

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

April 2023



April, 2023 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of April was up 1.4% when compared to 2022 but down 57.7% when compared to 2019. Passenger trips for the month of April were 117,539 for 2023, 115,914 for 2022, and 277,549 for 2019. August of 2022 began the expanded bussing outage area transporting passengers around construction for the Double Track NWI project.

Weekday Travel

Average weekday travel was up 4.9% when compared to April of 2022 but down 57.8% when compared to April of 2019. Average weekday trips were recorded as 4,723 in 2023, 4,501 in 2022, and 11,182 in 2019. The average peak travel was up 7.9% over 2022 but down 62.0% over 2019. Off-peak travel was down 0.6% compared to 2022 and down 45.4% over 2019.

Weekend

April weekend ridership was down 3.0% over 2022 and down 41.5% over 2019 with an average ridership of 2,306 in 2023, 2,376 in 2022, and 3,943 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: May through April							
	2019/20	2020/21	% Change	2021/22	% Change	2022/23	% Change
Total	2,932,297	546,945	-81.35%	1,198,971	119.21%	1,488,899	24.18%
Weekday	2,497,099	451,450	-81.92%	940,532	108.34%	1,205,166	28.14%
Peak	1,822,309	277,552	-84.77%	574,037	106.82%	789,465	37.53%
Off Peak	674,790	173,898	-74.23%	366,495	110.75%	415,701	13.43%
Weekend	435,198	95,495	-78.06%	258,439	170.63%	283,733	9.79%
South Bend	210,026	68,630	-67.32%	160,575	133.97%	175,898	9.54%

Bussing Ridership

Starting on February 28, 2022 through July 31, 2022 NICTD began bussing passengers between the Carroll Avenue Station and the Dune Park Station. Beginning on August 1, 2022 bussing expanded transporting passengers between the Carroll Avenue Station and the Gary Metro Station.

	2023 Riders	Total Ridership	% Bussed
January	40,522	105,869	38.3%
February	39,197	105,045	37.3%
March	49,734	126,910	39.2%
April	48,538	117,539	41.3%

Revenue

The cumulative number of tickets sold for the year through April has increased 15.1% in 2023 compared to 2022. Ticket revenue is up 14.8% for 2023 compared to 2022. Sales from digital sources represents 76.7% of ticket sales and 79.8% of revenue in 2023.

Total Ticket Sales: April						
Method of Sale	Tickets			Revenue		
	2022	2023	% Change	2022	2023	% Change
Ticket Agent	19,527	17,256	-11.6%	324,908	323,555	-0.4%
Vending Machine	41,192	51,940	26.1%	558,004	630,654	13.0%
Conductor	35,873	35,297	-1.6%	263,850	252,415	-4.3%
Mobile App	99,586	121,405	21.9%	1,333,448	1,641,046	23.1%
Total	196,178	225,898	15.1%	2,480,209	2,847,671	14.8%

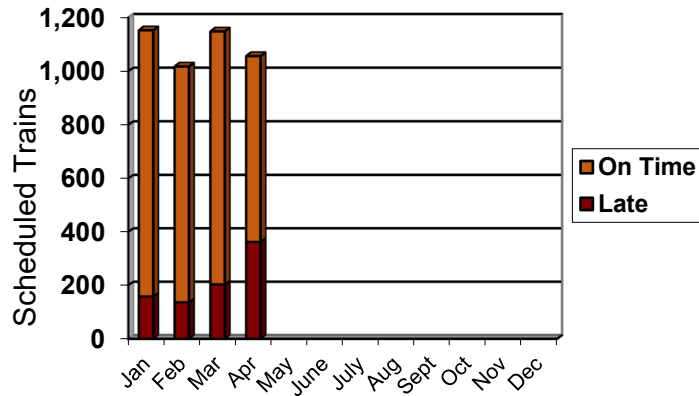
On Time Performance

Rush hour – Overall, 77.6% of A.M. and P.M. rush hour trains were on time in April 2023, compared to 85.7% in 2022. 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). 87.6% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 81.5% of westbound morning rush hour service was on time compared to 93.7% in 2022; while eastbound rush hour trains reported an on time performance of 75.6% compared to 76.8% in 2022. A total of 33 out of 178 westbound rush hour trains were delayed

April				
Range	a.m.	p.m.	Total	Percent
6-10	20	10	30	8.9%
11-15	7	15	22	6.5%
16-20	0	4	4	1.2%
21-30	2	2	4	1.2%
31-59	1	5	6	1.8%
60+	3	3	6	1.8%
Annulled	2	0	2	
On Time	145	121	266	
Total Ran	178	160	338	

in April. Of those 33, 8 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 39 out of 160 trains delayed in April. Of those 39, 14 experienced delays greater than 15 minutes.¹

Overall – The SSL scheduled 1,060 trains in April and experienced 363 delays in excess of 5 minutes (ranging from 6-162 minutes) with a median delay of 14 minutes. April of 2023 experienced 3 annulled trains. In April 2022 the South Shore Line scheduled 1,083 trains with 253 delays in excess of 5 minutes (ranging from 6-58 minutes) with a median delay of 13 minutes. April of 2022 experienced 5 annulled trains.



