

# **MONTHLY RIDERSHIP AND PERFORMANCE REPORT**

**July 2017  
Monthly Performance Report**



**NICTD**

## JULY, 2017 MONTHLY PERFORMANCE REPORT

### Ridership

July ridership declined by 1.1% compared to last year. This year we carried 322,717 passengers. In July 2016 we carried 326,207.

### Weekday Travel

Average weekday travel declined by 1.9% (12,794) compared with July 2016 (13,037). Average **peak** travel was flat; and **off-peak** travel declined by 5.2%.

AVERAGE SEAT OCCUPANCY**					
WESTBOUND			EASTBOUND		
Arrival	% of seats occupied		Departure	% of seats occupied	
	Avg. 2016	July 2017		Avg. 2016	July 2017
5:48 a	35.5%	34.4	3:57 p***	72.4%	83.4
6:31 a	68.7	80.1	4:02 p	64.3	65.5
6:55 a***	74.6	70.2	4:28 p	90.2	88.3
7:13 a	70.9	52.3	4:57 p	93.4	105.1
7:35 a	83.1	83.6	5:10 p	79.3	77.8
7:51 a	80.3	75.5	5:28 p	76.5	78.9
8:08 a	83.0	85.3	5:32 p	77.8	56.3
8:31 a	88.8	93.5	5:58 p	74.6	72.4
8:52 a	69.3	76.8	7:10 p*	58.6	84.4
10:28 a*	66.5	79.8			

\*Non rush-hour service

\*\*Average for Tuesday thru Thursday ONLY

\*\*\*New Sunrise Express introduced on 3/16/15; 3:57p is afternoon express

### Weekend

Weekend ridership increased 2.1% over July 2016. We averaged 6,077 passengers per day on weekends compared to 5,952 last year.

### Analysis over last 12 months:

RIDERSHIP OVER LAST 12 MONTHS: AUGUST THRU JULY							
	2013-14	2014-15	%Change	2015-16	%Change	2016-17	%Change
Total	3,591,075	3,638,969	1.3	3,523,784	-3.2	3,479,607	-1.2
Weekday	3,047,254	3,095,068	1.6	2,994,475	-3.2	2,953,239	-1.4
Peak	2,185,066	2,221,500	1.7	2,179,444	-1.9	2,137,823	-1.9
Off-peak	862,188	873,568	1.3	815,170	-6.7	815,416	0.0
Weekend	543,821	543,901	0.0	529,309	-2.7	526,368	-0.6
South Bend	250,965	248,461	-1.0	245,421	-1.2	249,804	1.8

### Revenue

Farebox revenue remains positive year over year primarily because of the capital fare increase implemented last year. We're also continuing to see a movement away from purchasing one way tickets from agents or on board and towards ticket vending machines and mobile app.

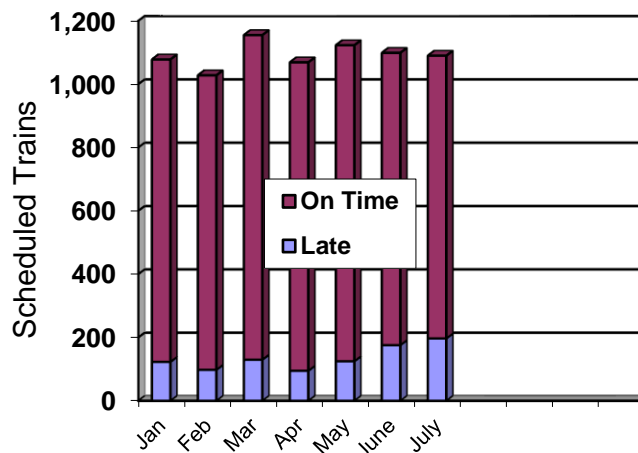
### On Time Performance

**Rush hour** –Overall, 90.0% of A.M. and P.M. rush hour trains were on time in July;

compared to 95.2% in July 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). 94.4% of all trains arrived at their terminal station within 10 minutes. 93.9% of westbound morning rush hour service was on time compared to 98.3% in July 2016; while eastbound rush hour trains reported an average on time performance of 85.6% compared to 91.4% in the previous year. Eleven out of 180 westbound trains were delayed in July ranging from 6-59 minutes. Twenty-three out of 160 eastbound trains encountered delays ranging from 6-20 minutes.<sup>1</sup>

RANGE OF RUSH-HOUR DELAYS (in minutes)								
Range	JULY, 2017				CUMULATIVE THRU 2017			
	a.m.	p.m.	Total	Percent	a.m.	p.m.	Total	Percent
6-10	5	10	15	4.4	29	49	78	3.1
11-15	2	9	11	3.2	21	29	50	2.0
16-20	1	4	5	1.5	6	18	24	1.0
21-30	0	0	0	0.0	3	5	8	0.3
31-59	3	0	3	0.9	4	2	6	0.2
60+	0	0	0	0.0	0	10	10	0.4
<b>On Time</b>	<b>169</b>	<b>137</b>	<b>306</b>	<b>90.0</b>	<b>1,260</b>	<b>1,055</b>	<b>2,316</b>	<b>92.9</b>
Total Ran	180	160	340		1,323	1,168	2,492	
Annulled	0	0	0		9	15	24	

**Overall** - We operated 1,090 trains in July and experienced 197 delays in excess of 5 minutes (ranging from 6-100 minutes) with a median delay of 11 minutes. In July 2016 we experienced 185 delays in excess of 5 minutes (ranging from 6-86 minutes) with a median delay of 11 minutes.



Cumulative On Time Comparison		
Thru July	2016	2017
<b>Weekday</b>	<b>78.9</b>	<b>89.0</b>
Peak	85.7	92.9
Off-peak	74.4	86.4
<b>Weekend</b>	<b>75.5</b>	<b>81.5</b>
<b>Overall</b>	<b>78.3</b>	<b>87.6</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

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

web site in advance of anticipated delays.

