

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**November 2019  
Monthly Performance Report**



## NOVEMBER, 2019 MONTHLY PERFORMANCE REPORT

### Ridership

Ridership for the month of November is down 3.7% when compared to November of 2018. This year 262,528 passengers traveled on the South Shore Line (SSL) while November of 2018 recorded a total of 272,648 passenger trips.

### Weekday Travel

Average weekday travel increased by 0.1% with an average of 10,948 weekday passengers carried in 2019 compared to 10,935 in 2018. The average peak travel decreased 0.9% to an average daily ridership of 7,908 while off-peak increased 2.9% to an average daily ridership of 3,041.

Average Seat Occupancy**					
Westbound			Eastbound		
Arrival	% of seats occupied		Departure	% of seats occupied	
	2018	2019		2018	2019
5:48 a	37.4%	36.4%	3:57 p	75.8%	76.0%
6:31 a	83.4	84.7	4:02 p	70.4	74.1
6:55 a	66.4	81.2	4:28 p	85.2	89.9
7:13 a	62.5	70.1	4:57 p	98.5	93.4
7:35 a	77.1	85.8	5:10 p	85.2	71.6
7:51 a	76.5	76.1	5:28 p	79.5	74.0
8:08 a	92.8	80.8	5:32 p	63.1	62.0
8:31 a	87.5	85.0	5:58 p	76.8	76.6
8:52 a	83.5	70.4	7:10 p*	54.4	52.1
10:28 a*	56.8	63.7			

\*Non rush-hour service

\*\*Average for Tuesday thru Thursday ONLY

### Weekend

Average weekend ridership decreased by 8.8% with an average of 4,357 passengers carried per weekend day in 2019 compared to 4,779 carried in 2018.

### Analysis over last 12 months:

Ridership Over Last 12 Months: December through November							
	2015/16	2016/17	% Change	2017/18	% Change	2018/19	% Change
Total	3,526,359	3,462,402	-1.81%	3,409,987	-1.51%	3,275,546	-3.94%
Weekday	3,011,980	2,926,849	-2.83%	2,901,989	-0.85%	2,782,728	-4.11%
Peak	2,186,495	2,111,613	-3.42%	2,112,936	0.06%	2,038,958	-3.50%
Off Peak	825,485	815,236	-1.24%	789,053	-3.21%	743,770	-5.74%
Weekend	514,379	535,553	4.12%	480,685	-10.25%	492,818	2.52%
South Bend	243,293	258,867	6.40%	248,867	-3.86%	236,054	-5.15%

## Revenue

The number of tickets sold for the year is down 5.1% through November of 2019 compared to 2018. Ticket revenue is down 1.2% for 2019 compared to 2018. Sales from digital sources represents 66.1% of ticket sales and 68.4% of revenue in 2019.

Total Ticket Sales: Through November						
Method of Sale	Tickets			Revenue		
	2018	2019	% Change	2018	2019	% Change
Ticket Agent	206,833	158,244	-23.5%	5,372,674	4,558,390	-15.2%
Vending Machine	489,656	423,816	-13.4%	8,030,495	7,360,460	-8.3%
Conductor	294,876	257,842	-12.6%	2,219,586	1,963,705	-11.5%
Mobile App	301,115	386,762	28.4%	5,252,245	6,748,075	28.5%
<b>Total</b>	<b>1,292,480</b>	<b>1,226,664</b>	<b>-5.1%</b>	<b>20,874,999</b>	<b>20,630,630</b>	<b>-1.2%</b>

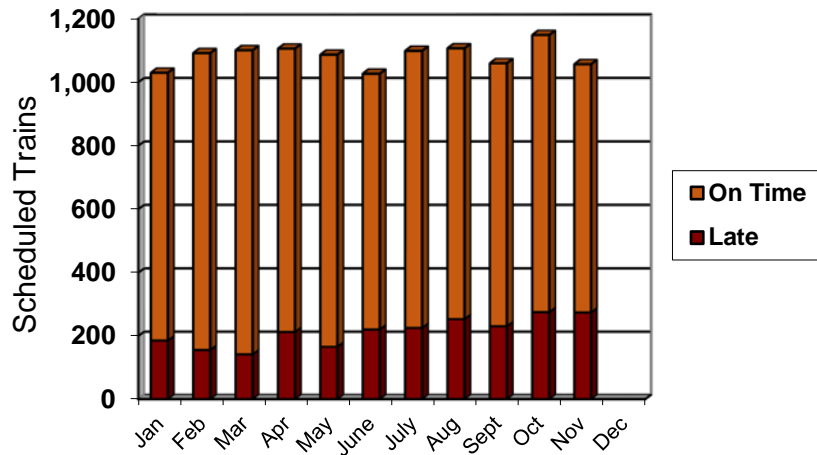
## On Time Performance

**Rush hour** – Overall, 87.1% of A.M. and P.M. rush hour trains were on time in November 2019; compared to 92.7% in November of 2018. 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). 93.5% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 89.4% of westbound morning rush hour service was on time compared to 94.2% in November 2018; while eastbound rush hour trains reported an on time performance of 84.4% compared to 91.1% in November 2018. A total of 19 out of 180 westbound rush hour trains were delayed in November. Of those 19, four experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 25 out of 160 trains delayed in November. Of those 25, five experienced delays greater than 15 minutes.<sup>1</sup>

RANGE OF RUSH HOUR DELAYS (in minutes)				
November				
Range	a.m.	p.m.	Total	Percent
6-10	10	12	22	6.5%
11-15	5	8	13	3.8%
16-20	3	2	5	1.5%
21-30	1	2	3	0.9%
31-59	0	1	1	0.3%
60+	0	0	0	0.0%
Annulled	0	0	0	
<b>On Time</b>	<b>161</b>	<b>135</b>	<b>296</b>	
Total Ran	180	160	340	

<sup>1</sup> Weekday rush-hour trains operate 9 westbound and 8 eastbound per day.

**Overall** – The SSL scheduled 1,060 trains in November and experienced 275 delays in excess of 5 minutes (ranging from 6-77 minutes) with a median delay of 12 minutes. November of 2019 experienced three annulled trains. In November 2018 the South Shore Line scheduled 1,083 trains with 149 delays in excess of 5



minutes (ranging from 6-147 minutes) with a median delay of 10 minutes. November of 2018 had no annulled trains.