Cumulative On Time Comparison		
Thru April	2022	2023
Weekday	82.9%	82.8%
Peak	85.1%	89.9%
Off-peak	81.5%	78.1%
Weekend	59.7%	66.5%
Overall	79.2%	80.1%

Delays caused by railroad maintenance. Besides the unexpected delays, passengers may also experience delays caused by railroad construction and maintenance projects. Every effort is made to schedule this work during off-peak and weekends to keep the impact of delays to a minimum. We also post service bulletins in the stations and on our web site in advance of anticipated delays.

Construction of the Double Track Northwest Indiana Project began on February 28, 2022. NICTD has contracted out bussing services in order to transport passengers around track outages necessary to facilitate construction. From February 28, 2022 through July 31, 2022 the construction outage spanned between Michigan City and Dune Park stations. Beginning on August 1, 2022 bussing of passengers expanded to span between Michigan City and the Gary Metro Station. Staff continue to monitor this service to ensure delays are kept to a minimum.

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

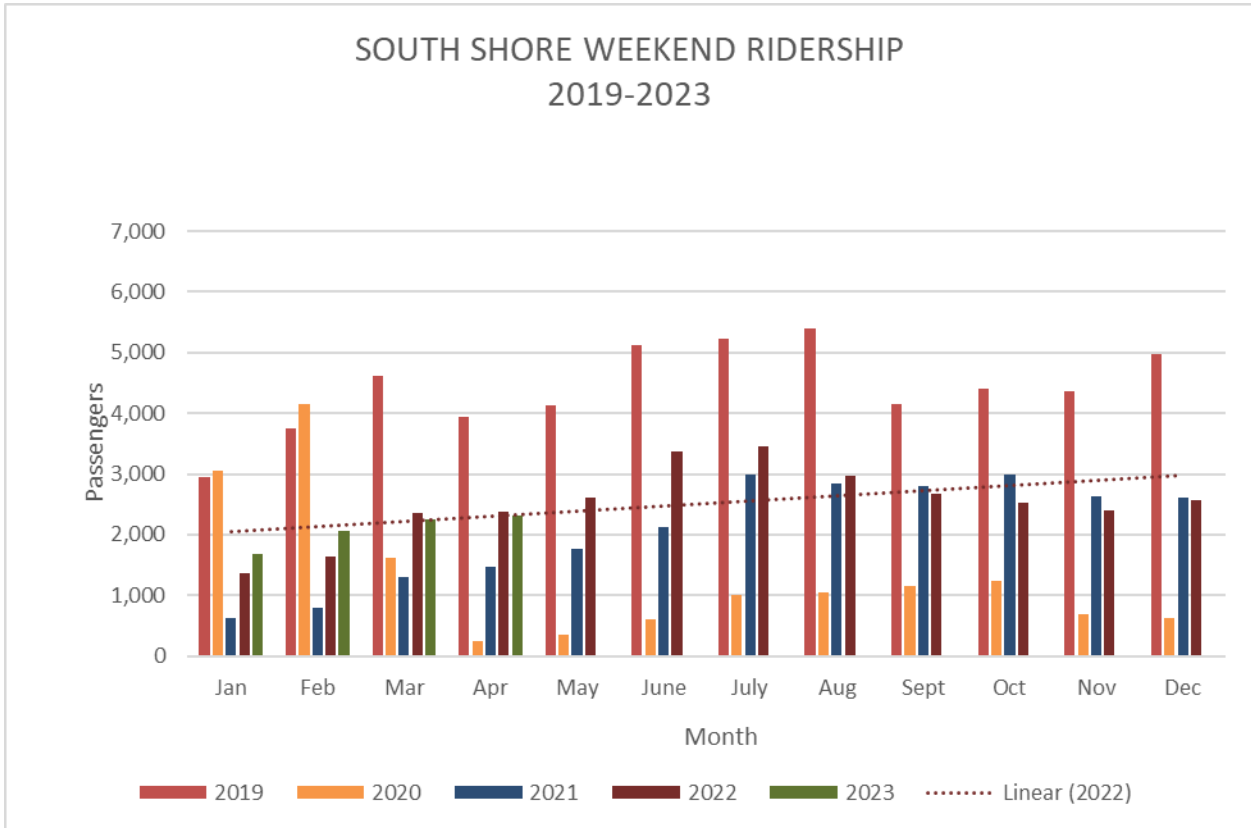
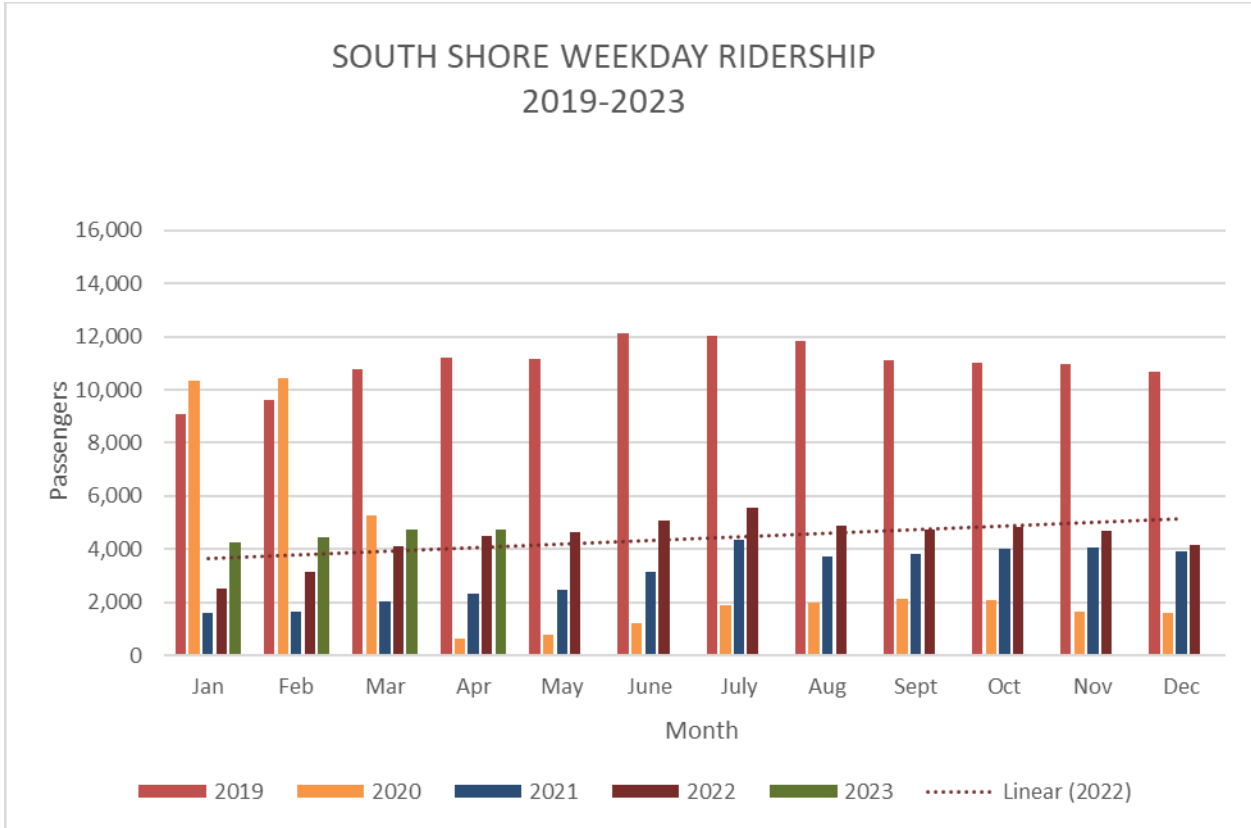
ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/1	504	87	PTC Issues	4/11	11	63	Wire Damage on Metra
1/24	20	61	PTC Issues		22	119	Delayed by Freight Accident
2/16	11	120	Weather Delays		111	60	Wire Down on Metra
	42	Anulled	Weather Delays		113	61	Wire Down on Metra
	424	Anulled	Weather Delays	4/12	20	61	Delayed by Bus Breakdown
2/21	22	62	Delays Due to Bussing	4/13	22	92	Delays on Metra
3/3	20	64	PTC/Weather Delays	4/14	110	162	Delayed by Train Accident
	22	63	Passenger Train Delay		112	102	Delayed by Train Accident
3/19	511	62	Delays on Metra		114	80	Delayed by Train Accident
	610	80	Delays on Metra		203	Anulled	Train Struck a Car on Tracks
3/28	22	62	Delays on Metra		205	64	Delayed by Train Accident
4/5	104	Anulled	Car Mechanical Issues		214	Anulled	Delayed by Train Accident
	205	Anulled	Car Mechanical Issues	4/22	504	67	Delays on Metra
4/6	22	67	Delayed by Passenger Trains				
4/7	22	64	Delayed by Passenger Trains				

