



# Monthly Ridership and Performance Report

July 2024



**Northern Indiana Commuter Transportation District**

## July 2024 Monthly Performance Report

### Ridership

**Overall** - Ridership for the month was up 33.0% when compared to 2023. Passenger trips for the month were 182,458 in 2024 and 137,216 in 2023. Cumulative year to date ridership was up 11.9% over 2023.

**Weekday Travel** – Average weekday peak travel was up 10.7% when compared to 2023 while average off peak travel was up 44.7% over 2023 ridership. The combined weekday average in 2024 was 6,603 rides compared to 5,336 in 2023. That is a 23.7% increase for 2024 compared to 2023. Cumulative year to date weekday average ridership is up 9.5% over 2023.

**Weekend Travel** – Weekend ridership was up 49.1% when compared to 2023. The daily average in 2024 was 4,133 compared to 2,772 in 2023. Cumulative year to date weekend average ridership is up 18.5% compared to 2023.

| Ridership Over Last 12 Months: August through July |         |           |          |           |          |           |          |
|--|---------|-----------|----------|-----------|----------|-----------|----------|
|  | 2021/22 | 2022/23   | % Change | 2023/24   | % Change | 2024/25   | % Change |
| Total  | 720,725 | 1,332,608 | 84.90%   | 1,484,252 | 11.38%   | 1,629,707 | 9.80%    |
| