

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

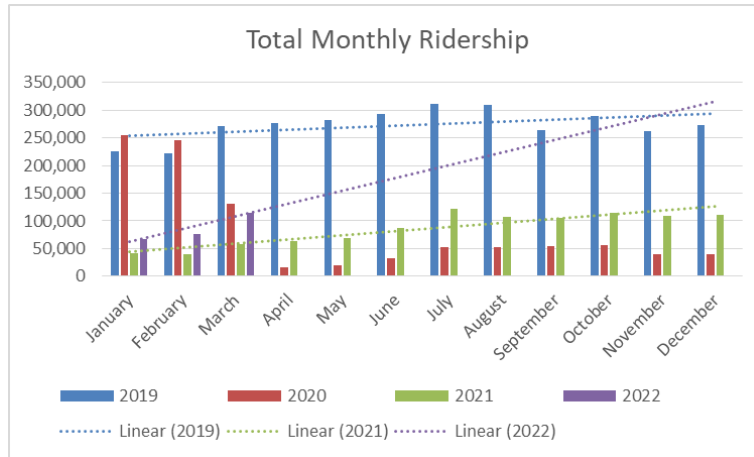
March 2022



MARCH, 2022 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of March was up 98.1% when compared to March of 2021 but down 58.1% when compared to March of 2019. Passenger trips for the month of March were 114,014 for 2022, 57,547 for 2021, and 272,150 for 2019. Monthly ridership linear trends for 2022 through March indicate the ridership recovered by December of 2022 to pre-pandemic levels.



Weekday Travel

Average weekday travel was up 101.6% when compared to March of 2021 but down 61.6% when compared to March of 2019. Average weekday trips were recorded as 4,134 in 2022, 2,051 in 2021, and 10,761 in 2019. The average peak travel was up 115.9% over 2021 but down 66.2% over 2019. Off-peak travel was up 78.2% over 2021 but down 47.4% over 2019.

Weekend

March weekend ridership was up 82.5% over 2021 but down 48.8% over 2019 with an average ridership of 2,366 in 2022, 1,296 in 2021, and 4,617 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: April through March							
	2018/19	2019/20	% Change	2020/21	% Change	2021/22	% Change
Total	3,343,082	3,194,132	-4.46%	499,521	-84.36%	1,146,195	129.46%
Weekday	2,832,420	2,729,307	-3.64%	413,831	-84.84%	897,426	116.86%
Peak	2,066,094	1,997,614	-3.31%	256,425	-87.16%	541,609	111.22%
Off Peak	766,326	731,693	-4.52%	157,406	-78.49%	355,817	126.05%
Weekend	510,662	464,825	-8.98%	85,690	-81.57%	248,769	190.31%
South Bend	241,029	228,303	-5.28%	60,066	-73.69%	156,455	160.47%

Bussing Ridership

Starting on February 28, 2022 through the current period NICTD is bussing passengers between the Carroll Avenue Station and the Dune Park Station. Construction of the Double Track Northwest Indiana has begun in the Michigan City area.

DT NWI Bussing Ridership			
2022	Total	Bussed	% Bussed
March	114,014	21,123	18.53%
April	115,972	23,091	19.91%

Revenue

The number of tickets sold has increased 93.2% for March of 2022 compared to 2021. Ticket revenue is up 96.2% for 2022 compared to 2021. Sales from digital sources represents 71.3% of ticket sales and 76.6% of revenue in 2022.

Total Ticket Sales: March						
Method of Sale	Tickets			Revenue		
	2021	2022	% Change	2021	2022	% Change
Ticket Agent	8,564	12,818	49.7%	142,382	224,973	58.0%
Vending Machine	15,168	28,247	86.2%	250,756	409,626	63.4%
Conductor	18,654	25,622	37.4%	136,619	188,432	37.9%
Mobile App	26,985	67,351	149.6%	371,339	944,662	154.4%
Total	69,371	134,038	93.2%	901,095	1,767,693	96.2%

