

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

February 2023



February, 2023 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of February was up 37.6% when compared to 2022 but down 52.7% when compared to 2019. Passenger trips for the month of February were 105,045 for 2023, 76,350 for 2022, and 222,250 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 40.0% when compared to February of 2022 but down 53.9% when compared to February of 2019. Average weekday trips were recorded as 4,432 in 2023, 3,166 in 2022, and 9,615 in 2019. The average peak travel was up 46.9% over 2022 but down 58.1% over 2019. Off-peak travel was up 26.0% over 2022 but down 39.4% over 2019.

Weekend

February weekend ridership was up 25.9% over 2022 but down 45.2% over 2019 with an average ridership of 2,052 in 2023, 1,629 in 2022, and 3,744 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: March through February							
	2019/20	2020/21	% Change	2021/22	% Change	2022/23	% Change
Total	3,335,920	572,336	-82.84%	1,089,728	90.40%	1,474,378	35.30%
Weekday	2,839,424	482,522	-83.01%	849,513	76.06%	1,192,071	40.32%
Peak	2,078,925	316,342	-84.78%	507,748	60.51%	777,237	53.08%
Off Peak	760,499	166,180	-78.15%	341,765	105.66%	414,834	21.38%
Weekend	496,496	89,814	-81.91%	240,215	167.46%	282,307	17.52%
South Bend	240,060	61,374	-74.43%	150,257	144.82%	177,323	18.01%

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.

Bussed Passengers			
	2023 Riders	Total Ridership	% Bussed
January	40,522	105,869	38.3%
February	39,197	105,045	37.3%

Revenue

The cumulative number of tickets sold for the year through February has increased 31.9% in 2023 compared to 2022. Ticket revenue is up 33.1% for 2023 compared to 2022. Sales from digital sources represents 75.3% of ticket sales and 78.9% of revenue in 2023.

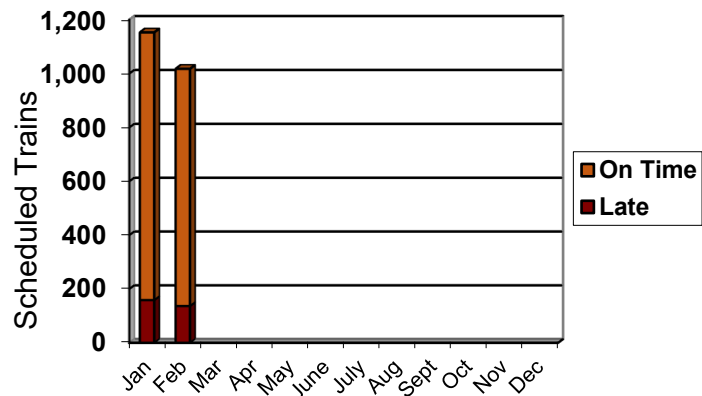
Total Ticket Sales: February						
Method of Sale	Tickets			Revenue		
	2022	2023	% Change	2022	2023	% Change
Ticket Agent	7,539	8,765	16.3%	128,030	159,741	24.8%
Vending Machine	16,361	23,907	46.1%	228,807	296,139	29.4%
Conductor	16,578	17,692	6.7%	122,523	126,846	3.5%
Mobile App	40,546	56,519	39.4%	539,651	773,354	43.3%
Total	81,024	106,883	31.9%	1,019,011	1,356,080	33.1%

On Time Performance

Rush hour – Overall, 93.5% of A.M. and P.M. rush hour trains were on time in February 2023, compared to 87.6% 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). 97.1% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 97.2% of westbound morning rush hour service was on time compared to 83.3% in 2022; while eastbound rush hour trains reported an on time performance of 89.4% compared to 83.6% in 2022. A total of 5 out of 180 westbound rush hour trains were delayed in February. Of those 5, 0 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 17 out of 160 trains delayed in February. Of those 17, 5 experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
February				
Range	a.m.	p.m.	Total	Percent
6-10	5	7	12	3.5%
11-15	0	5	5	1.5%
16-20	0	2	2	0.6%
21-30	0	2	2	0.6%
31-59	0	0	0	0.0%
60+	0	1	1	0.3%
Annulled	0	0	0	
On Time	175	143	318	
Total Ran	180	160	340	

Overall – The SSL scheduled 1,020 trains in February and experienced 137 delays in excess of 5 minutes (ranging from 6-120 minutes) with a median delay of 13 minutes. February of 2023 experienced 2 annulled trains. In February 2022 the South Shore Line scheduled 1,020 trains with 178 delays in excess of 5 minutes (ranging from 6-240 minutes) with a median delay of 12 minutes. February of 2022 experienced 3 annulled trains.



