

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

January 2023



January, 2023 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of January was up 58.3% when compared to 2022 but down 53.2% when compared to 2019. Passenger trips for the month of January were 105,869 for 2023, 66,870 for 2022, and 226,385 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 67.1% when compared to January of 2022 but down 53.3% when compared to January of 2019. Average weekday trips were recorded as 4,243 in 2023, 2,539 in 2022, and 9,086 in 2019. The average peak travel was up 82.4% over 2022 but down 62.8% over 2019. Off-peak travel was up 36.0% over 2022 but down 59.8% over 2019.

Weekend

January weekend ridership was up 37.5% over 2022 but down 46.8% over 2019 with an average ridership of 1,864 in 2023, 1,355 in 2022, and 3,504 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: February through January							
	2019/20	2020/21	% Change	2021/22	% Change	2022/23	% Change
Total	3,312,075	778,934	-76.48%	1,052,875	35.17%	1,445,683	37.31%
Weekday	2,822,974	658,108	-76.69%	819,359	24.50%	1,166,756	42.40%
Peak	2,066,615	455,725	-77.95%	487,086	6.88%	757,363	55.49%
Off Peak	756,359	202,383	-73.24%	332,273	64.18%	409,393	23.21%
Weekend	489,101	120,826	-75.30%	233,516	93.27%	278,927	19.45%
South Bend	237,193	72,190	-69.56%	146,249	102.59%	177,434	21.32%

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%

Revenue

The cumulative number of tickets sold for the year through January has increased 41.7% in 2023 compared to 2022. Ticket revenue is up 50.2% for 2023 compared to 2022. Sales from digital sources represents 75.3% of ticket sales and 80.2% of revenue in 2023.

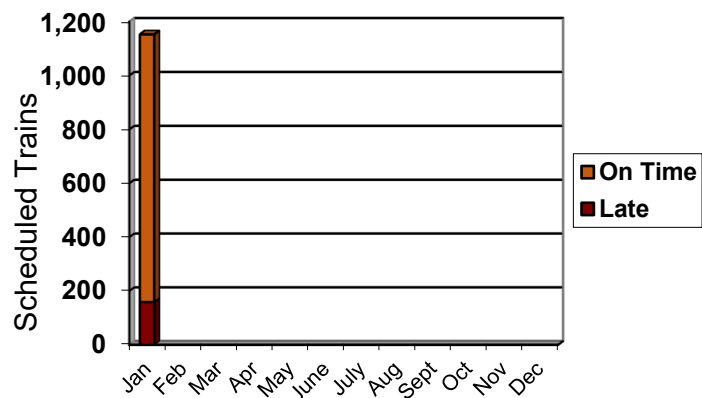
Total Ticket Sales: January						
Method of Sale	Tickets			Revenue		
	2022	2023	% Change	2022	2023	% Change
Ticket Agent	3,356	4,614	37.5%	63,914	91,109	42.5%
Vending Machine	8,138	12,696	56.0%	128,689	184,289	43.2%
Conductor	8,064	8,818	9.4%	60,799	64,582	6.2%
Mobile App	18,815	28,252	50.2%	270,361	446,893	65.3%
Total	38,373	54,380	41.7%	523,763	786,872	50.2%

On Time Performance

Rush hour – Overall, 93.8% of A.M. and P.M. rush hour trains were on time in January 2023, compared to 91.5% 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). 96.6% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 95.2% of westbound morning rush hour service was on time compared to 90.8% in 2022; while eastbound rush hour trains reported an on time performance of 92.3%, remaining equal compared to 92.3% in 2022. A total of 9 out of 189 westbound rush hour trains were delayed in January. Of those 9, 0 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 13 out of 168 trains delayed in January. Of those 13, 5 experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
January				
Range	a.m.	p.m.	Total	Percent
6-10	5	5	10	2.8%
11-15	4	3	7	2.0%
16-20	0	0	0	0.0%
21-30	0	1	1	0.3%
31-59	0	4	4	1.1%
60+	0	0	0	0.0%
Annulled	0	0	0	
On Time	180	155	335	

Overall – The SSL scheduled 1,103 trains in January and experienced 159 delays in excess of 5 minutes (ranging from 6-87 minutes) with a median delay of 11 minutes. January of 2023 experienced no annulled trains. In January 2022 the South Shore Line scheduled 1,103 trains with 131 delays in excess of 5 minutes (ranging from 6-226 minutes) with a median delay of 12 minutes. January of 2022 experienced 7 annulled train.