In July we had one annulled train and two trains delayed in excess of 59 minutes. On July 23 train 507 was annulled because of a debris strike between Michigan City and South Bend. Train 9 was delayed 85 minutes because of switch problems and Train 510 was delayed 100 minutes departing South Bend due to mechanical problems associated with an earlier debris strike.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1-6	6	Annulled	Mechanical	1-16	119	76	Metra
1-10	11	75	NIPSCO outage		220	114	Metra
	15	122	NIPSCO outage	3-8	107	170	NIPSCO outage
	19	80	NIPSCO outage		116	89	NIPSCO outage
	20	97	NIPSCO outage		216	Annulled	NIPSCO outage
	111	90	NIPSCO outage		218	Annulled	NIPSCO outage
	113	95	NIPSCO outage	4-17	19	62	Trespass on Metra
	115	100	NIPSCO outage	4-24	101	169	Metra switch fail
	117	125	NIPSCO outage	4-27	424	Annulled	Mechanical
	119	Annulled	NIPSCO outage	5-15	205	Annulled	Track maintenance
	217	109	NIPSCO outage	5-16	205	Annulled	Track maintenance
	220	Annulled	NIPSCO outage	5-16	9	77	Auto Crash
	222	90	NIPSCO outage	5-17	205	Annulled	Track maintenance
	121	89	NIPSCO outage	5-18	205	Annulled	Track maintenance
1-12	6	Annulled	Weather	5-19	205	Annulled	Track maintenance
	7	Annulled	Weather	5-22	205	Annulled	Track maintenance
	9	Annulled	Weather	5-23	205	Annulled	Track maintenance
	11	Annulled	Weather	5-24	205	Annulled	Track maintenance
	14	Annulled	Weather	5-25	205	Annulled	Track maintenance
	15	82	Weather	5-26	205	Annulled	Track maintenance
	18	Annulled	Weather	5-30	205	Annulled	Track maintenance
	20	Annulled	Weather	5-31	205	Annulled	Track maintenance
	104	Annulled	Weather	6-1	205	Annulled	Track maintenance
	106	Annulled	Weather	6-2	205	Annulled	Track maintenance
	107	Annulled	Weather	6-6	11	Annulled	Tr 18 derail Millenn
	108	Annulled	Weather		15	Annulled	Tr 18 derail Millenn
	109	Annulled	Weather		109	Annulled	Tr 18 derail Millenn
	110	Annulled	Weather		111	Annulled	Tr 18 derail Millenn
	111	Annulled	Weather		113	Annulled	Tr 18 derail Millenn
1-12	112	Annulled	Weather		115	Annulled	Tr 18 derail Millenn
	113	Annulled	Weather		117	Annulled	Tr 18 derail Millenn
	114	Annulled	Weather		119	Annulled	Tr 18 derail Millenn
	115	Annulled	Weather		209	Annulled	Tr 18 derail Millenn
	116	Annulled	Weather		217	Annulled	Tr 18 derail Millenn
	117	Annulled	Weather		220	Annulled	Tr 18 derail Millenn
	118	Annulled	Weather		222	Annulled	Tr 18 derail Millenn
	203	Annulled	Weather		422	Annulled	Tr 18 derail Millenn
	205	Annulled	Weather	7-9	510	100	Mechanical
	207	Annulled	Weather	7-20	9	87	Switch problems
	209	Annulled	Weather	7-23	507	Annulled	Debris Strike
	214	Annulled	Weather				
	216	Annulled	Weather				
	217	Annulled	Weather				
	218	Annulled	Weather				
	220	Annulled	Weather				
	222	Annulled	Weather				

**RIDERSHIP REPORT: JULY, 2017**

09/25/2017

	2015	Work	2016	Work	2017	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
<b>MONTHLY RIDERSHIP</b>							
January	260,741	21	255,006	20	243,280	21	-4.6%
February	261,449	20	257,998	21	256,285	20	-0.7%
March	300,752	22	295,099	23	286,216	23	-3.0%
April	303,792	22	287,094	21	278,878	20	-2.9%
May	289,203	20	289,597	21	291,326	22	0.6%
June	333,805	22	307,307	22	315,133	22	2.5%
<b>CUMULATIVE COMPARISON</b>							
January	260,741	21	255,006	20	243,280	21	-4.6%
February	522,190	41	513,004	41	499,565	41	-2.6%
March	822,942	63	808,103	64	785,781	64	-2.8%
April	1,126,734	85	1,095,197	85	1,064,659	84	-2.8%
May	1,415,937	105	1,384,794	106	1,355,985	106	-2.1%
June	1,749,742	127	1,692,101	128	1,671,118	128	-1.2%
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
January	10,830		10,892		10,003		-8.2%
February	11,218		10,547		10,885		3.2%
March	11,880		11,581		11,058		-4.5%
April	12,081		11,822		11,553		-2.3%
May	11,994		11,570		11,439		-1.1%
June	13,104		12,161		12,208		0.4%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
January	8,430		8,603		7,898		-8.2%
February	8,512		7,975		8,211		3.0%
March	8,934		8,642		8,350		-3.4%
April	8,810		8,760		8,520		-2.7%
May	8,747		8,537		8,387		-1.8%
June	9,303		8,777		8,502		-3.1%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
January	2,399		2,289		2,105		-8.0%
February	2,706		2,585		2,674		3.4%
March	2,946		2,940		2,708		-7.9%
April	3,271		3,061		3,033		-0.9%
May	3,247		3,039		3,053		0.5%
June	3,801		3,384		3,706		9.5%

**RIDERSHIP REPORT: JULY, 2017**

09/25/2017

	2015	Work	2016	Work	2017	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	17/16
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
January	3,332		3,379		3,321		-1.7%
February	4,637		4,532		4,822		6.4%
March	4,376		3,591		3,986		11.0%
April	4,751		4,315		4,783		10.8%
May	4,485		4,663		4,406		-5.5%
June	5,689		4,971		5,819		17.1%