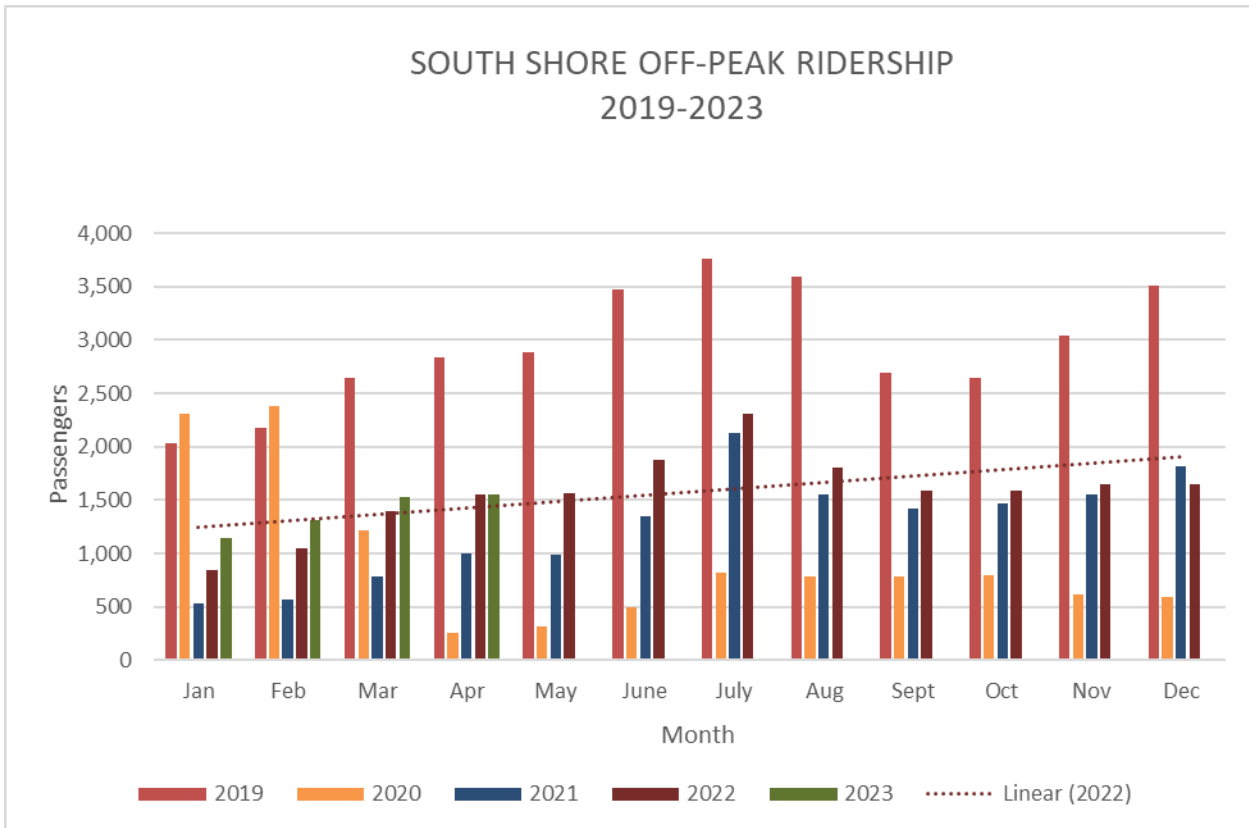
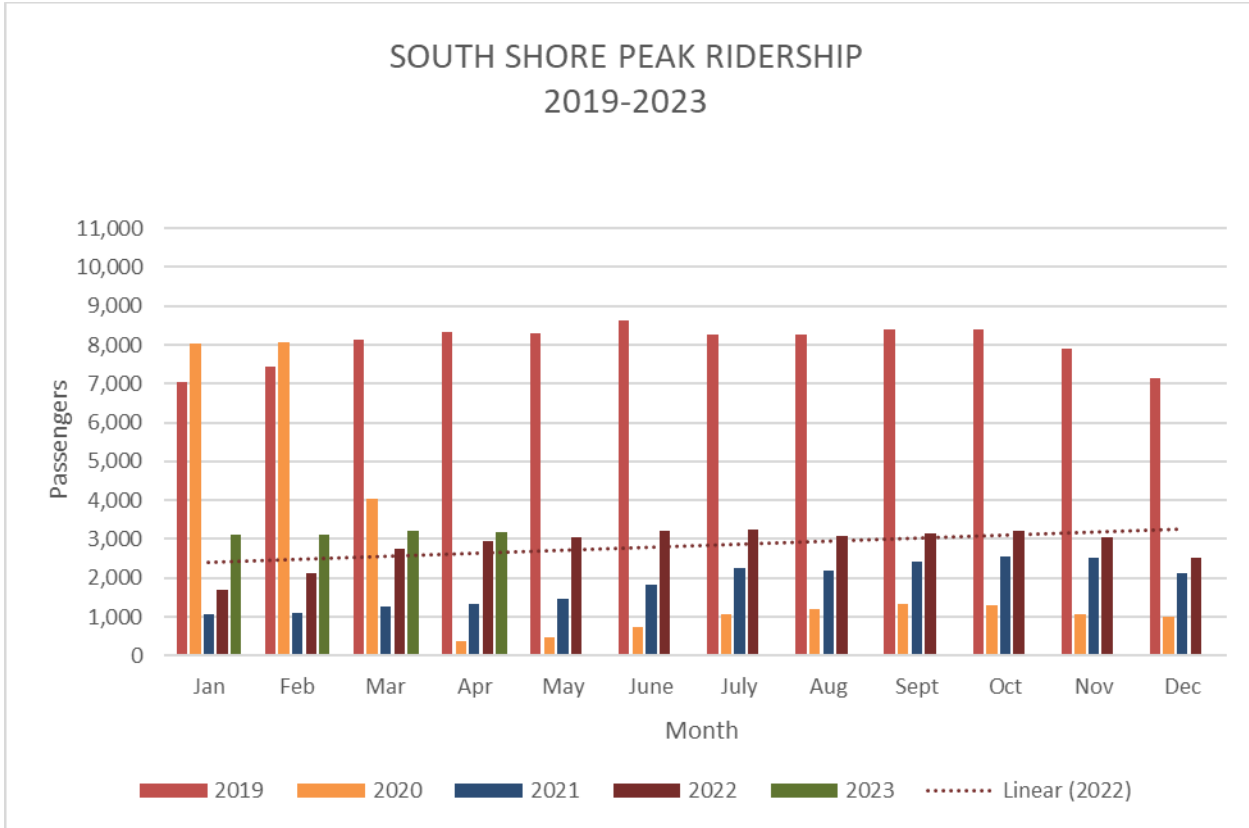
Ridership Report