Cumulative On Time Comparison		
Thru February	2022	2023
Weekday	86.7%	88.3%
Peak	87.6%	93.7%
Off-peak	86.1%	84.8%
Weekend	79.2%	75.0%
Overall	85.4%	86.0%

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

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.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/1	504	87	PTC Issues				
1/24	20	61	PTC Issues				
2/16	11	120	Weather Delays				
	42	Anulled	Weather Delays				
	424	Anulled	Weather Delays				
2/21	22	62	Delays Due to Bussing				

Ridership Report

	2021	Wor	2022	Wor	2023	Wor	Chang
	Passenger s	k Day s	Passenger s	k Day s	Passenger s	k Day s	e 20/21
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			
April	63,138	22	115,914	21			
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			
April	198,924	85	373,148	85			
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				
April	2,337		4,501				
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				
April	1,336		2,943				
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				
April	1,001		1,561				
May	989		1,569				
June	1,349		1,876				

Ridership Report

	2021	Wor	2022	Wor	2023	Wor	Chang
	Passenge	k	Passenge	k	Passenge	k	e
	rs	Day	rs	Day	rs	Day	20/21
		s		s		s	
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				
April	1,465		2,376				
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				
April	10,467		14,608				
May	10,437		15,290				
June	11,197		15,014				

