

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

November 2021



NOVEMBER, 2021 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of November has increased 170.2% compared to 2020 but is down 58.3% compared to 2019. This year 109,403 passengers traveled on the South Shore Line (SSL) while 2020 recorded a total of 40,494 passenger trips and 2019 recorded a total of 262,528 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 143.4% compared to 2020 ridership but was down 62.7% from 2019 ridership. Average weekday ridership in November was 4,083 in 2021, 1,678 in 2020, and 10,948 in 2019. The average peak travel was down 67.9% in 2021 compared to 2019 while off-peak was down 49.1% compared to 2019.

Weekend

Average weekend ridership increased by 278.9% compared to 2020 ridership but was down 39.7% from 2019 ridership. Average weekend day ridership in November was 2,629 in 2021, 694 in 2020, and 4,357 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: December through November							
	2017/18	2018/19	% Change	2019/20	% Change	2020/21	% Change
Total	3,409,987	3,275,546	-3.94%	1,227,916	-62.51%	953,922	-22.31%
Weekday	2,901,989	2,782,728	-4.11%	1,042,572	-62.53%	742,173	-28.81%
Peak	2,112,936	2,038,958	-3.50%	739,202	-63.75%	445,835	-39.69%
Off Peak	789,053	743,770	-5.74%	303,370	-59.21%	296,338	-2.32%
Weekend	507,998	492,818	-2.99%	185,344	-62.39%	211,749	14.25%
South Bend	248,867	236,054	-5.15%	100,888	-57.26%	131,529	30.37%

Revenue

The number of tickets sold year to date through November is up 35.9% in 2021 compared to 2020. Ticket revenue is down 6.0% for 2021 compared to 2020. Sales from digital sources represents 69.8% of ticket sales and 74.5% of revenue in 2021. NICTD has continued to offer varying specials throughout the year to help alleviate financial pressures put upon riders during the pandemic as well as to facilitate the return to utilizing public transit.

Total Ticket Sales: November						
Method of Sale	Tickets			Revenue		
	2020	2021	% Change	2020	2021	% Change
Ticket Agent	49,004	48,179	-1.7%	1,341,830	748,296	-44.2%
Vending Machine	105,347	135,318	28.4%	2,004,023	1,696,752	-15.3%
Conductor	76,356	103,329	35.3%	574,909	763,514	32.8%
Mobile App	138,473	214,804	55.1%	2,372,763	2,707,916	14.1%
Total	369,180	501,630	35.9%	6,293,525	5,916,477	-6.0%

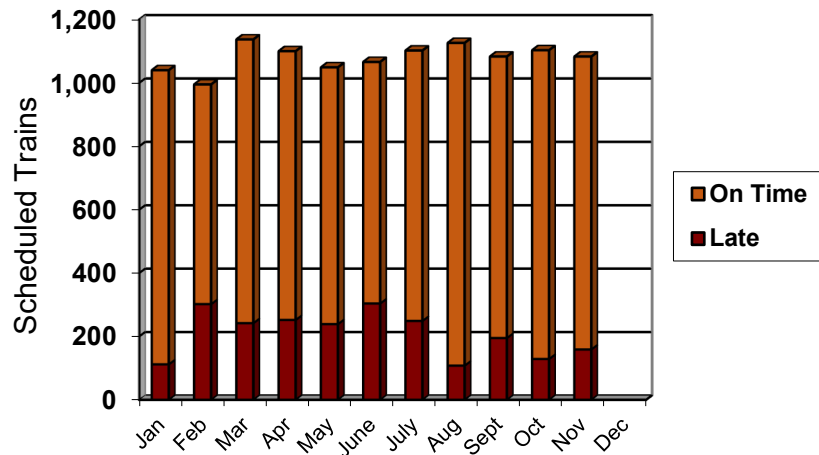
On Time Performance

Rush hour – Overall, 90.8% of A.M. and P.M. rush hour trains were on time in November 2021, compared to 91.5% in November 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). 95.0% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 92.6% of westbound morning rush hour service was on time compared to 97.2% in November 2020; while eastbound rush hour trains reported an on time performance of 88.7% compared to 97.2% in November 2020. A total of 14 out of 189 westbound rush hour trains were delayed in November. Of those 14, five experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 19 out of 168 trains delayed in November. Of those 19, seven experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
November				
Range	a.m.	p.m.	Total	Percent
6-10	6	9	15	4.2%
11-15	3	3	6	1.7%
16-20	2	3	5	1.4%
21-30	3	3	6	1.7%
31-59	0	1	1	0.3%
60+	0	0	0	0.0%
Annulled	0	0	0	
On Time	175	149	324	
Total Ran	189	168	357	

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

Overall – The SSL scheduled 1,083 trains in November and experienced 159 delays in excess of 5 minutes (ranging from 6-116 minutes) with a median delay of 10 minutes. November of 2021 experienced no annulled trains. In November 2020 the South Shore Line scheduled 1,060 trains with 132 delays in excess of 5 minutes (ranging from 6-136 minutes) with a median delay of 11 minutes. November of 2020 experienced no annulled trains.



