



Monthly Ridership and Performance Report

February 2024



Northern Indiana Commuter Transportation District

February 2024 Monthly Performance Report

Ridership

Overall - Ridership for the month was up 9.7% when compared to 2023. Passenger trips for the month were 115,214 in 2024 and 105,045 in 2023. Busing continued between Dune Park Station and Gary Metro Station around the Double Track NWI project construction. Cumulative year to date ridership was up 3.5% over 2023.

Weekday Travel – Average weekday peak travel was up 7.1% when compared to 2023 while average off peak travel was up 5.8% over 2023 ridership. The combined weekday average in 2024 was 4,729 rides compared to 4,432 in 2023. That is a 6.7% increase for 2024 compared to 2023. Cumulative year to date weekday ridership is up 1.4% over 2023.

Weekend Travel – Weekend ridership was down 3.0% when compared to 2023. The daily average in 2024 was 1,989 compared to 2,052 in 2023. Cumulative year to date weekend ridership is down 6.9% compared to 2023.

Ridership Over Last 12 Months: March through February							
	2020/21	2021/22	% Change	2022/23	% Change	2023/24	% Change
Total	572,336	1,089,728	90.40%	1,474,378	35.30%	1,534,169	4.06%
Weekday	482,522	849,513	76.06%	1,192,071	40.32%	1,267,551	6.33%
Peak	316,342	507,748	60.51%	777,237	53.08%	838,441	7.87%
Off Peak	166,180	341,765	105.66%	414,834	21.38%	429,110	3.44%
Weekend	89,814	240,215	167.46%	282,307	17.52%	266,618	-5.56%
South Bend	61,374	150,257	144.82%	177,323	18.01%	143,321	-19.18%

Bussed Ridership

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

Bussed Passengers			
	2024 Riders	Total Ridership	% Bussed
January	36,572	103,033	35.5%
February	40,901	115,214	35.5%

Revenue

The number of tickets sold in February was up 0.4% when comparing 2024 to 2023. Ticket revenue was up 0.9% for 2024 compared to 2023. Sales from digital sources represent 78.7% of ticket sales and 82.5% of ticket revenue.

February 2024 Ridership Report

Annual Total Ticket Sales Through February						
Method of Sale	Tickets			Revenue		
	2023	2024	% Change	2023	2024	% Change
Ticket Agent	8,765	6,106	-30.3%	159,741	123,634	-22.6%
Vending Machine	23,907	23,915	0.0%	296,139	288,884	-2.5%
Conductor	17,692	16,722	-5.5%	126,846	116,337	-8.3%
Mobile App	56,519	60,581	7.2%	773,354	839,786	8.6%
Total	106,883	107,324	0.4%	1,356,080	1,368,640	0.9%

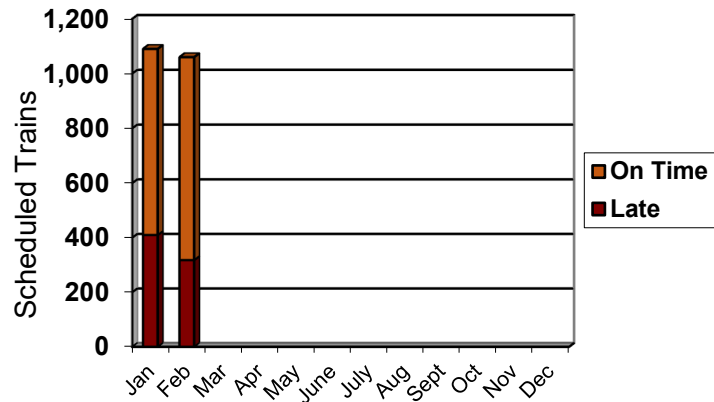
On Time Performance

Rush Hour – Overall, 75.1% of A.M. and P.M. rush hour trains were on time in February 2024 compared to 93.5% in 2023. 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). 85.2% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 96.8% of westbound morning rush hour service was on time compared to 97.2% in 2023; while eastbound rush hour trains reported an on-time performance of 50.6% compared to 89.4% in 2023. A total of 6 out of 189 westbound rush hour trains were delayed in February. Of those 6, none experienced delays greater than 15 minutes. Eastbound rush hour trains had a total of 83 out of 168 trains delayed in February. Of those 83, 20 experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
February				
Range	a.m.	p.m.	Total	Percent
6-10	3	33	36	10.1%
11-15	3	30	33	9.2%
16-20	0	5	5	1.4%
21-30	0	8	8	2.2%
31-59	0	5	5	1.4%
60+	0	2	2	0.6%
Annulled	0	2	2	
On Time	183	85	268	
Total Ran	189	168	357	

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

Overall – The South Shore Line scheduled 1,063 trains in February and experienced 318 delays in excess of 5 minutes (ranging from 6-104) with median delay of 13 minutes. February of 2024 experienced 3 annulled trains. In February 2023, the South Shore Line scheduled 1,020 trains with 137 delays in excess of 5 minutes (ranging from 6-120 minutes) with a median delay of 12 minutes. February of 2023 experienced 3 annulled trains.



Cumulative On Time Comparison		
<i>Thru February</i>	2023	2024
Weekday	86.7%	68.3%
Peak	87.6%	70.9%
Off-peak	86.1%	66.5%
Weekend	79.2%	55.5%
Overall	85.4%	66.1%

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 website in advance of anticipated delays.

Construction of the Double Track Northwest Indiana Project began on February 28, 2022. NICTD has contracted 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.

February 2024 Ridership Report

Annulled Trains or Delays in Excess of 59 Minutes			
Date	Train #	Minutes	Reason
1/8/24	20	104	Animal on tracks.
1/11/24	20	62	Delayed by Amtrak.
1/14/24	503	69	Delayed by bussing.
1/14/24	505	104	Extreme weather took down catenary wire.
1/14/24	506	Annulled	Extreme weather took down catenary wire.
1/14/24	507	Annulled	Extreme weather took down catenary wire.
1/14/24	508	109	Extreme weather took down catenary wire.
1/14/24	510	112	Extreme weather took down catenary wire.
1/14/24	511	62	Extreme weather took down catenary wire.
1/14/24	605	120	Extreme weather took down catenary wire.
1/15/24	604	90	Late turn of equipment.
1/16/24	6	75	Railcar equipment issues.
1/16/24	14	101	Late turn of equipment.
1/16/24	17	Annulled	Extreme weather.
1/16/24	18	67	Late turn of equipment.
1/16/24	22	69	Delayed by passing passenger train.
1/16/24	110	Annulled	Railcar equipment issues.
1/16/24	111	Annulled	Extreme weather.
1/16/24	112	81	Railcar equipment issues.
1/16/24	114	74	Delayed by passing passenger train.
1/16/24	121	75	Railcar equipment issues.
1/16/24	209	Annulled	Extreme weather.
1/16/24	216	Annulled	Extreme weather.
1/16/24	217	Annulled	Extreme weather.
1/16/24	218	Annulled	Extreme weather.
1/16/24	220	Annulled	Extreme weather.
1/16/24	222	Annulled	Extreme weather.
1/16/24	422	Annulled	Extreme weather.
1/17/24	11	95	Delayed by track issues.
1/17/24	18	64	Late turn of equipment.
1/17/24	22	83	Late turn of equipment.
1/17/24	111	60	Delayed by track issues.
1/18/24	20	63	Late turn of equipment.
1/19/24	7	69	Railcar equipment issues.
1/19/24	17	75	Railcar equipment issues.
1/19/24	18	111	Extreme weather.
1/21/24	504	125	Railcar equipment issues.
1/21/24	605	Annulled	Railcar equipment issues.
1/22/24	22	81	Railcar equipment issues.

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Annulled Trains or Delays in Excess of 59 Minutes			
Date	Train #	Minutes	Reason
2/4/24	613	90	Extreme weather and ice on the power lines.
2/10/24	610	66	Railcar equipment issues.
2/15/24	20	68	PTC issue delay.
2/16/24	20	77	Late turn of equipment/speed restrictions.
2/17/24	507	63	Delays due to bussing.
2/26/24	9	62	Metra PTC issue delay.
2/26/24	18	104	Metra PTC and passenger boarding.
2/26/24	116	76	Metra PTC issue delay.
2/26/24	216	65	Metra PTC issue delay.
2/27/24	17	79	Metra signal problems.
2/27/24	18	103	Train/automobile incident.
2/27/24	111	60	Train car equipment failure.
2/27/24	119	Annulled	Delayed by earlier trains track issues.
2/27/24	217	Annulled	Delayed by earlier trains track issues.
2/27/24	222	Annulled	Delayed by earlier trains track issues.

