

MONTHLY RIDERSHIP AND PERFORMANCE REPORT

March 2023



March, 2023 MONTHLY PERFORMANCE REPORT

Ridership

Ridership for the month of March was up 11.3% when compared to 2022 but down 53.4% when compared to 2019. Passenger trips for the month of March were 126,910 for 2023, 114,014 for 2022, and 272,150 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 14.5% when compared to March of 2022 but down 56.0% when compared to March of 2019. Average weekday trips were recorded as 4,733 in 2023, 4,134 in 2022, and 10,761 in 2019. The average peak travel was up 16.7% over 2022 but down 60.6% over 2019. Off-peak travel was up 10.1% over 2022 but down 42.1% over 2019.

Weekend

March weekend ridership was down 4.7% over 2022 and down 51.1% over 2019 with an average ridership of 2,256 in 2023, 2,366 in 2022, and 4,617 in 2019.

Analysis over last 12 months:

Ridership Over Last 12 Months: April through March							
	2019/20	2020/21	% Change	2021/22	% Change	2022/23	% Change
Total	3,194,132	499,521	-84.36%	1,146,195	129.46%	1,487,274	29.76%
Weekday	2,729,307	413,831	-84.84%	897,426	116.86%	1,205,848	34.37%
Peak	1,997,614	256,425	-87.16%	541,609	111.22%	787,783	45.45%
Off Peak	731,693	157,406	-78.49%	355,817	126.05%	418,065	17.49%
Weekend	464,825	85,690	-81.57%	248,769	190.31%	281,426	13.13%
South Bend	228,303	60,066	-73.69%	156,455	160.47%	176,712	12.95%

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%
March	49,734	126,910	39.2%

Revenue

The cumulative number of tickets sold for the year through March has increased 21.1% in 2023 compared to 2022. Ticket revenue is up 23.3% for 2023 compared to 2022. Sales from digital sources represents 76.2% of ticket sales and 79.9% of revenue in 2023.

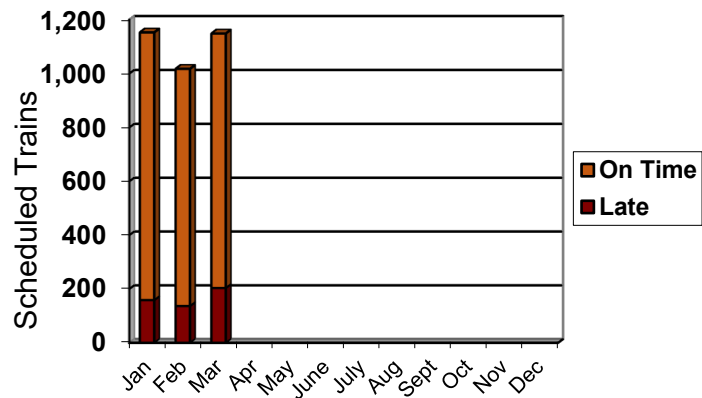
Total Ticket Sales: March						
Method of Sale	Tickets			Revenue		
	2022	2023	% Change	2022	2023	% Change
Ticket Agent	12,818	12,746	-0.6%	224,973	253,069	12.5%
Vending Machine	28,247	36,312	28.6%	409,626	480,001	17.2%
Conductor	25,622	25,911	1.1%	188,432	185,254	-1.7%
Mobile App	67,351	87,295	29.6%	944,662	1,261,391	33.5%
Total	134,038	162,264	21.1%	1,767,693	2,179,715	23.3%

On Time Performance

Rush hour – Overall, 96.4% of A.M. and P.M. rush hour trains were on time in March 2023, compared to 80.1% 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). 93.1% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 92.8% 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 88.9% in 2022. A total of 15 out of 207 westbound rush hour trains were delayed in March. Of those 15, 0 experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 13 out of 184 trains delayed in March. Of those 13, 6 experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
March				
Range	a.m.	p.m.	Total	Percent
6-10	0	1	1	0.3%
11-15	15	6	21	5.4%
16-20	0	5	5	1.3%
21-30	0	0	0	0.0%
31-59	0	1	1	0.3%
60+	0	0	0	0.0%
Annulled	0	0	0	
On Time	192	171	363	
Total Ran	207	184	391	

Overall – The SSL scheduled 1,149 trains in March and experienced 204 delays in excess of 5 minutes (ranging from 6-80 minutes) with a median delay of 15 minutes. March of 2023 experienced 0 annulled trains. In March 2022 the South Shore Line scheduled 1,149 trains with 342 delays in excess of 5 minutes (ranging from 6-124 minutes) with a median delay of 17 minutes. March of 2022 experienced 1 annulled train.