Cumulative On Time Comparison		
Thru Nov.	2018	2019
<b>Weekday</b>	<b>86.5%</b>	<b>83.7%</b>
Peak	92.7%	91.3%
Off-peak	82.4%	78.6%
<b>Weekend</b>	<b>72.6%</b>	<b>72.3%</b>
<b>Overall</b>	<b>84.2%</b>	<b>81.8%</b>

**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
1/1	507	87	Catenary Wire Damage	5/6	401	Anulled	Construction & Maintenance
1/6	505	190	Train caught in Catenary		422	Anulled	Construction & Maintenance
	507	124	Train caught in Catenary		424	Anulled	Construction & Maintenance
	508	75	Train caught in Catenary	5/7	401	Anulled	Construction & Maintenance
	608	120	Train caught in Catenary		422	Anulled	Construction & Maintenance
1/21	401	Anulled	Weather		424	Anulled	Construction & Maintenance
	424	Anulled	Weather	5/8	401	Anulled	Construction & Maintenance
1/22	401	Anulled	Weather		422	Anulled	Construction & Maintenance
1/25	401	Anulled	Weather		424	Anulled	Construction & Maintenance
	424	Anulled	Weather	5/9	401	Anulled	Construction & Maintenance
	205	Anulled	Weather		422	Anulled	Construction & Maintenance
1/26	701	Anulled	Weather		424	Anulled	Construction & Maintenance
1/27	503	75	Equipment issues	5/10	401	Anulled	Construction & Maintenance
1/28	207	71	Metra switch issues		422	Anulled	Construction & Maintenance
1/29	401	Anulled	Weather		424	Anulled	Construction & Maintenance
	403	Anulled	Weather	5/11	701	Anulled	Construction & Maintenance
	422	Anulled	Weather	5/12	701	Anulled	Construction & Maintenance
	424	Anulled	Weather	5/13	401	Anulled	Construction & Maintenance
1/30	All Trains	Anulled	Weather		422	Anulled	Construction & Maintenance
1/31	All Trains	Anulled	Weather		424	Anulled	Construction & Maintenance
2/1	All Trains	Anulled	Weather	5/14	401	Anulled	Construction & Maintenance
2/2	All Trains	Anulled	Weather		422	Anulled	Construction & Maintenance
2/3	601	Anulled	Weather		424	Anulled	Construction & Maintenance
2/11	22	75	Pedestrian trespassing	5/15	401	Anulled	Construction & Maintenance
	123	64	Ice on Catenary wires		422	Anulled	Construction & Maintenance
2/12	6	Anulled	Weather		424	Anulled	Construction & Maintenance
	7	Anulled	Weather	5/16	401	Anulled	Construction & Maintenance
	14	Anulled	Weather		422	Anulled	Construction & Maintenance
	101	Anulled	Weather		424	Anulled	Construction & Maintenance
	102	Anulled	Weather	5/17	401	Anulled	Construction & Maintenance
	104	Anulled	Weather	5/20	205	Anulled	Construction & Maintenance
	106	Anulled	Weather	5/21	205	Anulled	Construction & Maintenance
	107	Anulled	Weather	5/22	205	Anulled	Construction & Maintenance
	108	Anulled	Weather	5/23	205	Anulled	Construction & Maintenance
	110	Anulled	Weather	5/24	205	Anulled	Construction & Maintenance
	112	Anulled	Weather	5/28	205	Anulled	Construction & Maintenance
	114	Anulled	Weather	5/29	205	Anulled	Construction & Maintenance
	203	Anulled	Weather	5/30	205	Anulled	Construction & Maintenance
	205	Anulled	Weather	5/31	205	Anulled	Construction & Maintenance
	207	Anulled	Weather		112	70	Vehicle trespassing
	214	Anulled	Weather	6/17	11	60	Vehicle trespassing
	216	Anulled	Weather	6/26	17	132	Broke down freight train
	218	Anulled	Weather		22	63	Broke down freight train
	403	Anulled	Weather		119	110	Broke down freight train
3/4	401	Anulled	Weather		422	115	Broke down freight train
3/5	401	Anulled	Weather	6/27	7	162	Mechanical problems
5/4	606	75	Delayed by Amtrak				

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
7/1	205	Anulled	Construction & Maintenance	8/12	422	Anulled	Construction & Maintenance
7/2	9	114	Gas leak near New Carlisle		424	Anulled	Construction & Maintenance
	17	184	METRA Power Outage	8/13	401	Anulled	Construction & Maintenance
	19	Anulled	METRA Power Outage		422	Anulled	Construction & Maintenance
	20	156	METRA Power Outage		424	Anulled	Construction & Maintenance
	113	145	METRA Power Outage	8/14	401	Anulled	Construction & Maintenance
	115	178	METRA Power Outage		422	Anulled	Construction & Maintenance
	117	154	METRA Power Outage		424	Anulled	Construction & Maintenance
	119	Anulled	METRA Power Outage	8/15	401	Anulled	Construction & Maintenance
	205	Anulled	Construction & Maintenance		422	Anulled	Construction & Maintenance
	217	Anulled	METRA Power Outage		424	Anulled	Construction & Maintenance
	220	143	METRA Power Outage	8/16	401	Anulled	Construction & Maintenance
	222	Anulled	METRA Power Outage	8/19	11	225	Substation breaker issue
	424	Anulled	Gas leak near New Carlisle		17	210	Substation breaker issue
7/3	205	Anulled	Construction & Maintenance		19	132	Substation breaker issue
7/5	205	Anulled	Construction & Maintenance		20	272	Substation breaker issue
7/8	205	Anulled	Construction & Maintenance		111	216	Substation breaker issue
7/9	205	Anulled	Construction & Maintenance		113	207	Substation breaker issue
7/10	205	Anulled	Construction & Maintenance		115	238	Substation breaker issue
7/11	205	Anulled	Construction & Maintenance		117	182	Substation breaker issue
7/12	205	Anulled	Construction & Maintenance		119	Anulled	Substation breaker issue
7/19	17	58	Police activity on Metra line		121	111	Substation breaker issue
	119	60	Police activity on Metra line		209	Anulled	Substation breaker issue
7/22	401	Anulled	Construction & Maintenance		217	Anulled	Substation breaker issue
	422	Anulled	Construction & Maintenance		220	Anulled	Substation breaker issue
	424	Anulled	Construction & Maintenance		222	Anulled	Substation breaker issue
7/23	401	Anulled	Construction & Maintenance	8/23	114	81	Mechanical issues
	422	Anulled	Construction & Maintenance	8/26	22	90	Maintenance delays
	424	Anulled	Construction & Maintenance		123	100	Maintenance delays
7/24	401	Anulled	Construction & Maintenance	10/10	9	180	Equipment issues
	422	Anulled	Construction & Maintenance		20	80	Passenger train interference
	424	Anulled	Construction & Maintenance	10/16	19	75	Late turn of equipment
7/25	401	Anulled	Construction & Maintenance		20	101	Car accident blocking tracks
	422	Anulled	Construction & Maintenance	10/17	121	61	Late turn of equipment
7/25	424	Anulled	Construction & Maintenance		222	90	Equipment issues
7/26	401	Anulled	Construction & Maintenance	11/6	19	70	PTC Issues
7/29	109	81	Equipment issues	11/11	7	77	Passenger train interference
8/8	6	Anulled	Mechanical issues	11/12	22	62	Passenger train interference
8/12	401	Anulled	Construction & Maintenance				

