

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

**January 2017
Monthly Performance Report**



NICTD

JANUARY, 2017 MONTHLY PERFORMANCE REPORT

Ridership

January ridership declined by 4.6% compared to last year. This year we carried 243,280 passengers. In January 2016 we carried 255,006. Most of the decline can be attributed a the January 12 flash freeze service disruption in which we lost the a.m. and p.m. rush hour and mid-day service. On January 10, we also experienced significant p.m. rush hour delays resulting from a NIPSCO power outage near East Chicago.

Weekday Travel

Weekday travel declined by 8.2% compared with January 2016. We averaged 10,003 passengers per day. With average **peak** travel declining by 8.2%; and **off-peak** travel declining by 8.0%.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2016	Jan 2017		Avg. 2016	Jan 2017
5:48 a	35.5	38.1	3:57 p***	72.4	71.9
6:31 a	68.7	80.8	4:02 p	64.3	74.7
6:55 a***	74.6	72.6	4:28 p	90.2	87.5
7:13 a	70.9	85.7	4:57 p	93.4	91.7
7:35 a	83.1	83.3	5:10 p	79.3	75.6
7:51 a	80.3	73.2	5:28 p	76.5	83.8
8:08 a	83.0	88.1	5:32 p	77.8	71.9
8:31 a	88.8	87.5	5:58 p	74.6	69.8
8:52 a	69.3	71.9	7:10 p*	58.6	47.6
10:28 a*	66.5	36.2			

*Non rush-hour service

**Average for Tuesday thru Thursday ONLY

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

Weekend

Weekend ridership declined by 1.7% over January 2016. We averaged 3,321 passengers per day on weekends compared to 3,379 last year.

Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: FEBRUARY THRU JANUARY							
	2013-14	2014-15	%Change	2015-16	%Change	2016-17	%Change
Total	3,581,771	3,631,853	1.4	3,611,531	-0.6	3,492,354	-3.3
Weekday	3,050,036	3,069,506	0.6	3,076,772	0.2	2,981,635	-3.1
Peak	2,177,408	2,198,207	1.0	2,229,858	1.4	2,186,469	-1.9
Off-peak	872,628	871,299	-0.1	846,914	-2.8	825,650	-2.5
Weekend	531,735	562,347	5.8	534,759	-4.9	510,719	-4.5
South Bend	256,247	251,975	-1.7	248,923	-1.2	243,611	-2.1

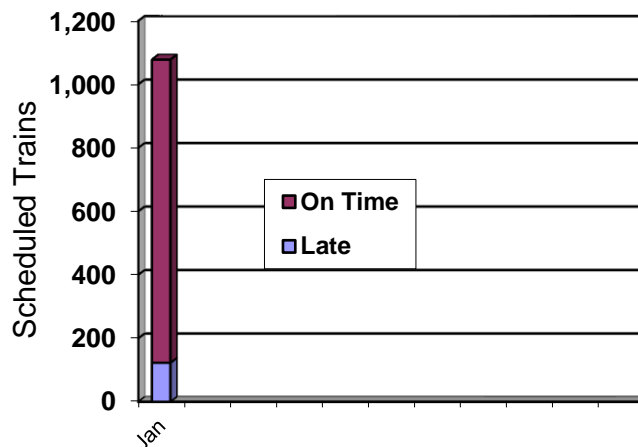
On Time Performance

Rush hour –Overall, 90.6% of A.M. and P.M. rush hour trains were on time in January; compared to 86.5% in January 2016. We consider a train 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 trains arrived at their terminal station within 10 minutes. 93.9% of westbound morning rush hour service was on time compared to 84.4% in January 2016; while eastbound rush hour trains reported an average on time performance of 87.0% compared to 88.8% in the previous year. Eleven out of 180 westbound trains were delayed in January ranging from 6-21 minutes. Twenty-one out of 160 eastbound trains encountered delays ranging from 7-125 minutes.¹

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	JANUARY, 2017				CUMULATIVE THRU 2017			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	6	4	10	2.9%				
11-15	4	4	8	2.3%				
16-20	0	3	3	0.9%				
21-30	1	1	1	0.3%				
31-59	0	0	0	0.0%				
60+	0	10	10	2.9%				
On Time	169	140	309	90.6%				
Total Ran	180	161	341					
Annulled	9	7	16					

Overall - We operated 1,078 trains in January and experienced 123 delays in excess of 5 minutes (ranging from 6-125 minutes) with a median delay of 11 minutes. In January 2016 we operated 1,091 trains with 126 delays in excess of 5 minutes (ranging from 6-85 minutes) with a median delay of 11 minutes..