**RIDERSHIP REPORT: JULY, 2017**

09/25/2017

	2015	Work Days	2016	Work Days	2017	Work Days	Change 17/16
	Passengers		Passengers		Passengers		
<b>MONTHLY RIDERSHIP</b>							
July	362,048	23	326,207	20	322,717	20	-1.1%
August	326,279	21	321,033	23			
September	297,252	21	288,198	21			
October	305,425	22	294,337	21			
November	272,665	20	300,628	21			
December	303,855	22	281,576	21			
<b>CUMULATIVE COMPARISON</b>							
July	2,111,790	150	2,018,308	148	1,993,835	148	-1.2%
August	2,438,069	171	2,339,341	171			
September	2,735,321	192	2,627,539	192			
October	3,040,746	214	2,921,876	213			
November	3,313,411	234	3,222,504	234			
December	3,617,266	256	3,504,080	255			
<b>AVERAGE WEEKDAY RIDERSHIP</b>							
July	13,488		13,037		12,794		-1.9%
August	12,742		12,289				
September	11,918		11,682				
October	11,989		11,671				
November	11,464		12,159				
December	11,733		11,217				
Thru July	12,115	150	11,658	148	11,414	148	-2.1%
<b>AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP</b>							
July	8,734		8,407		8,406		0.0%
August	8,910		8,694				
September	8,865		8,661				
October	8,963		8,704				
November	8,477		8,685				
December	8,031		7,552				
Thru July	8,788	150	8,532	148	8,326	148	-2.4%
<b>AVERAGE WEEKDAY OFF-PEAK RIDERSHIP</b>							
July	4,754		4,629		4,387		-5.2%
August	3,831		3,595				
September	3,053		3,021				
October	3,026		2,967				
November	2,987		3,473				
December	3,703		3,665				
Thru July	3,328	150	3,127	148	3,088	148	-1.2%

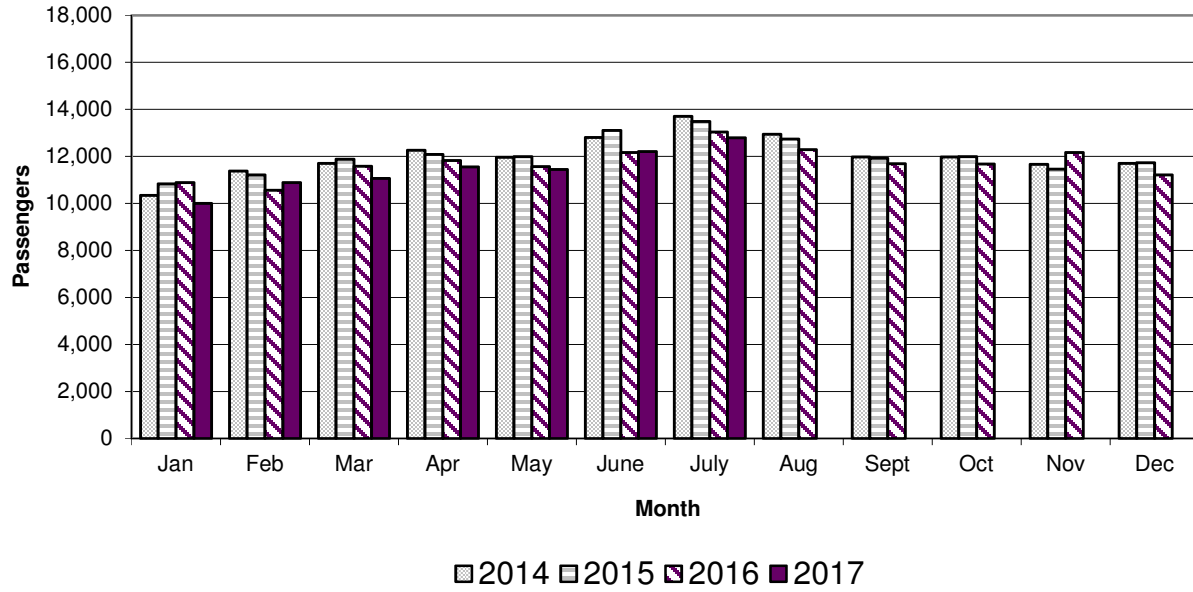


**RIDERSHIP REPORT: JULY, 2017**

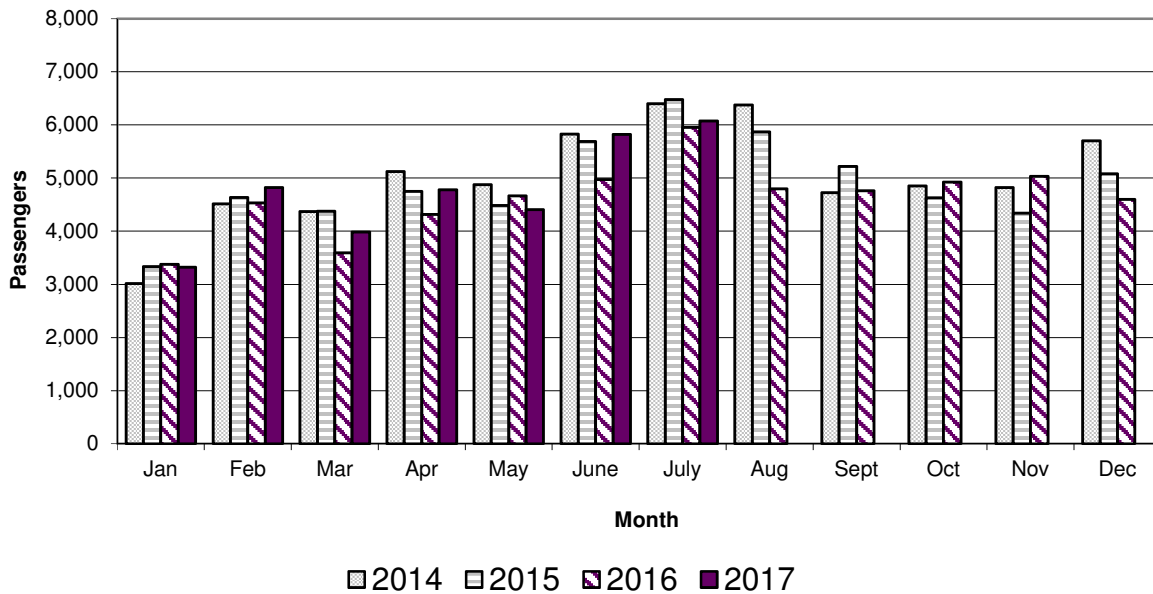
09/25/2017

	2015	Wkend Days	2016	Wkend Days	2017	Wkend Days	Change 17/16
	Passengers		Passengers		Passengers		
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
July	6,478		5,952		6,077		2.1%
August	5,870		4,797				
September	5,218		4,763				
October	4,630		4,929				
November	4,339		5,033				
December	5,080		4,602				
Thru July	4,749	62	4,506	65	4,759	64	5.6%