**Ridership Report: November 2019**

	2017	Work	2018	Work	2019	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	18/19
<b>Monthly Ridership</b>							
January	243,280	21	251,990	22	226,385	22	-10.2%
February	256,285	20	242,120	20	222,250	20	-8.2%
March	286,216	23	283,789	22	272,150	21	-4.1%
April	278,878	20	279,888	21	277,549	22	-0.8%
May	291,326	22	288,137	22	282,752	22	-1.9%
June	315,133	22	299,731	21	293,325	20	-2.1%
<b>Cumulative Comparison</b>							
January	243,280	21	251,990	22	226,385	22	-10.2%
February	499,565	41	494,110	42	448,635	42	-9.2%
March	785,781	64	777,899	64	720,785	63	-7.3%
April	1,064,659	84	1,057,787	85	998,334	85	-5.6%
May	1,355,985	106	1,345,924	107	1,281,086	107	-4.8%
June	1,671,118	128	1,645,655	128	1,574,411	127	-4.3%
<b>Average Weekday Ridership</b>							
January	10,141		10,213		9,086		-11.0%
February	10,885		10,413		9,615		-7.7%
March	11,058		11,043		10,761		-2.6%
April	11,553		11,490		11,182		-2.7%
May	11,439		11,375		11,167		-1.8%
June	12,208		12,023		12,101		0.6%
<b>Average Weekday Peak Period Ridership</b>							
January	7,874		7,982		7,052		-11.7%
February	8,211		7,914		7,441		-6.0%
March	8,350		8,214		8,116		-1.2%
April	8,520		8,588		8,344		-2.8%
May	8,387		8,422		8,285		-1.6%
June	8,466		8,542		8,627		1.0%
<b>Average Weekday Off-Peak Ridership</b>							
January	2,097		2,231		2,034		-8.8%
February	2,674		2,499		2,174		-13.0%
March	2,708		2,829		2,645		-6.5%
April	3,033		2,902		2,839		-2.2%
May	3,053		2,953		2,881		-2.4%
June	3,743		3,481		3,473		-0.2%

**Ridership Report: November 2019**

	2017	Work Days	2018	Work Days	2019	Work Days	Change 19/18
	Passengers		Passengers		Passengers		
<b>Average Weekend/Holiday Ridership (per day)</b>							
January	3,690		3,035		2,943		-3.0%
February	4,822		4,233		3,744		-11.6%
March	3,986		4,538		4,617		1.7%
April	4,783		4,288		3,943		-8.1%
May	4,406		4,210		4,121		-2.1%
June	5,819		5,249		5,132		-2.2%
<b>Monthly South Bend Ridership</b>							
January	14,626		15,027		14,125		-6.0%
February	16,499		16,778		12,881		-23.2%
March	18,235		21,230		20,397		-3.9%
April	23,040		20,509		20,180		-1.6%
May	20,085		19,452		19,127		-1.7%
June	22,143		20,965		20,088		-4.2%