Cumulative On Time Comparison		
Thru March	2022	2023
Weekday	83.1%	87.0%
Peak	84.9%	93.4%
Off-peak	82.0%	82.9%
Weekend	63.8%	72.5%
Overall	80.0%	84.7%

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.

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			
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			
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				
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				
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		1,561				
May	989		1,569				
June	1,349		1,876				

Ridership Report

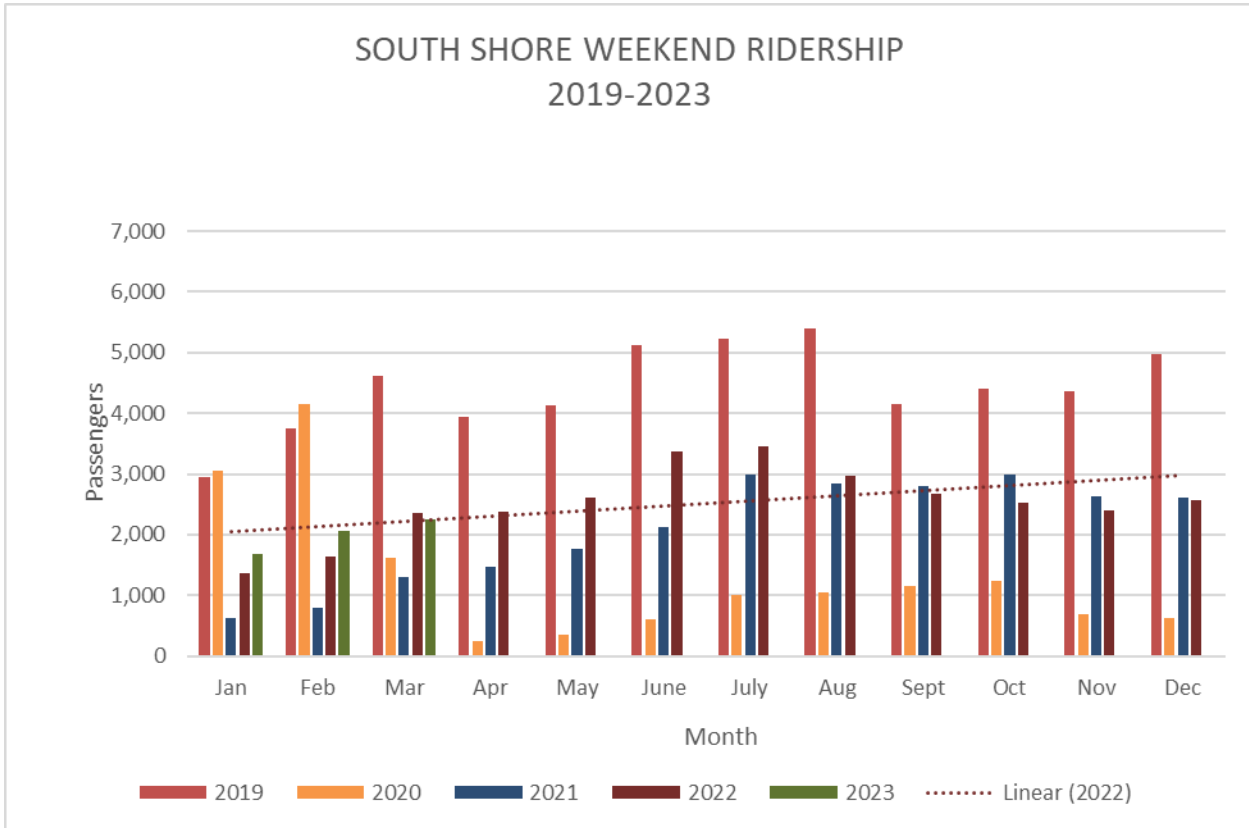
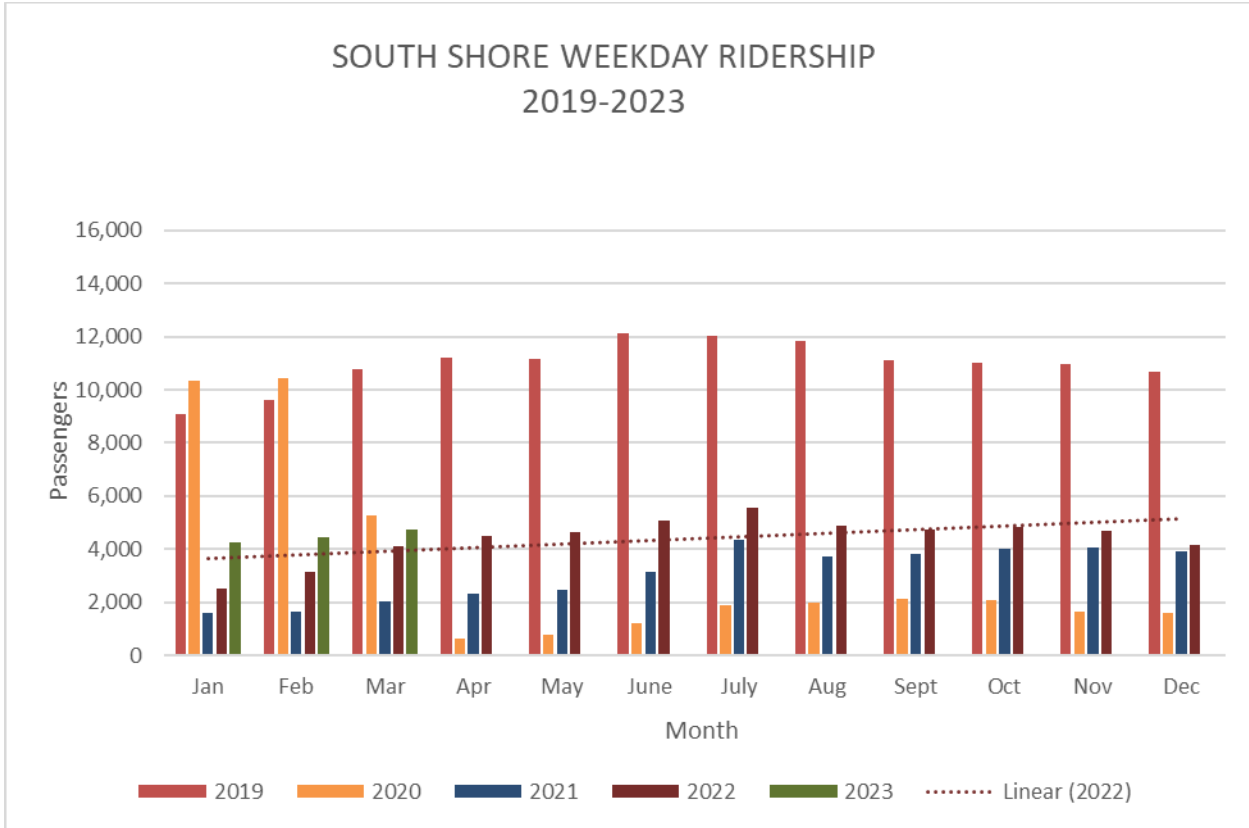
	2021	Work	2022	Work	2023	Work	Change 20/21
	Passengers	Days	Passengers	Days	Passengers	Days	
Average Weekend/Holiday Ridership (per day)							
January	633		1,355		1,864		37.6%
February	792		1,629		2,052		26.0%
March	1,296		2,366		2,256		-4.6%
April	1,465		2,376				
May	1,774		2,605				
June	2,128		3,364				
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				
May	10,437		15,290				
June	11,197		15,014				