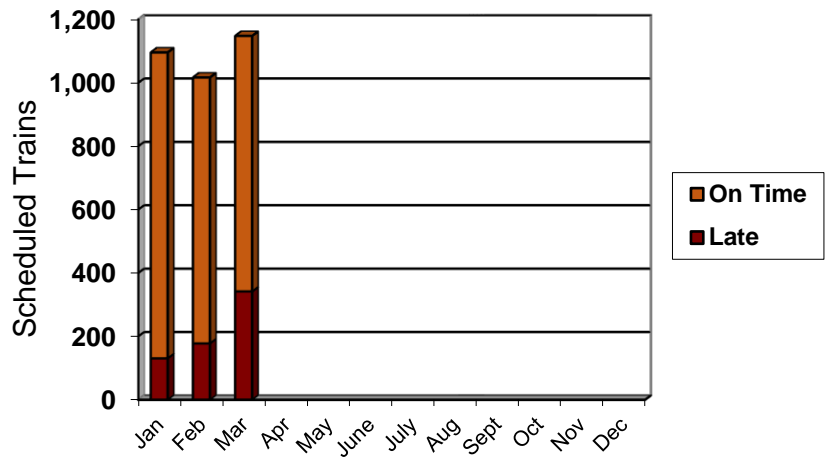
On Time Performance

Rush hour – Overall, 80.1% of A.M. and P.M. rush hour trains were on time in March 2022, compared to 78.7% in March 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). 84.9% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 88.9% of westbound morning rush hour service was on time compared to 84.5% in March 2021; while eastbound rush hour trains reported an on time performance of 70.1% compared to 72.3% in March 2021. A total of 23 out of 207 westbound rush hour trains were delayed in March. Of those 23, 7 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 55 out of 184 trains delayed in March. Of those 55, 38 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)				
March				
Range	a.m.	p.m.	Total	Percent
6-10	6	13	19	4.9%
11-15	10	4	14	3.6%
16-20	6	13	19	4.9%
21-30	0	15	15	3.8%
31-59	1	10	11	2.8%
60+	0	0	0	0.0%
Annulled	0	0	0	
On Time	184	129	313	
Total Ran	207	184	391	

Overall – The SSL scheduled 1,149 trains in March and experienced 342 delays in excess of 5 minutes (ranging from 6-124 minutes) with a median delay of 17 minutes. March of 2021 experienced 1 annulled train. In March 2021 the South Shore Line scheduled 1,149 trains with 242 delays in excess of 5 minutes (ranging from 6-129 minutes) with a median delay of 10 minutes. March of 2021 experienced 12 annulled trains.



Cumulative On Time Comparison		
Thru March	2021	2022
Weekday	79.3%	83.1%
Peak	77.8%	84.9%
Off-peak	80.2%	82.0%
Weekend	79.7%	63.8%
Overall	79.3%	80.0%

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.