Cumulative On Time Comparison		
Thru Jan	2016	2017
Weekday	88.0	88.5
Peak	86.5	90.6
Off-peak	89.0	87.1
Weekend	90.0	89.0
Overall	88.5	88.6

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.

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

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1-6	6	Annulled	Mechanical	1-12	112	Annulled	Weather
1-10	11	75	NIPSCO outage		113	Annulled	Weather
	15	122	NIPSCO outage		114	Annulled	Weather
	19	80	NIPSCO outage		115	Annulled	Weather
	20	97	NIPSCO outage		116	Annulled	Weather
	111	90	NIPSCO outage		117	Annulled	Weather
	113	95	NIPSCO outage		118	Annulled	Weather
	115	100	NIPSCO outage		203	Annulled	Weather
	117	125	NIPSCO outage		205	Annulled	Weather
	119	Annulled	NIPSCO outage		207	Annulled	Weather
	217	109	NIPSCO outage		209	Annulled	Weather
	220	Annulled	NIPSCO outage		214	Annulled	Weather
	222	90	NIPSCO outage		216	Annulled	Weather
	121	89	NIPSCO outage		217	Annulled	Weather
1-12	6	Annulled	Weather		218	Annulled	Weather
	7	Annulled	Weather		220	Annulled	Weather
	9	Annulled	Weather		222	Annulled	Weather
	11	Annulled	Weather	1-16	119	76	Metra
	14	Annulled	Weather		220	114	Metra
	15	82	Weather				
	18	Annulled	Weather				
	20	Annulled	Weather				
	104	Annulled	Weather				
	106	Annulled	Weather				
	107	Annulled	Weather				
	108	Annulled	Weather				
	109	Annulled	Weather				
	110	Annulled	Weather				
	111	Annulled	Weather				

RIDERSHIP REPORT: JANUARY, 2017

02/26/2017

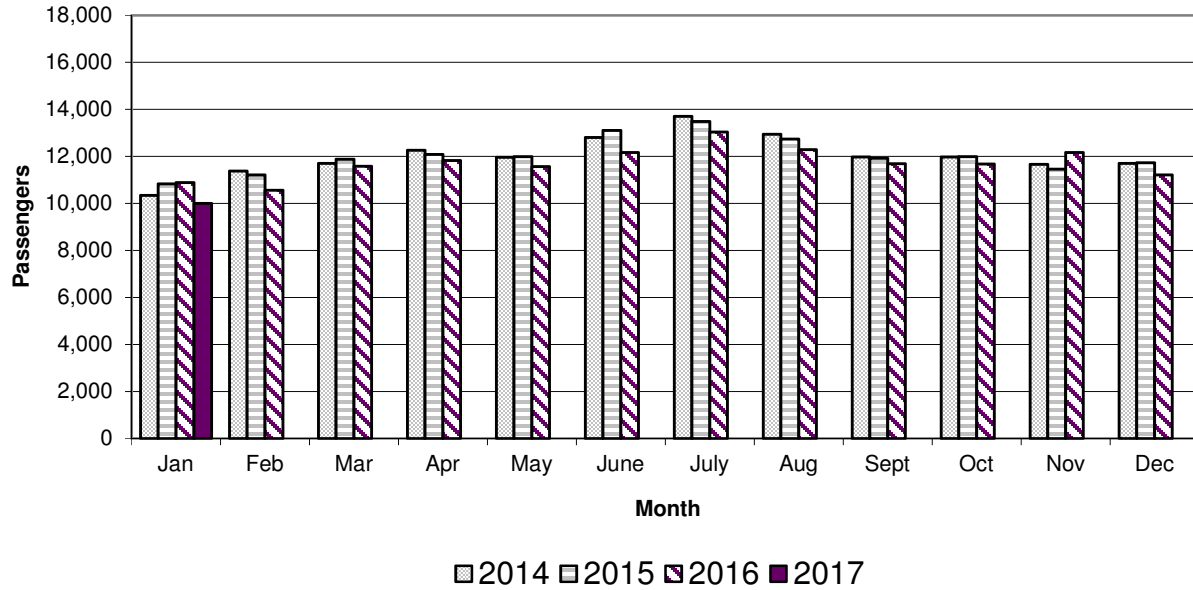
	2015	Work	2016	Work	2017	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
MONTHLY RIDERSHIP							
January	260,741	21	255,006	20	243,280	21	-4.6%
February	261,449	20	257,998	21			
March	300,752	22	295,099	23			
April	303,792	22	287,094	21			
May	289,203	20	289,597	21			
June	333,805	22	307,307	22			
CUMULATIVE COMPARISON							
January	260,741	21	255,006	20	243,280	21	-4.6%
February	522,190	41	513,004	41			
March	822,942	63	808,103	64			
April	1,126,734	85	1,095,197	85			
May	1,415,937	105	1,384,794	106			
June	1,749,742	127	1,692,101	128			
AVERAGE WEEKDAY RIDERSHIP							
January	10,830		10,892		10,003		-8.2%
February	11,218		10,547				
March	11,880		11,581				
April	12,081		11,822				
May	11,994		11,570				
June	13,104		12,161				
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
January	8,430		8,603		7,898		-8.2%
February	8,512		7,975				
March	8,934		8,642				
April	8,810		8,760				
May	8,747		8,537				
June	9,303		8,777				
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
January	2,399		2,289		2,105		-8.0%
February	2,706		2,585				
March	2,946		2,940				
April	3,271		3,061				
May	3,247		3,039				
June	3,801		3,384				