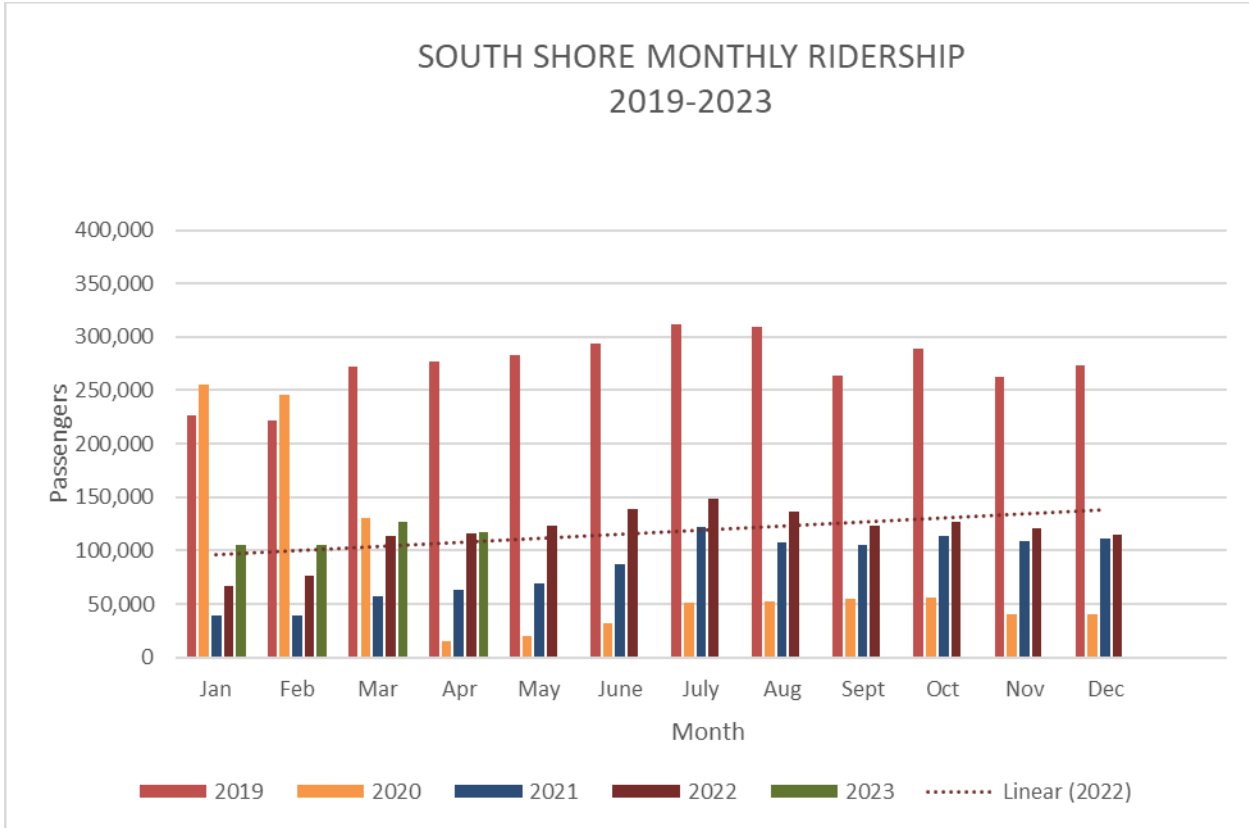
	2021	Work Days	2022	Work Days	2023	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
Monthly Ridership							
January	38,742	20	66,870	21	105,869	21	58.3%
February	39,497	20	76,350	20	105,045	20	37.6%
March	57,547	23	114,014	23	126,910	23	11.3%
April	63,138	22	115,914	21	117,539	20	1.4%
May	68,810	20	123,155	21			
June	86,875	22	138,763	22			
Cumulative Comparison							
January	38,742	20	66,870	21	105,869	21	58.3%
February	78,239	40	143,220	41	210,914	41	47.3%
March	135,786	63	257,234	64	337,824	64	31.3%
April	198,924	85	373,148	85	455,363	84	22.0%
May	267,734	105	496,303	106			
June	354,609	127	635,066	128			
Average Weekday Ridership							
January	1,589		2,539		4,243		67.1%
February	1,658		3,166		4,432		40.0%
March	2,053		4,134		4,733		14.5%
April	2,337		4,501		4,723		4.9%
May	2,465		4,624				
June	3,175		5,084				
Average Weekday Peak Period Ridership							
January	1,060		1,700		3,101		82.4%
February	1,088		2,121		3,115		46.9%
March	1,270		2,742		3,201		16.7%
April	1,336		2,943		3,175		7.9%
May	1,475		3,056				
June	1,826		3,208				
Average Weekday Off-Peak Ridership							
January	529		839		1,142		36.1%
February	570		1,045		1,317		26.0%
March	781		1,392		1,532		10.1%
April	1,001		1,558		1,549		-0.6%
May	989		1,569				
June	1,349		1,876				