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Ridership Report

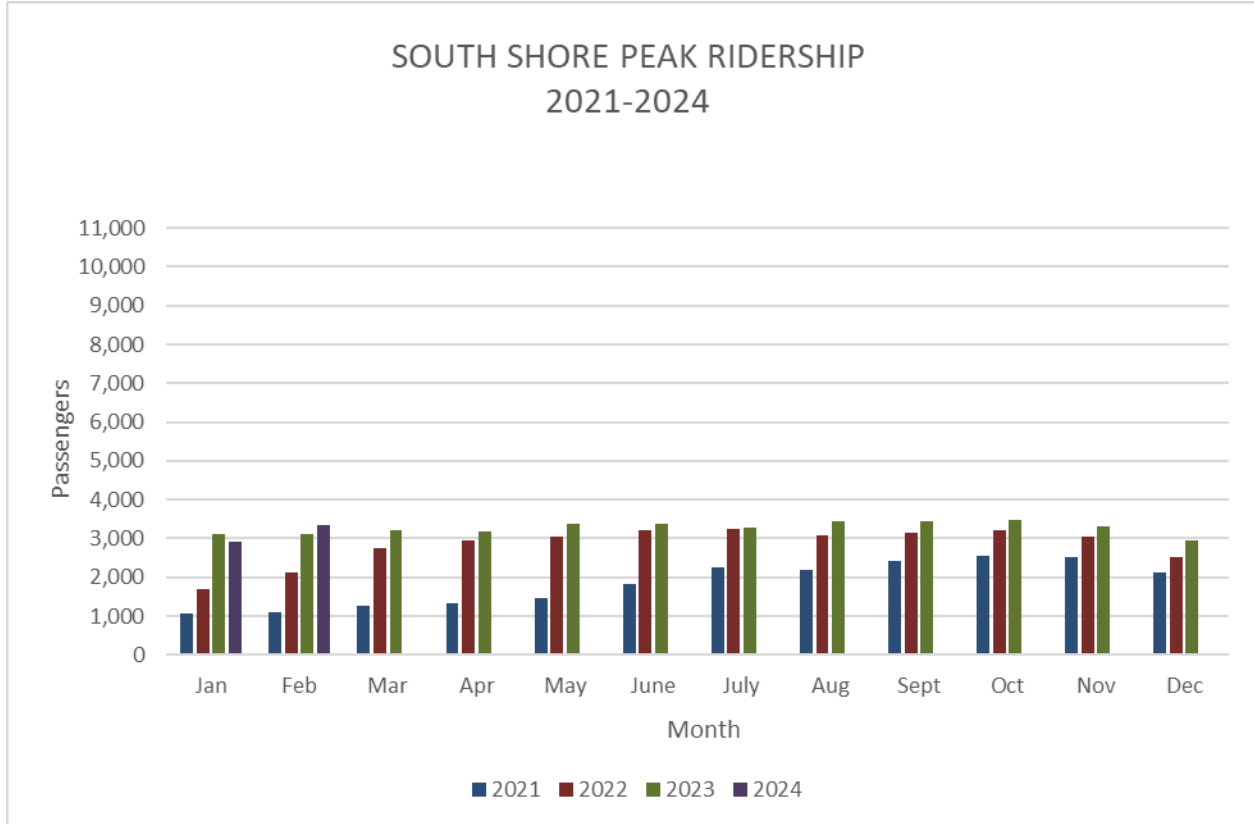
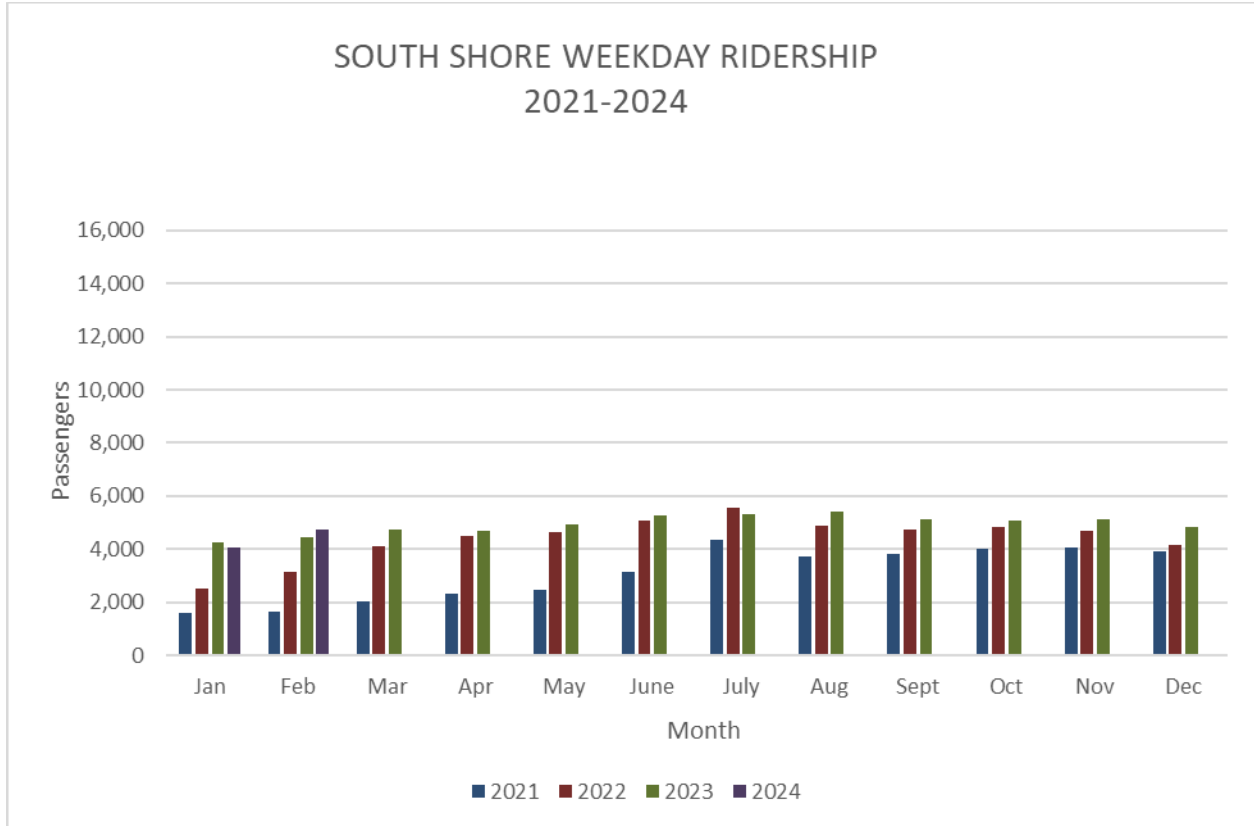
	2022	Work	2023	Work	2024	Work	Change 23/24
	Passengers	Days	Passengers	Days	Passengers	Days	
Monthly Ridership							
January	66,870	21	105,869	21	103,033	22	-2.7%
February	76,350	20	105,045	20	115,214	21	9.7%
March	114,014	23	126,910	23			
April	115,914	21	117,539	20			
May	123,155	21	129,890	22			
June	138,763	22	139,216	22			
Cumulative Comparison							
January	66,870	21	105,869	21	103,033	22	-2.7%
February	143,220	41	210,914	41	218,247	43	3.5%
March	257,234	64	337,824	64			
April	373,148	85	455,363	84			
May	496,303	106	585,253	106			
June	635,066	128	724,469	128			
Average Weekday Ridership							
January	2,539		4,243		4,123		-2.8%
February	3,166		4,432		4,729		6.7%
March	4,134		4,733				
April	4,501		4,723				
May	4,624		4,957				
June	5,084		5,289				
Average Weekday Peak Period Ridership							
January	1,700		3,101		2,923		-5.7%
February	2,121		3,115		3,335		7.1%
March	2,742		3,201				
April	2,943		3,175				
May	3,056		3,384				
June	3,208		3,364				
Average Weekday Off-Peak Ridership							
January	839		1,142		1,158		1.4%
February	1,045		1,317		1,393		5.8%
March	1,392		1,532				
April	1,561		1,549				
May	1,569		1,573				
June	1,876		1,925				

