SOUTH SHORE LINE

Monthly Ridership and Performance Report

January 2024

NICTD

Northern Indiana Commuter Transportation District

January 2024 Monthly Performance Report

Ridership

Overall - Ridership for the month was down 2.7% when compared to 2023. Passenger trips for the month were 103,033 in 2024 and 105,869 in 2023. Busing continued between Dune Park Station and Gary Metro Station around the Double Track NWI project construction.

Weekday Travel – Average weekday peak travel was down 5.7% when compared to 2023 while average off peak travel was up 1.4% over 2023 levels. The combined weekday average in 2024 was 4,123 rides compared to 4,243 in 2023. That is a 2.8% shortfall for 2024 compared to 2023.

Weekend Travel – Weekend ridership was down 12.1% when compared to 2023. The daily average in 2024 was 1,474 compared to 1,678 in 2023.

Ridership Over Last 12 Months: February through January							
	2020/21	2021/22	% Change	2022/23	% Change	2023/24	% Change
Total	778,934	1,052,875	35.17%	1,445,683	37.31%	1,524,000	5.42%
Weekday	658,108	819,359	24.50%	1,166,756	42.40%	1,256,883	7.72%
Peak	455,725	487,086	6.88%	757,363	55.49%	830,690	9.68%
Off Peak	202,383	332,273	64.18%	409,393	23.21%	426,193	4.10%
Weekend	120,826	233,516	93.27%	278,927	19.45%	267,117	-4.23%
South Bend	72,190	146,249	102.59%	177,434	21.32%	143,640	-19.05%

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%

Revenue

The number of tickets sold in January was down 3.5% when comparing 2024 to 2023. Ticket revenue was up 0.3% for 2024 compared to 2023. Sales from digital sources represent 79.4% of ticket sales and 84.2% of ticket revenue.

| Total Ticket Sales: January						
	Tickets			**Revenue**		
Method of Sale	**2023**	**2024**	**% Change**	**2023**	**2024**	**% Change**
Ticket Agent	4,614	3,069	-33.5%	91,109	69,231	-24.0%
Vending Machine	12,696	12,171	-4.1%	184,289	177,449	-3.7%
Conductor	8,818	7,755	-12.1%	64,582	55,422	-14.2%
Mobile App	28,252	29,483	4.4%	446,893	487,149	9.0%
Total	**54,380**	**52,478**	**-3.5%**	**786,872**	**789,251**	**0.3%**

On Time Performance

Rush Hour – Overall, 67.1% of A.M. and P.M. rush hour trains were on time in January 2024 compared to 93.8% 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). 96.6% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 90.4% of westbound morning rush hour service was on time compared to 95.2% in 2023; while eastbound rush hour trains reported an on-time performance of 40.0% compared to 92.3% in 2023. A total of 18 out of 188 westbound rush hour trains were delayed in January. Of those 18, 9 experienced delays greater than 15 minutes. Eastbound rush hour trains had a total of 99 out of 165 trains delayed in January. Of those 99, 65 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**	
Total Ran	189	168	357	

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

Overall – The South Shore Line scheduled 1,103 trains in January and experienced 410 delays in excess of 5 minutes (ranging from 6-125) with median delay of 20 minutes. January of 2024 experienced 13 annulled trains. In January 2023, the South Shore Line scheduled 1,103 trains with 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.
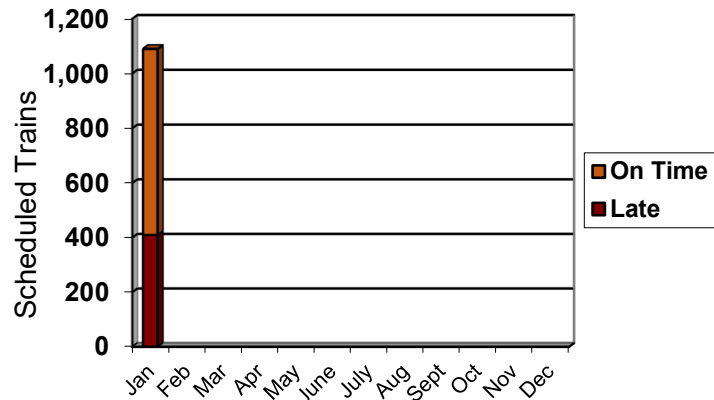
Cumulative On Time Comparison		
Thru January	**2023**	**2024**
Weekday	**88.4%**	**64.4%**
Peak	93.8%	66.9%
Off-peak	84.8%	62.8%
Weekend	**73.0%**	**53.3%**
Overall	**85.6%**	**62.4%**