Cumulative On Time Comparison		
Thru November	2020	2021
Weekday	85.8%	81.5%
Peak	89.4%	85.1%
Off-peak	83.5%	79.0%
Weekend	81.2%	76.0%
Overall	85.0%	80.6%

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	8/31	6	Anulled	Pedestrian on railway.
6/3	203	Anulled	Utility relocation work	8/31	70	70	Pedestrian on railway.
6/4	9	93	Track work	8/31	106	117	Pedestrian on railway.
	18	76	Track work	8/31	108	109	Pedestrian on railway.
	203	Anulled	Utility relocation work	8/31	110	89	Pedestrian on railway.
6/6	505	79	Equipment malfunction	8/31	112	89	Pedestrian on railway.
	508	63	Delayed by prior train	8/31	203	Anulled	Pedestrian on railway.
6/7	203	Anulled	Utility relocation work	8/31	205	92	Pedestrian on railway.
6/8	203	Anulled	Utility relocation work	8/31	207	Anulled	Catenary outage all of August.
6/9	203	Anulled	Utility relocation work	Aug	401	Anulled	Catenary outage all of August.
6/10	203	Anulled	Utility relocation work	Aug	422	Anulled	Catenary outage all of August.
6/11	203	Anulled	Utility relocation work	Aug	424	Anulled	Catenary outage all of August.
6/14	422	Anulled	Track maintenance delay.	Aug	701	Anulled	Catenary outage all of August.
	424	Anulled	Track maintenance delay.	Aug	703	Anulled	Catenary outage all of August.
6/15	401	Anulled	Track maintenance delay.	9/1-3	401	Anulled	Catenary outage.
	422	Anulled	Track maintenance delay.	9/1-3	422	Anulled	Catenary outage.
	424	Anulled	Track maintenance delay.	9/1-3	424	Anulled	Catenary outage.
6/16	401	Anulled	Track maintenance delay.	9/15	9	60	PTC Issues
	422	Anulled	Track maintenance delay.	9/21	11	Anulled	Gas leak in Gary
	424	Anulled	Track maintenance delay.	9/21	17	Anulled	Gas leak in Gary
6/17	401	Anulled	Track maintenance delay.	9/21	109	60	Gas leak in Gary
	422	Anulled	Track maintenance delay.	9/21	111	Anulled	Gas leak in Gary
	424	Anulled	Track maintenance delay.	9/21	113	Anulled	Gas leak in Gary
6/18	401	Anulled	Track maintenance delay.	9/21	117	Anulled	Gas leak in Gary
6/18	422	Anulled	Track maintenance delay.	9/21	118	106	Gas leak in Gary
	424	Anulled	Track maintenance delay.	9/21	217	62	Gas leak in Gary
6/19	503	60	Equipment malfunction	9/28	109	93	Vehicle collided with train
	701	Anulled	Track maintenance delay.	9/28	115	Anulled	Vehicle collided with train
	703	Anulled	Track maintenance delay.	9/28	118	Anulled	Vehicle collided with train
6/20	703	Anulled	Track maintenance delay.	10/14	110	63	PTC issues.
	701	Anulled	Track maintenance delay.	10/15	17	125	Vehicle collided with train.
6/21	101	65	Downed tree on Metra tracks.	10/15	19	Anulled	Vehicle collided with train.
	401	Anulled	Track maintenance delay.	10/15	115	142	Vehicle collided with train.
	422	Anulled	Track maintenance delay.	10/15	117	170	Vehicle collided with train.
	424	Anulled	Track maintenance delay.	10/15	119	102	Vehicle collided with train.
6/22	106	86	PTC operational issues.	10/15	424	Anulled	Vehicle collided with train.
	401	Anulled	Track maintenance delay.	10/19	7	75	Delayed by freight activity
	422	Anulled	Track maintenance delay.	10/25	401	Anulled	Trees down on power lines
	424	Anulled	Track maintenance delay.	10/25	403	Anulled	Trees down on power lines
6/23	401	Anulled	Track maintenance delay.	10/25	422	Anulled	Trees down on power lines
	422	Anulled	Track maintenance delay.	10/25	424	Anulled	Trees down on power lines
	424	Anulled	Track maintenance delay.	10/26	7	73	DT bussing
6/24	401	Anulled	Track maintenance delay.	10/26	11	75	DT bussing
	422	Anulled	Track maintenance delay.	10/26	20	62	DT bussing
	424	Anulled	Track maintenance delay.	10/26	101	70	PTC issues.
6/25	401	Anulled	Track maintenance delay.	10/26	7	73	DT bussing
6/29	6	Anulled	Operational issues.	10/26	11	75	DT bussing
7/6	101	62	Vehicle stuck on tracks.	10/26	20	62	DT bussing
8/7	506	65	Pedestrian on railway.	10/26	101	70	PTC issues.
8/7	605	72	Pedestrian on railway.	11/7	601	60	Restricted signals.
8/17	114	67	Metra power outage	11/9	403	116	Wheel slips - reduced speeds
8/24	22	75	Lightening strike.	11/13	511	104	Delays on Metra