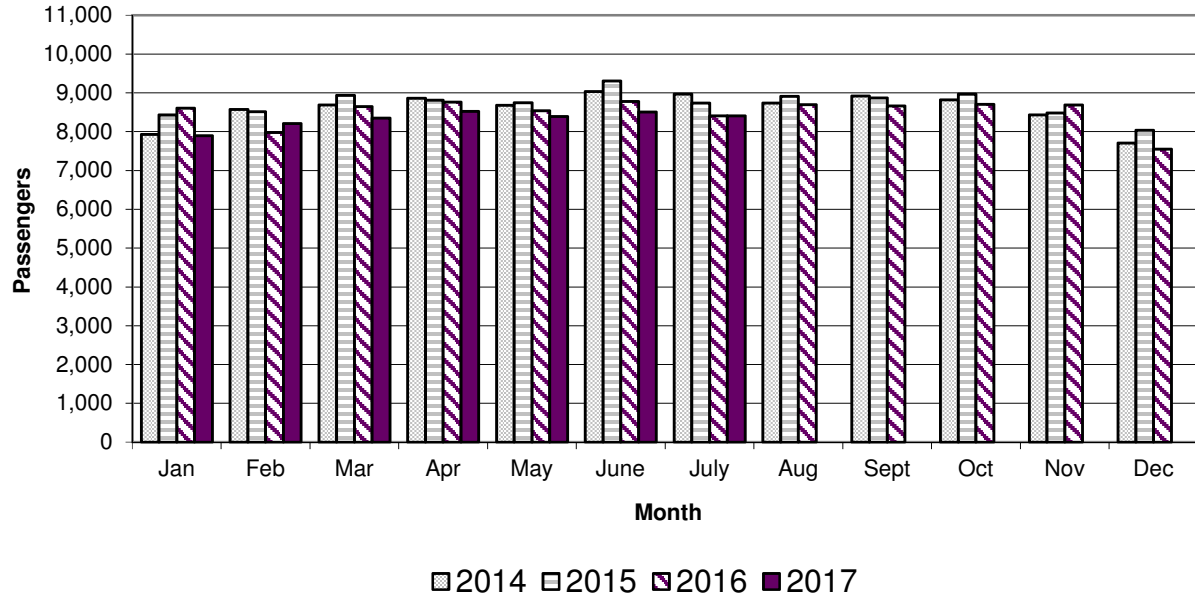
## SOUTH SHORE WEEKDAY RIDERSHIP 2014-2017



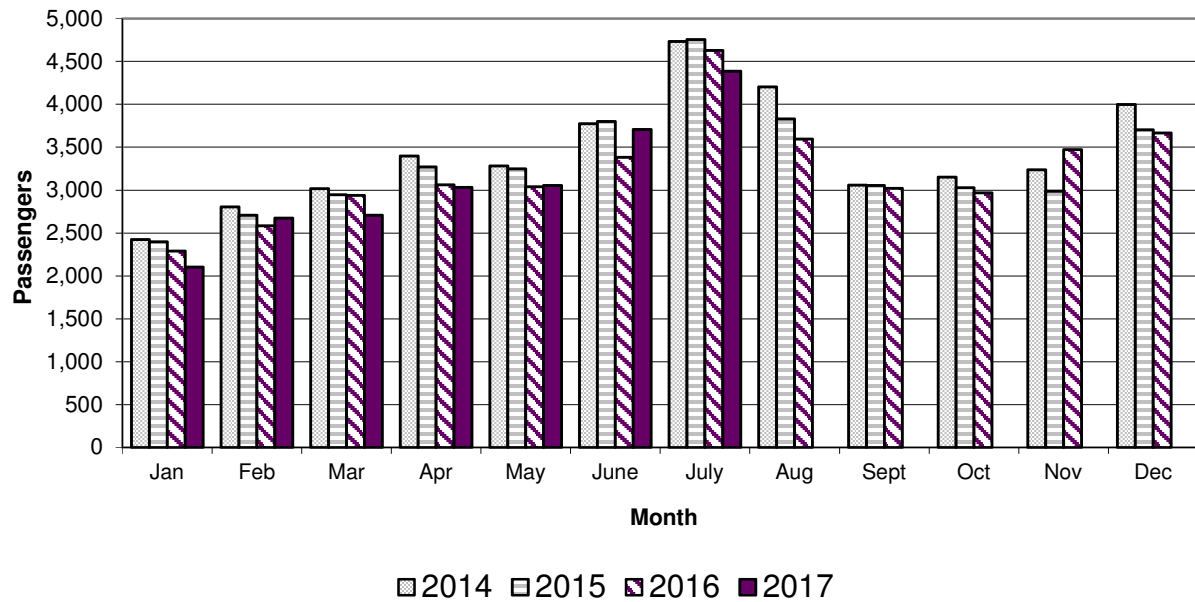
## SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2014-2017



