

PEAK		
Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	0	100.0%
106	1	95.5%
108	1	95.5%
110	2	90.9%
112	2	90.9%
114	2	90.9%
214	1	95.5%
11	3	86.4%
111	0	100.0%
113	1	95.5%
115	2	90.9%
15/17	1	95.5%
117	1	95.5%
217	1	95.5%
119	0	100.0%
Total	18	95.2%
Westbound	9	95.5%
Eastbound	9	94.9%

OFF-PEAK		
Train	Days Late	% on Time
14	1	95.5%
216	0	100.0%
116	0	100.0%
218	2	90.9%
18	5	77.3%
118	2	90.9%
220	1	95.5%
20	4	81.8%
222	1	95.5%
420	0	100.0%
22	2	90.9%
424	0	100.0%
401	0	100.0%
203	1	95.5%
403	1	95.5%
205	1	95.5%
207	2	90.9%
7	6	72.7%
107	7	68.2%
9	4	81.8%
109	2	90.9%
209	0	100.0%
19	1	95.5%
121	0	100.0%
123	0	100.0%
101	1	95.5%
Total	44	92.3%
Westbound	18	93.2%
Eastbound	26	91.6%

WEEKEND/HOLIDAY		
Train	Days Late	% on Time
600	0	100.0%
502	1	88.9%
504	3	66.7%
606	2	77.8%
506	1	88.9%
608	0	100.0%
508	0	100.0%
610	0	100.0%
510	3	66.7%
710	Deadhead move	
503	3	66.7%
603	0	100.0%
605	0	100.0%
505	0	100.0%
507	0	100.0%
509	3	66.7%
511	2	77.8%
613	1	88.9%
601	1	88.9%
701	0	100.0%
703	1	88.9%
Total	21	88.3%
Westbound	10	87.7%
Eastbound	11	88.9%

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

REASON FOR DELAY: MARCH

REASONS (weekday)		
AMT	2	3%
CAR		0%
CAT		0%
DBS		0%
DMW	2	3%
DSR	5	8%
DSS	3	5%
FRR	5	8%
FTI	7	11%
HLD	3	5%
LMU	1	2%
MET	17	27%
NIPSCO		0%
OET	1	2%
OTH	1	2%
PAS	3	5%
POL		0%
PTI	6	10%
SUB		0%
SVS		0%
TOD		0%
TRK	2	3%
TRS	4	6%
UTL		0%
VAN		0%
WTR		0%
TOTAL	62	100%

REASONS (weekend)		
AMT		0%
CAR	3	14%
CAT		0%
DBS		0%
DMW		0%
DSR		0%
DSS		0%
FRR	2	10%
FTI	1	5%
HLD	1	5%
LMU		0%
MET	7	33%
NIPSCO		0%
OET		0%
OTH		0%
PAS	3	14%
POL	1	5%
PTI	1	5%
SUB		0%
SVS		0%
TOD		0%
TRK	2	10%
TRS		0%
UTL		0%
VAN		0%
WTR		0%
TOTAL	21	100%

- 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

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 MARCH, 2018

PEAK		
Train	Days Late	% on Time
102	2	96.9%
104	3	95.3%
6	6	90.6%
106	4	93.8%
108	2	96.9%
110	5	92.2%
112	5	92.2%
114	11	82.8%
214	3	95.3%
11	10	84.4%
111	1	98.4%
113	2	96.9%
115	6	90.5%
17	6	90.6%
117	12	81.3%
217	5	92.2%
119	7	89.1%
Total	90	91.7%
Westbound	41	92.9%
Eastbound	49	90.4%

OFF-PEAK		
Train	Days Late	% on Time
14	7	89.1%
216	4	93.8%
116	7	89.1%
216	6	90.6%
18	27	57.8%
118	2	96.9%
218	7	89.1%
20	21	67.2%
220	3	95.3%
420	3	95.2%
22	15	76.6%
422	1	98.4%
401	1	98.3%
203	5	92.1%
403	7	89.1%
205	4	93.8%
207	5	92.2%
7	20	68.8%
107	13	79.7%
9	14	78.1%
109	7	89.1%
209	0	100.0%
19	13	79.7%
121	8	87.5%
123	10	84.4%
101	3	95.3%
Total	213	87.1%
Westbound	103	86.5%
Eastbound	110	87.7%

WEEKEND/HOLIDAY		
Train	Days Late	% on Time
600	4	84.6%
502	7	73.1%
504	15	42.3%
606	9	65.4%
506	5	80.8%
608	5	80.8%
508	11	57.7%
610	3	88.5%
510	10	61.5%
710	Deadhead move	
503	7	73.1%
603	2	92.3%
605	4	84.6%
505	8	69.2%
507	6	76.9%
509	12	53.8%
511	10	61.5%
513	4	84.6%
601	4	84.6%
701	1	96.2%
703	3	88.5%
Total	130	75.0%
Westbound	69	70.5%
Eastbound	61	78.7%