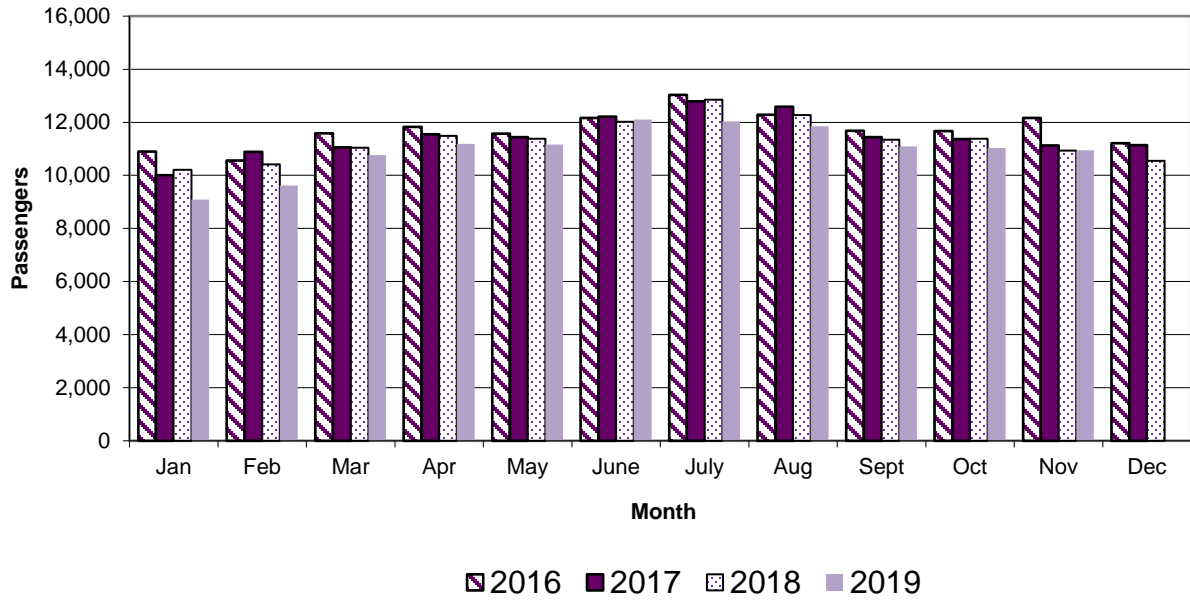
**Ridership Report: November 2019**

	2017	Work	2018	Work	2019	Work	Change 19/18
	Passengers	Days	Passengers	Days	Passengers	Days	
<b>MONTHLY RIDERSHIP</b>							
July	322,717	20	326,061	21	311,676	22	-4.4%
August	337,910	23	329,094	23	309,343	22	-6.0%
September	281,393	20	266,558	19	263,338	20	-1.2%
October	294,415	22	294,835	23	288,904	23	-2.0%
November	273,273	21	272,648	21	262,528	20	-3.7%
December	275,137	20	265,346	20			
<b>CUMULATIVE COMPARISON</b>							
July	1,993,835	148	1,971,716	149	1,886,087	149	-4.3%
August	2,331,745	171	2,300,810	172	2,195,430	171	-4.6%
September	2,613,138	191	2,567,368	191	2,458,768	191	-4.2%
October	2,907,553	213	2,862,203	214	2,747,672	214	-4.0%
November	3,180,826	234	3,134,851	235	3,010,200	234	-4.0%
December	3,455,963	254	3,400,197	255			
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
July	12,794		12,855		12,026		-6.4%
August	12,580		12,275		11,853		-3.4%
September	11,440		11,342		11,093		-2.2%
October	11,369		11,384		11,030		-3.1%
November	11,131		10,935		10,948		0.1%
December	11,142		10,549				
Thru December	11,478	254	11,325	255		191	
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
July	8,406		8,601		8,261		-4.0%
August	8,612		8,486		8,259		-2.7%
September	8,438		8,556		8,399		-1.8%
October	8,398		8,563		8,384		-2.1%
November	8,095		7,981		7,908		-0.9%
December	7,522		7,188				
Thru December	8,273	254	8,253	255		191	
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
July	4,387		4,254		3,765		-11.5%
August	3,968		3,788		3,595		-5.1%
September	3,002		2,786		2,694		-3.3%
October	2,970		2,821		2,647		-6.2%
November	3,036		2,954		3,041		2.9%
December	3,620		3,361				
Thru December	3,191	254	3,072	255		191	

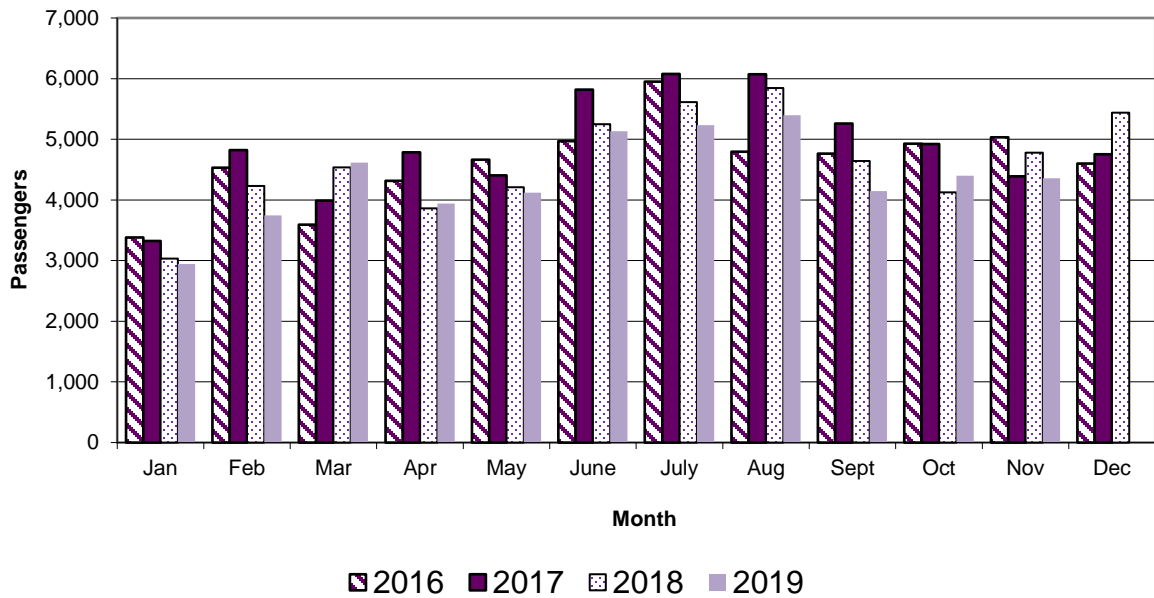
Ridership Report: November 2019

	2017	Wkend	2018	Wkend	2019	Wkend	Change 19/18
	Passengers	Days	Passengers	Days	Passengers	Days	
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
July	6,077		5,612		5,233		-6.8%
August	6,070		5,847		5,397		-7.7%
September	5,260		4,641		4,147		-10.6%
October	4,922		4,126		4,401		6.7%
November	4,391		4,779		4,357		-8.8%
December	4,753		4,942				
Thru December	4,915	111	4,625	110		82	
<b>MONTHLY SOUTH BEND RIDERSHIP</b>							
July	27,623		25,692		23,571		-8.3%
August	22,887		22,070		20,433		-7.4%
September	23,618		20,944		19,530		-6.8%
October	25,870		18,422		20,997		14.0%
November	21,387		22,997		22,150		-3.7%
December	24,781		22,575				

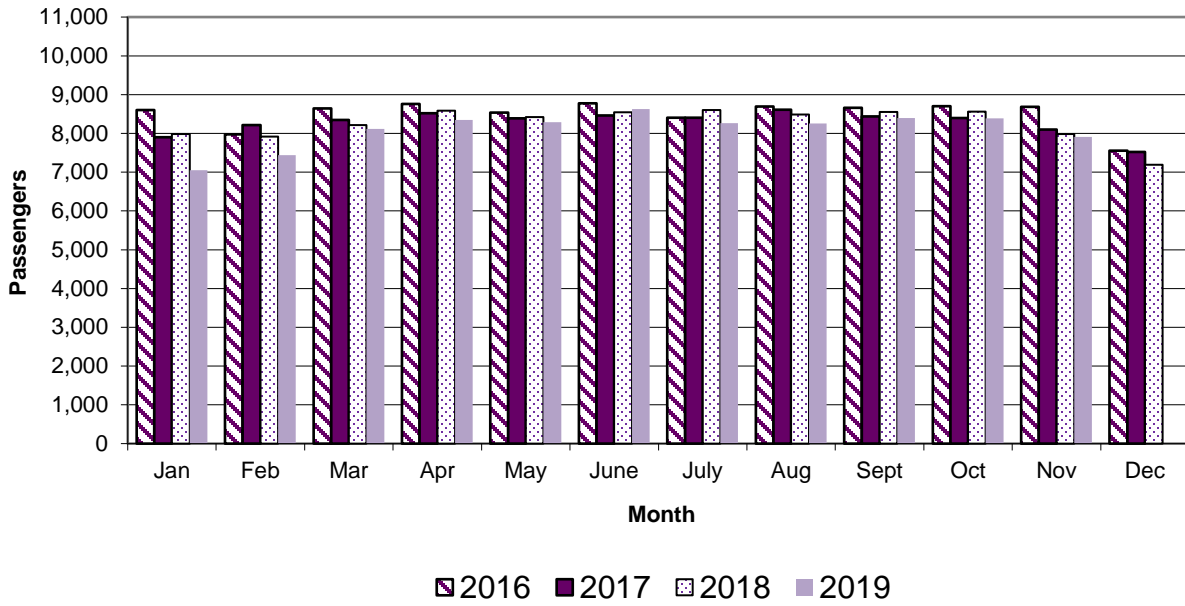
## SOUTH SHORE WEEKDAY RIDERSHIP 2016-2019