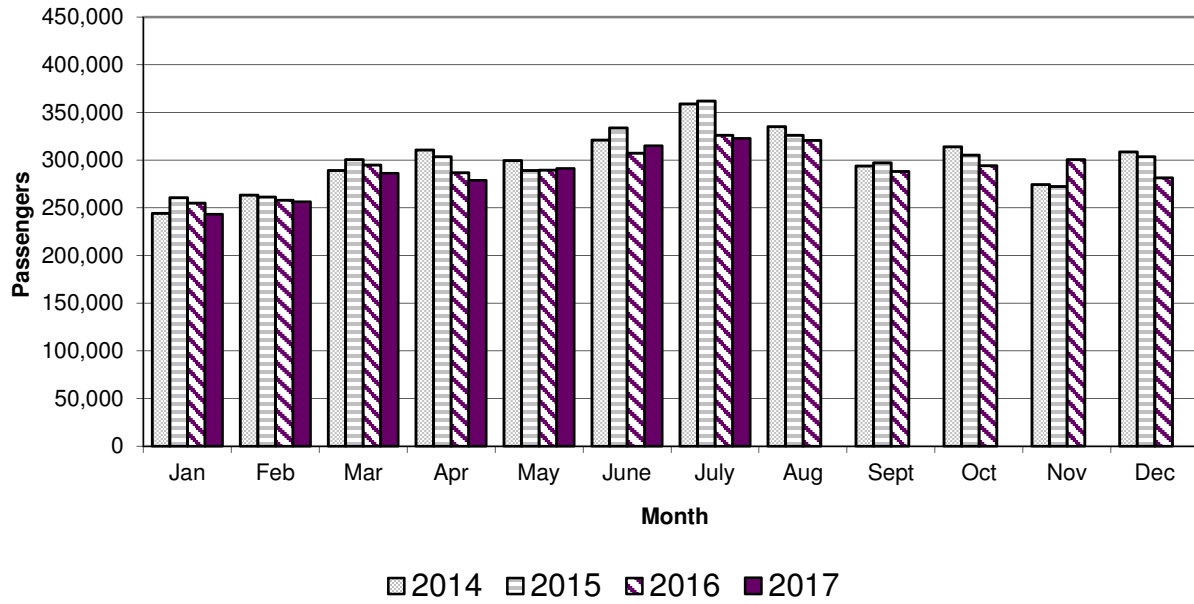
## SOUTH SHORE PEAK RIDERSHIP 2014-2017



## SOUTH SHORE OFF-PEAK RIDERSHIP 2014-2017



# SOUTH SHORE MONTHLY RIDERSHIP 2014-2017



**PERCENT ON TIME: JULY, 2017**

**PEAK**

Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
<b>6</b>	<b>5</b>	<b>75.0%</b>
106	1	95.0%
108	0	100.0%
110	2	90.0%
112	1	95.0%
114	1	95.0%
214	1	95.0%
11	1	95.0%
111	1	95.0%
<b>113</b>	<b>4</b>	<b>80.0%</b>
115	3	85.0%
15/17	1	95.0%
<b>117</b>	<b>13</b>	<b>35.0%</b>
217	0	100.0%
119	0	100.0%
Total	34	90.0%
Westbound	11	93.9%
Eastbound	23	85.6%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>6</b>	<b>70.0%</b>
<b>216</b>	<b>3</b>	<b>85.0%</b>
<b>116</b>	<b>8</b>	<b>60.0%</b>
<b>218</b>	<b>3</b>	<b>85.0%</b>
<b>18</b>	<b>15</b>	<b>25.0%</b>
<b>118</b>	<b>3</b>	<b>85.0%</b>
220	1	95.0%
<b>20</b>	<b>9</b>	<b>55.0%</b>
222	2	90.0%
420	0	100.0%
<b>22</b>	<b>5</b>	<b>75.0%</b>
424	0	100.0%
401	0	100.0%
203	0	100.0%
403	0	100.0%
205	0	100.0%
207	0	100.0%
<b>7</b>	<b>4</b>	<b>80.0%</b>
<b>107</b>	<b>7</b>	<b>65.0%</b>
<b>9</b>	<b>8</b>	<b>60.0%</b>
<b>109</b>	<b>3</b>	<b>85.0%</b>
209	2	90.0%
<b>19</b>	<b>4</b>	<b>80.0%</b>
<b>121</b>	<b>3</b>	<b>85.0%</b>
<b>123</b>	<b>4</b>	<b>80.0%</b>
101	2	90.0%
Total	92	82.3%
Westbound	55	77.1%
Eastbound	37	86.8%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
<b>600</b>	<b>2</b>	<b>81.8%</b>
<b>502</b>	<b>7</b>	<b>36.4%</b>
<b>504</b>	<b>4</b>	<b>63.6%</b>
<b>606</b>	<b>7</b>	<b>36.4%</b>
<b>506</b>	<b>8</b>	<b>27.3%</b>
<b>608</b>	<b>3</b>	<b>72.7%</b>
<b>508</b>	<b>7</b>	<b>36.4%</b>
<b>610</b>	<b>3</b>	<b>72.7%</b>
<b>510</b>	<b>3</b>	<b>72.7%</b>
710	0	100.0%
<b>503</b>	<b>2</b>	<b>81.8%</b>
603	1	90.9%
<b>605</b>	<b>2</b>	<b>81.8%</b>
<b>505</b>	<b>2</b>	<b>81.8%</b>
<b>507</b>	<b>4</b>	<b>60.0%</b>
<b>509</b>	<b>6</b>	<b>45.5%</b>
<b>511</b>	<b>7</b>	<b>36.4%</b>
613	0	100.0%
<b>601</b>	<b>3</b>	<b>72.7%</b>
701	0	100.0%
703	0	100.0%
Total	71	69.1%
Westbound	44	60.0%
Eastbound	27	77.5%

**REASONS (weekday)**

Reason	Count	%
CAR	10	7.9%
CAT		0.0%
DBS	2	1.6%
AMT	9	7.1%
DMW	16	12.7%
DSR	1	0.8%
DSS	4	3.2%
FTI	6	4.8%
HLD	7	5.6%
LMU	2	1.6%
MET	28	22.2%
OTH	10	7.9%
PAS	6	4.8%
POL	1	0.8%
PTI	9	7.1%
SVS	2	1.6%
TOD	3	2.4%
TRS		0.0%
WTR	2	1.6%
NIPSCO		0.0%
FRR	5	4.0%
OET		0.0%
TRK		0.0%
DDS		0.0%
OPR		0.0%
UTL	3	2.4%
VAN		0.0%
SUB		
TOTAL	126	100.0%