Delays caused by railroad maintenance. Besides the unexpected delays, passengers may also experience delays caused by railroad construction and maintenance projects. Evert 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.

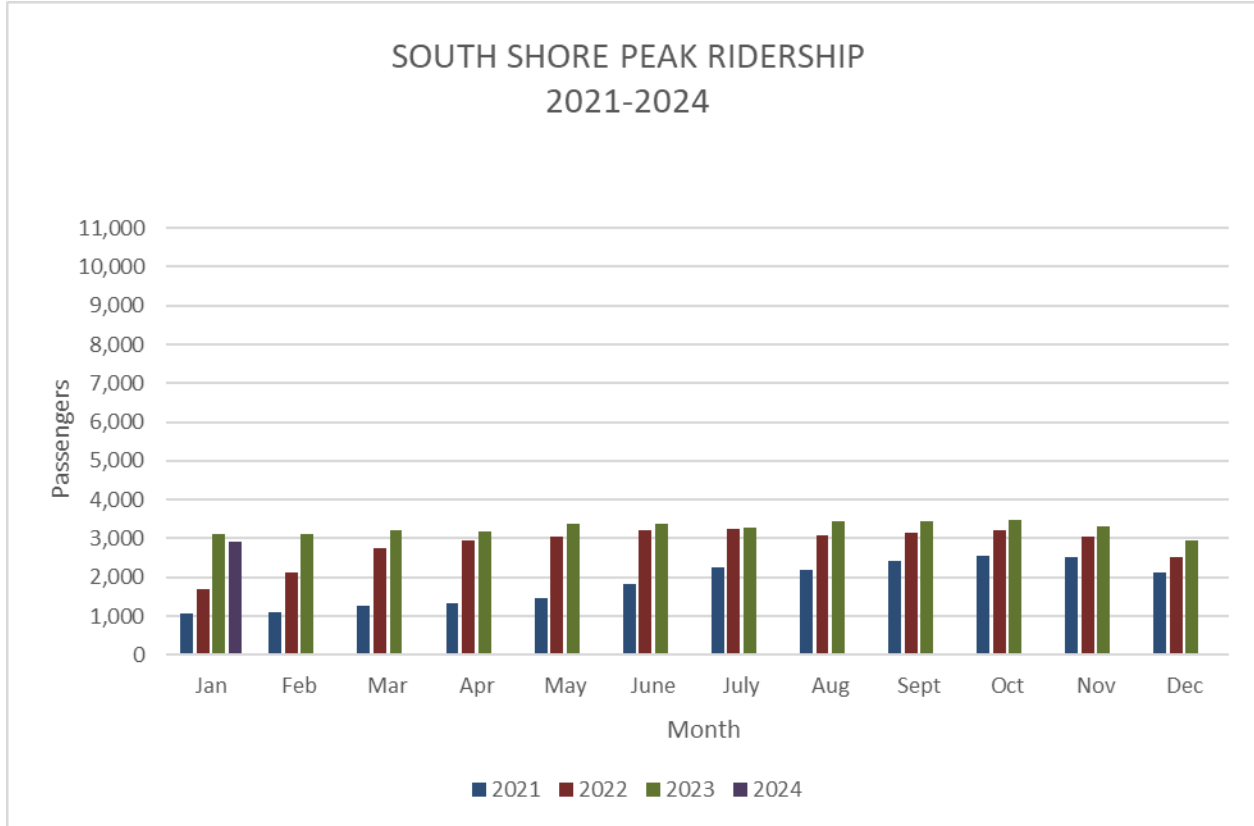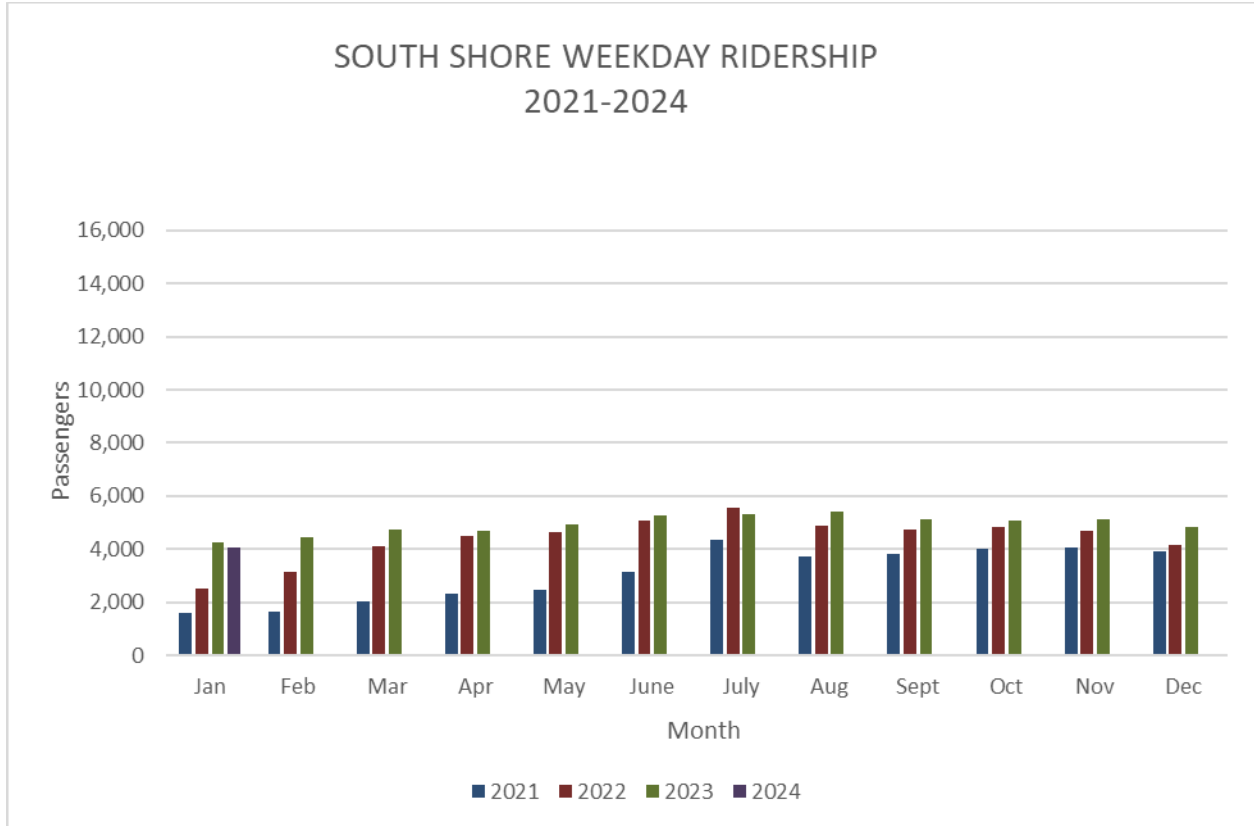|	Train		
Annulled Trains or Delays in Excess of 59 Minutes			
Date	#	Minutes	Reason
1/8/24	20	104	Animal on tracks.
1/11/24	20	62	Delayed by Amtrak.
1/14/24	503	69	Delayed by bussing.
1/14/24	505	104	Extreme weather took down catenary wire.
1/14/24	506	Annulled	Extreme weather took down catenary wire.
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.