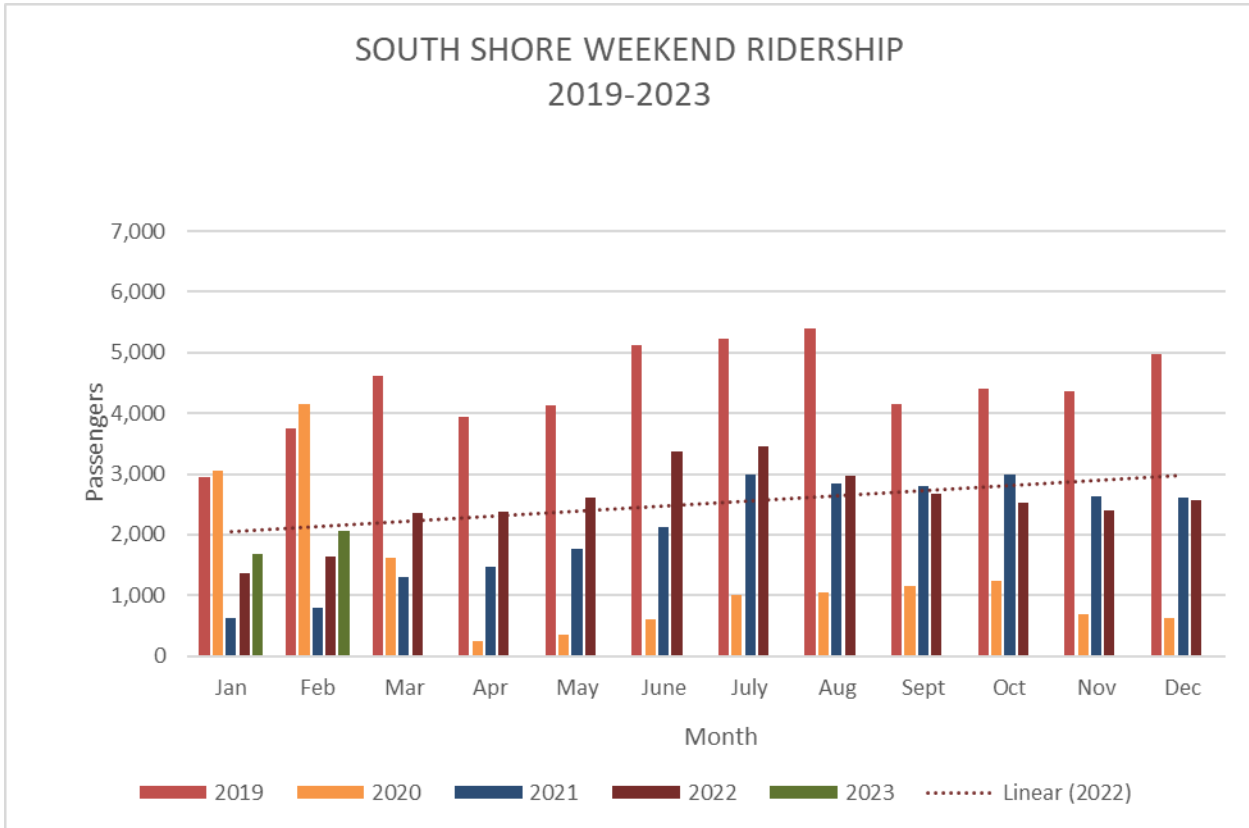
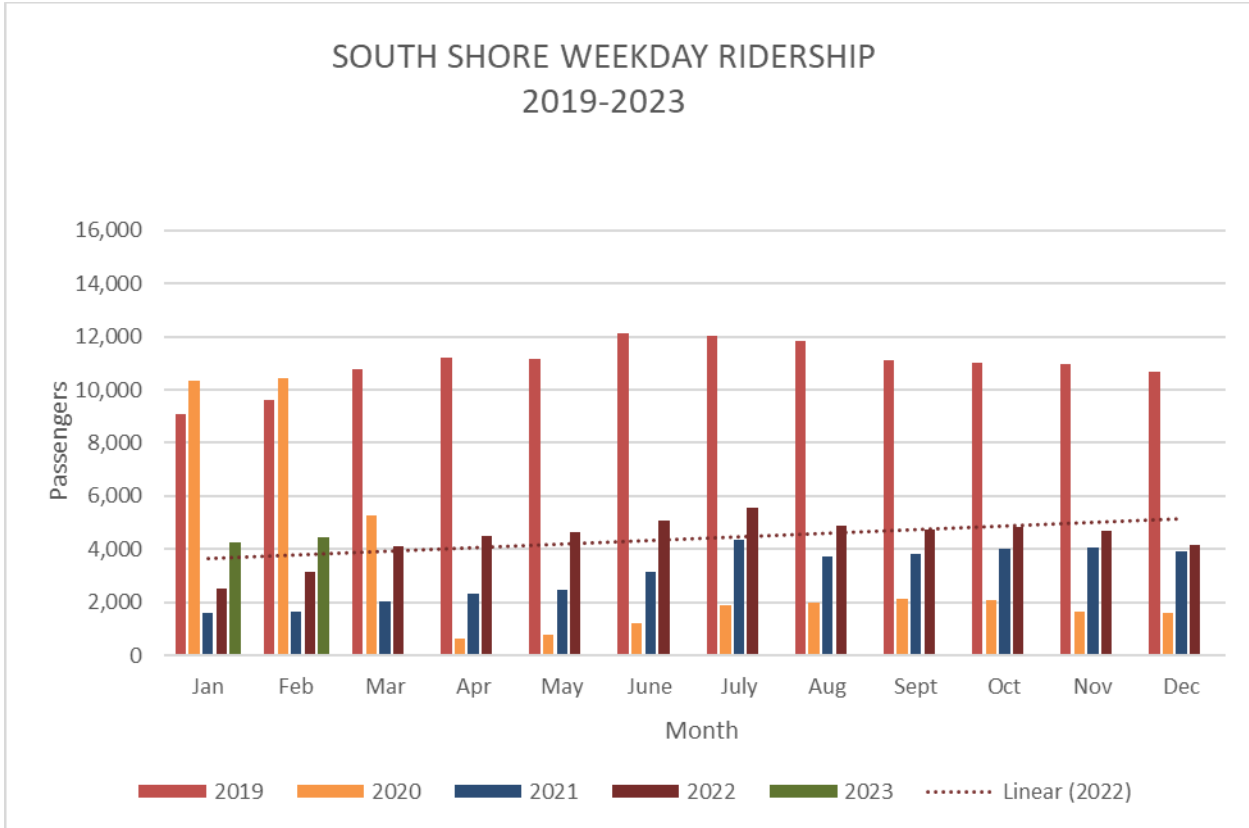
Ridership Report