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%

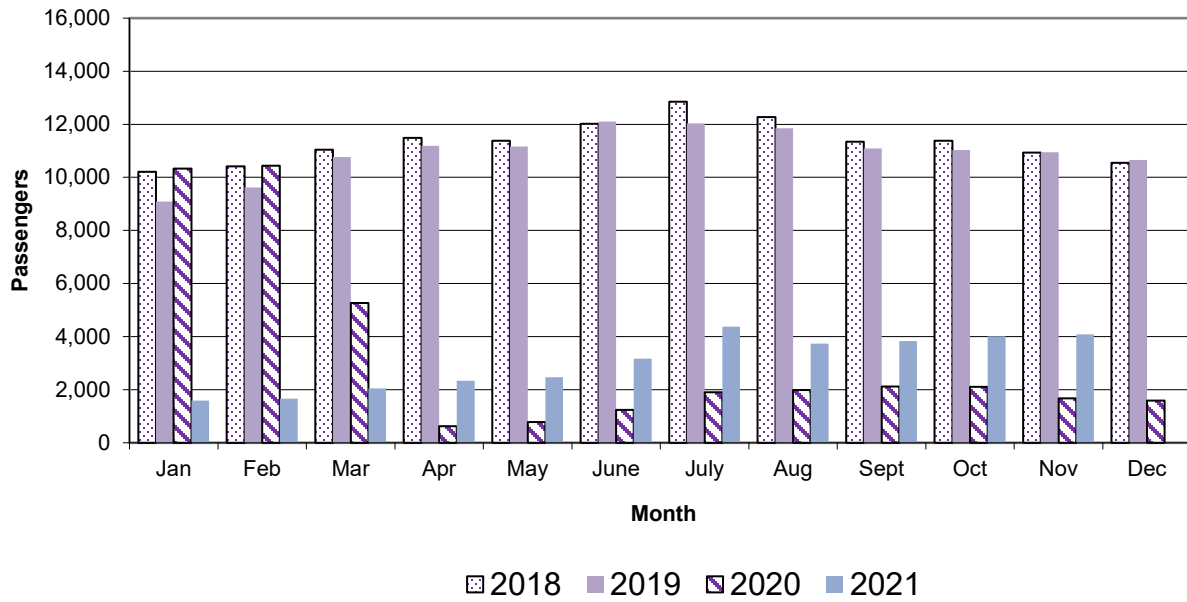
Ridership Report

	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	107,925	22	107.1%
September	263,338	20	55,018	21	105,655	21	92.0%
October	288,904	23	56,316	22	112,276	21	99.4%
November	262,528	20	40,494	20	109,403	21	170.2%
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	584,217	170	-27.2%
September	2,458,768	191	857,703	191	689,872	191	-19.6%
October	2,747,672	214	914,019	213	802,148	212	-12.2%
November	3,010,200	234	954,513	233	911,551	233	-4.5%
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		3,741		88.4%
September	11,093		2,123		3,829		80.4%
October	11,030		2,107		3,929		86.5%
November	10,948		1,678		4,083		143.3%
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		2,194		83.4%
September	8,399		1,340		2,410		79.9%
October	8,384		1,316		2,541		93.1%
November	7,908		1,061		2,536		139.0%
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		1,547		95.8%
September	2,694		782		1,419		81.5%
October	2,647		791		1,474		86.3%
November	3,041		617		1,547		150.7%
December	3,513		591				
Thru December	2,942	255	925	255			