**REASONS (weekend)**

Reason	Count	%
CAR	5	7.0%
CAT		0.0%
DBS		0.0%
AMT	5	7.0%
DMW	1	1.4%
DSR		0.0%
DSS	3	4.2%
FTI	1	1.4%
HLD	5	7.0%
LMU	1	1.4%
MET	13	18.3%
OTH	4	5.6%
PAS	18	25.4%
POL	1	1.4%
PTI	8	11.3%
SVS	1	1.4%
TOD	1	1.4%
TRS		0.0%
DDS		0.0%
OPR		0.0%
WTR		0.0%
FRR	3	4.2%
SUB	1	1.4%
NIPSCO		0.0%
OET		0.0%
TRK		0.0%
UTL		0.0%
VAN		0.0%
TOTAL	71	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.

**CUMULATIVE PERCENT ON TIME THRU JULY, 2017**

**PEAK**

Train	Days Late	% on Time
102	3	98.0%
104	5	96.6%
6	19	87.0%
106	4	97.3%
108	1	99.3%
110	9	93.9%
112	4	97.3%
114	10	93.2%
214	8	94.6%
<b>11</b>	<b>26</b>	<b>82.2%</b>
111	7	95.2%
<b>113</b>	<b>16</b>	<b>89.0%</b>
115	10	93.2%
15/17	5	96.6%
<b>117</b>	<b>33</b>	<b>77.4%</b>
217	10	93.2%
119	6	95.9%
Total	176	92.9%
Westbound	63	95.2%
Eastbound	113	90.3%

**OFF-PEAK**

Train	Days Late	% on Time
<b>14</b>	<b>29</b>	<b>80.3%</b>
216	5	96.6%
<b>116</b>	<b>43</b>	<b>70.7%</b>
216	10	93.2%
<b>18</b>	<b>68</b>	<b>53.7%</b>
118	7	95.2%
218	8	94.5%
<b>20</b>	<b>54</b>	<b>63.3%</b>
220	6	95.9%
420	1	99.3%
<b>22</b>	<b>17</b>	<b>88.5%</b>
422	5	96.6%
401	2	98.6%
203	3	98.0%
403	7	95.3%
<b>205</b>	<b>27</b>	<b>79.7%</b>
207	4	97.3%
<b>7</b>	<b>30</b>	<b>79.6%</b>
<b>107</b>	<b>31</b>	<b>78.9%</b>
<b>9</b>	<b>37</b>	<b>74.8%</b>
<b>109</b>	<b>27</b>	<b>81.5%</b>
209	10	93.2%
<b>19</b>	<b>29</b>	<b>80.4%</b>
<b>121</b>	<b>28</b>	<b>81.1%</b>
<b>123</b>	<b>23</b>	<b>84.5%</b>
101	8	94.6%
Total	519	86.4%
Westbound	253	85.6%
Eastbound	266	87.0%

**WEEKEND/HOLIDAY**

Train	Days Late	% on Time
<b>600</b>	<b>7</b>	<b>89.1%</b>
<b>502</b>	<b>20</b>	<b>68.8%</b>
<b>504</b>	<b>13</b>	<b>79.7%</b>
<b>606</b>	<b>24</b>	<b>62.5%</b>
<b>506</b>	<b>23</b>	<b>64.1%</b>
608	5	92.2%
<b>508</b>	<b>16</b>	<b>75.0%</b>
<b>610</b>	<b>10</b>	<b>84.4%</b>
<b>510</b>	<b>8</b>	<b>87.5%</b>
710	Cancelled*	
<b>503</b>	<b>10</b>	<b>84.4%</b>
603	4	93.8%
605	5	92.2%
<b>505</b>	<b>9</b>	<b>85.9%</b>
<b>507</b>	<b>21</b>	<b>66.7%</b>
<b>509</b>	<b>21</b>	<b>67.2%</b>
<b>511</b>	<b>19</b>	<b>70.3%</b>
513	3	95.3%
<b>601</b>	<b>9</b>	<b>85.9%</b>
703	1	98.4%
<b>705</b>	<b>21</b>	<b>67.2%</b>
Total	249	81.5%
Westbound	126	80.3%
Eastbound	123	82.5%

*Trains less than 90% on time*

**CUMULATIVE REASONS FOR DELAYS THRU JULY, 2017**

REASONS (weekday)		
CAR	36	5.2%
CAT		0.0%
DBS	3	0.4%
AMT	29	4.2%
DMW	102	14.7%
DSR	13	1.9%
DSS	29	4.2%
FTI	25	3.6%
HLD	14	2.0%
LMU	11	1.6%
MET	170	24.5%
OTH	34	4.9%
PAS	33	4.7%
POL	10	1.4%
PTI	65	9.4%
SVS	7	1.0%
TOD	5	0.7%
TRS	2	0.3%
WTR	29	4.2%
NIPSCO		0.0%
FRR	29	4.2%
OET	6	0.9%
UTL	21	3.0%
OPR	1	0.1%
DDS	1	0.1%
SUB		0.0%
TRK	20	2.9%
VAN		0.0%
<b>TOTAL</b>	<b>695</b>	<b>100.0%</b>