Cumulative On Time Comparison		
Thru January	2022	2023
Weekday	89.0%	88.4%
Peak	91.5%	93.8%
Off-peak	87.3%	84.8%
Weekend	84.0%	73.0%
Overall	88.61%	85.6%

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				

Ridership Report

	2019	Work Days	2021	Work Days	2022	Work Days	Change 20/21
	Passengers		Passengers		Passengers		
Monthly Ridership							
January	226,385	22	38,742	20	66,870	21	72.6%
February	222,250	20	39,497	20	76,350	20	93.3%
March	272,150	21	57,547	23	114,014	23	98.1%
April	277,549	22	63,138	22	115,914	21	83.6%
May	282,752	22	68,810	20	123,155	21	79.0%
June	293,325	20	86,875	22	138,763	22	59.7%
Cumulative Comparison							
January	226,385	22	38,742	20	66,870	21	72.6%
February	448,635	42	78,239	40	143,220	41	83.1%
March	720,785	63	135,786	63	257,234	64	89.4%
April	998,334	85	198,924	85	373,148	85	87.6%
May	1,281,086	107	267,734	105	496,303	106	85.4%
June	1,574,411	127	354,609	127	635,066	128	79.1%
Average Weekday Ridership							
January	9,086		1,589		2,539		59.8%
February	9,615		1,658		3,166		91.0%
March	10,761		2,053		4,134		101.4%
April	11,182		2,337		4,501		92.6%
May	11,167		2,465		4,624		87.6%
June	12,101		3,175		5,084		60.1%
Average Weekday Peak Period Ridership							
January	7,052		1,060		1,700		60.4%
February	7,441		1,088		2,121		94.9%
March	8,116		1,270		2,742		115.9%
April	8,344		1,336		2,943		120.3%
May	8,285		1,475		3,056		107.2%
June	8,627		1,826		3,208		75.7%
Average Weekday Off-Peak Ridership							
January	2,034		529		839		58.6%
February	2,174		570		1,045		83.3%
March	2,645		781		1,392		78.2%
April	2,839		1,001		1,561		55.9%
May	2,881		989		1,569		58.6%
June	3,473		1,349		1,876		39.1%