Ridership Report

	2021	Work	2022	Work	2023	Work	Change 20/21
	Passengers	Days	Passengers	Days	Passengers	Days	
Average Weekend/Holiday Ridership (per day)							
January	633		1,355		1,864		37.6%
February	792		1,629		2,052		26.0%
March	1,296		2,366		2,256		-4.6%
April	1,465		2,376		2,306		-2.9%
May	1,774		2,605				
June	2,128		3,364				
Monthly South Bend Ridership							
January	4,618		8,972		9,775		9.0%
February	4,932		8,940		8,829		-1.2%
March	7,332		13,530		12,919		-4.5%
April	10,467		14,608		13,773		-5.7%
May	10,437		15,290				
June	11,197		15,014				







Percent on Time: April, 2023

Peak

Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	2	89.5%
106	6	68.4%
108	12	36.8%
110	4	78.9%
112	7	63.2%
114	1	94.7%
214	1	94.4%
11	9	52.6%
111	1	94.7%
113	1	94.7%
115	1	94.7%
17	15	21.1%
117	7	63.2%
217	4	78.9%
119	1	94.7%
Total	72	77.6%
Westbound	33	80.5%
Eastbound	39	74.3%

Off-Peak

Train	Days Late	% on Time
14	12	36.8%
216	13	31.6%
116	3	84.2%
218	14	26.3%
18	19	0.0%
118	3	84.2%
220	4	78.9%
20	13	31.6%
222	16	15.8%
420	0	100.0%
22	18	5.3%
424	0	100.0%
401	0	100.0%
203	11	42.1%
403	3	84.2%
205	7	61.1%
207	5	73.7%
7	14	26.3%
107	0	100.0%
9	19	0.0%
109	0	100.0%
209	11	42.1%
19	6	68.4%
121	1	94.7%
123	0	100.0%
101	1	94.7%
Total	193	60.9%
Westbound	115	49.6%
Eastbound	78	70.6%

Weekend/Holiday

Train	Days Late	% on Time
600	0	100.0%
502	9	18.2%
504	5	54.5%
606	11	0.0%
506	10	9.1%
608	6	45.5%
508	10	9.1%
610	4	63.6%
510	4	63.6%
503	2	81.8%
603	0	100.0%
605	0	100.0%
505	10	9.1%
507	11	0.0%
509	8	27.3%
511	5	54.5%
613	3	72.7%
601	0	100.0%
701	0	100.0%
703	0	100.0%
Total	98	55.5%
Westbound	59	40.4%
Eastbound	39	67.8%

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

APRIL REASONS FOR DELAYS

REASONS (weekday)		
AMT	0	0.0%
CAR	0	0.0%
CAT	0	0.0%
DBS	0	0.0%
DMW	59	22.3%
DSR	0	0.0%
DSS	0	0.0%
FRR	5	1.9%
FTI	39	14.7%
HLD	0	0.0%
LMU	10	3.8%
MET	85	32.1%
OET	0	0.0%
OPR	19	7.2%
OTH	3	1.1%
PAS	2	0.8%
POL	1	0.4%
PTC	0	0.0%
PTI	32	12.1%
SUB	0	0.0%
SVS	4	1.5%
TOD	0	0.0%
TRK	0	0.0%
TRS	6	2.3%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	265	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	1	1.0%
CAT	0	0.0%
DBS	0	0.0%
DMW	25	25.5%
DSR	1	1.0%
DSS	1	1.0%
FRR	1	1.0%
FTI	1	1.0%
HLD	0	0.0%
LMU	6	6.1%
MET	52	53.1%
OET	0	0.0%
OPR	2	2.0%
OTH	0	0.0%
PAS	3	3.1%
POL	0	0.0%
PTC	0	0.0%
PTI	4	4.1%
SUB	0	0.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	1	1.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	98	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)