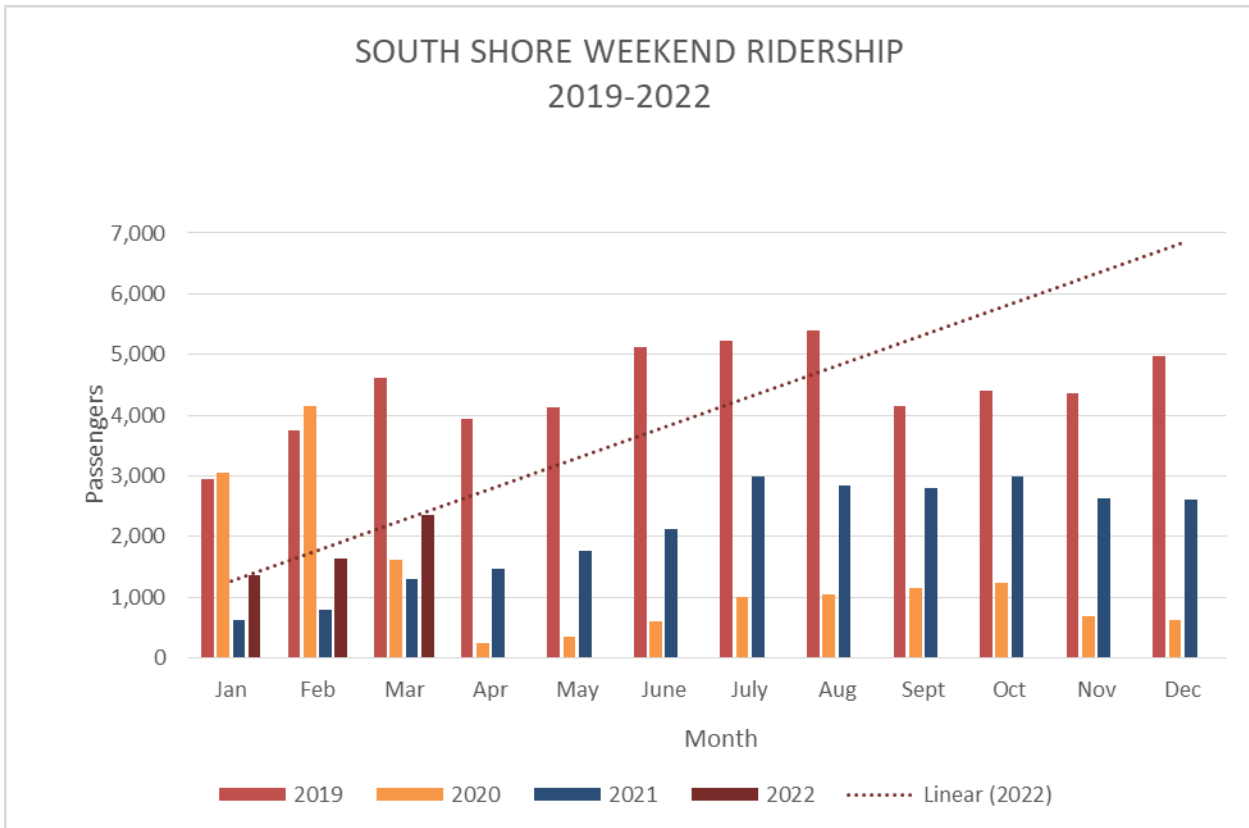
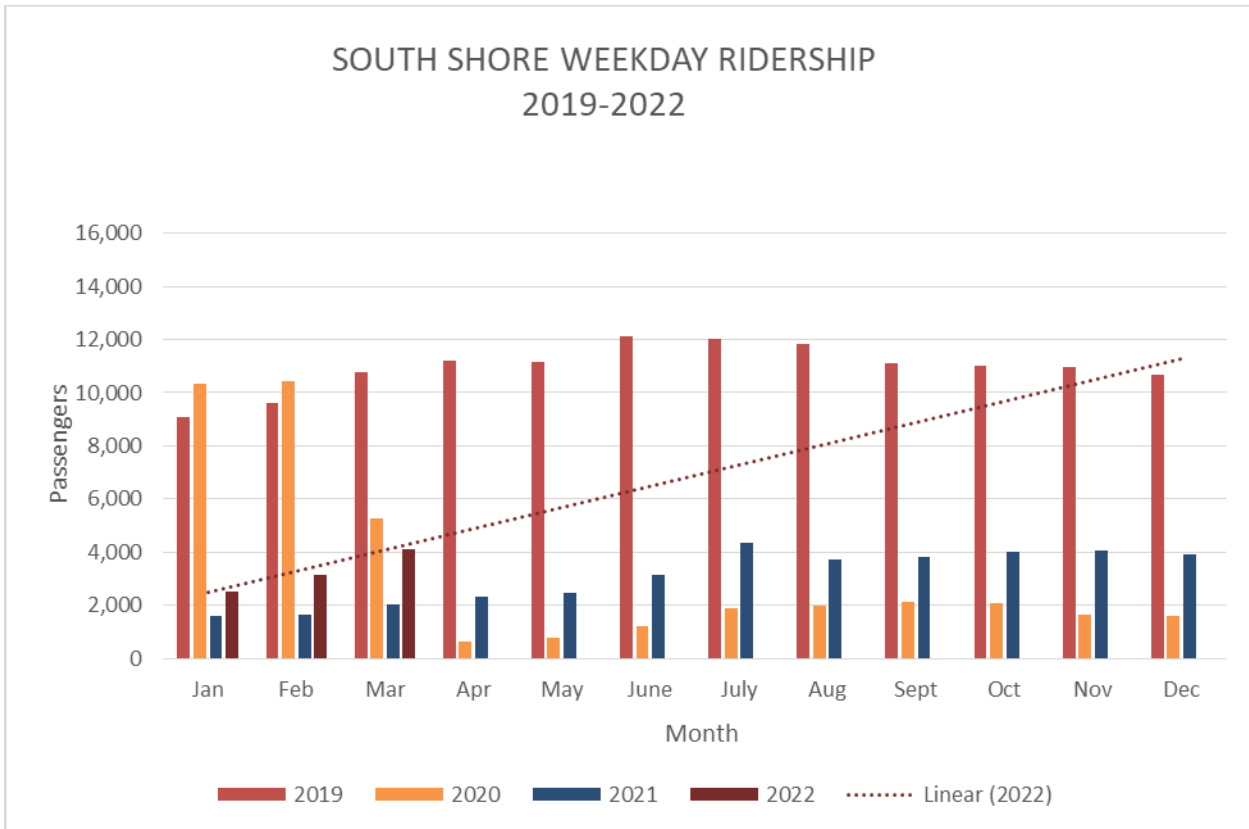
ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/3	7	62	Catenary Wire Issues	2/16	18	62	Delayed by red signal.
	14	72	Catenary Wire Issues	2/18	17	115	Metra electrical issues.
	106	Anulled	Catenary Wire Issues		111	63	Metra electrical issues.
	108	226	Catenary Wire Issues		113	121	Metra electrical issues.
	110	Anulled	Catenary Wire Issues		115	73	Metra electrical issues.
	112	216	Catenary Wire Issues		117	Anulled	Metra electrical issues.
	114	Anulled	Catenary Wire Issues		118	97	Metra electrical issues.
	203	Anulled	Catenary Wire Issues		119	94	Metra electrical issues.
	205	Anulled	Catenary Wire Issues		209	74	Metra electrical issues.
	207	Anulled	Catenary Wire Issues		217	67	Metra electrical issues.
	214	Anulled	Catenary Wire Issues		220	Anulled	Metra electrical issues.
1/5	101	126	Equipment Issues	2/19	509	178	Vehicle struck a pole.
1/7	424	62	Delayed turn of equipment.		510	91	Vehicle struck a pole.
1/15	504	90	Equipment Issues		511	149	Vehicle struck a pole.
2/4	6	72	Vehicle stopped on tracks		610	240	Vehicle struck a pole.
	14	96	Vehicle stopped on tracks		613	120	Vehicle struck a pole.
	104	94	Vehicle stopped on tracks	3/5	507	99	Substation power issues.
	106	62	Vehicle stopped on tracks		509	63	Passenger train interference
	205	Anulled	Vehicle stopped on tracks	3/6	703	Anulled	High winds causing power ou
2/7	7	136	Vehicle struck a pole.	3/12	510	67	Bussing delays
	107	60	Vehicle struck a pole.	3/21	123	124	Train derailment.
	207	116	Vehicle struck a pole.				