Ridership Report

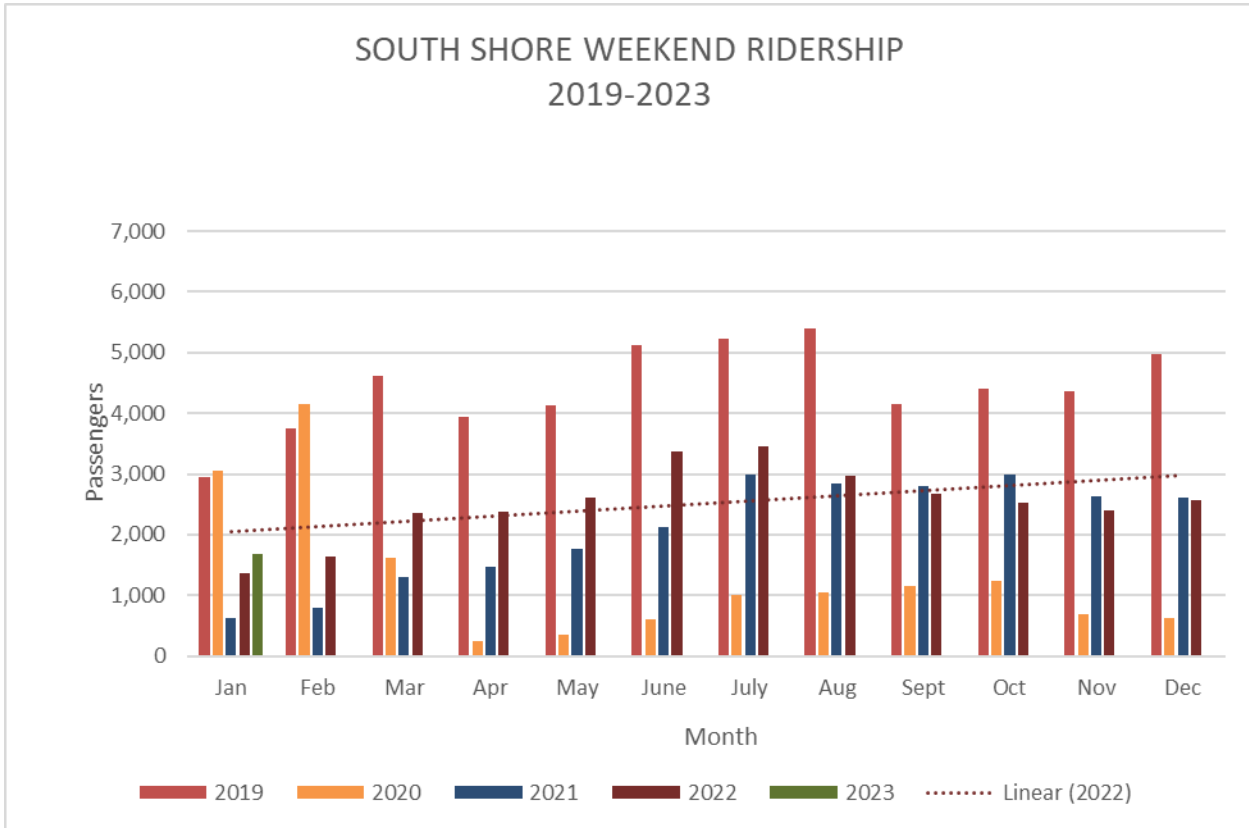
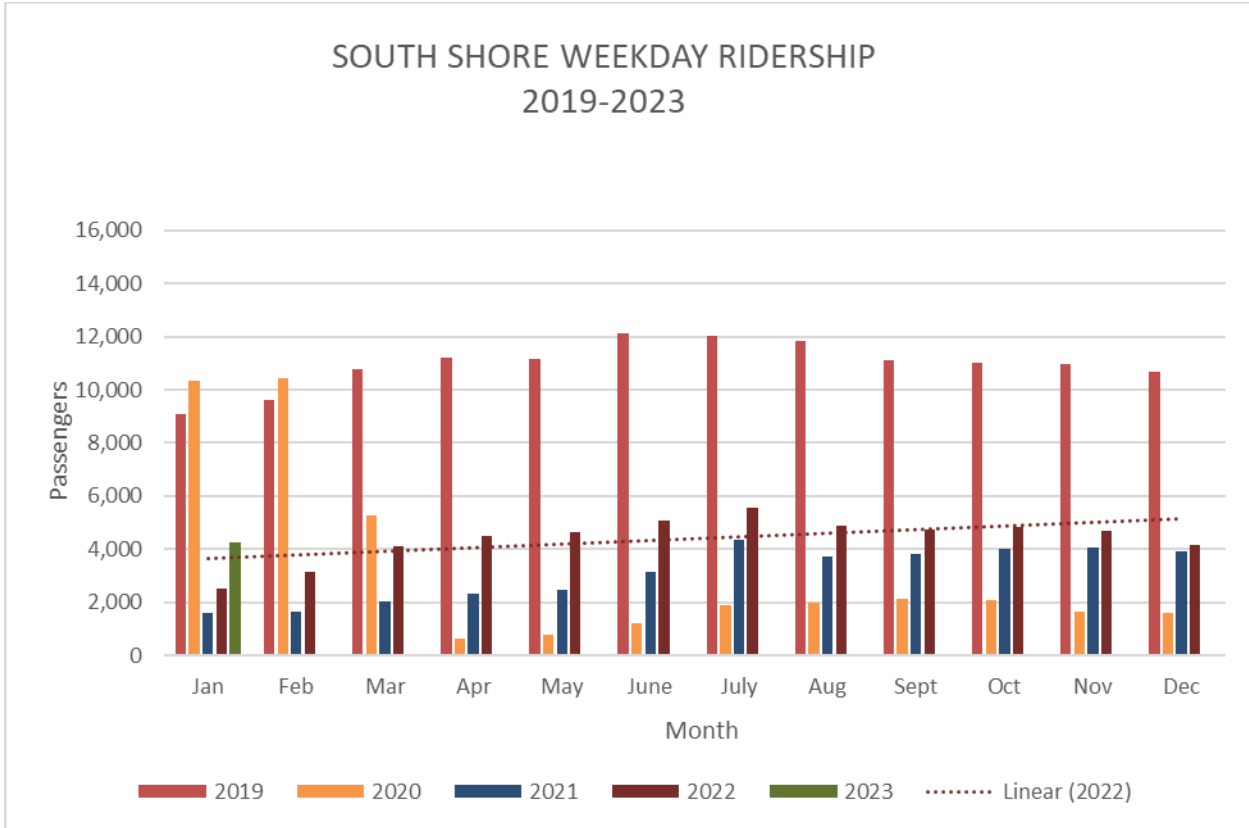
	2021	Work	2022	Work	2023	Work	Change 20/21
	Passengers	Days	Passengers	Days	Passengers	Days	
Average Weekend/Holiday Ridership (per day)							
January	633		1,355		1,864		37.6%
February	792		1,629				
March	1,296		2,366				
April	1,465		2,376				
May	1,774		2,605				
June	2,128		3,364				
Monthly South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