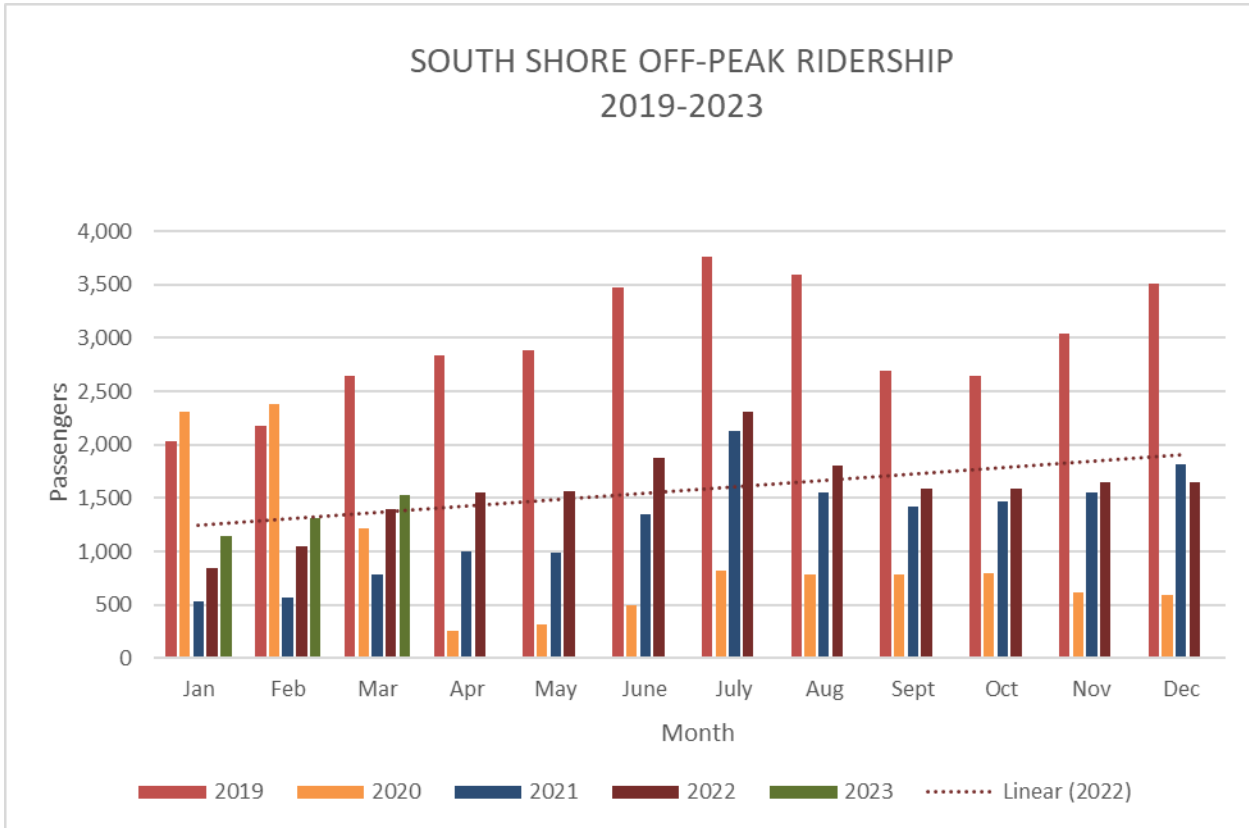
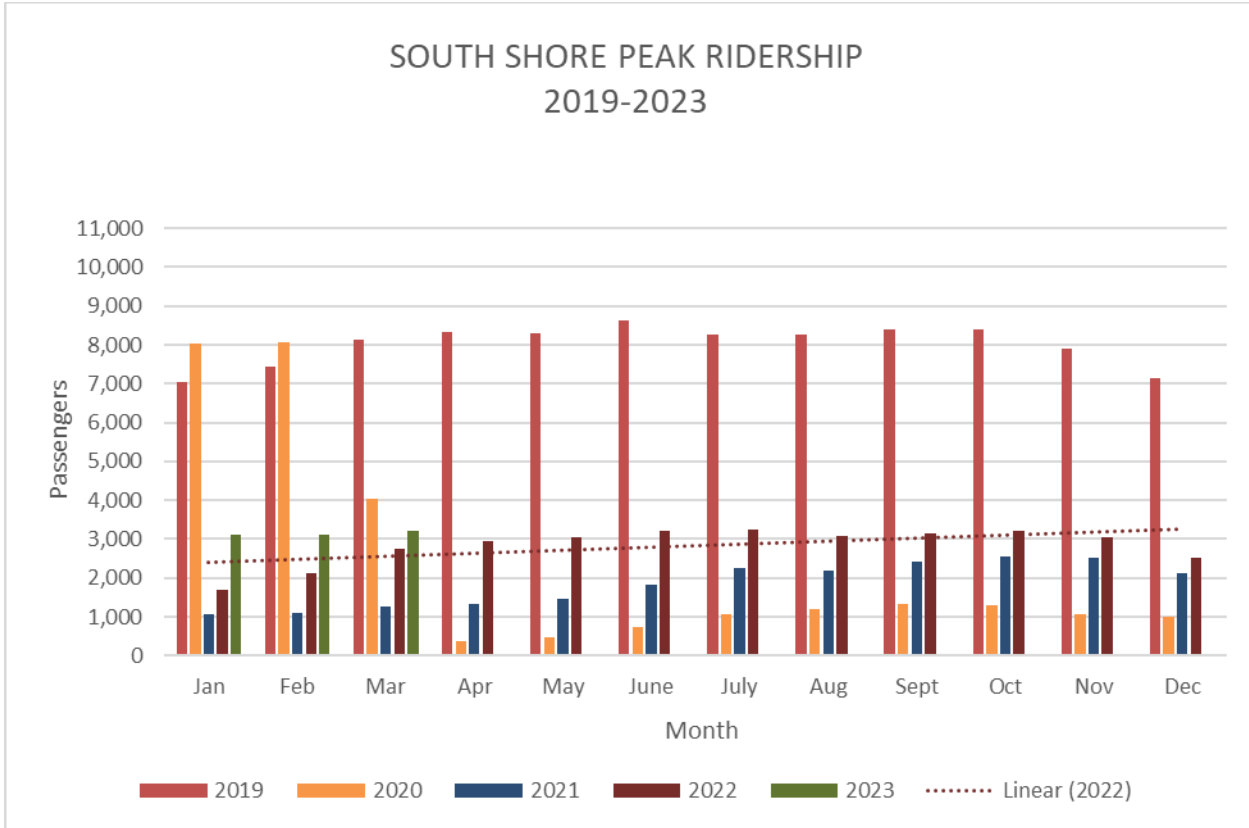
Ridership Report