RIDERSHIP REPORT: JANUARY, 2017

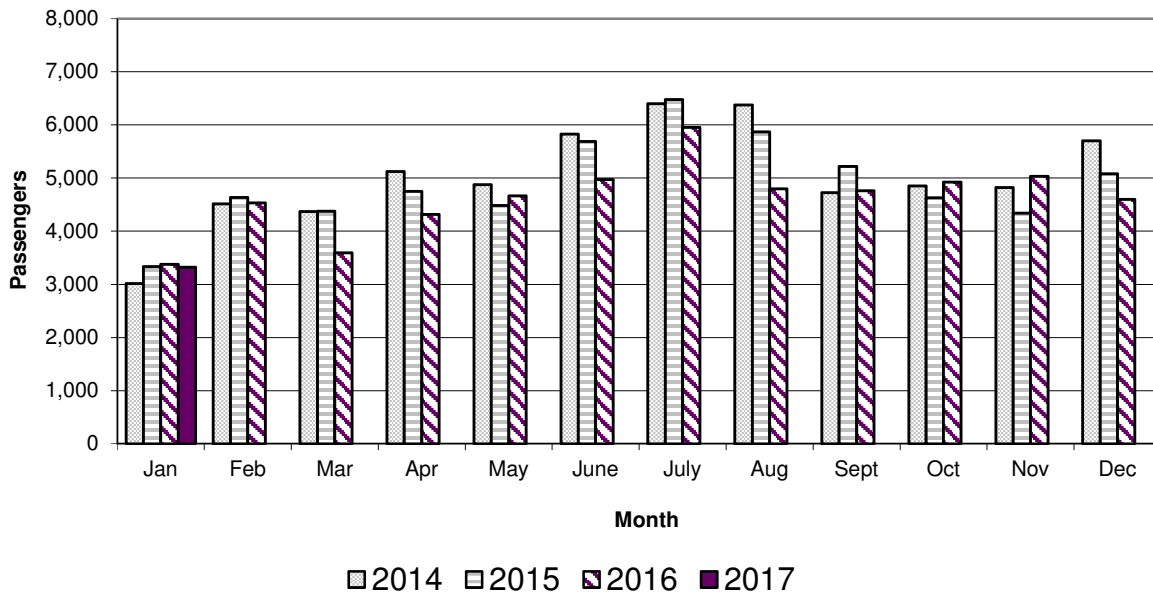
02/26/2017

	2015	Work	2016	Work	2017	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
January	3,332		3,379		3,321		-1.7%
February	4,637		4,532				
March	4,376		3,591				
April	4,751		4,315				
May	4,485		4,663				
June	5,689		4,971				