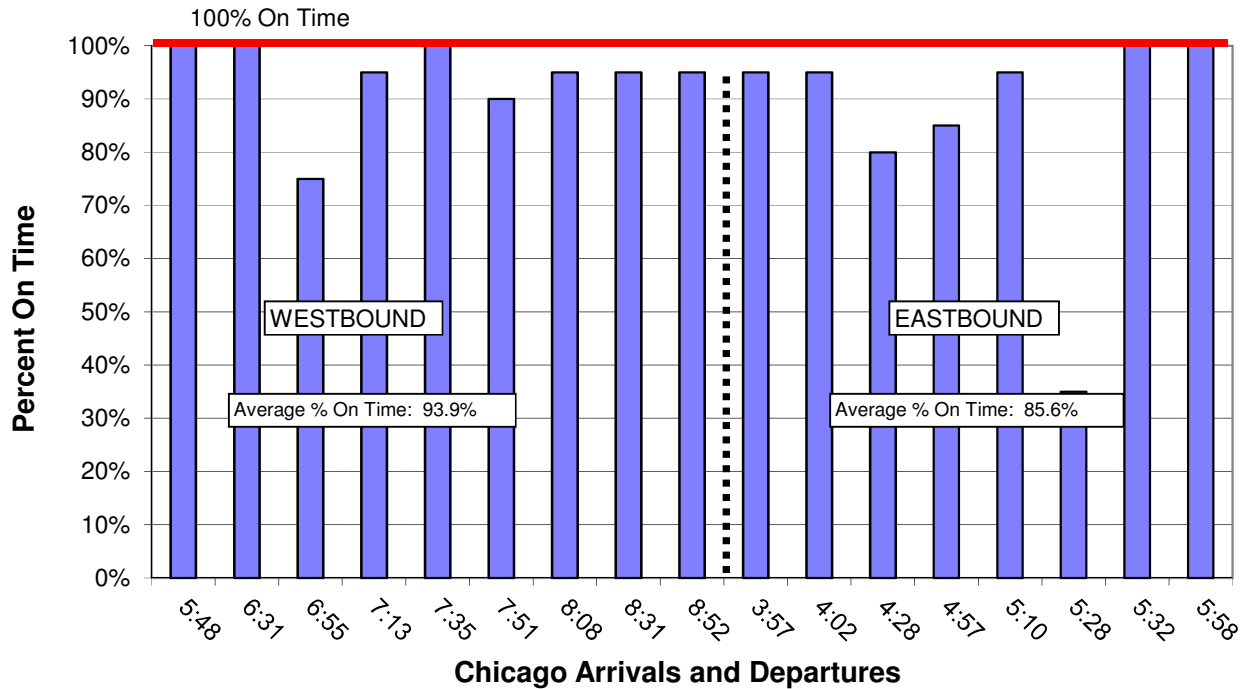
REASONS (weekend)		
CAR	17	6.8%
CAT		0.0%
DBS		0.0%
AMT	9	3.6%
DMW	6	2.4%
DSR	4	1.6%
DSS	7	2.8%
FTI	12	4.8%
HLD	9	3.6%
LMU	3	1.2%
MET	33	13.3%
OTH	11	4.4%
PAS	55	22.1%
POL	9	3.6%
PTI	40	16.1%
SVS	9	3.6%
TOD	1	0.4%
TRS	1	0.4%
WTR		0.0%
NIPSCO		0.0%
FRR	8	3.2%
OET		0.0%
UTL	4	1.6%
OPR		0.0%
DDS		0.0%
SUB	2	0.8%
TRK	9	3.6%
VAN		0.0%
<b>TOTAL</b>	<b>249</b>	<b>100.0%</b>

TOTAL		
CAR	53	5.6%
CAT	0	0.0%
DBS	3	0.3%
AMT	38	4.0%
DMW	108	11.4%
DSR	17	1.8%
DSS	36	3.8%
FTI	37	3.9%
HLD	23	2.4%
LMU	14	1.5%
MET	203	21.5%
OTH	45	4.8%
PAS	88	9.3%
POL	19	2.0%
PTI	105	11.1%
SVS	16	1.7%
TOD	6	0.6%
TRS	3	0.3%
WTR	29	3.1%
NIPSCO	0	0.0%
FRR	37	3.9%
OET	6	0.6%
UTL	25	2.6%
OPR	1	0.1%
DDS	1	0.1%
SUB	2	0.2%
TRK	29	3.1%
VAN	0	0.0%
<b>TOTAL</b>	<b>944</b>	<b>100.0%</b>

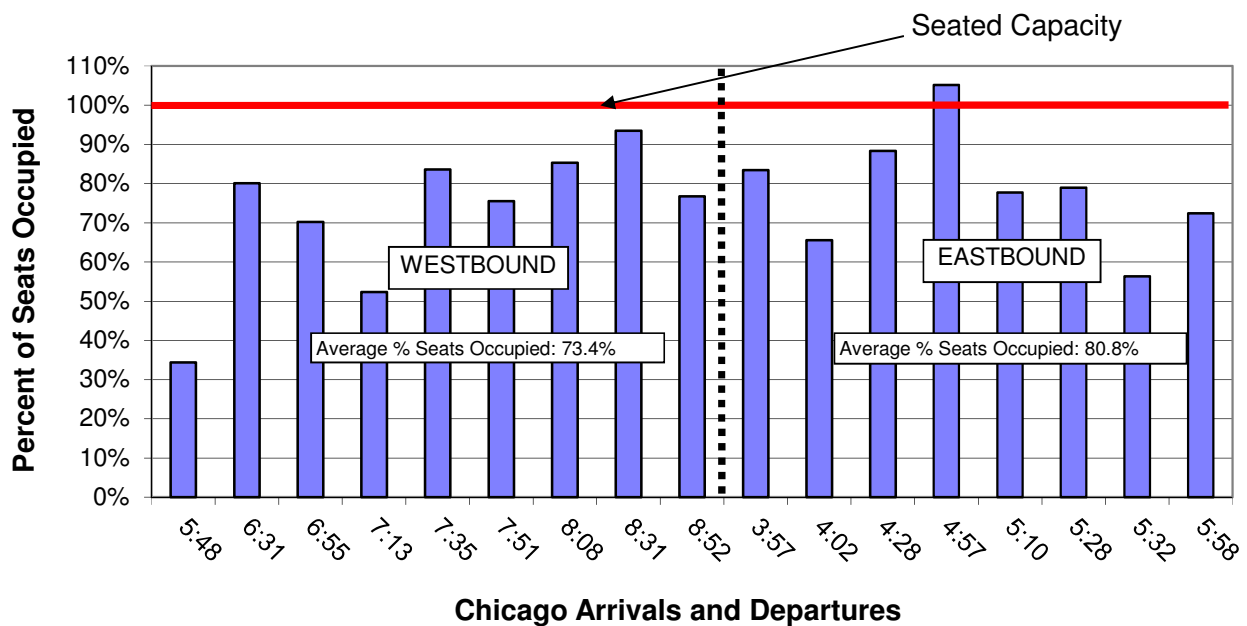
CAR - Car or equipment failure of malfunction  
 CAT - Catenary problems or power outage  
 DBS - Delays due to busing  
 AMT - Amtrak delay  
 DMW - M of W work - holding for defect repair or M of W forces to clear  
 DSR - Speed restriction - all speed restrictions not listed in timetable  
 DSS - 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  
 SUB - Substation  
 UTL - utility power outage