Ridership Report

	2022 Passengers	Work Days	2023 Passengers	Work Days	2024 Passengers	Work Days	Change 23/24
Monthly Ridership							
January	66,870	21	105,869	21	103,033	22	-2.7%
February	76,350	20	105,045	20			
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			
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				
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				
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				
March	1,392		1,532				
April	1,561		1,549				
May	1,569		1,573				
June	1,876		1,925				

Ridership Report

	2022 Passengers	Work Days	2023 Passengers	Work Days	2024 Passengers	Work Days	Change 23/24
Average Weekend/Holiday Ridership (per day)							
January	1,355		1,864		1,474		-20.9%
February	1,629		2,052				
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				
March	13,530		12,919				
April	14,608		13,773				
May	15,290		11,791				
June	15,014		12,175				

SOUTH SHORE WEEKDAY RIDERSHIP
2021-2024

SOUTH SHORE PEAK RIDERSHIP
2021-2024

SOUTH SHORE OFF-PEAK RIDERSHIP
2021-2024

SOUTH SHORE WEEKEND RIDERSHIP
2021-2024

SOUTH SHORE MONTHLY RIDERSHIP
2021-2024
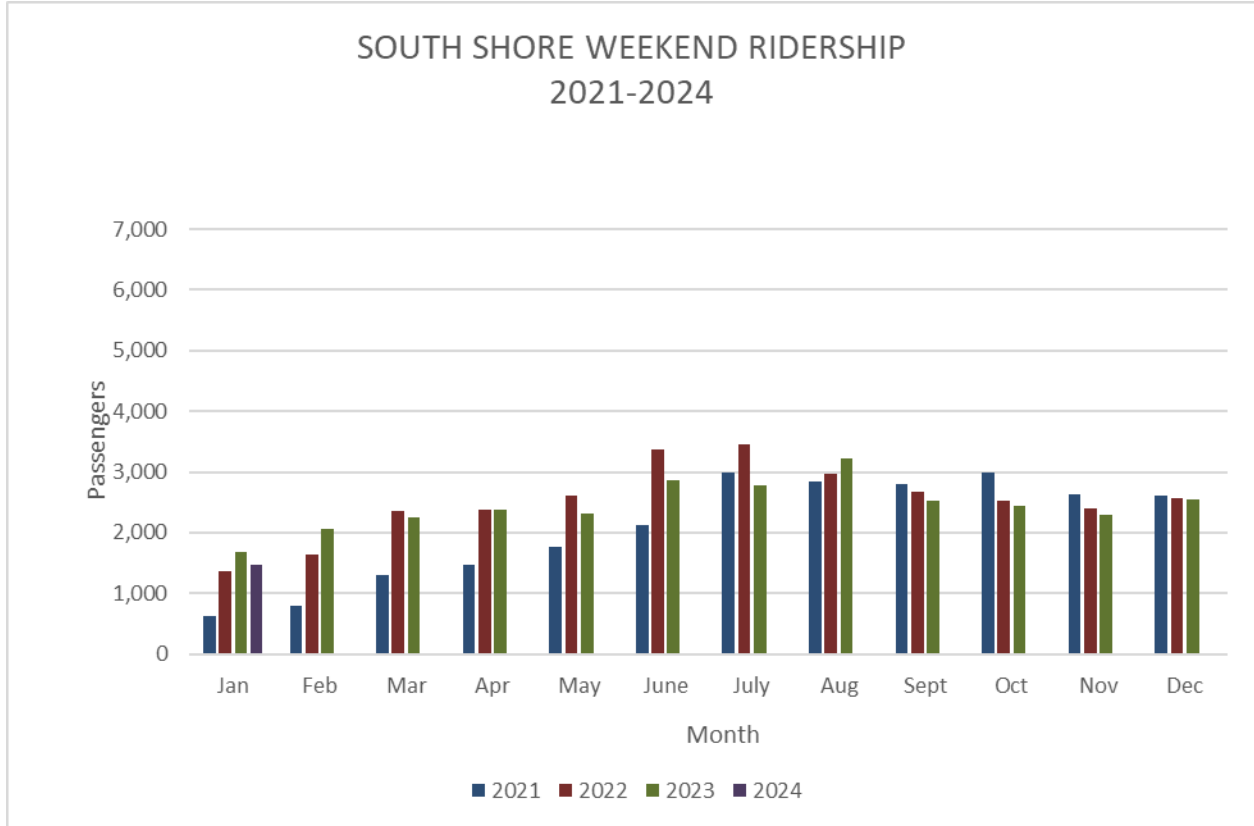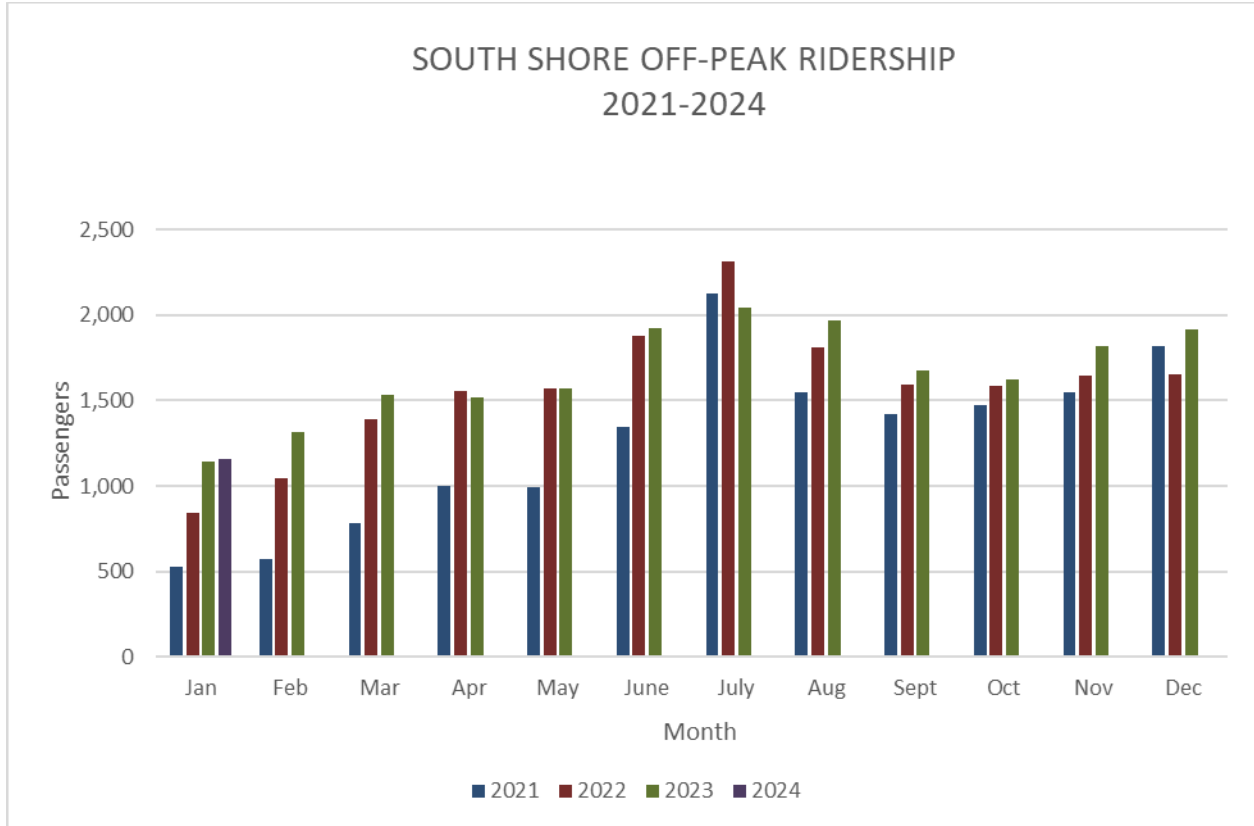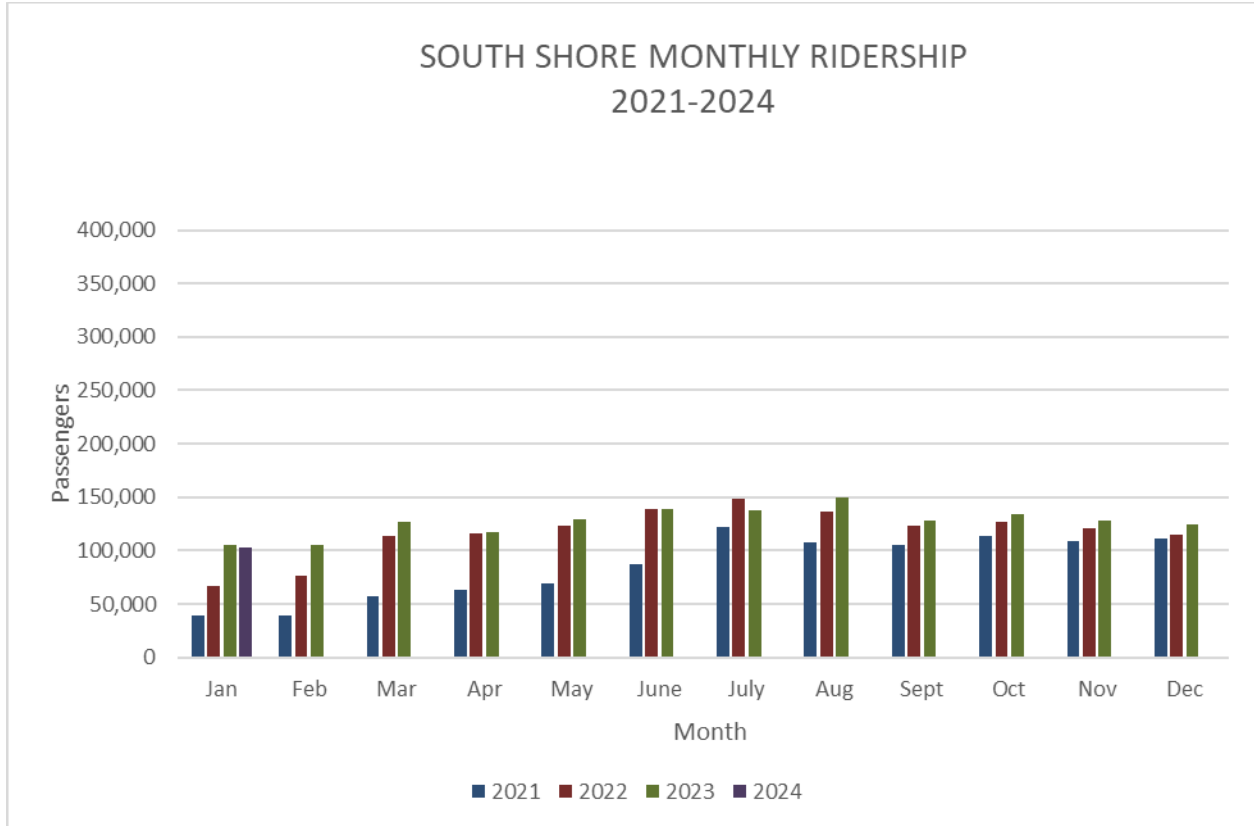
Percent on Time: January, 2024