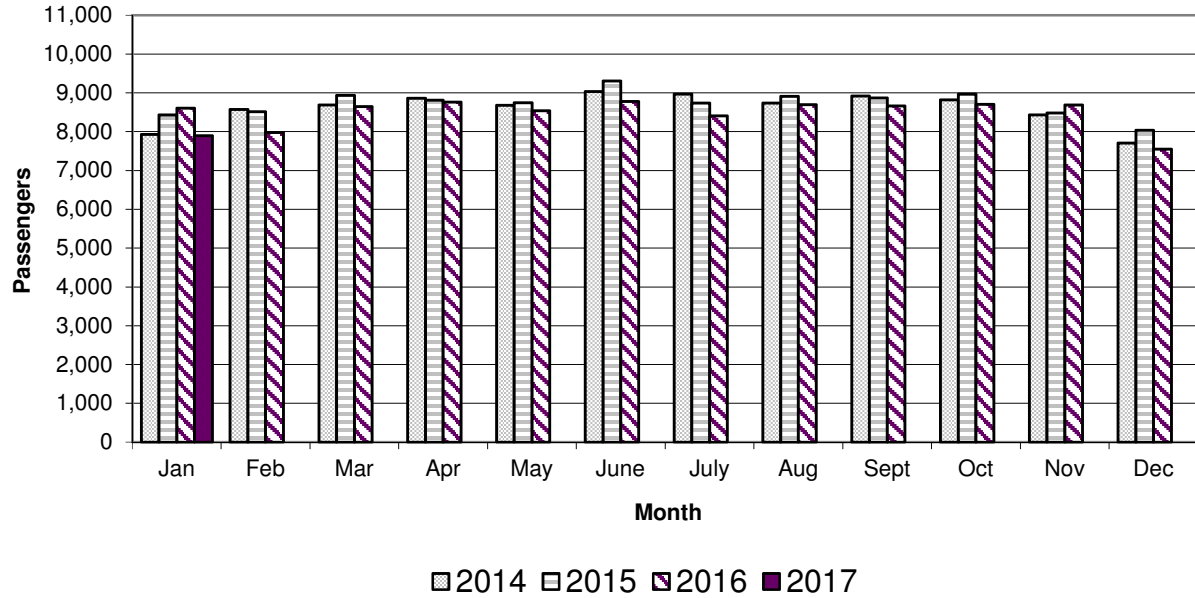
SOUTH SHORE WEEKDAY RIDERSHIP 2014-2017



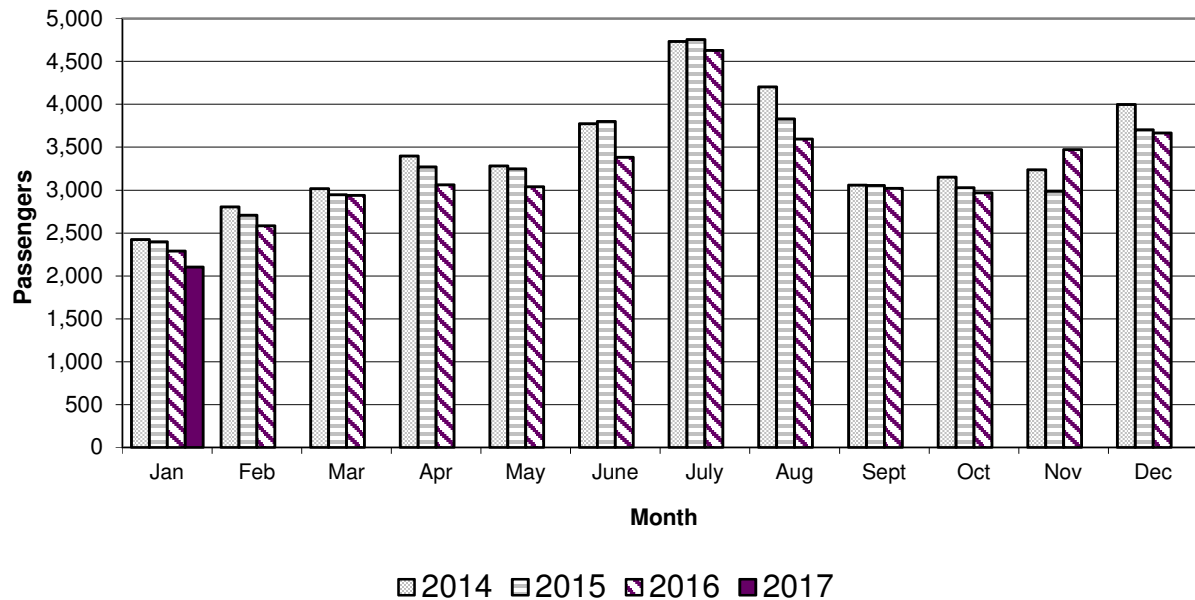
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2014-2017