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

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

Cumulative Percent on Time Thru April, 2023

Peak

Train	Days Late	% on Time
102	1	98.8%
104	0	100.0%
6	4	95.2%
106	7	91.6%
108	12	85.5%
110	5	94.0%
112	11	86.7%
114	6	92.8%
214	2	97.6%
11	23	72.3%
111	1	98.8%
113	2	97.6%
115	3	96.4%
17	32	61.4%
117	10	88.0%
217	8	90.4%
119	3	96.4%
Total	130	90.8%
Westbound	48	93.6%
Eastbound	82	87.7%

Off-Peak

Train	Days Late	% on Time
14	20	75.9%
216	29	65.1%
116	7	91.6%
216	26	68.7%
18	64	22.9%
118	12	85.5%
218	9	89.2%
20	46	44.6%
220	21	74.7%
420	0	100.0%
22	68	18.1%
422	0	100.0%
401	2	97.6%
203	12	85.5%
403	6	92.8%
205	8	90.2%
207	14	83.1%
7	35	57.8%
107	1	98.8%
9	54	34.9%
109	3	96.4%
209	20	75.9%
19	12	85.5%
121	1	98.8%
123	6	92.8%
101	2	97.6%
Total	478	77.8%
Westbound	302	69.6%
Eastbound	176	84.8%

Weekend/Holiday

Train	Days Late	% on Time
600	5	86.5%
502	14	62.2%
504	13	64.9%
606	30	18.9%
506	24	35.1%
608	8	78.4%
508	23	37.8%
610	9	75.7%
510	7	81.1%
710	Deadhead move	
503	8	78.4%
603	0	100.0%
605	2	94.6%
505	28	24.3%
507	30	18.9%
509	19	48.6%
511	14	62.2%
613	6	83.8%
601	0	100.0%
701	0	100.0%
703	1	97.3%
Total	241	67.4%
Westbound	133	60.1%
Eastbound	108	73.5%

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

Cumulative Reasons for Delays Thru April, 2023

REASONS (weekday)		
AMT	0	0.0%
CAR	9	1.5%
CAT	0	0.0%
DBS	0	0.0%
DMW	182	29.9%
DSR	0	0.0%
DSS	5	0.8%
FRR	10	1.6%
FTI	51	8.4%
HLD	13	2.1%
LMU	23	3.8%
MET	164	27.0%
OET	3	0.5%
OPR	39	6.4%
OTH	9	1.5%
PAS	11	1.8%
POL	4	0.7%
PTC	0	0.0%
PTI	61	10.0%
SVS	5	0.8%
TOD	2	0.3%
TRK	3	0.5%
TRS	7	1.2%
UTL	2	0.3%
VAN	0	0.0%
WTR	5	0.8%
TOTAL	608	100.0%

REASONS (weekend)		
AMT	1	0.4%
CAR	10	4.1%
CAT	0	0.0%
DBS	0	0.0%
DMW	65	27.0%
DSR	1	0.4%
DSS	1	0.4%
FRR	2	0.8%
FTI	3	1.2%
HLD	5	2.1%
LMU	12	5.0%
MET	99	41.1%
OET	0	0.0%
OPR	13	5.4%
OTH	3	1.2%
PAS	7	2.9%
POL	0	0.0%
PTC	0	0.0%
PTI	14	5.8%
SVS	0	0.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	2	0.8%
UTL	0	0.0%
VAN	0	0.0%
WTR	3	1.2%
TOTAL	241	100.0%

TOTAL		
AMT	1	0.1%
CAR	19	2.2%
CAT	0	0.0%
DBS	0	0.0%
DMW	247	29.1%
DSR	1	0.1%
DSS	6	0.7%
FRR	12	1.4%
FTI	54	6.4%
HLD	18	2.1%
LMU	35	4.1%
MET	263	31.0%
OET	3	0.4%
OPR	52	6.1%
OTH	12	1.4%
PAS	18	2.1%
POL	4	0.5%
PTC	0	0.0%
PTI	75	8.8%
SVS	5	0.6%
TOD	2	0.2%
TRK	3	0.4%
TRS	9	1.1%
UTL	2	0.2%
VAN	0	0.0%
WTR	8	0.9%
TOTAL	849	100.0%

AMT-Amtrak delay
 CAR-Car or equipment failure
 DBS-Delays due to busing
 DDS-Debris strike
 DMW-Maintenance of Way work
 DSR-Speed Restriction
 DSS-Reduced speed due to restrictive signal
 FRR-Freight train interference from crossing
 FTI-Freight train interference on NICTD track
 HLD-Station delay related to passenger boarding
 LMU-Late make up (includes turn of equipment)
 MET-Metra delays