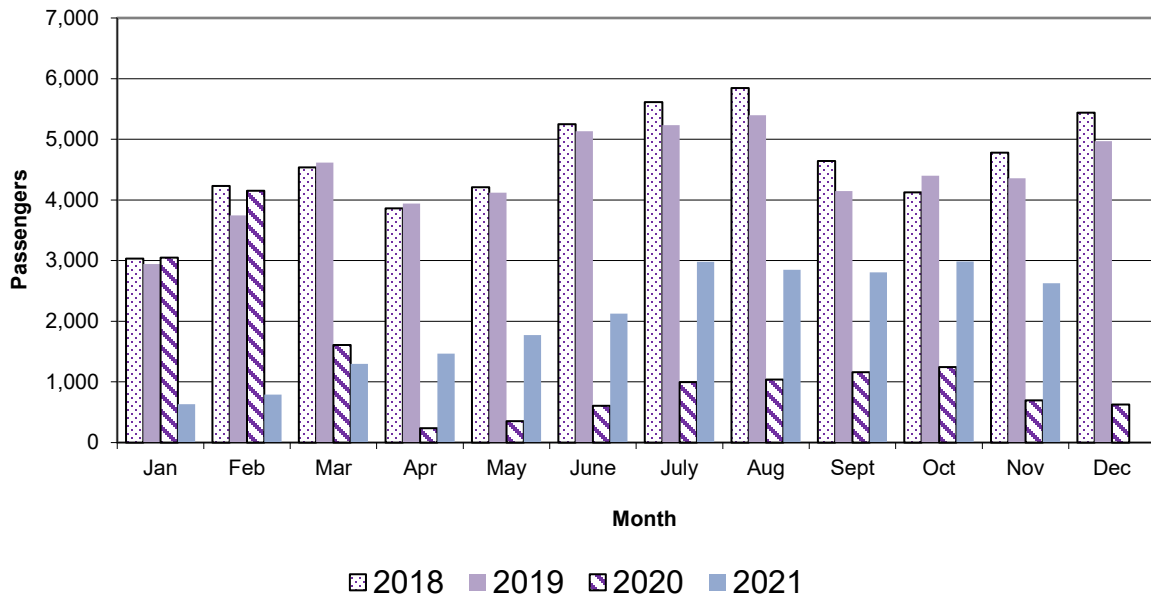
Ridership Report

	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		2,847		173.8%
September	4,147		1,160		2,805		141.8%
October	4,401		1,108		2,983		169.2%
November	4,357		694		2,629		278.8%
December	4,968		628				
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		11,650		85.1%
September	19,530		6,151		14,806		140.7%
October	20,997		6,760		20,259		199.7%
November	22,150		4,924		15,419		213.1%
December	22,575		4,523				