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

CUMULATIVE REASON FOR DELAYS THRU MARCH, 2018

REASONS (weekday)		
AMT	10	3.3%
CAR	40	13.2%
CAT		0.0%
DBS		0.0%
DMW	10	3.3%
DSR	9	3.0%
DSS	11	3.6%
FRR	11	3.6%
FTI	17	5.6%
HLD	7	2.3%
LMU	10	3.3%
MET	67	22.1%
NIPSCO		0.0%
OET	4	1.3%
OTH	9	3.0%
PAS	7	2.3%
POL	2	0.7%
PTI	37	12.2%
SUB		0.0%
SVS	10	3.3%
TOD	2	0.7%
TRK	10	3.3%
TRS	7	2.3%
UTL		0.0%
VAN		0.0%
WTR	23	7.6%
TOTAL	303	100.0%

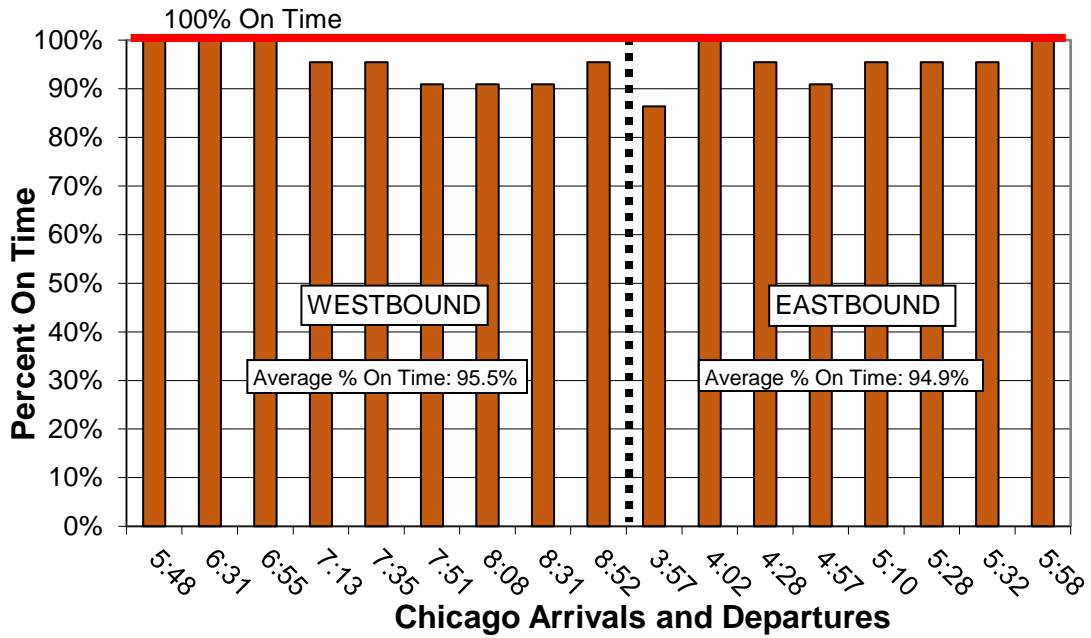
REASONS (weekend)		
AMT	1	0.8%
CAR	19	14.8%
CAT		0.0%
DBS		0.0%
DMW		0.0%
DSR	2	1.6%
DSS	4	3.1%
FRR	5	3.9%
FTI	4	3.1%
HLD	4	3.1%
LMU	6	4.7%
MET	27	21.1%
NIPSCO		0.0%
OET		0.0%
OTH	2	1.6%
PAS	6	4.7%
POL	1	0.8%
PTI	14	10.9%
SUB		0.0%
SVS	8	6.3%
TOD	1	0.8%
TRK	3	2.3%
TRS	3	2.3%
UTL		0.0%
VAN		0.0%
WTR	18	14.1%
TOTAL	128	100.0%

TOTAL		
AMT	11	2.6%
CAR	59	13.7%
CAT	0	0.0%
DBS	0	0.0%
DMW	10	2.3%
DSR	11	2.6%
DSS	15	3.5%
FRR	16	3.7%
FTI	21	4.9%
HLD	11	2.6%
LMU	16	3.7%
MET	94	21.8%
NIPSCO	0	0.0%
OET	4	0.9%
OTH	11	2.6%
PAS	13	3.0%
POL	3	0.7%
PTI	51	11.8%
SUB	0	0.0%
SVS	18	4.2%
TOD	3	0.7%
TRK	13	3.0%
TRK	10	2.3%
TRS	0	0.0%
VAN	0	0.0%
WTR	41	9.5%
TOTAL	431	100.0%