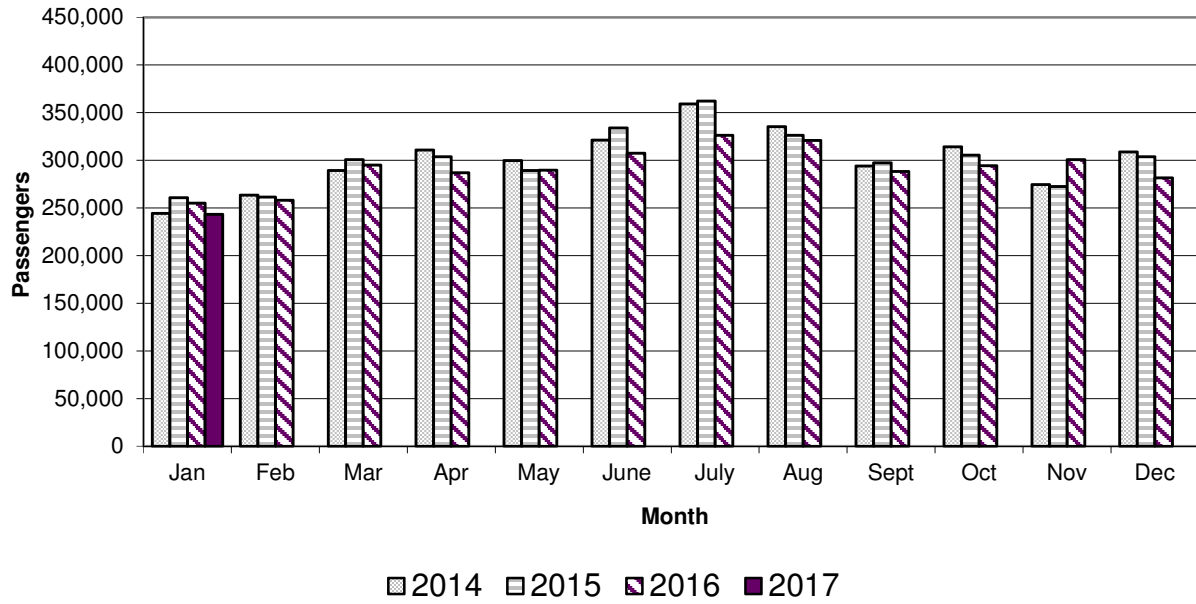
SOUTH SHORE PEAK RIDERSHIP 2014-2017



SOUTH SHORE OFF-PEAK RIDERSHIP 2014-2017



SOUTH SHORE MONTHLY RIDERSHIP 2014-2017



PERCENT ON TIME: JANUARY, 2017

PEAK

Train	Days Late	% on Time
102	1	95.2%
104	2	90.0%
6	0	100.0%
106	0	100.0%
108	0	100.0%
110	2	90.0%
112	2	90.0%
114	3	85.0%
214	1	95.0%
11	1	95.0%
111	1	95.0%
113	3	85.0%
115	3	85.0%
15	4	80.0%
117	4	80.0%
217	2	90.0%
119	3	85.0%
Total	32	90.6%
Westbound	11	93.9%
Eastbound	21	86.9%

OFF-PEAK

Train	Days Late	% on Time
14	1	95.0%
216	0	100.0%
116	3	85.0%
218	1	95.0%
18	6	70.0%
118	1	95.0%
220	2	89.5%
20	5	75.0%
222	2	90.0%
420	1	95.2%
22	4	81.0%
424	1	95.2%
401	0	100.0%
203	1	95.0%
403	4	81.0%
205	10	50.0%
207	1	95.0%
7	4	80.0%
107	2	90.0%
9	1	95.0%
109	1	95.0%
209	0	100.0%
19	6	71.4%
121	4	81.0%
123	5	76.2%
101	2	90.5%
Total	68	87.1%
Westbound	27	88.8%
Eastbound	41	85.7%

WEEKEND/HOLIDAY

Train	Days Late	% on Time
600	1	90.0%
502	1	90.0%
504	3	70.0%
606	1	90.0%
506	1	90.0%
608	0	100.0%
508	0	100.0%
610	1	90.0%
510	2	80.0%
710	Cancelled*	
503	1	90.0%
603	0	100.0%
605	0	100.0%
505	1	90.0%
507	2	80.0%
509	0	100.0%
511	2	80.0%
613	2	80.0%
601	1	90.0%
701	0	100.0%
703	4	60.0%
Total	23	89.0%
Westbound	10	90.0%
Eastbound	13	88.2%