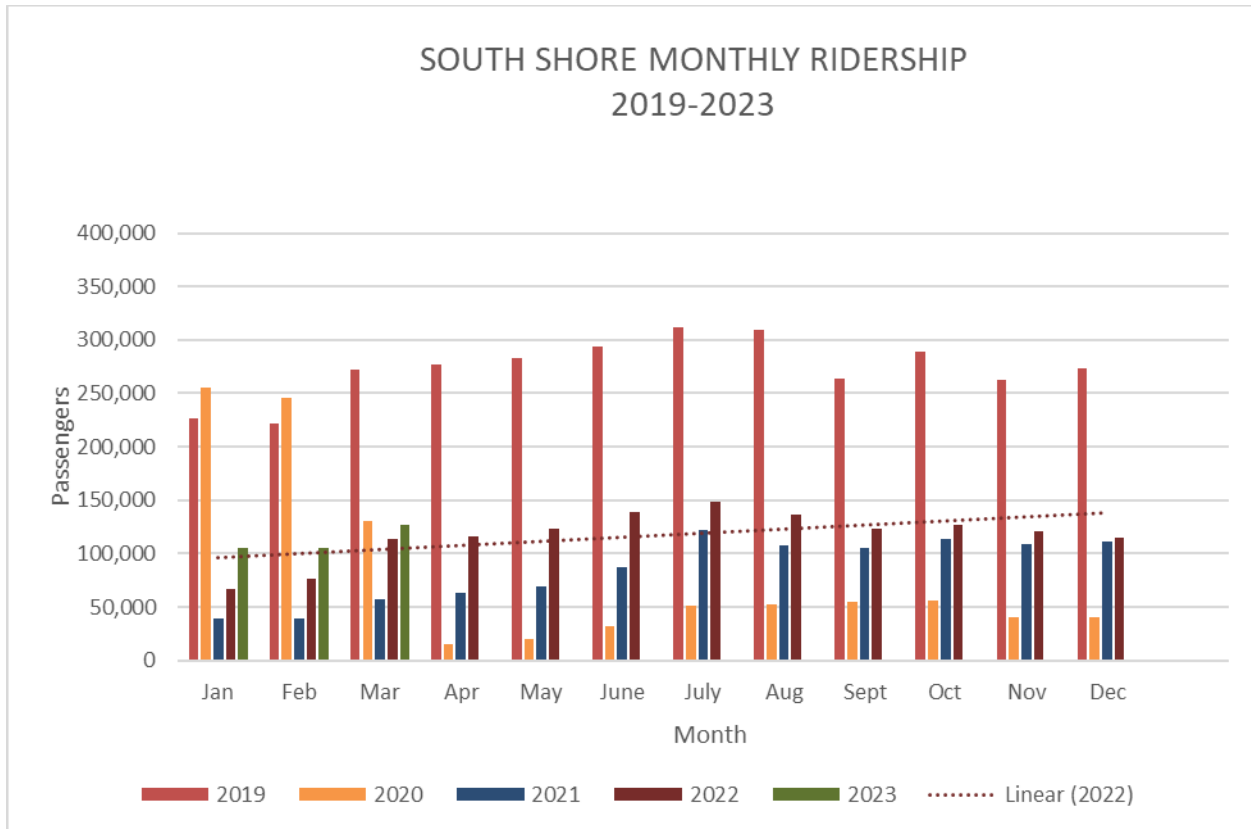
	2021	Work Days	2022	Work Days	2023	Work Days	Change 19/18
	Passengers		Passengers		Passengers		
MONTHLY RIDERSHIP							
July	121,647	21	149,051	20			-100.0%
August	107,925	22	136,622	23			-100.0%
September	105,655	21	123,766	21			-100.0%
October	114,147	21	126,386	21			-100.0%
November	109,403	21	120,650	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	4,469	0	1.2%
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: March, 2023