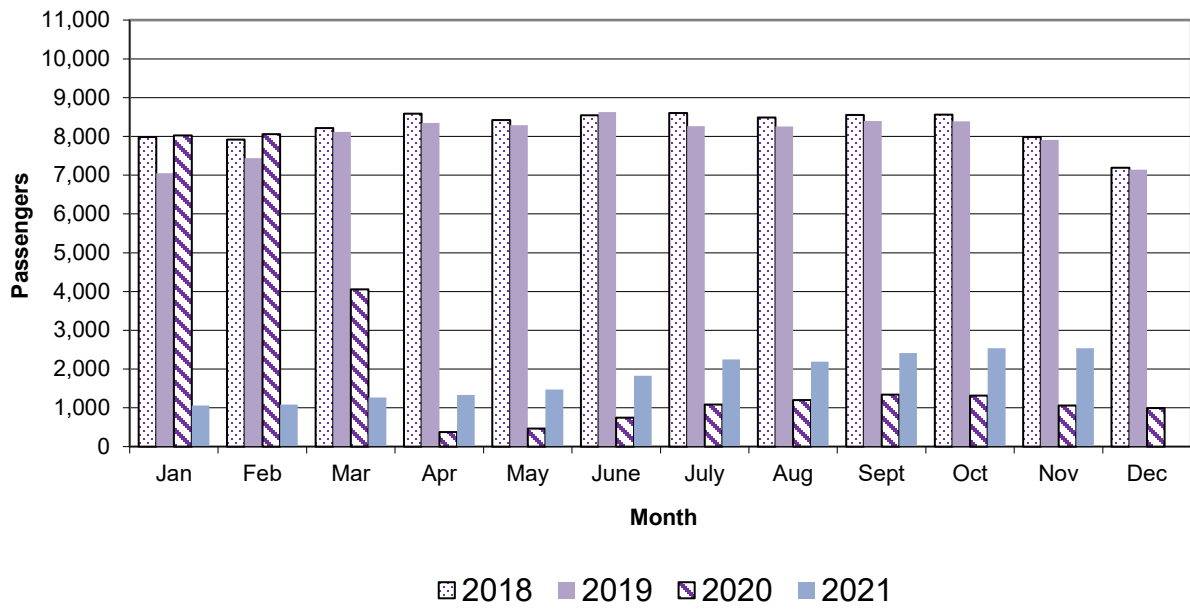
SOUTH SHORE WEEKDAY RIDERSHIP 2018-2021



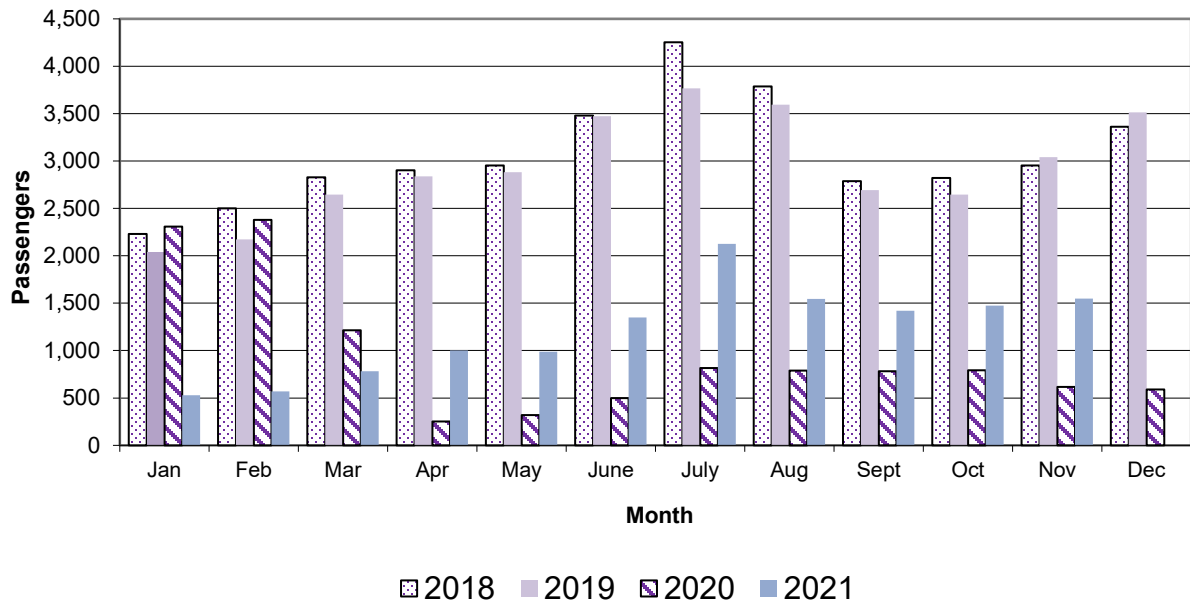
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2018-2021