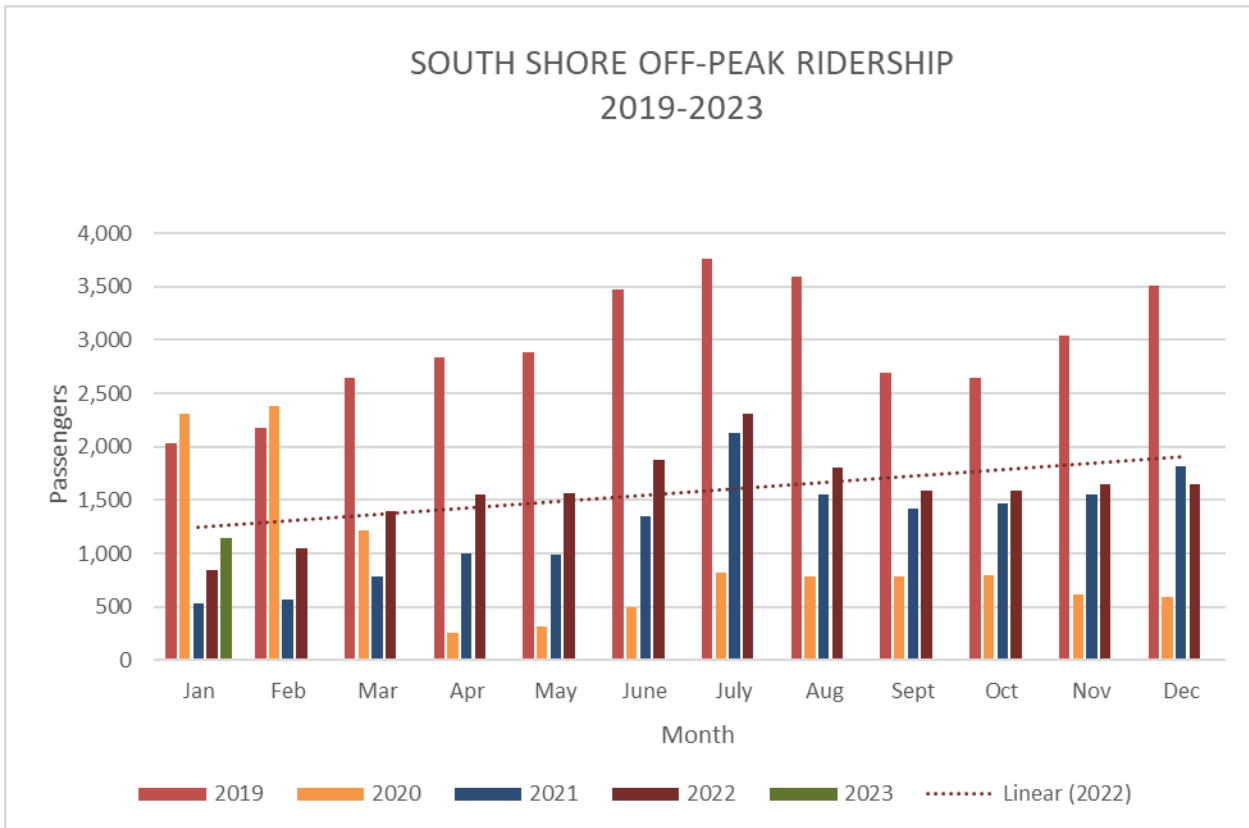
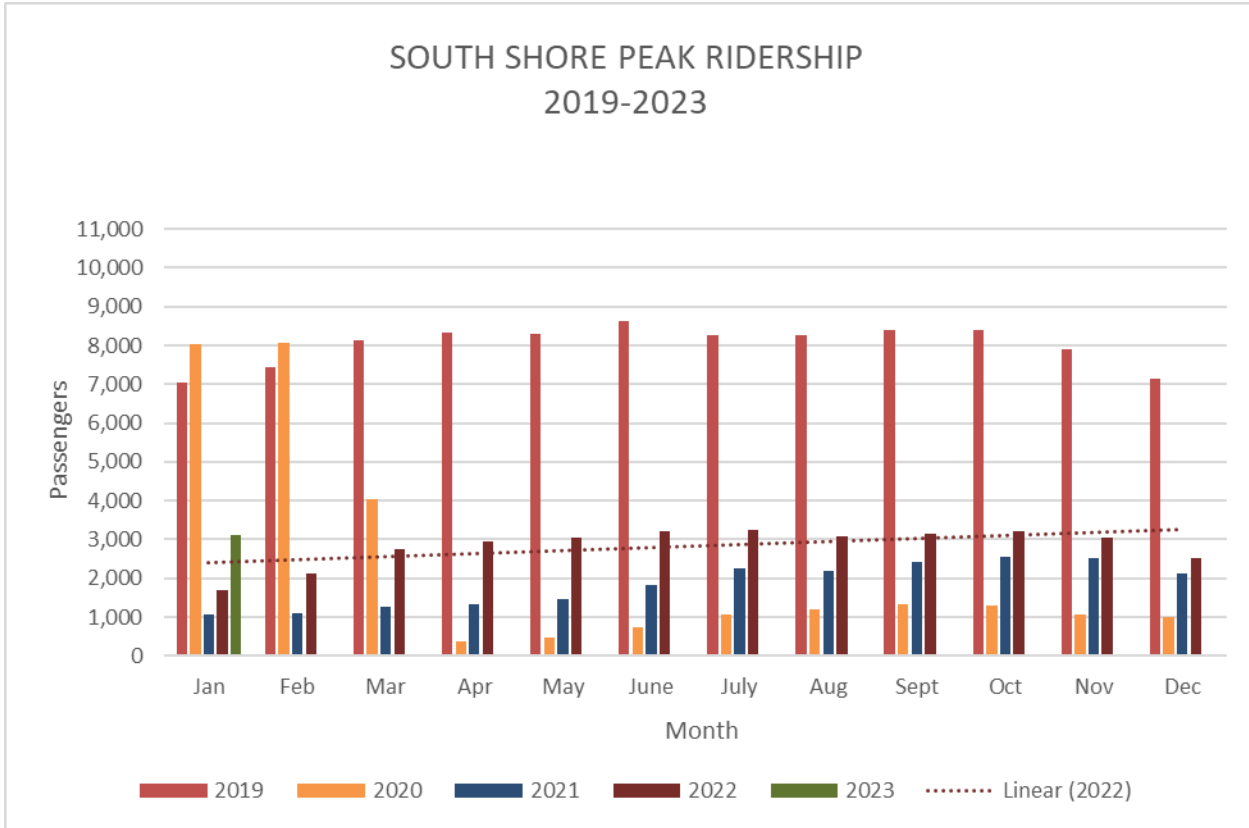
Ridership Report