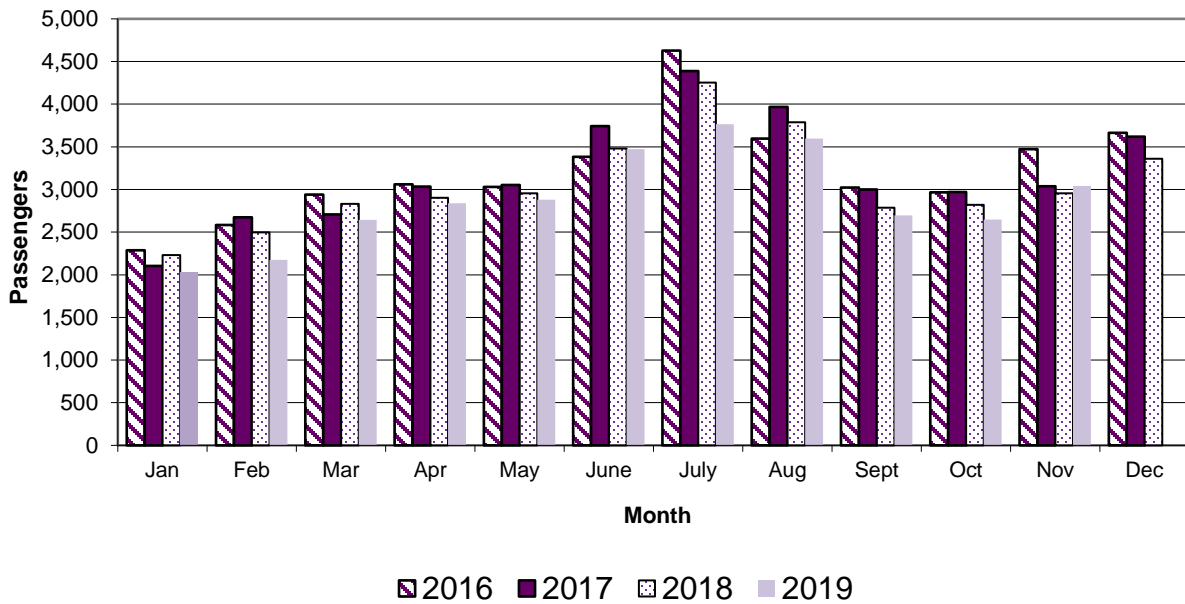
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2016-2019



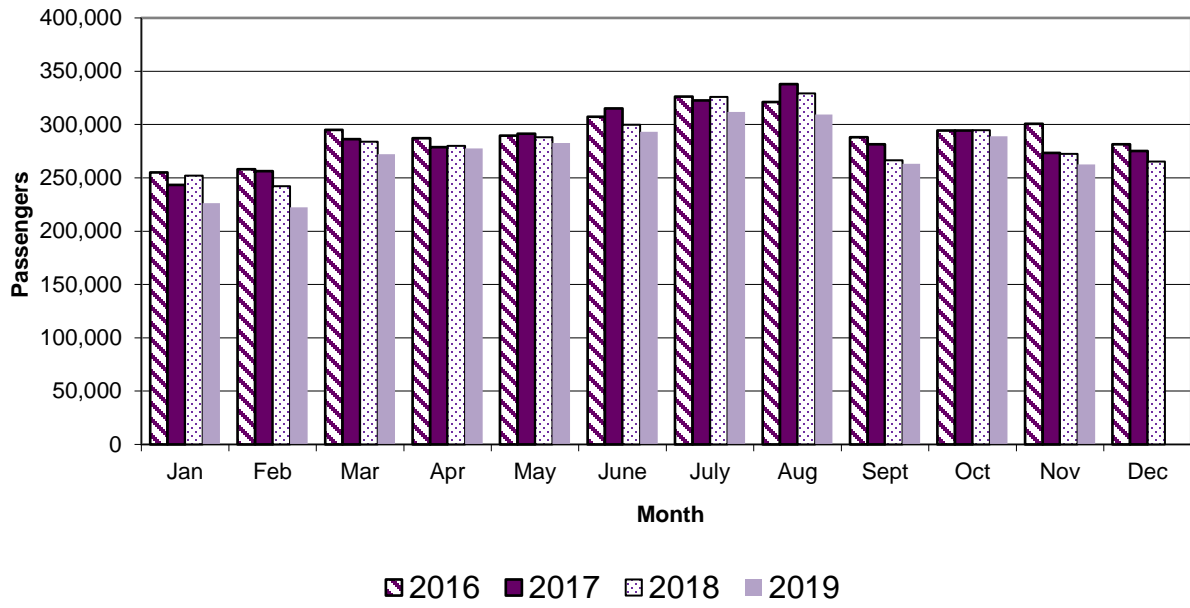
## SOUTH SHORE PEAK RIDERSHIP 2016-2019



## SOUTH SHORE OFF-PEAK RIDERSHIP 2016-2019



## SOUTH SHORE MONTHLY RIDERSHIP 2016-2019



## Percent on Time: November, 2019

Peak		
Train	Days Late	% on Time
102	0	100.0%
104	1	95.0%
6	0	100.0%
106	2	90.0%
108	4	80.0%
110	2	90.0%
112	2	90.0%
114	2	90.0%
214	6	70.0%
11	3	85.0%
111	0	100.0%
113	1	95.0%
115	0	100.0%
17	2	90.0%
117	11	45.0%
217	3	85.0%
119	5	75.0%
Total	44	87.1%
Westbound	19	89.4%
Eastbound	25	84.4%

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

Off-Peak		
Train	Days Late	% on Time
14	7	65.0%
216	5	75.0%
116	5	75.0%
218	4	80.0%
18	13	35.0%
118	1	95.0%
220	5	73.7%
20	9	55.0%
222	4	80.0%
420	2	90.0%
22	10	50.0%
424	1	95.0%
401	2	89.5%
203	0	100.0%
403	1	95.0%
205	1	94.7%
207	6	70.0%
7	10	50.0%
107	15	25.0%
9	11	45.0%
109	9	55.0%
209	3	85.0%
19	11	45.0%
121	4	80.0%
123	8	60.0%
101	4	80.0%
Total	151	70.8%
Westbound	66	72.4%
Eastbound	85	69.4%