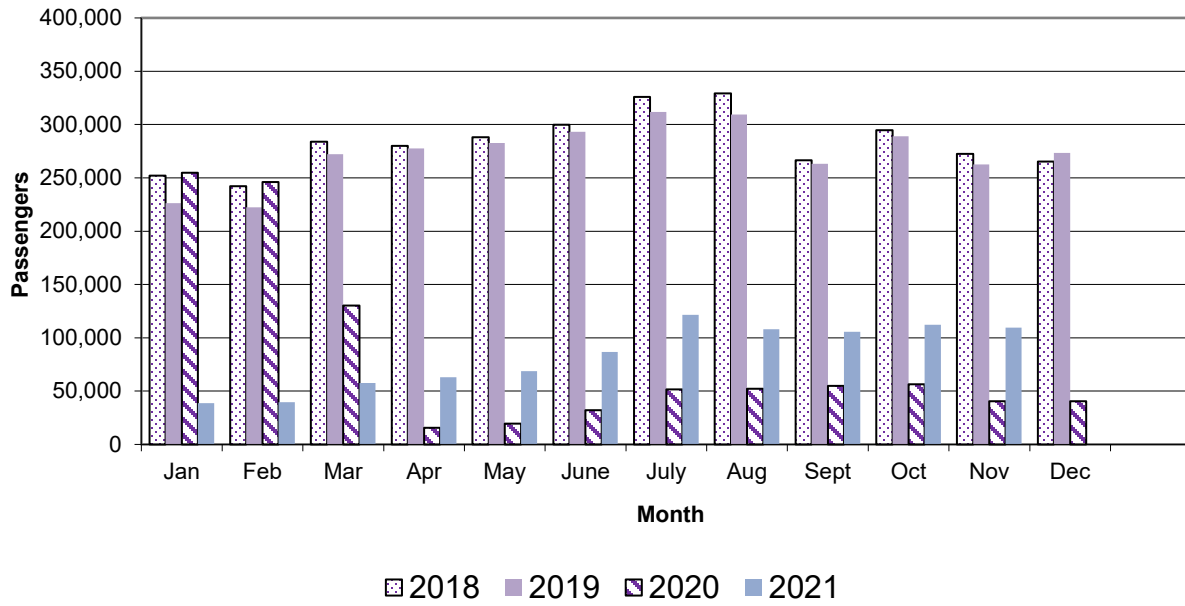
SOUTH SHORE PEAK RIDERSHIP 2018-2021



SOUTH SHORE OFF-PEAK RIDERSHIP 2018-2021



SOUTH SHORE MONTHLY RIDERSHIP 2018-2021



Percent on Time: November, 2021

Peak		
Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	6	71.4%
106	1	95.2%
108	1	95.2%
110	1	95.2%
112	1	95.2%
114	2	90.5%
214	2	90.5%
11	11	47.6%
111	1	95.2%
113	2	90.5%
115	0	100.0%
17	2	90.5%
117	2	90.5%
217	0	100.0%
119	1	95.2%
Total	33	90.8%
Westbound	14	92.6%
Eastbound	19	88.7%

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

Off-Peak		
Train	Days Late	% on Time
14	4	81.0%
216	4	81.0%
116	0	100.0%
218	0	100.0%
18	10	52.4%
118	4	81.0%
220	1	95.2%
20	5	76.2%
222	0	100.0%
420	0	100.0%
22	4	81.0%
424	0	100.0%
401	2	90.5%
203	1	95.2%
403	3	85.7%
205	0	100.0%
207	9	57.1%
7	15	28.6%
107	0	100.0%
9	9	57.1%
109	4	81.0%
209	1	95.2%
19	6	71.4%
121	1	95.2%
123	2	90.5%
101	0	100.0%
Total	85	84.4%
Westbound	32	87.3%
Eastbound	53	82.0%

Weekend/Holiday		
Train	Days Late	% on Time
600	1	88.9%
502	1	88.9%
504	0	100.0%
606	4	55.6%
506	5	44.4%
608	2	77.8%
508	3	66.7%
610	1	88.9%
510	4	55.6%
710	Deadhead move	
503	5	44.4%
603	0	100.0%
605	1	88.9%
505	3	66.7%
507	4	55.6%
509	3	66.7%
511	2	77.8%
613	1	88.9%
601	1	88.9%
701	0	100.0%
703	0	100.0%
Total	41	77.2%
Westbound	21	74.1%
Eastbound	20	79.8%

Reasons for Delay: November

REASONS (weekday)		
AMT	4	3.4%
CAR	6	5.1%
CAT	0	0.0%
DBS	0	0.0%
DMW	11	9.3%
DSR	0	0.0%
DSS	3	2.5%
FRR	3	2.5%
FTI	5	4.2%
HLD	1	0.8%
LMU	2	1.7%
MET	33	28.0%
OET	1	0.8%
OPR	13	11.0%
OTH	3	2.5%
PAS	1	0.8%
POL	1	0.8%
PTC	0	0.0%
PTI	11	9.3%
SUB	0	0.0%
SVS	1	0.8%
TOD	0	0.0%
TRK	1	0.8%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	18	15.3%
TOTAL	118	100.0%

REASONS (weekend)		
AMT	2	4.9%
CAR	1	2.4%
CAT	0	0.0%
DBS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	1	2.4%
FRR	0	0.0%
FTI	5	12.2%
HLD	0	0.0%
LMU	0	0.0%
MET	7	17.1%
OET	1	2.4%
OPR	4	9.8%
OTH	0	0.0%
PAS	9	22.0%
POL	2	4.9%
PTC	0	0.0%
PTI	7	17.1%
SUB	0	0.0%
SVS	1	2.4%
TOD	0	0.0%
TRK	1	2.4%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	41	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 November, 2021