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  
 OET - Operational efficiency testing  
 TRK - Track/wayside malfunction  
 VAN - Vandalism

## RUSH HOUR ON TIME PERFORMANCE: JULY 2017



## PERCENT OF RUSH HOUR SEATS OCCUPIED: JULY 2017





**RUSH HOUR\* TRAIN DELAYS - JULY 2017 (minutes late)**

Train	Arrive	Mon	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon							
		3	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	31	Days Late	Days Ran	% On Time				
102	5:48a																							20	100.0%			
104	6:31																								20	100.0%		
6	6:55		6		6	6	53															6		5	20	75.0%		
106	7:13						15																		1	20	95.0%	
108	7:35																									20	100.0%	
110	7:51				16														6						2	20	90.0%	
112	8:08			59																					1	20	95.0%	
114	8:31			34																					1	20	95.0%	
214	8:52			15																					1	20	95.0%	
14	10:28										6	7				10				9	15				5	20	75.0%	
Train	Depart																					Days Late	Days Ran	% On Time				
11	3:57																			20					1	20	95.0%	
111	4:02																			9					1	20	95.0%	
113	4:28																20	12	7	10					4	20	80.0%	
115	4:57			16											6	13									3	20	85.0%	
117	5:10										10	11	9			12	9		7						6	20	70.0%	
17	5:28		11	12	17	13	12	7		10										15					8	20	60.0%	
217	5:32																									20	100.0%	
119	5:58																									20	100.0%	
19	7:10			12	12					10					14										4	20	80.0%	
High temp		83	84	88	79	79	85	79	85	74	87	80	77	79	79	74	71	71	72	78	83							
Low temp		63	63	62	64	67	70	70	67	60	70	62	57	55	51	57	53	50	47	54	57							

\* 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%	13	180	92.8%	9	207	95.7%	6	180	96.7%	8	198	96.0%	5	198	97.5%
EB Rush	21	161	87.0%	7	160	95.6%	12	184	93.5%	5	160	96.9%	22	176	87.5%	23	168	86.3%
Total Rush	32	341	90.6%	20	340	94.1%	21	391	94.6%	11	340	96.8%	30	374	92.0%	28	366	92.3%

	July			Aug			Sept			Oct			Nov			Dec		
	#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	23	160	85.6%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
Total Rush	34	340	90.0%	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:**

Schedule change effective July 1:

- Train 117 - 5:24p
- Train 17 - 5:30p
- Train 217- 5:45p

Schedule change effective July 18

- Train 117 - 5:10p
- Train 17 - 5:28p
- Train 217- 5:32p

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	3	148	98.0%
6:31	104	5	147	96.6%
6:55	6	19	146	87.0%
7:13	106	4	147	97.3%
7:35	108	1	147	99.3%
7:51	110	9	147	93.9%
8:08	112	4	147	97.3%
8:31	114	10	147	93.2%
8:52	214	8	147	94.6%
10:28	14	27	147	81.6%
<b>Depart</b>				
3:57	11	26	146	82.2%
4:02p	111	7	146	95.2%
4:28	113	16	146	89.0%
4:57	115	10	146	93.2%
5:10	117	10	147	93.2%
5:28	17	28	146	80.8%
5:32	217	10	146	93.2%
5:58	119	6	146	95.9%
7:15	19	27	147	81.6%

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	63	1323	95.2%
EB Rush	113	1169	90.3%
Total Rush	176	2,492	92.9%

CUMULATIVE RUSH HOUR thru JULY						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	29	49	78	2.2%	4.2%	3.1%
11-15	21	29	50	1.6%	2.5%	2.0%
16-20	6	18	24	0.5%	1.5%	1.0%
21-30	3	5	8	0.2%	0.4%	0.3%
31-59	4	2	6	0.3%	0.2%	0.2%
60+	0	10	10	0.0%	0.9%	0.4%
Annulled	9	15	24			
Total Late	63	113	176	4.8%	9.7%	7.1%
On time	1,260	1,056	2,316	95.2%	90.3%	92.9%
Total ran	1,323	1,169	2,492			

Total Late and Total Ran exclude annulled trains

GRAND TOTAL ALL TRAINS thru JULY						
Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	29	49	294	127	499	6.5%
11-15	21	29	120	72	242	3.2%
16-20	6	18	35	31	90	1.2%
21-30	3	5	37	14	59	0.8%
31-59	4	2	21	4	31	0.4%
60+	0	10	12	1	23	0.3%
Annulled	9	15	40	1	65	
Total	63	113	519	249	944	12.4%
On Time	1,260	1,055	3,289	1,094	6,698	87.6%
Total ran	1,323	1,168	3,808	1,343	7,642	

Total Late and Total Ran exclude annulled trains

JULY RUSH HOUR						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	5	10	15	2.8%	6.3%	4.4%
11-15	2	9	11	1.1%	5.6%	3.2%
16-20	1	4	5	0.6%	2.5%	1.5%
21-30	0	0	0	0.0%	0.0%	0.0%
31-59	3	0	3	1.7%	0.0%	0.9%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	11	23	34	6.1%	14.4%	10.0%
On time	169	137	306	93.9%	85.6%	90.0%
Total ran	180	160	340			