Weekend/Holiday		
Train	Days Late	% on Time
600	1	90.0%
502	5	50.0%
504	6	40.0%
606	6	40.0%
506	6	40.0%
608	2	80.0%
508	3	70.0%
610	2	80.0%
510	5	50.0%
710	Deadhead move	
503	4	60.0%
603	4	60.0%
605	8	20.0%
505	4	60.0%
507	2	80.0%
509	7	30.0%
511	8	20.0%
613	4	60.0%
601	3	70.0%
701	1	90.0%
703	2	80.0%
Total	83	58.5%
Westbound	36	60.0%
Eastbound	47	57.3%

Reason for Delay: November

Reasons (weekday)		
AMT	2	1.0%
CAR	11	5.7%
CAT	0	0.0%
DBS	1	0.5%
DMW	8	4.2%
DSR	3	1.6%
DSS	1	0.5%
FRR	9	4.7%
FTI	4	2.1%
HLD	2	1.0%
LMU	3	1.6%
MET	63	32.8%
OET	0	0.0%
OPR	30	15.6%
OTH	3	1.6%
PAS	9	4.7%
POL	2	1.0%
PTC	4	2.1%
PTI	24	12.5%
SVS	7	3.6%
TOD	1	0.5%
TRK	2	1.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	3	1.6%
TOTAL	192	100%

Reasons (weekend)		
AMT	0	0.0%
CAR	5	6.0%
CAT	0	0.0%
DBS	0	0.0%
DMW	1	1.2%
DSR	2	2.4%
DSS	1	1.2%
FRR	2	2.4%
FTI	2	2.4%
HLD	0	0.0%
LMU	1	1.2%
MET	25	30.1%
OET	0	0.0%
OPR	17	20.5%
OTH	2	2.4%
PAS	9	10.8%
POL	1	1.2%
PTC	1	1.2%
PTI	9	10.8%
SVS	2	2.4%
TOD	0	0.0%
TRK	1	1.2%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	2	2.4%
TOTAL	83	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
- 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 inclement weather

NICTD follows the industry standard of defining a train as on time if it arrives at its terminal within 5 minutes and 59 seconds.

## Cumulative Percent on Time Thru October, 2019

Peak			Off-Peak			Weekend/Holiday		
Train	Days Late	% on Time	Train	Days Late	% on Time	Train	Days Late	% on Time
102	6	97.4%	<b>14</b>	<b>59</b>	<b>74.3%</b>	600	21	78.8%
<b>104</b>	<b>12</b>	<b>94.8%</b>	216	32	86.1%	502	19	80.8%
<b>6</b>	<b>15</b>	<b>93.4%</b>	<b>116</b>	<b>107</b>	<b>53.7%</b>	504	48	51.5%
106	9	96.1%	216	20	91.3%	606	56	43.4%
<b>108</b>	<b>13</b>	<b>94.3%</b>	<b>18</b>	<b>123</b>	<b>46.8%</b>	506	33	66.7%
110	8	96.5%	118	26	88.7%	608	34	65.7%
112	8	96.5%	<b>218</b>	<b>48</b>	<b>79.0%</b>	508	35	64.6%
<b>114</b>	<b>19</b>	<b>91.7%</b>	<b>20</b>	<b>67</b>	<b>71.0%</b>	610	14	85.9%
<b>214</b>	<b>17</b>	<b>92.6%</b>	220	17	92.6%	510	35	64.6%
<b>11</b>	<b>77</b>	<b>66.7%</b>	420	7	96.7%	710	Deadhead move	
<b>111</b>	<b>13</b>	<b>94.4%</b>	<b>22</b>	<b>77</b>	<b>66.7%</b>	503	51	48.5%
113	8	96.5%	422	6	97.1%	603	12	87.9%
<b>115</b>	<b>16</b>	<b>93.1%</b>	401	14	93.0%	605	43	56.6%
<b>17</b>	<b>23</b>	<b>90.0%</b>	203	6	97.4%	505	21	78.8%
<b>117</b>	<b>75</b>	<b>67.5%</b>	403	9	96.1%	507	41	58.6%
<b>217</b>	<b>13</b>	<b>94.3%</b>	205	2	98.9%	509	61	38.4%
<b>119</b>	<b>40</b>	<b>82.5%</b>	207	31	86.5%	511	40	59.6%
Total	372	90.5%	<b>7</b>	<b>87</b>	<b>62.2%</b>	613	12	87.9%
Westbound	107	94.8%	<b>107</b>	<b>187</b>	<b>18.7%</b>	601	14	85.7%
Eastbound	265	85.6%	<b>9</b>	<b>133</b>	<b>42.4%</b>	701	3	96.9%
			<b>109</b>	<b>125</b>	<b>45.9%</b>	703	10	89.9%
			209	34	85.2%	Total	603	69.5%
			<b>19</b>	<b>65</b>	<b>71.7%</b>	Westbound	295	66.9%
			121	33	85.7%	Eastbound	308	71.6%
			<b>123</b>	<b>43</b>	<b>81.4%</b>			
			101	18	92.2%			
			Total	1,376	76.6%			
			Westbound	589	78.3%			
			Eastbound	787	75.0%			