Peak		
Train	Days Late	% on Time
102	18	92.2%
104	9	96.1%
6	113	50.9%
106	39	83.2%
108	28	88.0%
110	23	90.1%
112	16	93.1%
114	25	89.2%
214	24	89.7%
11	99	57.3%
111	11	95.3%
113	36	84.5%
115	25	89.2%
17	36	84.5%
117	56	75.9%
217	18	92.3%
119	14	94.0%
Total	590	85.1%
Westbound	295	85.9%
Eastbound	295	84.1%

Off-Peak		
Train	Days Late	% on Time
14	33	85.8%
216	26	88.8%
116	88	62.1%
216	48	79.4%
18	124	46.8%
118	96	58.6%
218	39	83.3%
20	91	60.9%
220	19	91.8%
420	1	99.5%
22	50	78.5%
422	11	94.1%
401	12	93.5%
203	27	87.0%
403	7	97.0%
205	2	99.1%
207	74	68.0%
7	120	48.5%
107	70	70.0%
9	83	64.4%
109	67	71.2%
209	31	86.7%
19	45	80.6%
121	16	93.1%
123	39	83.3%
101	32	86.3%
Total	1,251	78.7%
Westbound	626	76.8%
Eastbound	625	80.4%

Weekend/Holiday		
Train	Days Late	% on Time
600	21	80.9%
502	18	83.6%
504	30	72.7%
606	34	69.1%
506	43	60.9%
608	20	81.8%
508	40	63.6%
610	13	88.2%
510	28	74.5%
710	Deadhead move	
503	41	62.7%
603	10	90.9%
605	21	80.9%
505	22	80.0%
507	40	63.6%
509	38	65.5%
511	17	84.5%
613	5	95.5%
601	16	85.5%
701	4	95.8%
703	6	93.8%
Total	467	78.5%
Westbound	247	75.1%
Eastbound	220	81.4%

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

Cumulative Reasons for Delays Thru November, 2021

REASONS (weekday)		
AMT	10	0.5%
CAR	78	4.3%
CAT	4	0.2%
DBS	0	0.0%
DMW	394	21.6%
DSR	14	0.8%
DSS	55	3.0%
FRR	27	1.5%
FTI	78	4.3%
HLD	15	0.8%
LMU	51	2.8%
MET	382	21.0%
OET	5	0.3%
OPR	290	15.9%
OTH	36	2.0%
PAS	32	1.8%
POL	19	1.0%
PTC	0	0.0%
PTI	148	8.1%
SUB	13	0.7%
SVS	29	1.6%
TOD	0	0.0%
TRK	21	1.2%
TRS	49	2.7%
UTL	30	1.6%
VAN	0	0.0%
WTR	43	2.4%
TOTAL	1,823	100.0%

REASONS (weekend)		
AMT	6	1.3%
CAR	36	7.7%
CAT	1	0.2%
DBS	0	0.0%
DMW	44	9.4%
DSR	1	0.2%
DSS	11	2.4%
FRR	5	1.1%
FTI	22	4.7%
HLD	4	0.9%
LMU	13	2.8%
MET	95	20.3%
OET	1	0.2%
OPR	69	14.7%
OTH	7	1.5%
PAS	37	7.9%
POL	8	1.7%
PTC	0	0.0%
PTI	50	10.7%
SUB	14	3.0%
SVS	11	2.4%
TOD	1	0.2%
TRK	7	1.5%
TRS	6	1.3%
UTL	0	0.0%
VAN	0	0.0%
WTR	19	4.1%
TOTAL	468	100.0%

TOTAL		
AMT	16	0.7%
CAR	114	5.0%
CAT	5	0.2%
DBS	0	0.0%
DMW	438	19.1%
DSR	15	0.7%
DSS	66	2.9%
FRR	32	1.4%
FTI	100	4.4%
HLD	19	0.8%
LMU	64	2.8%
MET	477	20.8%
OET	6	0.3%
OPR	359	15.7%
OTH	43	1.9%
PAS	69	3.0%
POL	27	1.2%
PTC	0	0.0%
PTI	198	8.6%
SUB	27	1.2%
SVS	40	1.7%
TOD	1	0.0%
TRK	28	1.2%
TRS	55	2.4%
UTL	30	1.3%
VAN	0	0.0%
WTR	62	2.7%
TOTAL	2,291	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.