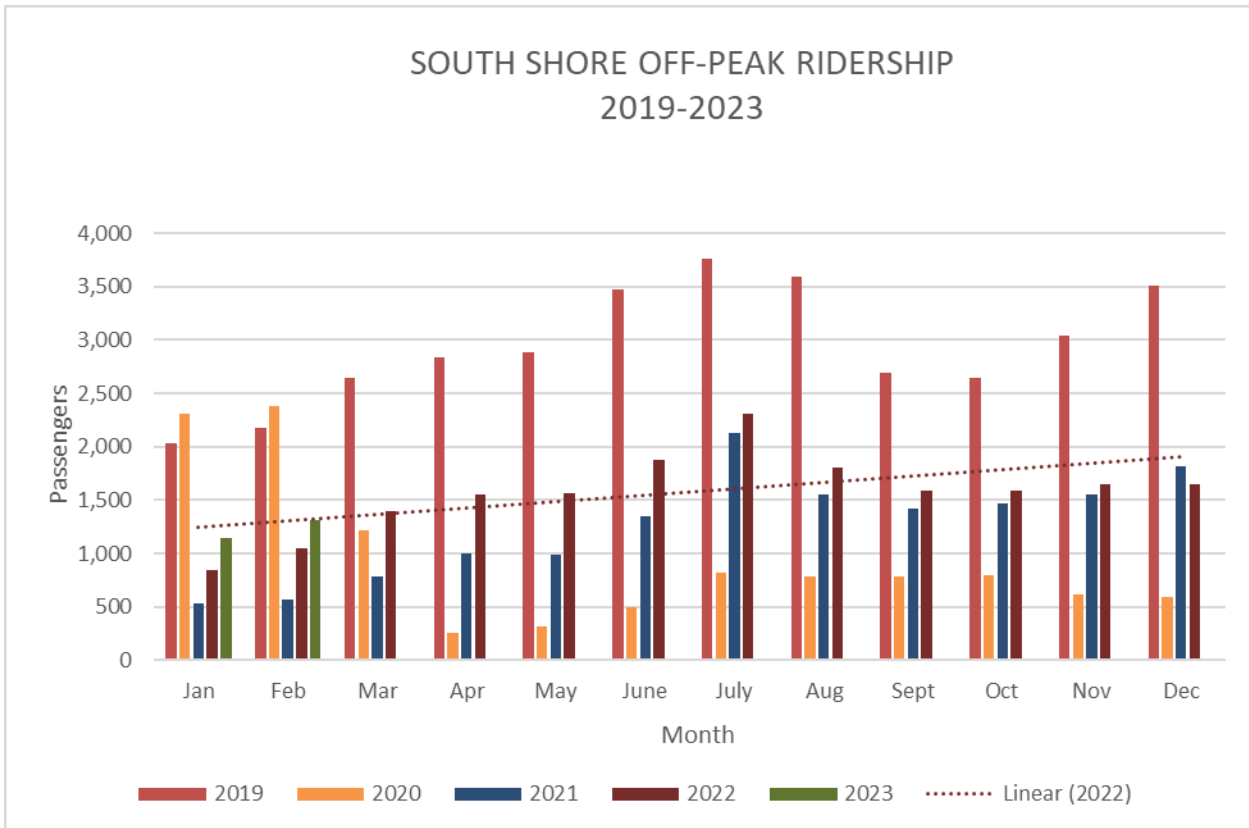
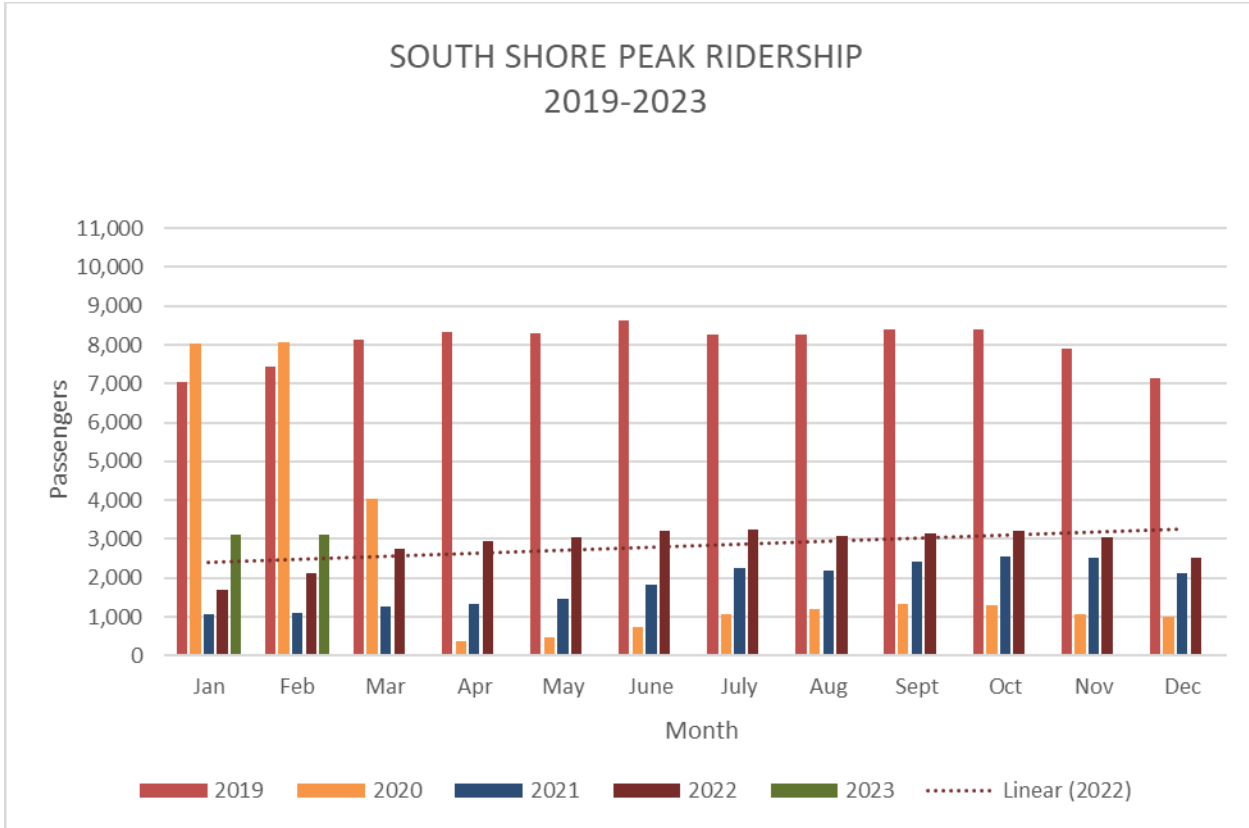
	2021	Wor	2022	Wor	2023	Wor	Chang
	Passenger	k	Passenger	k	Passenger	k	e
	s	Day	s	Day	s	Day	19/18
	s	s	s	s	s	s	
MONTHLY RIDERSHIP							
July	121,647	21	149,051	20			- 100.0%
August	107,925	22	136,622	23			- 100.0%
September	105,655	21	123,766	21			- 100.0%
October	114,147	21	126,386	21			- 100.0%
November	109,403	21	120,650	22			- 100.0%
December	111,359	23	115,143	21			- 100.0%
CUMULATIVE COMPARISON							
July	476,256	148	784,117	148	0	0	- 100.0%
August	584,181	170	920,739	171	0	0	- 100.0%
September	689,836	191	1,044,505	192	0	0	- 100.0%
October	803,983	212	1,170,891	213	0	0	- 100.0%
November	913,386	233	1,291,541	235	0	0	- 100.0%
December	1,024,745	256	1,406,684	256	0	0	- 100.0%
AVERAGE WEEKDAY RIDERSHIP							
July	4,373		5,556				- 100.0%
August	3,741		4,904				- 100.0%
September	3,829		4,746				- 100.0%
October	4,015		4,817				- 100.0%
November	4,083		4,713				- 100.0%
December	4,033		4,383				- 100.0%
Thru December	3,116	256	4,418	256	4,338	0	- -1.8%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
July	2,249		3,243				- 100.0%
August	2,194		3,095				- 100.0%
September	2,410		3,156				- 100.0%