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



Cumulative Reasons for Delays Thru November, 2019

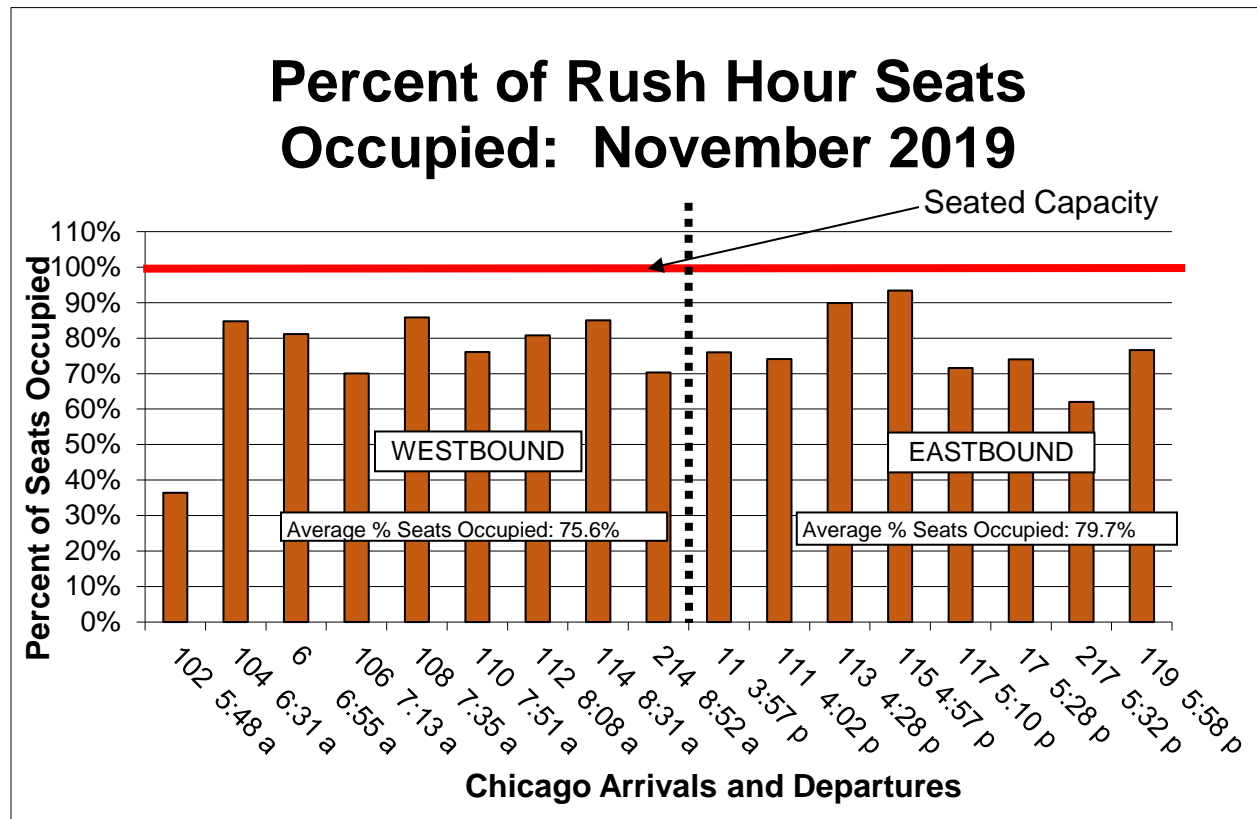
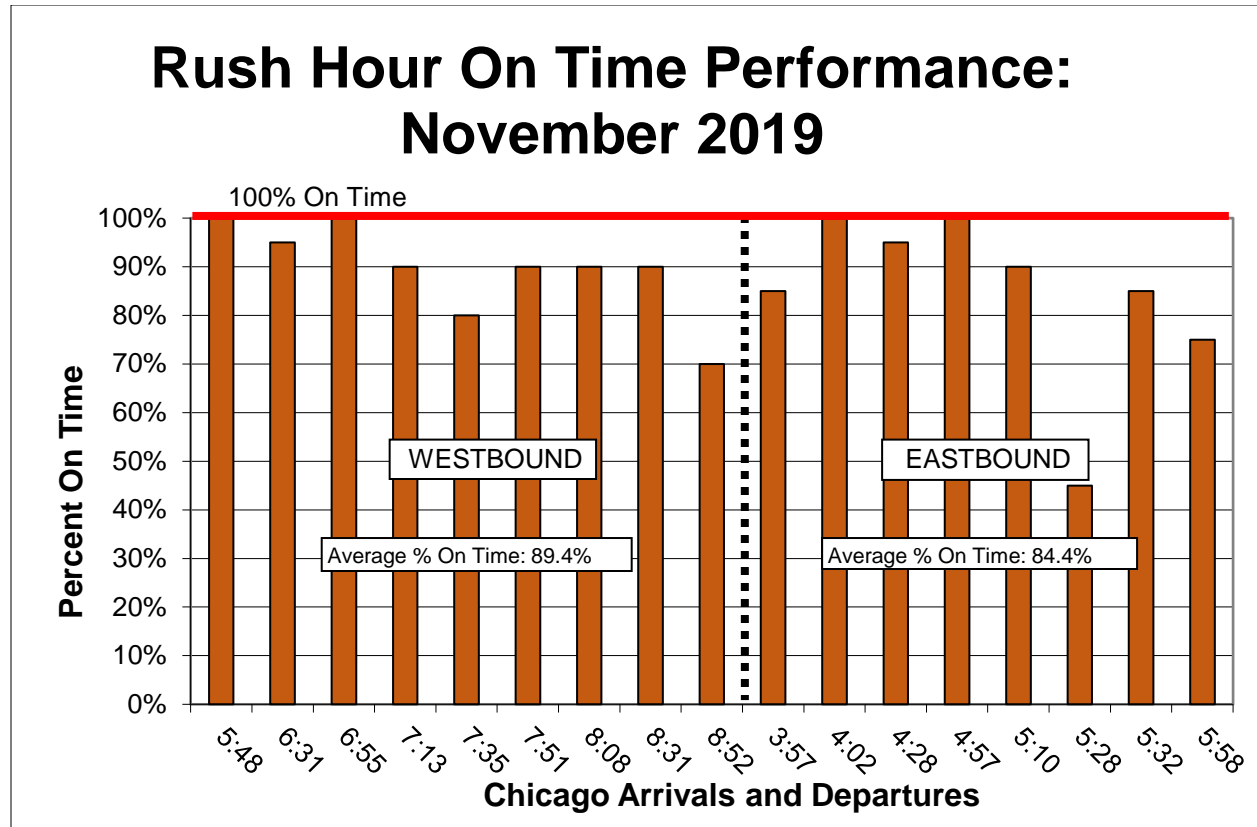
Reasons (weekday)		
AMT	25	1.4%
CAR	81	4.6%
CAT	10	0.6%
DBS	11	0.6%
DMW	166	9.5%
DSR	61	3.5%
DSS	30	1.7%
FRR	46	2.6%
FTI	59	3.4%
HLD	23	1.3%
LMU	25	1.4%
MET	398	22.8%
OET	5	0.3%
OPR	270	15.5%
OTH	77	4.4%
PAS	99	5.7%
POL	14	0.8%
PTC	4	0.2%
PTI	193	11.1%
SVS	30	1.7%
TOD	13	0.7%
TRK	31	1.8%
TRS	11	0.6%
UTL	1	0.1%
VAN	2	0.1%
WTR	58	3.3%
TOTAL	1743	1

Reasons (weekend)		
AMT	15	2.5%
CAR	42	7.0%
CAT	6	1.0%
DBS	2	0.3%
DMW	8	1.3%
DSR	17	2.8%
DSS	9	1.5%
FRR	7	1.2%
FTI	17	2.8%
HLD	11	1.8%
LMU	10	1.7%
MET	142	23.5%
OET	2	0.3%
OPR	70	11.6%
OTH	16	2.7%
PAS	105	17.4%
POL	7	1.2%
PTC	1	0.2%
PTI	52	8.6%
SVS	31	5.1%
TOD	3	0.5%
TRK	12	2.0%
TRS	1	0.2%
UTL	1	0.2%
VAN	0	0.0%
WTR	16	2.7%
TOTAL	603	1