Peak

Train	Days Late	% on Time
102	0	100.0%
104	0	100.0%
6	4	81.0%
106	1	95.2%
108	2	90.5%
110	2	90.0%
112	*4*	*81.0%*
114	*1*	*95.2%*
214	4	81.0%
11	*16*	*23.8%*
111	19	5.0%
113	10	52.4%
115	7	66.7%
17	*17*	*15.0%*
117	17	19.0%
217	2	90.0%
119	*11*	*47.6%*
Total	**117**	**66.9%**
Westbound	**18**	**90.4%**
Eastbound	**99**	**40.0%**

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

Off-Peak

Train	Days Late	% on Time
14	11	47.6%
216	*4*	*80.0%*
116	10	52.4%
218	3	85.0%
18	*20*	*4.8%*
118	13	38.1%
220	3	85.0%
20	*18*	*14.3%*
222	2	90.0%
420	3	85.0%
22	*19*	*9.5%*
424	0	100.0%
401	1	95.2%
203	5	76.2%
403	3	85.7%
205	1	95.2%
207	5	76.2%
7	*18*	*14.3%*
107	8	61.9%
9	*20*	*4.8%*
109	9	57.1%
209	*1*	*95.0%*
19	7	66.7%
121	4	81.0%
123	7	66.7%
101	6	71.4%
Total	**201**	**62.8%**
Westbound	**106**	**57.1%**
Eastbound	**95**	**67.6%**

Weekend/Holiday

Train	Days Late	% on Time
600	4	60.0%
502	4	60.0%
504	7	30.0%
606	3	70.0%
506	4	55.6%
608	2	80.0%
508	6	40.0%
610	7	30.0%
510	5	50.0%
503	8	20.0%
603	4	60.0%
605	5	44.4%
505	8	20.0%
507	8	11.1%
509	6	40.0%
511	5	50.0%
613	4	60.0%
601	2	80.0%
701	0	100.0%
703	0	100.0%
Total	**92**	**53.3%**
Westbound	**42**	**52.8%**
Eastbound	**50**	**53.7%**

REASONS (weekday)		
AMT	1	0.3%
CAR	17	5.3%
CAT	0	0.0%
DBS	0	0.0%
DDS	1	0.3%
DMW	102	32.1%
DSR	38	11.9%
DSS	20	6.3%
FRR	1	0.3%
FTI	0	0.0%
HLD	1	0.3%
LMU	22	6.9%
MET	17	5.3%
OET	1	0.3%
OPR	6	1.9%
OTH	12	3.8%
PAS	0	0.0%
POL	0	0.0%
PTC	0	0.0%
PTI	49	15.4%
SUB	0	0.0%
SVS	4	1.3%
TOD	0	0.0%
TRK	10	3.1%
TRS	7	2.2%
UTL	0	0.0%
VAN	0	0.0%
WTR	9	2.8%
TOTAL	318	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	3	3.3%
CAT	4	4.3%
DBS	0	0.0%
DDS	0	0.0%
DMW	28	30.4%
DSR	15	16.3%
DSS	6	6.5%
FRR	0	0.0%
FTI	2	2.2%
HLD	0	0.0%
LMU	8	8.7%
MET	4	4.3%
OET	0	0.0%
OPR	3	3.3%
OTH	2	2.2%
PAS	0	0.0%
POL	0	0.0%
PTC	0	0.0%
PTI	6	6.5%
SUB	0	0.0%
SVS	2	2.2%
TOD	0	0.0%
TRK	2	2.2%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	7	7.6%
TOTAL	92	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.