RUSH HOUR* TRAIN DELAYS - NOVEMBER 2021 (minutes late)

Train	Arrive	Mon	Tue	Wed	Thur	Fri	Mon	Tue	Wed	Thur	Fri	Mon	Tue	Wed	Thur	Fri	Mon	Tue	Wed	Fri	Mon	Tue	Days Late	Days Ran	% On Time	
102	5:48a																							0	21	100.0%
104	6:31																							0	21	100.0%
6	6:55							6	7	7	12			8					6					6	21	71.4%
106	7:13	14																						1	21	95.2%
108	7:35											15												1	21	95.2%
110	7:51													18										1	21	95.2%
112	8:08										6													1	21	95.2%
114	8:31										23					23								2	21	90.5%
214	8:52						30							20										2	21	90.5%
14	10:28									8	35			13								9		4	21	81.0%
Train	Depart																									
11	3:57						7	19		9	13	10	17	9		8	21			22	10			11	21	47.6%
111	4:02																			28				1	21	95.2%
113	4:28							16			9													2	21	90.5%
115	4:57																							0	21	100.0%
117	5:10							6											9					2	21	90.5%
17	5:28				11														15					2	21	90.5%
217	5:32																							0	21	100.0%
119	5:58																			31				1	21	95.2%
19	7:10		9				9			31	9								16	11				6	21	71.4%
High temp		49	47	47	49	52	66	56	58	59	44	37	50	62	44	41	37	43	52	32	40	48				
Low temp		34	35	29	28	30	46	37	32	38	33	31	31	44	32	33	22	21	35	25	24	29				

* 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	34	180	81.1%	67	177	62.1%	32	207	84.5%	29	198	85.4%	23	180	87.2%	23	197	88.3%
EB Rush	17	160	89.4%	36	160	77.5%	51	184	72.3%	38	176	78.4%	16	160	90.0%	37	176	79.0%
Total Rush	51	340	85.0%	103	337	69.4%	83	391	78.8%	67	374	82.1%	39	340	88.5%	60	373	83.9%
	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	25	188	86.7%	16	197	91.9%	17	189	91.0%	7	189	96.3%	14	189	92.6%			
EB Rush	31	168	81.5%	12	176	93.2%	22	162	86.4%	12	168	92.9%	19	168	88.7%			
Total Rush	56	356	84.3%	28	373	92.5%	39	351	88.9%	19	357	94.7%	33	357	90.8%			

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	18	232	92.2%
6:31	104	8	233	96.6%
6:55	6	113	230	50.9%
7:13	106	38	232	83.6%
7:35	108	27	233	88.4%
7:51	110	22	232	90.5%
8:08	112	16	233	93.1%
8:31	114	24	233	89.7%
8:52	214	21	233	91.0%
10:28	14	32	233	86.3%
Depart				
3:57	11	97	232	58.2%
4:02p	111	11	232	95.3%
4:28	113	36	232	84.5%
4:57	115	25	232	89.2%
5:10	117	55	232	76.3%
5:28	17	36	232	84.5%
5:32	217	17	233	92.7%
5:58	119	14	233	94.0%
7:15	19	45	232	80.6%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	287	2091	86.3%
EB Rush	291	1858	84.3%
Total Rush	578	3,949	85.4%

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	118	128	246	5.6%	6.9%	6.2%
11-15	72	81	153	3.4%	4.4%	3.9%
16-20	42	35	77	2.0%	1.9%	2.0%
21-30	28	26	54	1.3%	1.4%	1.4%
31-59	20	18	38	1.0%	1.0%	1.0%
60+	14	7	21	0.7%	0.4%	0.5%
Annulled	7	6	13			
Total Late	294	295	589	14.1%	15.9%	14.9%
On time	1796	1563	3359	85.9%	84.1%	85.1%
Total ran	2090	1858	3948			

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	6	9	15	3.2%	5.4%	4.2%
11-15	3	3	6	1.6%	1.8%	1.7%
16-20	2	3	5	1.1%	1.8%	1.4%
21-30	3	3	6	1.6%	1.8%	1.7%
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	14	19	33	7.4%	11.3%	9.2%
On time	175	149	324	92.6%	88.7%	90.8%
Total ran	189	168	357			

Grant Total All Trains Thru November, 2021

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	118	128	473	212	931	7.9%
11-15	72	81	279	98	530	4.5%
16-20	42	35	155	51	283	2.4%
21-30	28	26	168	53	275	2.3%
31-59	20	18	134	42	214	1.8%
60+	14	7	25	12	58	0.5%
Annulled	7	6	175	33	221	
Total	294	295	1234	468	2291	19.5%
On Time	1796	1563	4649	1479	9487	80.5%
Total ran	2090	1858	5883	1947	11778	
%On Time	85.9%	84.1%	79.0%	76.0%	80.5%	