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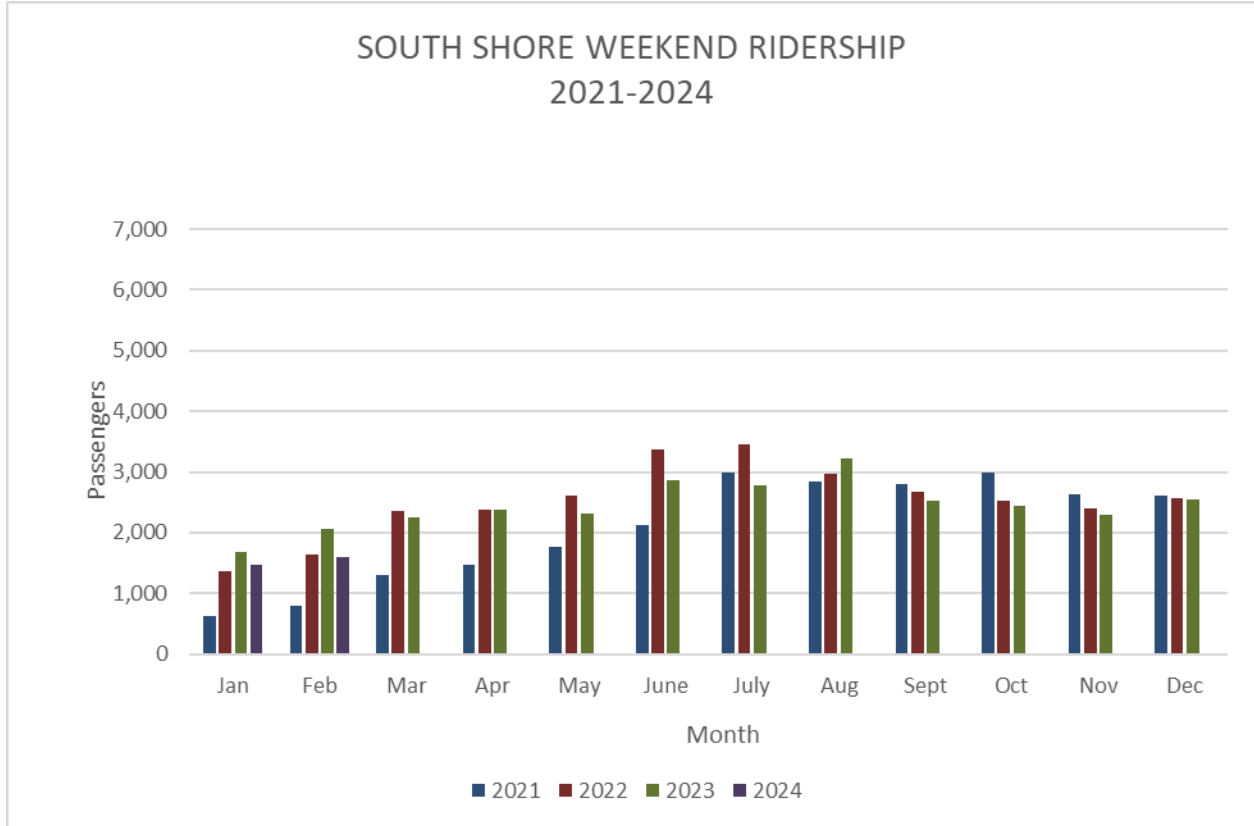
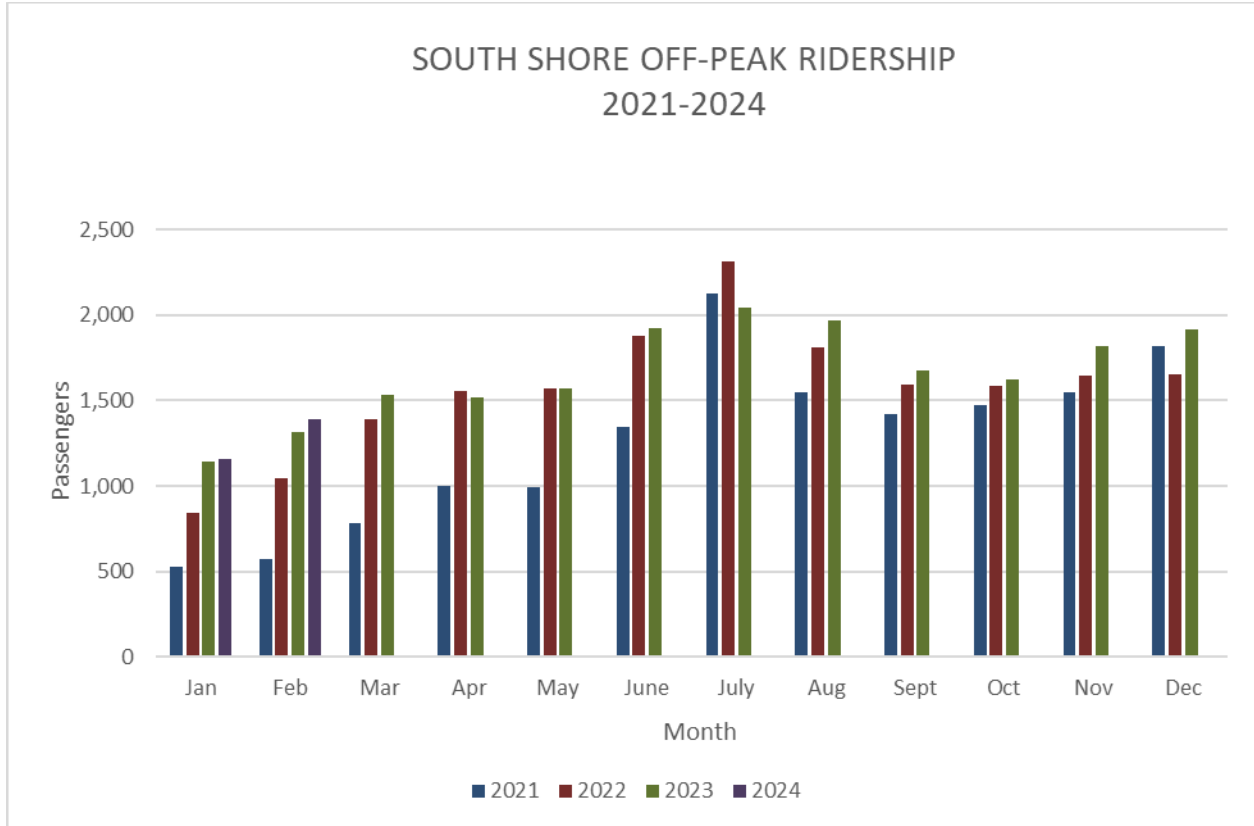
Ridership Report