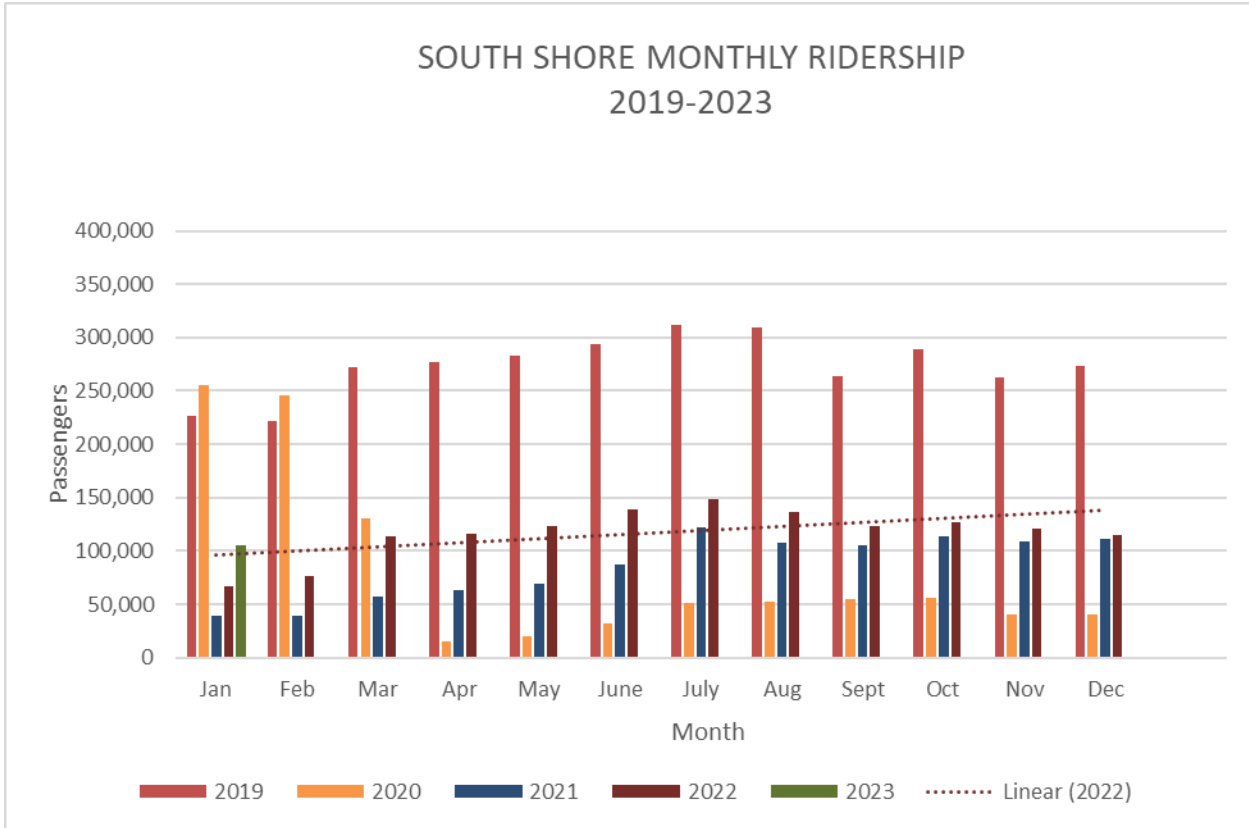
	2021	Work Days	2022	Work Days	2023	Work Days	Change 19/18
	Passengers		Passengers		Passengers		
MONTHLY RIDERSHIP							
July	121,647	21	149,051	20			-100.0%
August	107,925	22	136,622	23			-100.0%
September	105,655	21	123,766	21			-100.0%
October	114,147	21	126,386	21			-100.0%
November	109,403	21	120,650	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	4,243	0	-4.0%
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				-100.0%
November	2,536		3,064				-100.0%
December	2,211		2,654				-100.0%
Thru December	1,846	256	2,844	256			
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
July	2,124		2,314				-100.0%
August	1,547		1,809				-100.0%
September	1,419		1,590				-100.0%
October	1,474		1,588				-100.0%
November	1,547		1,649				-100.0%
December	1,904		1,729				-100.0%
Thru December	1,270	256	1,574	256		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: January, 2023

Peak

Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	1	95.2%
106	1	95.2%
108	0	100.0%
110	1	95.2%
112	3	85.7%
114	2	90.5%
214	1	95.2%
11	4	81.0%
111	0	100.0%
113	0	100.0%
115	1	95.2%
17	4	81.0%
117	1	95.2%
217	1	95.2%
119	2	90.5%
Total	22	93.8%
Westbound	9	95.2%
Eastbound	13	92.3%

Off-Peak

Train	Days Late	% on Time
14	1	95.2%
216	6	71.4%
116	0	100.0%
218	3	85.7%
18	13	38.1%
118	2	90.5%
220	1	95.2%
20	8	61.9%
222	1	95.2%
420	0	100.0%
22	13	38.1%
424	0	100.0%
401	1	95.2%
203	0	100.0%
403	1	95.2%
205	0	100.0%
207	3	85.7%
7	7	66.7%
107	1	95.2%
9	11	47.6%
109	0	100.0%
209	5	76.2%
19	2	90.5%
121	0	100.0%
123	3	85.7%
101	1	95.2%
Total	83	84.8%
Westbound	48	81.0%
Eastbound	35	88.1%

Weekend/Holiday

Train	Days Late	% on Time
600	0	100.0%
502	3	70.0%
504	3	70.0%
606	7	30.0%
506	6	40.0%
608	2	80.0%
508	4	60.0%
610	4	60.0%
510	1	90.0%
503	1	90.0%
603	0	100.0%
605	1	90.0%
505	5	50.0%
507	10	0.0%
509	4	60.0%
511	3	70.0%
613	0	100.0%
601	0	100.0%
701	0	100.0%
703	0	100.0%
Total	54	73.0%
Westbound	30	66.7%
Eastbound	24	78.2%

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

JANUARY REASONS FOR DELAYS					
REASONS (weekday)			REASONS (weekend)		
AMT	0	0.0%	AMT	0	0.0%
CAR	6	5.7%	CAR	4	7.4%
CAT	0	0.0%	CAT	0	0.0%
DBS	0	0.0%	DBS	0	0.0%
DMW	25	23.8%	DMW	11	20.4%
DSR	0	0.0%	DSR	0	0.0%
DSS	2	1.9%	DSS	0	0.0%
FRR	4	3.8%	FRR	0	0.0%
FTI	2	1.9%	FTI	2	3.7%
HLD	3	2.9%	HLD	1	1.9%
LMU	4	3.8%	LMU	3	5.6%
MET	22	21.0%	MET	18	33.3%
OET	3	2.9%	OET	0	0.0%
OPR	11	10.5%	OPR	5	9.3%
OTH	1	1.0%	OTH	3	5.6%
PAS	4	3.8%	PAS	1	1.9%
POL	2	1.9%	POL	0	0.0%
PTC	0	0.0%	PTC	0	0.0%
PTI	10	9.5%	PTI	4	7.4%
SUB	0	0.0%	SUB	0	0.0%
SVS	1	1.0%	SVS	0	0.0%
TOD	1	1.0%	TOD	0	0.0%
TRK	3	2.9%	TRK	0	0.0%
TRS	1	1.0%	TRS	0	0.0%
UTL	0	0.0%	UTL	0	0.0%
VAN	0	0.0%	VAN	0	0.0%
WTR	0	0.0%	WTR	2	3.7%
TOTAL	105	100.0%	TOTAL	54	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 January, 2023

Peak		
Train	Days	% on
	Late	Time
102	0	100.0%
104	0	100.0%
6	1	95.2%
106	1	95.2%
108	0	100.0%
110	1	95.2%
112	3	85.7%
114	2	90.5%
214	1	95.2%
11	4	81.0%
111	0	100.0%
113	0	100.0%
115	1	95.2%
17	4	81.0%
117	1	95.2%
217	1	95.2%
119	2	90.5%
Total	22	93.8%
Westbound	9	95.2%
Eastbound	13	92.3%

Off-Peak		
Train	Days	% on
	Late	Time
14	1	95.2%
216	6	71.4%
116	0	100.0%
216	3	85.7%
18	13	38.1%
118	2	90.5%
218	1	95.2%
20	8	61.9%
220	1	95.2%
420	0	100.0%
22	13	38.1%
422	0	100.0%
401	1	95.2%
203	0	100.0%
403	1	95.2%
205	0	100.0%
207	3	85.7%
7	7	66.7%
107	1	95.2%
9	11	47.6%
109	0	100.0%
209	5	76.2%
19	2	90.5%
121	0	100.0%
123	3	85.7%
101	1	95.2%
Total	83	84.8%
Westbound	48	81.0%
Eastbound	35	88.1%

Weekend/Holiday		
Train	Days	% on
	Late	Time
600	0	100.0%
502	3	70.0%
504	3	70.0%
606	7	30.0%
506	6	40.0%
608	2	80.0%
508	4	60.0%
610	4	60.0%
510	1	90.0%
710	Deadhead move	
503	1	90.0%
603	0	100.0%
605	1	90.0%
505	5	50.0%
507	10	0.0%
509	4	60.0%
511	3	70.0%
613	0	100.0%
601	0	100.0%
701	0	100.0%
703	0	100.0%
Total	54	73.0%
Westbound	30	66.7%
Eastbound	24	78.2%

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

Cumulative Reasons for Delays Thru January, 2023

REASONS (weekday)			REASONS (weekend)			TOTAL		
AMT		#DIV/0!	AMT		#DIV/0!	AMT	0	#DIV/0!
CAR		#DIV/0!	CAR		#DIV/0!	CAR	0	#DIV/0!
CAT		#DIV/0!	CAT		#DIV/0!	CAT	0	#DIV/0!
DBS		#DIV/0!	DBS		#DIV/0!	DBS	0	#DIV/0!
DMW		#DIV/0!	DMW		#DIV/0!	DMW	0	#DIV/0!
DSR		#DIV/0!	DSR		#DIV/0!	DSR	0	#DIV/0!
DSS		#DIV/0!	DSS		#DIV/0!	DSS	0	#DIV/0!
FRR		#DIV/0!	FRR		#DIV/0!	FRR	0	#DIV/0!
FTI		#DIV/0!	FTI		#DIV/0!	FTI	0	#DIV/0!
HLD		#DIV/0!	HLD		#DIV/0!	HLD	0	#DIV/0!
LMU		#DIV/0!	LMU		#DIV/0!	LMU	0	#DIV/0!
MET		#DIV/0!	MET		#DIV/0!	MET	0	#DIV/0!
OET		#DIV/0!	OET		#DIV/0!	OET	0	#DIV/0!
OPR		#DIV/0!	OPR		#DIV/0!	OPR	0	#DIV/0!
OTH		#DIV/0!	OTH		#DIV/0!	OTH	0	#DIV/0!
PAS		#DIV/0!	PAS		#DIV/0!	PAS	0	#DIV/0!
POL		#DIV/0!	POL		#DIV/0!	POL	0	#DIV/0!
PTC		#DIV/0!	PTC		#DIV/0!	PTC	0	#DIV/0!
PTI		#DIV/0!	PTI		#DIV/0!	PTI	0	#DIV/0!
SVS		#DIV/0!	SVS		#DIV/0!	SVS	0	#DIV/0!
TOD		#DIV/0!	TOD		#DIV/0!	TOD	0	#DIV/0!
TRK		#DIV/0!	TRK		#DIV/0!	TRK	0	#DIV/0!
TRS		#DIV/0!	TRS		#DIV/0!	TRS	0	#DIV/0!
UTL		#DIV/0!	UTL		#DIV/0!	UTL	0	#DIV/0!
VAN		#DIV/0!	VAN		#DIV/0!	VAN	0	#DIV/0!
WTR		#DIV/0!	WTR		#DIV/0!	WTR	0	#DIV/0!
TOTAL	0	#DIV/0!	TOTAL	0	#DIV/0!	TOTAL	0	#DIV/0!

AMT-Amtrak delay
 CAR-Car or equipment failure
 DBS-Delays due to busing
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 DMW-Maintenance of Way work
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 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	0	21	100.0%
6:31	104	0	21	100.0%
6:55	6	1	21	95.2%
7:13	106	1	21	95.2%
7:35	108	0	21	100.0%
7:51	110	1	21	95.2%
8:08	112	3	21	85.7%
8:31	114	2	21	90.5%
8:52	214	1	21	95.2%
10:28	14	1	21	95.2%
Depart				
3:57	11	4	21	81.0%
4:02p	111	0	21	100.0%
4:28	113	0	21	100.0%
4:57	115	1	21	95.2%
5:10	117	1	21	95.2%
5:28	17	4	21	81.0%
5:32	217	1	21	95.2%
5:58	119	2	21	90.5%
7:15	19	2	21	90.5%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	9	189	95.2%
EB Rush	13	168	92.3%
Total Rush	22	357	93.8%

Cumulative Rush Hour Thru January

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	5	5	10	2.6%	3.0%	2.8%
11-15	4	3	7	2.1%	1.8%	2.0%
16-20	0	0	0	0.0%	0.0%	0.0%
21-30	0	1	1	0.0%	0.6%	0.3%
31-59	0	4	4	0.0%	2.4%	1.1%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	9	13	22	4.8%	7.7%	6.2%
On time	180	155	335	95.2%	92.3%	93.8%
Total ran	189	168	357			

January 2023 Rush Hour

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	5	5	10	2.6%	3.0%	2.8%
11-15	4	3	7	2.1%	1.8%	2.0%
16-20	0	0	0	0.0%	0.0%	0.0%
21-30	0	1	1	0.0%	0.6%	0.3%
31-59	0	4	4	0.0%	2.4%	1.1%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	9	13	22	4.8%	7.7%	6.2%
On time	180	155	335	95.2%	92.3%	93.8%
Total ran	189	168	357			

Grand Total All Trains Thru January, 2023

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	5	5	44	20	74	6.7%
11-15	4	3	20	14	41	3.7%
16-20	0	0	8	7	15	1.4%
21-30	0	1	7	9	17	1.5%
31-59	0	4	3	3	10	0.9%
60+	0	0	1	1	2	0.2%
Annulled	0	0	0	0	0	
Total	9	13	83	54	159	14.4%
On Time	180	155	463	146	944	85.6%
Total ran	189	168	546	200	1103	
%On Time	95.2%	92.3%	84.8%	73.0%	85.6%	