Total		
AMT	40	1.7%
CAR	123	5.2%
CAT	16	0.7%
DBS	13	0.6%
DMW	174	7.4%
DSR	78	3.3%
DSS	39	1.7%
FRR	53	2.3%
FTI	76	3.2%
HLD	34	1.4%
LMU	35	1.5%
MET	540	23.0%
OET	7	0.3%
OPR	340	14.5%
OTH	93	4.0%
PAS	204	8.7%
POL	21	0.9%
PTC	5	0.2%
PTI	245	10.4%
SVS	61	2.6%
TOD	16	0.7%
TRK	43	1.8%
TRS	12	0.5%
UTL	2	0.1%
VAN	2	0.1%
WTR	74	3.2%
TOTAL	2346	1

- AMT - Amtrak Delay
- CAR - Car or equipment failure of malfunction
- CAT - Catenary problems or power outage
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**Rush Hour\* Train Delays - November 2019 (minutes late)**

Train	Arrive	Fri 1	Mon 4	Tue 5	Wed 6	Thu 7	Fri 8	Mon 11	Tue 12	Wed 13	Thu 14	Fri 15	Mon 18	Tue 19	Wed 20	Thu 21	Fri 22	Mon 25	Tue 26	Wed 27	Fri 29	Days Late	Days Ran	% On Time
102	5:48a																					0	20	100.0%
104	6:31																				6	1	20	95.0%
6	6:55																					0	20	100.0%
106	7:13					18			7													2	20	90.0%
108	7:35					16			14									6	30			4	20	80.0%
110	7:51					17			6													2	20	90.0%
112	8:08																	8		7		2	20	90.0%
114	8:31					15				15												2	20	90.0%
214	8:52			8	10	6		13		13											6	6	20	70.0%
14	10:28	20		18		31	32				14	10				16						7	20	65.0%
Train	Depart																							
11	3:57		8					10				10										3	20	85.0%
111	4:02																					0	20	100.0%
113	4:28							13														1	20	95.0%
115	4:57																					0	20	100.0%
117	5:10				12			16	12	7	12	15		6	6	6		9	20			11	20	45.0%
17	5:28									47										13		2	20	90.0%
217	5:32							10	10											26		3	20	85.0%
119	5:58	8						11	26			9								11		5	20	75.0%
19	7:10	7	13		70	12			30		15					20	15		13	10	15	11	20	45.0%
High temp		44	53	46	56	37	37	40	24	27	32	36	39	43	48	54	41	55	53	56	40			
Low temp		26	43	26	26	26	21	24	6	6	24	21	33	36	36	41	22	36	28	36	35			

\* 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**

	January			February			March			April			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	14	180	92.2%	12	162	92.6%	2	189	98.9%	2	198	99.0%	8	198	96.0%	8	180	95.6%
EB Rush	23	160	85.6%	25	152	83.6%	17	168	89.9%	24	176	86.4%	19	176	89.2%	22	160	86.3%
Total Rush	37	340	89.1%	37	314	88.2%	19	357	94.7%	26	374	93.0%	27	374	92.8%	30	340	91.2%
	July			August			September			October			November			December		
	#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	7	198	96.5%	12	197	93.9%	6	180	96.7%	17	207	91.8%	19	180	89.4%			
EB Rush	26	174	85.1%	37	174	78.7%	26	160	83.8%	19	184	89.7%	25	160	84.4%			
Total Rush	33	372	91.1%	49	371	86.8%	32	340	90.6%	36	391	90.8%	44	340	87.1%			

**Cumulative**

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	6	230	97.4%
6:31	104	12	230	94.8%
6:55	6	15	229	93.4%
7:13	106	9	230	96.1%
7:35	108	13	230	94.3%
7:51	110	8	230	96.5%
8:08	112	8	230	96.5%
8:31	114	19	230	91.7%
8:52	214	17	230	92.6%
10:28	14	53	230	77.0%
<b>Depart</b>				
3:57	11	77	231	66.7%
4:02p	111	13	231	94.4%
4:28	113	8	231	96.5%
4:57	115	16	231	93.1%
5:10	117	75	231	67.5%
5:28	17	21	231	90.9%
5:32	217	13	229	94.3%
5:58	119	40	229	82.5%
7:15	19	58	230	74.8%

**Year-to-date cumulative**

	#Late	#Ran	%On time
WB Rush	107	2069	94.8%
EB Rush	263	1844	85.7%
Total Rush	370	3,913	90.5%

**Cumulative Rush Hour Thru November**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	46	136	182	2.0%	6.8%	4.26%
11-15	32	65	97	1.4%	3.2%	2.27%
16-20	15	16	31	0.7%	0.8%	0.73%
21-30	8	19	27	0.4%	0.9%	0.63%
31-59	4	15	19	0.2%	0.7%	0.44%
60+	2	14	16	0.1%	0.7%	0.37%
Annulled	37	28	65			
Total Late	107	265	372	4.7%	13.2%	8.71%
On time	2,151	1,747	3,898	95.3%	86.8%	91.29%
Total ran	2,258	2,012	4,270			

**November Rush Hour**

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	Total
6-10	10	12	22	5.6%	7.5%	6.5%
11-15	5	8	13	2.8%	5.0%	3.8%
16-20	3	2	5	1.7%	1.3%	1.5%
21-30	1	2	3	0.6%	1.3%	0.9%
31-59	0	1	1	0.0%	0.6%	0.3%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	19	25	44	10.6%	15.6%	12.9%
On time	161	135	296	89.4%	84.4%	87.1%
Total ran	180	160	340			

**Grand Total All Trains Thru November 2019**

Range	Peak		Off	Wkend	Total	%
	WB	EB				
6-10	46	136	622	252	1056	8.2%
11-15	32	65	379	179	655	5.1%
16-20	15	16	172	86	289	2.2%
21-30	8	19	101	51	179	1.4%
31-59	4	15	73	28	120	0.9%
60+	2	14	24	7	47	0.4%
Annulled	37	28	213	26	304	
Total	107	265	1371	603	2,346	18.2%
On Time	2,151	1,747	5,046	1,571	10,515	81.8%
Total ran	2,258	2,012	6,417	2,174	12,861	
%On Time	95.3%	86.8%	78.6%	72.3%	81.8%	