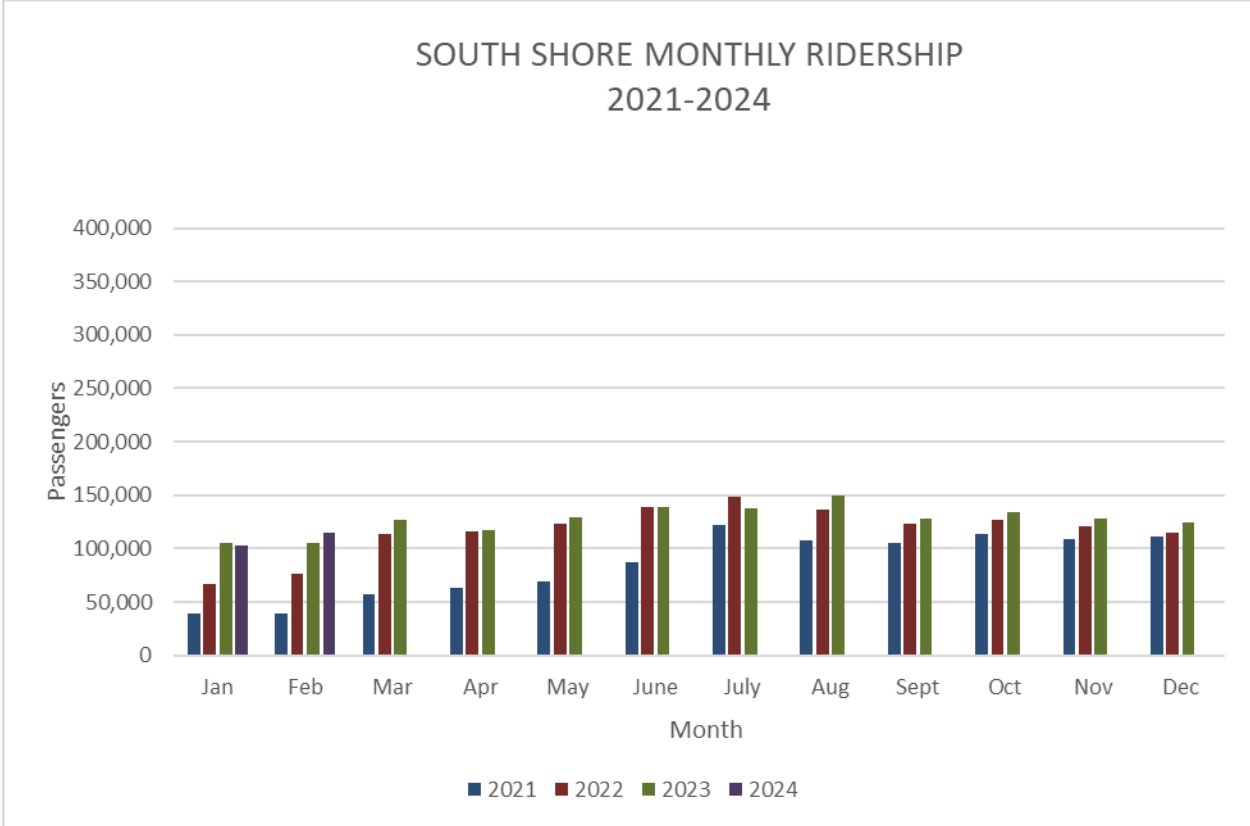
	2022	Work	2023	Work	2024	Work	Change 23/24
	Passengers	Days	Passengers	Days	Passengers	Days	
Average Weekend/Holiday Ridership (per day)							
January	1,355		1,864		1,474		-20.9%
February	1,629		2,052		1,989		-3.1%
March	2,366		2,256				
April	2,376		2,306				
May	2,605		2,314				
June	3,364		2,858				
Monthly South Bend Ridership							
January	8,972		9,775		8,213		-16.0%
February	8,940		8,829		8,510		-3.6%
March	13,530		12,919				
April	14,608		13,773				
May	15,290		11,791				
June	15,014		12,175				

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Percent on Time: February, 2024

Peak		
Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	2	90.5%
106	0	100.0%
108	0	100.0%
110	0	100.0%
112	1	95.2%
114	1	95.2%
214	2	90.5%
11	3	85.7%
111	18	14.3%
113	10	52.4%
115	9	57.1%
17	16	23.8%
117	18	14.3%
217	2	90.0%
119	9	55.0%
Total	91	74.4%
Westbound	6	96.8%
Eastbound	85	48.8%

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

Off-Peak		
Train	Days Late	% on Time
14	8	61.9%
216	9	57.1%
116	2	90.5%
218	9	57.1%
18	21	0.0%
118	6	71.4%
220	2	90.5%
20	16	23.8%
222	1	95.0%
420	2	90.5%
22	20	4.8%
424	0	100.0%
401	0	100.0%
203	0	100.0%
403	0	100.0%
205	0	100.0%
207	8	61.9%
7	12	42.9%
107	3	85.7%
9	18	14.3%
109	8	61.9%
209	3	85.7%
19	4	81.0%
121	4	81.0%
123	4	81.0%
101	3	85.7%
Total	163	70.1%
Westbound	96	61.8%
Eastbound	67	77.2%

Weekend/Holiday		
Train	Days Late	% on Time
600	1	87.5%
502	3	62.5%
504	3	62.5%
606	3	62.5%
506	4	50.0%
608	1	87.5%
508	4	50.0%
610	5	37.5%
510	2	75.0%
503	7	12.5%
603	5	37.5%
605	7	12.5%
505	4	50.0%
507	8	0.0%
509	5	37.5%
511	1	87.5%
613	4	50.0%
601	0	100.0%
701	0	100.0%
703	0	100.0%
Total	67	58.1%
Westbound	26	63.9%
Eastbound	41	53.4%

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REASONS (weekday)		
AMT	5	2.0%
CAR	2	0.8%
CAT	0	0.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	64	25.5%
DSR	48	19.1%
DSS	16	6.4%
FRR	0	0.0%
FTI	0	0.0%
HLD	3	1.2%
LMU	9	3.6%
MET	46	18.3%
OET	0	0.0%
OPR	5	2.0%
OTH	7	2.8%
PAS	4	1.6%
POL	2	0.8%
PTC	0	0.0%
PTI	39	15.5%
SUB	0	0.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	0	0.0%
TRS	1	0.4%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	251	100.0%

REASONS (weekend)		
AMT	1	1.5%
CAR	6	9.0%
CAT	1	1.5%
DBS	0	0.0%
DDS	0	0.0%
DMW	24	35.8%
DSR	6	9.0%
DSS	3	4.5%
FRR	1	1.5%
FTI	1	1.5%
HLD	2	3.0%
LMU	1	1.5%
MET	5	7.5%
OET	0	0.0%
OPR	2	3.0%
OTH	3	4.5%
PAS	1	1.5%
POL	0	0.0%
PTC	0	0.0%
PTI	7	10.4%
SUB	0	0.0%
SVS	1	1.5%
TOD	0	0.0%
TRK	0	0.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	2	3.0%
TOTAL	67	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.

February 2024 Ridership Report

Cumulative Percent on Time Thru February, 2024

Peak		
Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	4	90.5%
106	0	100.0%
108	0	100.0%
110	0	100.0%
112	2	95.2%
114	2	95.2%
214	4	90.5%
11	6	85.7%
111	36	12.2%
113	20	52.4%
115	18	57.1%
17	32	22.0%
117	36	14.3%
217	4	90.0%
119	18	56.1%
Total	182	74.3%
Westbound	12	96.8%
Eastbound	170	48.6%

Off-Peak		
Train	Days Late	% on Time
14	16	61.9%
216	18	56.1%
116	4	90.5%
216	18	56.1%
18	42	0.0%
118	12	71.4%
218	4	90.2%
20	32	23.8%
220	2	95.0%
420	4	90.2%
22	40	4.8%
422	0	100.0%
401	0	100.0%
203	0	100.0%
403	0	100.0%
205	0	100.0%
207	16	61.9%
7	24	42.9%
107	6	85.7%
9	36	14.3%
109	16	61.9%
209	6	85.4%
19	8	81.0%
121	8	81.0%
123	8	81.0%
101	6	85.7%
Total	326	70.0%
Westbound	192	61.4%
Eastbound	134	77.2%

Weekend/Holiday		
Train	Days Late	% on Time
600	2	88.9%
502	6	66.7%
504	6	66.7%
606	6	66.7%
506	8	52.9%
608	2	88.9%
508	8	55.6%
610	10	44.4%
510	4	77.8%
503	14	22.2%
603	10	44.4%
605	14	17.6%
505	8	55.6%
507	16	5.9%
509	10	44.4%
511	2	88.9%
613	8	55.6%
601	0	100.0%
701	0	100.0%
703	0	100.0%
Total	134	62.5%
Westbound	52	67.7%
Eastbound	82	58.2%