REASONS (weekday)

Reason	Days	%
CAR	6	6.0%
CAT		0.0%
DBS		0.0%
AMT	2	2.0%
DMW	2	2.0%
DSR		0.0%
DSS	3	3.0%
FTI	3	3.0%
HLD		0.0%
LMU	1	1.0%
MET	42	42.0%
OTH	1	1.0%
PAS	1	1.0%
POL	3	3.0%
PTI	10	10.0%
SVS	2	2.0%
TOD	1	1.0%
TRS		0.0%
WTR	2	2.0%
NIPSCO		0.0%
FRR	4	4.0%
OET		0.0%
TRK	3	3.0%
DDS		0.0%
OPR		0.0%
UTL	14	14.0%
VAN		0.0%
SUB		
TOTAL	100	100.0%

REASONS (weekend)

Reason	Days	%
CAR		0.0%
CAT		0.0%
DBS		0.0%
AMT		0.0%
DMW	1	4.3%
DSR		0.0%
DSS		0.0%
FTI	3	13.0%
HLD	1	4.3%
LMU		0.0%
MET	2	8.7%
OTH	1	4.3%
PAS	3	13.0%
POL		0.0%
PTI	5	21.7%
SVS		0.0%
TOD		0.0%
TRS		0.0%
DDS		0.0%
OPR		0.0%
WTR		0.0%
FRR		0.0%
SUB		0.0%
NIPSCO		0.0%
OET		0.0%
TRK	7	30.4%
UTL		0.0%
VAN		0.0%
TOTAL	23	100%

Trains less than 90% on time

CAR - Car or equipment failure of malfunction
 CAT - Catenary problems or power outage

DBS - Delays due to busing
 AMT - Amtrak Delay

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.

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

OTH - Other delays

OET - Operational Efficiency Testing

UTL - utility power outage

SUB - Substation

OPR - Operational delay

VAN - Vandalism

PAS - Passenger boarding

POL - Police related delays - except road crossing or trespasser accidents

PTI - Passenger train interference

SVS - Servicing - includes adding or subtracting equipment to or from consist

TOD - Train order delay - not associated with train meets

TRS - Trespasser incidents including road crossing accidents

WTR - Delays related to inclement weather

NIPSCO - Delays caused by power utility disruption

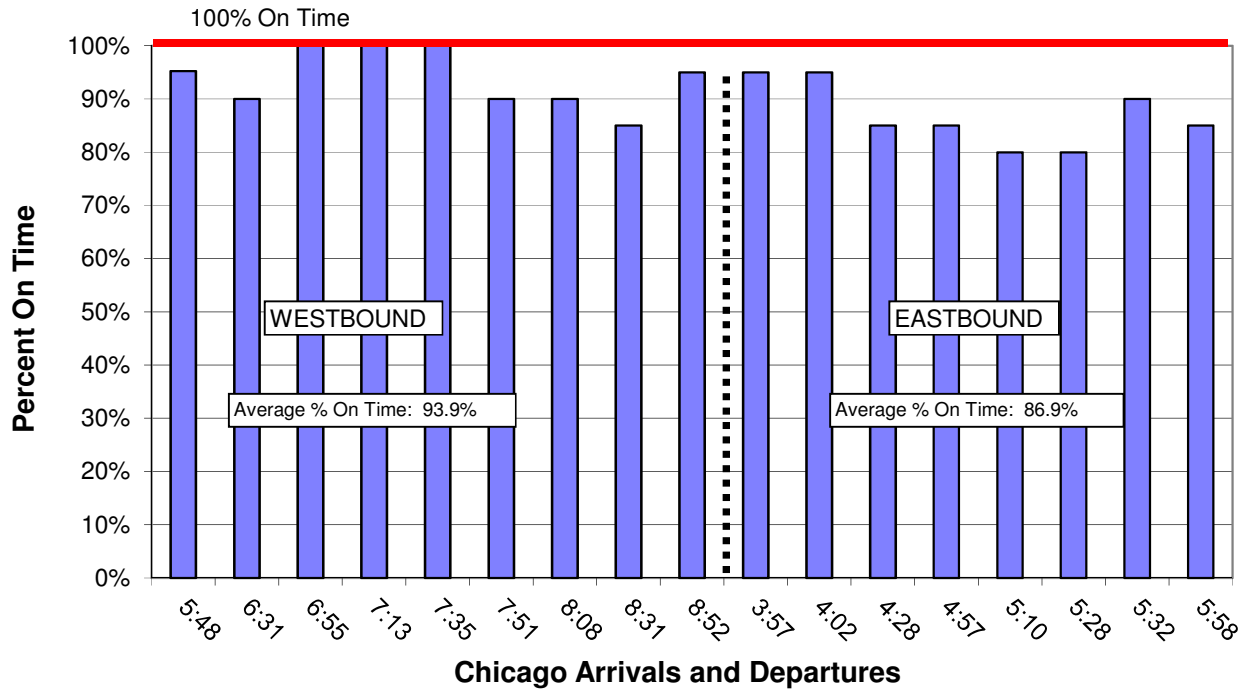
FRR - Freight train interference from crossing road