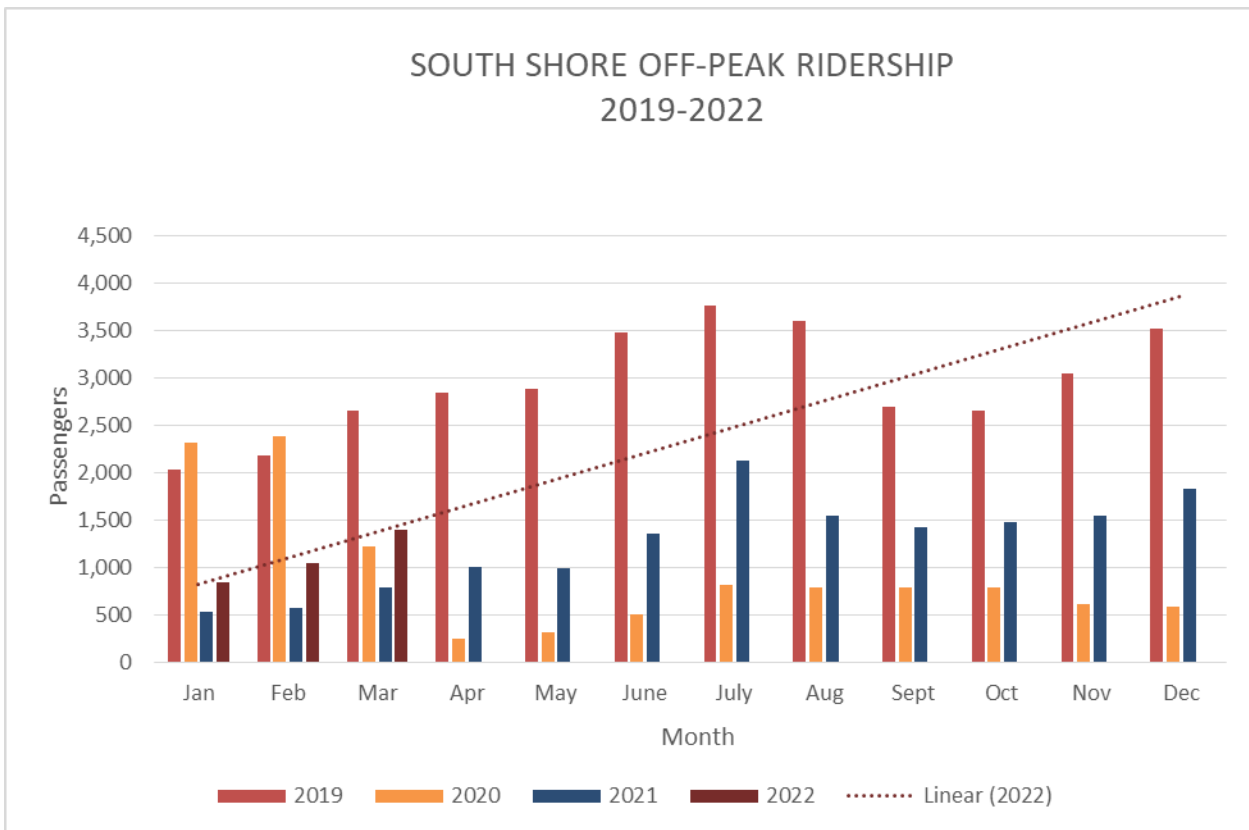
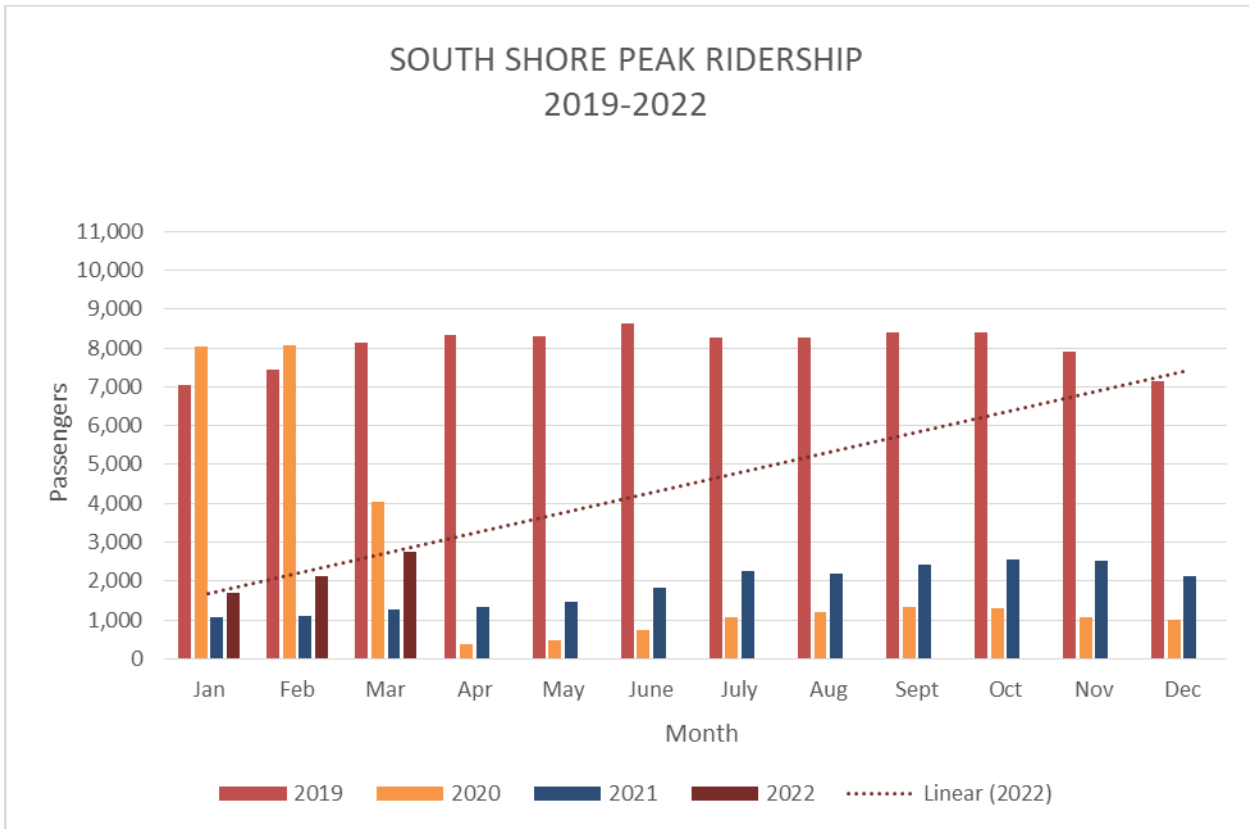
Ridership Report