OET-Operational efficiency testing
 OPR-Operational delay
 OTH-Other delays
 PAS-Passenger boarding
 PTC-Positive train control delays
 PTI-Passenger train interference
 SUB-Substation
 SVS-Servicing (adding/removing equipment)
 TOD-Train order delay
 TRK-Track/wayside malfunction
 UTL-Utility power outage
 WTR-Weather

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

RUSH HOUR* TRAIN DELAYS - APRIL 2023 (minutes late)

Train	Arrive	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Days Late	Days Ran	% On Time	
102	5:48a																					0	19	100.0%	
104	6:31			A																		0	18	100.0%	
6	6:55			9																		2	19	89.5%	
106	7:13		15	37									7									22	6	19	68.4%
108	7:35		8	23	8	6				8				6	14	6	8	8	13			12	12	19	36.8%
110	7:51			15					6		162											6	4	19	78.9%
112	8:08			7					6	7	102			6	11		13						7	19	63.2%
114	8:31										80												1	19	94.7%
214	8:52										A											8	1	18	94.4%
14	10:28		20	21	17	14		10	7	15	14		17				22	6				12	19	36.8%	
Train	Depart																								
11	3:57		11		12	20		63	10		10			8									9	19	52.6%
111	4:02							60															1	19	94.7%
113	4:28							61															1	19	94.7%
115	4:57							57															1	19	94.7%
117	5:10					10		55							12		15		13	10	12		7	19	63.2%
17	5:28	20			19	31		40	20	12	9		13	25	14	14	15		12	12	12		15	19	21.1%
217	5:32				8			27		7				7									4	19	78.9%
119	5:58									13													1	19	94.7%
19	7:10				27			25	14	39				10						24			6	19	68.4%
High temp		63	62	74	51	56	68	77	81	82	84	39	53	70	80	62	51	47	53	65	57				
Low temp		39	47	39	33	29	41	45	56	51	47	32	35	35	53	46	31	31	27	30	44				

* 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	9	189	95.2%	5	180	97.2%	1	207	99.5%	33	169	80.5%						
EB Rush	13	168	92.3%	17	160	89.4%	13	184	92.9%	39	152	74.3%						
Total Rush	22	357	93.8%	22	340	93.5%	14	391	96.4%	72	321	77.6%						

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	1	83	98.8%
6:31	104	0	82	100.0%
6:55	6	4	83	95.2%
7:13	106	7	83	91.6%
7:35	108	12	83	85.5%
7:51	110	5	83	94.0%
8:08	112	11	83	86.7%
8:31	114	6	83	92.8%
8:52	214	2	82	97.6%
10:28	14	20	83	75.9%
Depart				
3:57	11	23	83	72.3%
4:02p	111	1	83	98.8%
4:28	113	2	83	97.6%
4:57	115	3	83	96.4%
5:10	117	10	83	88.0%
5:28	17	32	83	61.4%
5:32	217	8	83	90.4%
5:58	119	3	83	96.4%
7:15	19	12	83	85.5%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	48	745	93.6%
EB Rush	82	664	87.7%
Total Rush	130	1,409	90.8%

Cumulative Rush Hour Thru April

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	30	23	53	4.0%	3.4%	3.7%
11-15	26	29	55	3.4%	4.3%	3.9%
16-20	0	11	11	0.0%	1.6%	0.8%
21-30	2	5	7	0.3%	0.7%	0.5%
31-59	1	10	11	0.1%	1.5%	0.8%
60+	3	4	7	0.4%	0.6%	0.5%
Annulled	2	0	2			
Total Late	62	82	144	8.2%	12.2%	10.1%
On time	692	590	1282	91.8%	87.8%	89.9%
Total ran	754	672	1426			

April 2023 Rush Hour

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	20	10	30	11.2%	6.3%	8.9%
11-15	7	15	22	3.9%	9.4%	6.5%
16-20	0	4	4	0.0%	2.5%	1.2%
21-30	2	2	4	1.1%	1.3%	1.2%
31-59	1	5	6	0.6%	3.1%	1.8%
60+	3	3	6	1.7%	1.9%	1.8%
Annulled	2	0	2			
Total Late	33	39	72	18.5%	24.4%	21.3%
On time	145	121	266	81.5%	75.6%	78.7%
Total ran	178	160	338			

Grant Total All Trains Thru April, 2023

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	30	23	168	70	291	6.7%
11-15	26	29	121	60	236	5.5%
16-20	0	11	78	45	134	3.1%
21-30	2	5	61	46	114	2.6%
31-59	1	10	39	16	66	1.5%
60+	3	4	11	4	22	0.5%
Annulled	2	0	3	0	5	
Total	62	82	478	241	863	19.9%
On Time	692	590	1703	479	3464	80.1%
Total ran	754	672	2181	720	4327	
%On Time	91.8%	87.8%	78.1%	66.5%	80.1%	