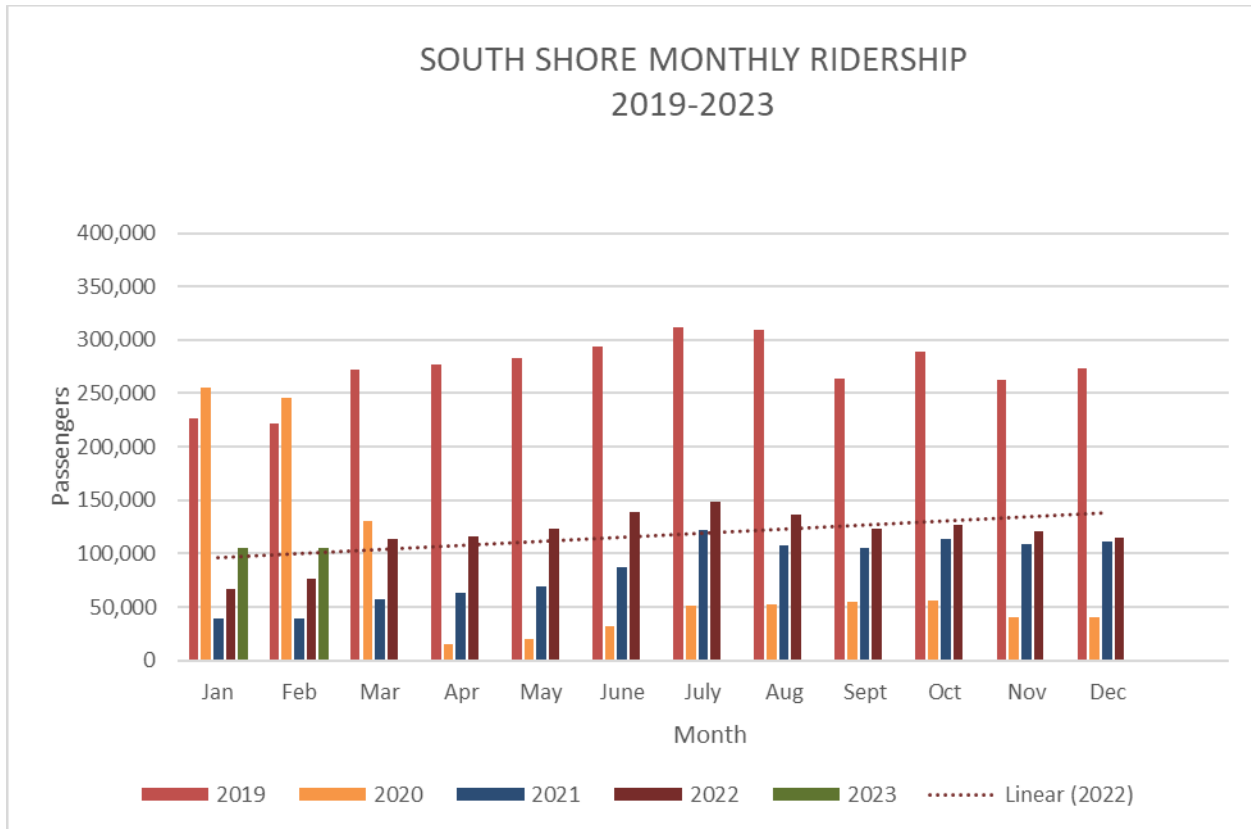
October	2,541		3,229			-
November	2,536		3,064			-
December	2,211		2,654			-
Thru December	1,846	256	2,844	256		100.0%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP						
July	2,124		2,314			-
August	1,547		1,809			-
September	1,419		1,590			-
October	1,474		1,588			-
November	1,547		1,649			-
December	1,904		1,729			-
Thru December	1,270	256	1,574	256	0	100.0%