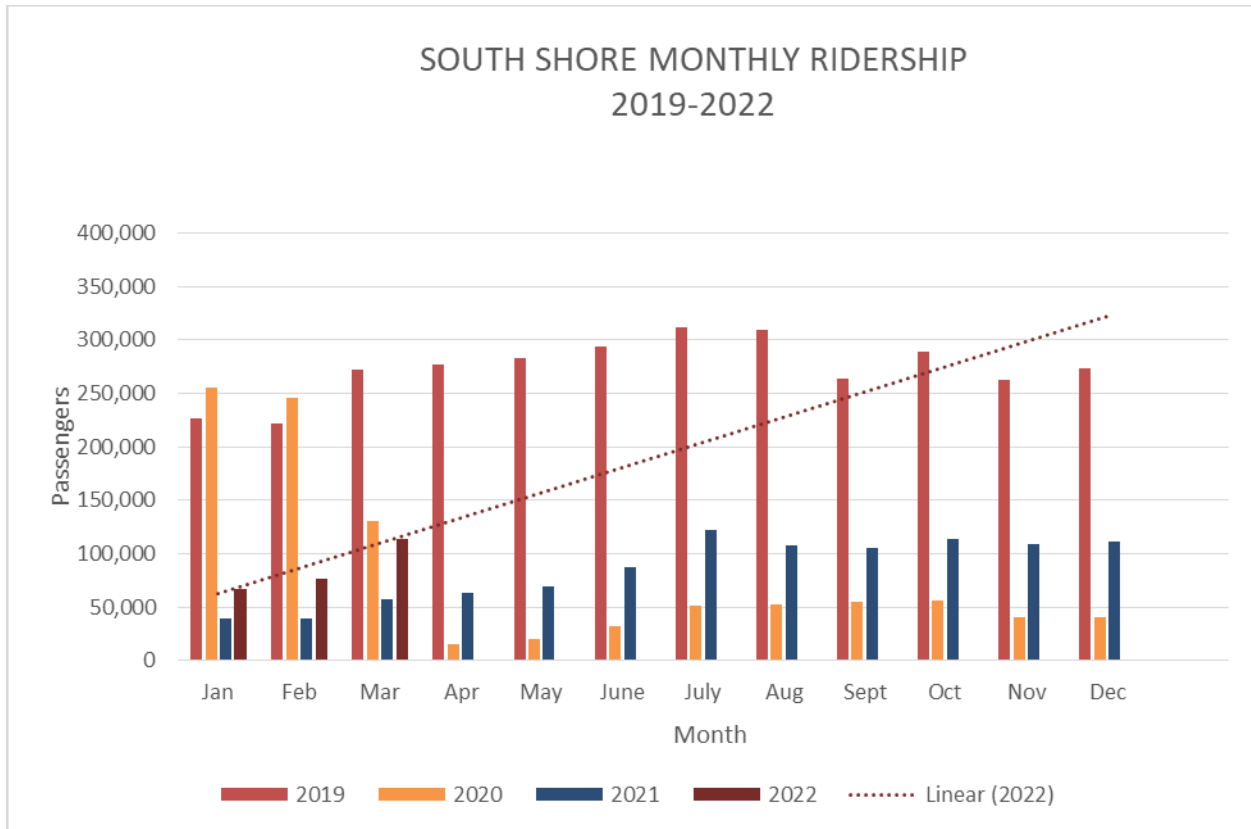
	2019	Work Days	2021	Work Days	2022	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
Monthly Ridership							
January	226,385	22	38,742	20	66,872	21	72.6%
February	222,250	20	39,497	20	76,350	20	93.3%
March	272,150	21	57,547	23	114,014	23	98.1%
April	277,549	22	63,138	22			
May	282,752	22	68,810	20			
June	293,325	20	86,875	22			
Cumulative Comparison							
January	226,385	22	38,742	20	66,872	21	72.6%
February	448,635	42	78,239	40	143,222	41	83.1%
March	720,785	63	135,786	63	257,236	64	89.4%
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		4,134		101.4%
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		2,742		115.9%
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		1,392		78.2%
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		2,366		82.6%
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		13,530		84.5%
April	20,180		10,467				
May	19,127		10,437				
June	20,088		3,854				