TRK - Track/wayside malfunction

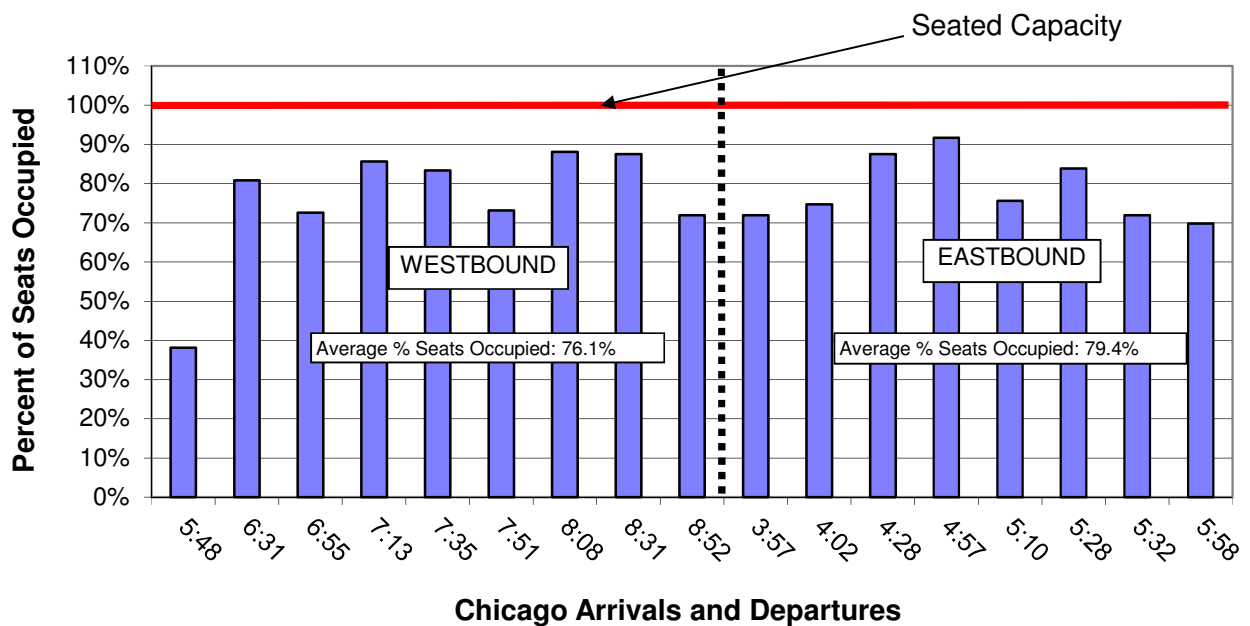
DDS - Debris Strike

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

RUSH HOUR ON TIME PERFORMANCE: JAN. 2017



PERCENT OF RUSH HOUR SEATS OCCUPIED: JAN. 2017



RUSH HOUR* TRAIN DELAYS - JANUARY 2017 (minutes late)