Peak

Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	0	100.0%
106	0	100.0%
108	0	100.0%
110	0	100.0%
112	0	100.0%
114	1	95.7%
214	0	100.0%
11	7	69.6%
111	0	100.0%
113	0	100.0%
115	0	100.0%
17	4	82.6%
117	0	100.0%
217	2	91.3%
119	0	100.0%
Total	14	96.4%
Westbound	1	99.5%
Eastbound	13	92.9%

Off-Peak

Train	Days Late	% on Time
14	5	78.3%
216	6	73.9%
116	2	91.3%
218	6	73.9%
18	21	8.7%
118	3	87.0%
220	3	87.0%
20	15	34.8%
222	3	87.0%
420	0	100.0%
22	21	8.7%
424	0	100.0%
401	1	95.7%
203	1	95.7%
403	0	100.0%
205	1	95.7%
207	3	87.0%
7	9	60.9%
107	0	100.0%
9	14	39.1%
109	3	87.0%
209	1	95.7%
19	4	82.6%
121	0	100.0%
123	1	95.7%
101	0	100.0%
Total	123	79.4%
Westbound	85	69.2%
Eastbound	38	88.2%

Weekend/Holiday

Train	Days Late	% on Time
600	4	50.0%
502	1	87.5%
504	4	50.0%
606	7	12.5%
506	5	37.5%
608	0	100.0%
508	5	37.5%
610	1	87.5%
510	1	87.5%
503	4	50.0%
603	0	100.0%
605	1	87.5%
505	8	0.0%
507	5	37.5%
509	3	62.5%
511	3	62.5%
613	1	87.5%
601	0	100.0%
701	0	100.0%
703	0	100.0%
Total	53	66.9%
Westbound	28	61.1%
Eastbound	25	71.6%