Percent on Time: March, 2022

Peak

Train	Days Late	% on Time
102	5	78.3%
104	1	95.7%
6	3	87.0%
106	3	87.0%
108	3	87.0%
110	3	87.0%
112	3	87.0%
114	0	100.0%
214	2	91.3%
11	23	0.0%
111	3	87.0%
113	10	56.5%
115	4	82.6%
17	6	73.9%
117	8	65.2%
217	1	95.7%
119	0	100.0%
Total	78	80.1%
Westbound	23	88.9%
Eastbound	55	70.1%

Off-Peak

Train	Days Late	% on Time
14	6	73.9%
216	1	95.7%
116	6	73.9%
218	1	95.7%
18	14	39.1%
118	7	69.6%
220	0	100.0%
20	12	47.8%
222	2	91.3%
420	2	91.3%
22	20	13.0%
424	5	78.3%
401	0	100.0%
203	2	91.3%
403	0	100.0%
205	0	100.0%
207	5	78.3%
7	12	47.8%
107	5	78.3%
9	15	34.8%
109	6	73.9%
209	0	100.0%
19	21	8.7%
121	0	100.0%
123	5	78.3%
101	4	82.6%
Total	151	74.7%
Westbound	76	72.5%
Eastbound	75	76.7%

Weekend/Holiday

Train	Days Late	% on Time
600	7	12.5%
502	5	37.5%
504	7	12.5%
606	8	0.0%
506	7	12.5%
608	4	50.0%
508	6	25.0%
610	6	25.0%
510	8	0.0%
503	8	0.0%
603	1	87.5%
605	7	12.5%
505	8	0.0%
507	8	0.0%
509	8	0.0%
511	7	12.5%
613	3	62.5%
601	4	50.0%
701	0	100.0%
703	1	85.7%
Total	113	28.9%
Westbound	58	19.4%
Eastbound	55	36.8%

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

MARCH REASONS FOR DELAY

REASONS (weekday)		
AMT	0	0.0%
CAR	4	1.7%
CAT	0	0.0%
DBS	0	0.0%
DMW	125	54.6%
DSR	1	0.4%
DSS	5	2.2%
FRR	2	0.9%
FTI	9	3.9%
HLD	0	0.0%
LMU	5	2.2%
MET	22	9.6%
OET	0	0.0%
OPR	18	7.9%
OTH	7	3.1%
PAS	1	0.4%
POL	0	0.0%
PTC	0	0.0%
PTI	26	11.4%
SUB	0	0.0%
SVS	1	0.4%
TOD	3	1.3%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	229	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	1	0.9%
CAT	0	0.0%
DBS	0	0.0%
DMW	67	59.3%
DSR	0	0.0%
DSS	0	0.0%
FRR	0	0.0%
FTI	2	1.8%
HLD	0	0.0%
LMU	5	4.4%
MET	16	14.2%
OET	0	0.0%
OPR	6	5.3%
OTH	3	2.7%
PAS	2	1.8%
POL	0	0.0%
PTC	0	0.0%
PTI	6	5.3%
SUB	2	1.8%
SVS	0	0.0%
TOD	1	0.9%
TRK	1	0.9%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	1	0.9%
TOTAL	113	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 March, 2022

Peak

Train	Days Late	% on Time
102	5	92.2%
104	2	96.9%
6	14	78.1%
106	8	87.3%
108	8	87.5%
110	9	85.7%
112	12	81.3%
114	6	90.5%
214	6	90.5%
11	35	45.3%
111	5	92.2%
113	14	78.1%
115	7	89.1%
17	12	81.3%
117	16	74.6%
217	2	96.9%
119	3	95.3%
Total	164	84.9%
Westbound	70	87.8%
Eastbound	94	81.6%

Off-Peak

Train	Days Late	% on Time
14	11	82.8%
216	7	89.1%
116	13	79.7%
216	6	90.6%
18	31	51.6%
118	13	79.7%
218	1	98.4%
20	24	62.5%
220	3	95.3%
420	2	96.9%
22	30	53.1%
422	10	84.4%
401	1	98.4%
203	4	93.7%
403	2	96.9%
205	0	100.0%
207	14	77.8%
7	28	56.3%
107	11	82.8%
9	22	65.6%
109	9	85.9%
209	3	95.3%
19	32	50.0%
121	1	98.4%
123	12	81.3%
101	9	85.9%
Total	299	82.0%
Westbound	151	80.3%
Eastbound	148	83.4%

Weekend/Holiday

Train	Days Late	% on Time
600	9	65.4%
502	7	73.1%
504	13	50.0%
606	14	46.2%
506	13	50.0%
608	8	69.2%
508	11	57.7%
610	11	57.7%
510	10	61.5%
503	11	57.7%
603	3	88.5%
605	7	73.1%
505	13	50.0%
507	17	34.6%
509	16	38.5%
511	9	65.4%
613	4	84.6%
601	7	73.1%
701	1	96.2%
703	4	84.0%
Total	188	63.8%
Westbound	96	59.0%
Eastbound	92	67.7%

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

Cumulative Reasons for Delays Thru March, 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
- 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	5	64	92.2%
6:31	104	2	64	96.9%
6:55	6	14	64	78.1%
7:13	106	8	63	87.3%
7:35	108	8	64	87.5%
7:51	110	9	63	85.7%
8:08	112	12	64	81.3%
8:31	114	6	63	90.5%
8:52	214	6	63	90.5%
10:28	14	11	64	82.8%
Depart				
3:57	11	35	64	45.3%
4:02p	111	5	64	92.2%
4:28	113	14	64	78.1%
4:57	115	7	64	89.1%
5:10	117	16	63	74.6%
5:28	17	12	64	81.3%
5:32	217	2	64	96.9%
5:58	119	3	64	95.3%
7:15	19	32	64	50.0%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	70	572	87.8%
EB Rush	94	511	81.6%
Total Rush	164	1,083	84.9%

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	30	32	62	5.2%	6.3%	5.7%
11-15	17	11	28	3.0%	2.2%	2.6%
16-20	8	14	22	1.4%	2.7%	2.0%
21-30	4	18	22	0.7%	3.5%	2.0%
31-59	6	13	19	1.0%	2.5%	1.8%
60+	5	6	11	0.9%	1.2%	1.0%
Annulled	4	1	5			
Total Late	70	94	164	12.2%	18.4%	15.1%
On time	502	417	919	87.8%	81.6%	84.9%
Total ran	572	511	1083			

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	6	13	19	2.9%	7.1%	4.9%
11-15	10	4	14	4.8%	2.2%	3.6%
16-20	6	13	19	2.9%	7.1%	4.9%
21-30	0	15	15	0.0%	8.2%	3.8%
31-59	1	10	11	0.5%	5.4%	2.8%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	23	55	78	11.1%	29.9%	19.9%
On time	184	129	313	88.9%	70.1%	80.1%
Total ran	207	184	391			

Grant Total All Trains Thru March, 2019

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	30	32	98	50	210	6.4%
11-15	17	11	77	48	153	4.7%
16-20	8	14	33	19	74	2.3%
21-30	4	18	44	29	95	2.9%
31-59	6	13	35	33	87	2.7%
60+	5	6	12	9	32	1.0%
Annulled	4	1	5	1	11	
Total	70	94	299	188	651	20.0%
On Time	502	417	1360	331	2610	80.0%
Total ran	572	511	1659	519	3261	
%On Time	87.8%	81.6%	82.0%	63.8%	80.0%	