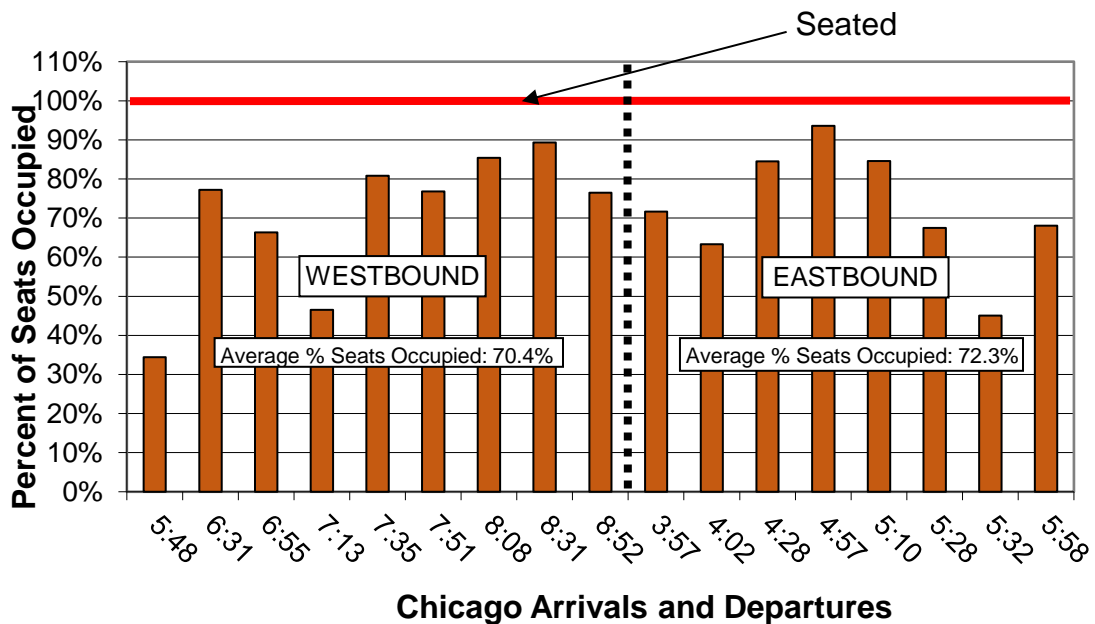
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RUSH HOUR ON TIME PERFORMANCE: MAR 2018



PERCENT OF RUSH HOUR SEATS OCCUPIED: MAR 2018



Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	2	64	96.9%
6:31	104	3	64	95.3%
6:55	6	6	64	90.6%
7:13	106	4	64	93.8%
7:35	108	2	64	96.9%
7:51	110	5	64	92.2%
8:08	112	5	64	92.2%
8:31	114	11	64	82.8%
8:52	214	3	64	95.3%
10:28	14	7	64	89.1%
Depart				
3:57	11	10	64	84.4%
4:02p	111	1	64	98.4%
4:28	113	2	64	96.9%
4:57	115	6	63	90.5%
5:10	117	12	64	81.3%
5:28	17	6	64	90.6%
5:32	217	5	64	92.2%
5:58	119	7	64	89.1%
7:15	19	13	64	79.7%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	41	576	92.9%
EB Rush	49	511	90.4%
Total Rush	90	1,087	91.7%

CUMULATIVE RUSH HOUR THRU MARCH

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	20	24	44	3.5%	4.7%	4.05%
11-15	9	11	20	1.6%	2.2%	1.84%
16-20	3	6	9	0.5%	1.2%	0.83%
21-30	2	1	3	0.3%	0.2%	0.28%
31-59	5	6	11	0.9%	1.2%	1.01%
60+	2	1	3	0.3%	0.2%	0.28%
Annulled	0	1	1			
Total Late	41	50	91	7.1%	9.8%	8.37%
On time	535	461	996	92.9%	90.2%	91.63%
Total ran	576	511	1,087			

Total Late and Total Ran exclude annulled trains

MARCH RUSH HOUR

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	3	5	8	1.5%	2.8%	2.1%
11-15	2	2	4	1.0%	1.1%	1.1%
16-20	0	1	1	0.0%	0.6%	0.3%
21-30	0	1	1	0.0%	0.6%	0.3%
31-59	3	0	3	1.5%	0.0%	0.8%
60+	1	0	1	0.5%	0.0%	0.3%
Annulled	0	0	0			
Total Late	9	9	18	4.5%	5.1%	4.8%
On time	189	167	356	95.5%	94.9%	95.2%
Total ran	198	176	374			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS THRU MARCH 2018

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	20	24	104	58	206	6.3%
11-15	9	11	43	28	91	2.8%
16-20	3	6	20	11	40	1.2%
21-30	2	1	21	17	41	1.3%
31-59	5	6	19	7	37	1.1%
60+	2	1	5	7	15	0.5%
Annulled	0	1	9	2	12	
Total	41	49	212	128	430	13.1%
On Time	535	462	1,443	390	2,842	86.9%
Total ran	576	512	1,664	520	3,272	
%On Time	92.9%	90.2%	86.7%	75.0%	86.9%	

Total Late and Total Ran exclude annulled trains