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

MARCH REASONS FOR DELAYS

REASONS (weekday)		
AMT	0	0.0%
CAR	1	0.7%
CAT	0	0.0%
DBS	0	0.0%
DMW	61	44.5%
DSR	0	0.0%
DSS	2	1.5%
FRR	0	0.0%
FTI	8	5.8%
HLD	7	5.1%
LMU	6	4.4%
MET	33	24.1%
OET	0	0.0%
OPR	3	2.2%
OTH	0	0.0%
PAS	2	1.5%
POL	1	0.7%
PTC	0	0.0%
PTI	9	6.6%
SUB	0	0.0%
SVS	0	0.0%
TOD	1	0.7%
TRK	0	0.0%
TRS	0	0.0%
UTL	2	1.5%
VAN	0	0.0%
WTR	1	0.7%
TOTAL	137	100.0%

REASONS (weekend)		
AMT	1	1.9%
CAR	1	1.9%
CAT	0	0.0%
DBS	0	0.0%
DMW	19	35.8%
DSR	0	0.0%
DSS	0	0.0%
FRR	0	0.0%
FTI	0	0.0%
HLD	0	0.0%
LMU	3	5.7%
MET	17	32.1%
OET	0	0.0%
OPR	5	9.4%
OTH	0	0.0%
PAS	3	5.7%
POL	0	0.0%
PTC	0	0.0%
PTI	3	5.7%
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	1	1.9%
TOTAL	53	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 March, 2023

Peak

Train	Days	% on
	Late	Time
102	1	98.4%
104	0	100.0%
6	2	96.9%
106	1	98.4%
108	0	100.0%
110	1	98.4%
112	4	93.8%
114	5	92.2%
214	1	98.4%
11	14	78.1%
111	0	100.0%
113	1	98.4%
115	2	96.9%
17	17	73.4%
117	3	95.3%
217	4	93.8%
119	2	96.9%
Total	58	94.7%
Westbound	15	97.4%
Eastbound	43	91.6%

Off-Peak

Train	Days	% on
	Late	Time
14	8	87.5%
216	16	75.0%
116	4	93.8%
216	12	81.3%
18	45	29.7%
118	9	85.9%
218	5	92.2%
20	33	48.4%
220	5	92.2%
420	0	100.0%
22	50	21.9%
422	0	100.0%
401	2	96.9%
203	1	98.4%
403	3	95.3%
205	1	98.4%
207	9	85.9%
7	21	67.2%
107	1	98.4%
9	35	45.3%
109	3	95.3%
209	9	85.9%
19	6	90.6%
121	0	100.0%
123	6	90.6%
101	1	98.4%
Total	285	82.9%
Westbound	187	75.6%
Eastbound	98	89.1%

Weekend/Holiday

Train	Days	% on
	Late	Time
600	5	80.8%
502	5	80.8%
504	8	69.2%
606	19	26.9%
506	14	46.2%
608	2	92.3%
508	13	50.0%
610	5	80.8%
510	3	88.5%
710	Deadhead move	
503	6	76.9%
603	0	100.0%
605	2	92.3%
505	18	30.8%
507	19	26.9%
509	11	57.7%
511	9	65.4%
613	3	88.5%
601	0	100.0%
701	0	100.0%
703	1	96.2%
Total	143	72.5%
Westbound	74	68.4%
Eastbound	69	75.9%

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

Cumulative Reasons for Delays Thru March, 2023

REASONS (weekday)		
AMT	0	0.0%
CAR	9	2.6%
CAT	0	0.0%
DBS	0	0.0%
DMW	123	35.9%
DSR	0	0.0%
DSS	5	1.5%
FRR	5	1.5%
FTI	12	3.5%
HLD	13	3.8%
LMU	13	3.8%
MET	79	23.0%
OET	3	0.9%
OPR	20	5.8%
OTH	6	1.7%
PAS	9	2.6%
POL	3	0.9%
PTC	0	0.0%
PTI	29	8.5%
SVS	1	0.3%
TOD	2	0.6%
TRK	3	0.9%
TRS	1	0.3%
UTL	2	0.6%
VAN	0	0.0%
WTR	5	1.5%
TOTAL	343	100.0%