Ridership Report

	2021	Wkend	2022	Wkend	2023	Wkend	Change 19/18
	Passengers	Days	Passengers	Days	Passengers	Days	
AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)							
July	2,981		3,348				-100.0%
August	2,847		2,979				-100.0%
September	2,805		2,678				-100.0%
October	2,983		2,523				-100.0%
November	2,629		2,409				-100.0%
December	2,604		2,309				-100.0%
Thru December	2,082	109	2,529	109			
MONTHLY SOUTH BEND RIDERSHIP							
July	15,889		18,102				-100.0%
August	11,650		12,335				-100.0%
September	14,806		13,613				-100.0%
October	20,259		16,039				-100.0%
November	15,419		14,639				-100.0%
December	14,889		13,374				-100.0%







Percent on Time: February, 2023

Peak

Train	Days Late	% on Time
102	1	95.0%
104	0	100.0%
6	1	95.0%
106	0	100.0%
108	0	100.0%
110	0	100.0%
112	1	95.0%
114	2	90.0%
214	0	100.0%
11	3	85.0%
111	0	100.0%
113	1	95.0%
115	1	95.0%
17	9	55.0%
117	2	90.0%
217	1	95.0%
119	0	100.0%
Total	22	93.5%
Westbound	5	97.2%
Eastbound	17	89.4%