Train	Arrive	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Days	Days	%
		3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31	Late	Ran	On Time
102	5:43a				14																		1	21	95.2%
104	6:38				10				A													10	2	20	90.0%
6	6:55				A				A															19	100.0%
106	7:21								A															20	100.0%
108	7:35								A															20	100.0%
110	7:47					15	21		A														2	20	90.0%
112	8:08					10	10		A														2	20	90.0%
114	8:31			7	15				A	6													3	20	85.0%
214	8:52				13				A														1	20	95.0%
14	10:28			6					A														1	20	95.0%
Train	Depart																					Days	Days	%	
11	3:57					75			A														1	20	95.0%
111	4:02					90			A														1	20	95.0%
113	4:28					95			A	8			15										3	20	85.0%
115	4:57	15			18	100			A														3	20	85.0%
15	5:10				12	122			82		7												4	21	81.0%
117	5:32				20	125			A		11		7										4	20	80.0%
217	5:28					109			A		70												2	20	90.0%
119	5:58	8				A	16				76												3	20	85.0%
19	7:10		9		18	10	80		27	10													6	21	71.4%
High temp		41	33	15	9	29	50	54	38	27	37	50	35	39	46	40	38	47	34	30	32	35			
Low temp		33	15	8	-2	14	28	26	23	19	28	34	33	33	37	37	35	34	30	23	19	32			

* 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

	Jan			Feb			Mar			Apr			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	11	180	93.9%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
EB Rush	21	161	87.0%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
Total Rush	32	341	90.6%	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!
	July			Aug			Sept			Oct			Nov			Dec		
WB Rush			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
EB Rush			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
Total Rush	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!

EXPLANATION OF DELAYS AFFECTING MULTIPLE TRAINS:

Jan 6: Mechanical problems forced annulment of Train 6

Jan 10: NIPSCO pole fire at Parrish delayed evening rush hour

Jan 12: Severe flash freezing event followed by rain iced overhead wire and pantographs preventing trains from pulling power. Train 104/6 became disabled north of 130th St. for approx 3 hours. All but one car had heat. 31 trains annulled

Jan 16: Metra experienced switch failure at Ranolph St. delaying some rush hour and evening service.

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:40a	102	1	21	95.2%
6:38	104	2	20	90.0%
6:55	6	0	19	100.0%
7:21	106	0	20	100.0%
7:35	108	0	20	100.0%
7:47	110	2	20	90.0%
8:05	112	2	20	90.0%
8:31	114	3	20	85.0%
8:52	214	1	20	95.0%
10:25	14	1	20	95.0%
Depart				
3:57	11	1	20	95.0%
4:02p	111	1	20	95.0%
4:28	113	3	20	85.0%
4:57	115	3	20	85.0%
5:10	15	4	21	81.0%
5:28	117	4	20	80.0%
5:32	217	2	20	90.0%
5:58	119	3	20	85.0%
7:15	19	6	21	71.4%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	11	180	93.9%
EB Rush	21	161	87.0%
Total Rush	32	341	90.6%

CUMULATIVE RUSH HOUR thru JANUARY						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	6	4	10	3.3%	2.5%	2.9%
11-15	4	4	8	2.2%	2.5%	2.3%
16-20	0	3	3	0.0%	1.9%	0.9%
21-30	1	0	1	0.6%	0.0%	0.3%
31-59	0	0	0	0.0%	0.0%	0.0%
60+	0	10	10	0.0%	6.2%	2.9%
Annulled	9	7	16			
Total Late	11	21	32	6.1%	13.0%	9.4%
On time	169	140	309	93.9%	87.0%	90.6%
Total ran	180	161	341			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru JANUARY						
Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	6	4	37	10	57	5.3%
11-15	4	4	9	9	26	2.4%
16-20	0	3	1	3	7	0.6%
21-30	1	0	9	1	11	1.0%
31-59	0	0	7	0	7	0.6%
60+	0	10	5	0	15	1.4%
Annulled	9	7	18	0	34	
Total	11	21	68	23	123	11.4%
On Time	169	139	460	187	955	88.6%
Total ran	180	160	528	210	1,078	

Total Late and Total Ran exclude annulled trains

JANUARY RUSH HOUR						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	6	4	10	3.3%	2.5%	2.9%
11-15	4	4	8	2.2%	2.5%	2.3%
16-20	0	3	3	0.0%	1.9%	0.9%
21-30	1	0	1	0.6%	0.0%	0.3%
31-59	0	0	0	0.0%	0.0%	0.0%
60+	0	10	10	0.0%	6.2%	2.9%
Annulled	9	7	16			
Total Late	11	21	32	6.1%	13.0%	9.4%
On time	169	140	309	93.9%	87.0%	90.6%
Total ran	180	161	341			