RUSH HOUR* TRAIN DELAYS - JANUARY 2024 (minutes late)

		Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Days	Days	%
Train	Arrive	2	3	4	5	8	9	10	11	12	16	17	18	19	22	23	24	25	26	29	30	31	Late	Ran	On Time
102	5:48a																						0	21	100.0%
104	6:31																						0	21	100.0%
6	6:55										75	8	7					13					4	21	81.0%
106	7:13										15												1	21	95.2%
108	7:35										35						25						2	21	90.5%
110	7:51									20	A						15						2	20	90.0%
112	8:08									7	81						7				43		4	21	81.0%
114	8:31										74												1	21	95.2%
214	8:52									33	42	7	10										4	21	81.0%
14	10:28				18			6	32	41	101	33	34	27	6			7	8				11	21	47.6%
Train	Depart																								
11	3:57			13		17	11	7	20	8	31	95	45	48		15	49	9	21		20	10	16	21	23.8%
111	4:02	21		16	11	26	16	21	21	21	A	60	42	57	21	21	53	16	21	12	26	21	19	21	9.5%
113	4:28					28			15	7	55	42	8			19	17	20	16				10	21	52.4%
115	4:57			27						12	25	14		9			20		31				7	21	66.7%
117	5:10		14	22	8	35	15	15	16	8				26	25	23	18	18	28	8	11	13	17	21	19.0%
17	5:28		18	31	17	31	8	12		9	A	30	29	75	25	26	21	43	24	9	7		17	21	19.0%
217	5:32										A	7	12										2	21	90.5%
119	5:58		10		10	13		10			38	42	25	34	20		14			11			11	21	47.6%
19	7:10					54		16			51	36		39	20							9	7	21	66.7%
High temp		37	36	33	36	36	37	36	35	30	4	20	4	25	33	38	40	41	40	35	38	40			
Low temp		28	32	21	23	32	33	31	27	25	-2	0	-2	14	15	33	34	35	35	32	33	36			

* Includes off-peak Trains 14 and 19 for comparative purposes

Temperatures from South Bend

(shaded) 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	18	188	90.4%															
EB Rush	99	168	41.1%															
Total Rush	117	356	67.1%															

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**	4	21	81.0%
7:13	**106**	1	21	95.2%
7:35	**108**	2	21	90.5%
7:51	**110**	2	20	90.0%
8:08	**112**	4	21	81.0%
8:31	**114**	1	21	95.2%
8:52	**214**	4	21	81.0%
10:28	**14**	11	21	47.6%
Depart				
3:57	**11**	16	21	23.8%
4:02p	**111**	19	21	9.5%
4:28	**113**	10	21	52.4%
4:57	**115**	7	21	66.7%
5:10	**117**	17	21	19.0%
5:28	**17**	17	21	19.0%
5:32	**217**	2	21	90.5%
5:58	**119**	11	21	47.6%
7:15	**19**	7	21	66.7%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	18	188	90.4%
EB Rush	99	168	41.1%
Total Rush	117	356	67.1%

Cumulative Rush Hour Thru January

Range	TOTAL am	pm	total	PERCENTAGE am	pm	total
6-10	6	18	24	3.2%	10.9%	6.8%
11-15	3	18	21	1.6%	10.9%	5.9%
16-20	1	17	18	0.5%	10.3%	5.1%
21-30	1	26	27	0.5%	15.8%	7.6%
31-59	4	17	21	2.1%	10.3%	5.9%
60+	3	3	6	1.6%	1.8%	1.7%
Annulled	1	3	4			
Total Late	18	99	117	9.6%	60.0%	33.1%
On time	170	66	236	90.4%	40.0%	66.9%
Total ran	188	165	353			

Grand Total All Trains Thru January, 2024

Range	Peak WB	EB	Off	Wkend	Total	%
6-10	6	18	37	20	81	7.4%
11-15	3	18	38	16	75	6.9%
16-20	1	17	37	13	68	6.2%
21-30	1	26	32	19	78	7.2%
31-59	4	17	45	16	82	7.5%
60+	3	3	12	8	26	2.4%
Annulled	1	3	6	3	13	
Total	18	99	201	92	410	37.6%
On Time	170	66	339	105	680	62.4%
Total ran	188	165	540	197	1090	
%On Time	90.4%	40.0%	62.8%	53.3%	62.4%	

January 2024 Rush Hour

Range	TOTAL am	pm	total	PERCENTAGE 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			