Off-Peak

Train	Days Late	% on Time
14	2	90.0%
216	4	80.0%
116	2	90.0%
218	3	85.0%
18	11	45.0%
118	4	80.0%
220	1	95.0%
20	10	50.0%
222	1	95.0%
420	0	100.0%
22	16	20.0%
424	0	100.0%
401	0	100.0%
203	0	100.0%
403	2	90.0%
205	0	100.0%
207	3	85.0%
7	5	75.0%
107	0	100.0%
9	10	50.0%
109	0	100.0%
209	3	85.0%
19	0	100.0%
121	0	100.0%
123	2	90.0%
101	0	100.0%
Total	79	84.7%
Westbound	54	77.3%
Eastbound	25	91.1%

Weekend/Holiday

Train	Days Late	% on Time
600	1	87.5%
502	1	87.5%
504	1	87.5%
606	5	37.5%
506	3	62.5%
608	0	100.0%
508	4	50.0%
610	0	100.0%
510	1	87.5%
503	1	87.5%
603	0	100.0%
605	0	100.0%
505	5	37.5%
507	4	50.0%
509	4	50.0%
511	3	62.5%
613	2	75.0%
601	0	100.0%
701	0	100.0%
703	1	87.5%
Total	36	77.5%
Westbound	16	77.8%
Eastbound	20	77.3%

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

FEBRUARY REASONS FOR DELAYS

REASONS (weekday)		
AMT	0	0.0%
CAR	2	2.0%
CAT	0	0.0%
DBS	0	0.0%
DMW	37	36.6%
DSR	0	0.0%
DSS	1	1.0%
FRR	1	1.0%
FTI	2	2.0%
HLD	3	3.0%
LMU	3	3.0%
MET	24	23.8%
OET	0	0.0%
OPR	6	5.9%
OTH	5	5.0%
PAS	3	3.0%
POL	0	0.0%
PTC	0	0.0%
PTI	10	9.9%
SUB	0	0.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	4	4.0%
TOTAL	101	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	4	11.1%
CAT	0	0.0%
DBS	0	0.0%
DMW	10	27.8%
DSR	0	0.0%
DSS	0	0.0%
FRR	1	2.8%
FTI	0	0.0%
HLD	4	11.1%
LMU	0	0.0%
MET	12	33.3%
OET	0	0.0%
OPR	1	2.8%
OTH	0	0.0%
PAS	0	0.0%
POL	0	0.0%
PTC	0	0.0%
PTI	3	8.3%
SUB	0	0.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	1	2.8%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	36	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 February, 2023

Peak		
Train	Days Late	% on Time
102	1	97.6%
104	0	100.0%
6	2	95.1%
106	1	97.6%
108	0	100.0%
110	1	97.6%
112	4	90.2%
114	4	90.2%
214	1	97.6%
11	7	82.9%
111	0	100.0%
113	1	97.6%
115	2	95.1%
17	13	68.3%
117	3	92.7%
217	2	95.1%
119	2	95.1%
Total	44	93.7%
Westbound	14	96.2%
Eastbound	30	90.9%

Off-Peak		
Train	Days Late	% on Time
14	3	92.7%
216	10	75.6%
116	2	95.1%
216	6	85.4%
18	24	41.5%
118	6	85.4%
218	2	95.1%
20	18	56.1%
220	2	95.1%
420	0	100.0%
22	29	29.3%
422	0	100.0%
401	1	97.6%
203	0	100.0%
403	3	92.7%
205	0	100.0%
207	6	85.4%
7	12	70.7%
107	1	97.6%
9	21	48.8%
109	0	100.0%
209	8	80.5%
19	2	95.1%
121	0	100.0%
123	5	87.8%
101	1	97.6%
Total	162	84.8%
Westbound	102	79.2%
Eastbound	60	89.5%

Weekend/Holiday		
Train	Days Late	% on Time
600	1	94.4%
502	4	77.8%
504	4	77.8%
606	12	33.3%
506	9	50.0%
608	2	88.9%
508	8	55.6%
610	4	77.8%
510	2	88.9%
710	Deadhead move	
503	2	88.9%
603	0	100.0%
605	1	94.4%
505	10	44.4%
507	14	22.2%
509	8	55.6%
511	6	66.7%
613	2	88.9%
601	0	100.0%
701	0	100.0%
703	1	94.4%
Total	90	75.0%
Westbound	46	71.6%
Eastbound	44	77.8%