REASONS (weekend)		
AMT	1	0.7%
CAR	9	6.3%
CAT	0	0.0%
DBS	0	0.0%
DMW	40	28.0%
DSR	0	0.0%
DSS	0	0.0%
FRR	1	0.7%
FTI	2	1.4%
HLD	5	3.5%
LMU	6	4.2%
MET	47	32.9%
OET	0	0.0%
OPR	11	7.7%
OTH	3	2.1%
PAS	4	2.8%
POL	0	0.0%
PTC	0	0.0%
PTI	10	7.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	1	0.7%
UTL	0	0.0%
VAN	0	0.0%
WTR	3	2.1%
TOTAL	143	100.0%

TOTAL		
AMT	1	0.2%
CAR	18	3.7%
CAT	0	0.0%
DBS	0	0.0%
DMW	163	33.5%
DSR	0	0.0%
DSS	5	1.0%
FRR	6	1.2%
FTI	14	2.9%
HLD	18	3.7%
LMU	19	3.9%
MET	126	25.9%
OET	3	0.6%
OPR	31	6.4%
OTH	9	1.9%
PAS	13	2.7%
POL	3	0.6%
PTC	0	0.0%
PTI	39	8.0%
SVS	1	0.2%
TOD	2	0.4%
TRK	3	0.6%
TRS	2	0.4%
UTL	2	0.4%
VAN	0	0.0%
WTR	8	1.6%
TOTAL	486	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
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 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	64	98.4%
6:31	104	0	64	100.0%
6:55	6	2	64	96.9%
7:13	106	1	64	98.4%
7:35	108	0	64	100.0%
7:51	110	1	64	98.4%
8:08	112	4	64	93.8%
8:31	114	5	64	92.2%
8:52	214	1	64	98.4%
10:28	14	8	64	87.5%
Depart				
3:57	11	14	64	78.1%
4:02p	111	0	64	100.0%
4:28	113	1	64	98.4%
4:57	115	2	64	96.9%
5:10	117	3	64	95.3%
5:28	17	17	64	73.4%
5:32	217	4	64	93.8%
5:58	119	2	64	96.9%
7:15	19	6	64	90.6%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	15	576	97.4%
EB Rush	43	512	91.6%
Total Rush	58	1,088	94.7%

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	10	13	23	1.7%	2.5%	2.1%
11-15	19	14	33	3.3%	2.7%	3.0%
16-20	0	7	7	0.0%	1.4%	0.6%
21-30	0	3	3	0.0%	0.6%	0.3%
31-59	0	5	5	0.0%	1.0%	0.5%
60+	0	1	1	0.0%	0.2%	0.1%
Annulled	0	0	0			
Total Late	29	43	72	5.0%	8.4%	6.6%
On time	547	469	1016	95.0%	91.6%	93.4%
Total ran	576	512	1088			

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	0	1	1	0.0%	0.5%	0.3%
11-15	15	6	21	7.2%	3.3%	5.4%
16-20	0	5	5	0.0%	2.7%	1.3%
21-30	0	0	0	0.0%	0.0%	0.0%
31-59	0	1	1	0.0%	0.5%	0.3%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	15	13	28	7.2%	7.1%	7.2%
On time	192	171	363	92.8%	92.9%	92.8%
Total ran	207	184	391			

Grand Total All Trains Thru March, 2023

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	10	13	112	43	178	5.4%
11-15	19	14	71	39	143	4.4%
16-20	0	7	42	26	75	2.3%
21-30	0	3	38	26	67	2.0%
31-59	0	5	17	6	28	0.9%
60+	0	1	5	3	9	0.3%
Annulled	0	0	2	0	2	
Total	29	43	285	143	500	15.3%
On Time	547	469	1377	377	2770	84.7%
Total ran	576	512	1662	520	3270	
%On Time	95.0%	91.6%	82.9%	72.5%	84.7%	