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

Cumulative Reasons for Delays Thru February, 2024

REASONS (weekday)		
AMT	6	1.1%
CAR	19	3.3%
CAT	0	0.0%
DBS	0	0.0%
DDS	1	0.2%
DMW	166	29.2%
DSR	86	15.1%
DSS	36	6.3%
FRR	1	0.2%
FTI	0	0.0%
HLD	4	0.7%
LMU	31	5.4%
MET	63	11.1%
OET	1	0.2%
OPR	11	1.9%
OTH	19	3.3%
PAS	4	0.7%
POL	2	0.4%
PTC	0	0.0%
PTI	88	15.5%
SUB	0	0.0%
SVS	4	0.7%
TOD	0	0.0%
TRK	10	1.8%
TRS	8	1.4%
WTR	9	1.6%
TOTAL	569	100.0%

REASONS (weekend)		
AMT	1	0.6%
CAR	9	5.7%
CAT	5	3.1%
DBS	0	0.0%
DDS	0	0.0%
DMW	52	32.7%
DSR	21	13.2%
DSS	9	5.7%
FRR	1	0.6%
FTI	3	1.9%
HLD	2	1.3%
LMU	9	5.7%
MET	9	5.7%
OET	0	0.0%
OPR	5	3.1%
OTH	5	3.1%
PAS	1	0.6%
POL	0	0.0%
PTC	0	0.0%
PTI	13	8.2%
SUB	0	0.0%
SVS	3	1.9%
TOD	0	0.0%
TRK	2	1.3%
TRS	0	0.0%
WTR	9	5.7%
TOTAL	159	100.0%

TOTAL		
AMT	7	1.0%
CAR	28	3.8%
CAT	5	0.7%
DBS	0	0.0%
DDS	1	0.1%
DMW	218	29.9%
DSR	107	14.7%
DSS	45	6.2%
FRR	2	0.3%
FTI	3	0.4%
HLD	6	0.8%
LMU	40	5.5%
MET	72	9.9%
OET	1	0.1%
OPR	16	2.2%
OTH	24	3.3%
PAS	5	0.7%
POL	2	0.3%
PTC	0	0.0%
PTI	101	13.9%
SUB	0	0.0%
SVS	7	1.0%
TOD	0	0.0%
TRK	12	1.6%
TRS	8	1.1%
WTR	18	2.5%
TOTAL	728	100.0%

AMT-Amtrak delay
 CAR-Car or equipment failure
 DBS-Delays due to busing
 DDS-Debris strike
 DMW-Maintenance of Way work
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 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.

February 2024 Ridership Report

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	0	42	100.0%
6:31	104	0	42	100.0%
6:55	6	6	42	85.7%
7:13	106	1	42	97.6%
7:35	108	2	42	95.2%
7:51	110	2	40	95.0%
8:08	112	5	42	88.1%
8:31	114	2	42	95.2%
8:52	214	6	42	85.7%
10:28	14	19	42	54.8%
Depart				
3:57	11	19	42	54.8%
4:02p	111	37	42	11.9%
4:28	113	20	42	52.4%
4:57	115	16	42	61.9%
5:10	117	35	42	16.7%
5:28	17	33	42	21.4%
5:32	217	3	42	92.9%
5:58	119	19	42	54.8%
7:15	19	13	42	69.0%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	24	376	93.6%
EB Rush	182	336	45.8%
Total Rush	206	712	71.1%

Cumulative Rush Hour Thru February

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	9	51	60	2.4%	15.4%	8.5%
11-15	6	48	54	1.6%	14.5%	7.6%
16-20	1	22	23	0.3%	6.6%	3.2%
21-30	1	34	35	0.3%	10.3%	4.9%
31-59	4	22	26	1.1%	6.6%	3.7%
60+	3	5	8	0.8%	1.5%	1.1%
Annulled	1	5	6			
Total Late	24	182	206	6.4%	55.0%	29.1%
On time	353	149	502	93.6%	45.0%	70.9%
Total ran	377	331	708			

February 2024 Rush Hour

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	3	33	36	1.6%	19.6%	10.1%
11-15	3	30	33	1.6%	17.9%	9.2%
16-20	0	5	5	0.0%	3.0%	1.4%
21-30	0	8	8	0.0%	4.8%	2.2%
31-59	0	5	5	0.0%	3.0%	1.4%
60+	0	2	2	0.0%	1.2%	0.6%
Annulled	0	2	2			
Total Late	6	83	89	3.2%	49.4%	24.9%
On time	183	85	268	96.8%	50.6%	75.1%
Total ran	189	168	357			

Grand Total All Trains Thru February, 2024

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	9	51	82	41	183	8.5%
11-15	6	48	83	43	180	8.4%
16-20	1	22	58	18	99	4.6%
21-30	1	34	60	24	119	5.5%
31-59	4	22	61	22	109	5.1%
60+	3	5	19	11	38	1.8%
Annulled	1	5	7	3	16	
Total	24	182	363	159	728	33.9%
On Time	353	149	722	198	1422	66.1%
Total ran	377	331	1085	357	2150	
%On Time	93.6%	45.0%	66.5%	55.5%	66.1%	