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

Cumulative Reasons for Delays Thru February, 2023

REASONS (weekday)		
AMT	0	0.0%
CAR	8	3.9%
CAT	0	0.0%
DBS	0	0.0%
DMW	62	30.1%
DSR	0	0.0%
DSS	3	1.5%
FRR	5	2.4%
FTI	4	1.9%
HLD	6	2.9%
LMU	7	3.4%
MET	46	22.3%
OET	3	1.5%
OPR	17	8.3%
OTH	6	2.9%
PAS	7	3.4%
POL	2	1.0%
PTC	0	0.0%
PTI	20	9.7%
SVS	1	0.5%
TOD	1	0.5%
TRK	3	1.5%
TRS	1	0.5%
UTL	0	0.0%
VAN	0	0.0%
WTR	4	1.9%
TOTAL	206	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	8	8.9%
CAT	0	0.0%
DBS	0	0.0%
DMW	21	23.3%
DSR	0	0.0%
DSS	0	0.0%
FRR	1	1.1%
FTI	2	2.2%
HLD	5	5.6%
LMU	3	3.3%
MET	30	33.3%
OET	0	0.0%
OPR	6	6.7%
OTH	3	3.3%
PAS	1	1.1%
POL	0	0.0%
PTC	0	0.0%
PTI	7	7.8%
SVS	0	0.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	1	1.1%
UTL	0	0.0%
VAN	0	0.0%
WTR	2	2.2%
TOTAL	90	100.0%

TOTAL		
AMT	0	0.0%
CAR	16	5.4%
CAT	0	0.0%
DBS	0	0.0%
DMW	83	28.0%
DSR	0	0.0%
DSS	3	1.0%
FRR	6	2.0%
FTI	6	2.0%
HLD	11	3.7%
LMU	10	3.4%
MET	76	25.7%
OET	3	1.0%
OPR	23	7.8%
OTH	9	3.0%
PAS	8	2.7%
POL	2	0.7%
PTC	0	0.0%
PTI	27	9.1%
SVS	1	0.3%
TOD	1	0.3%
TRK	3	1.0%
TRS	2	0.7%
UTL	0	0.0%
VAN	0	0.0%
WTR	6	2.0%
TOTAL	296	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.

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	1	41	97.6%
6:31	104	0	41	100.0%
6:55	6	2	41	95.1%
7:13	106	1	41	97.6%
7:35	108	0	41	100.0%
7:51	110	1	41	97.6%
8:08	112	4	41	90.2%
8:31	114	4	41	90.2%
8:52	214	1	41	97.6%
10:28	14	3	41	92.7%
Depart				
3:57	11	7	41	82.9%
4:02p	111	0	41	100.0%
4:28	113	1	41	97.6%
4:57	115	2	41	95.1%
5:10	117	3	41	92.7%
5:28	17	13	41	68.3%
5:32	217	2	41	95.1%
5:58	119	2	41	95.1%
7:15	19	2	41	95.1%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	14	369	96.2%
EB Rush	30	328	90.9%
Total Rush	44	697	93.7%

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	10	12	22	2.7%	3.7%	3.2%
11-15	4	8	12	1.1%	2.4%	1.7%
16-20	0	2	2	0.0%	0.6%	0.3%
21-30	0	3	3	0.0%	0.9%	0.4%
31-59	0	4	4	0.0%	1.2%	0.6%
60+	0	1	1	0.0%	0.3%	0.1%
Annulled	0	0	0			
Total Late	14	30	44	3.8%	9.1%	6.3%
On time	355	298	653	96.2%	90.9%	93.7%
Total ran	369	328	697			

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	5	7	12	2.8%	4.4%	3.5%
11-15	0	5	5	0.0%	3.1%	1.5%
16-20	0	2	2	0.0%	1.3%	0.6%
21-30	0	2	2	0.0%	1.3%	0.6%
31-59	0	0	0	0.0%	0.0%	0.0%
60+	0	1	1	0.0%	0.6%	0.3%
Annulled	0	0	0			
Total Late	5	17	22	2.8%	10.6%	6.5%
On time	175	143	318	97.2%	89.4%	93.5%
Total ran	180	160	340			

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	10	12	70	29	121	5.7%
11-15	4	8	45	24	81	3.8%
16-20	0	2	17	15	34	1.6%
21-30	0	3	19	16	38	1.8%
31-59	0	4	9	5	18	0.8%
60+	0	1	2	1	4	0.2%
Annulled	0	0	2	0	2	
Total	14	30	162	90	296	14.0%
On Time	355	298	902	270	1825	86.0%
Total ran	369	328	1064	360	2121	
%On Time	96.2%	90.9%	84.8%	75.0%	86.0%	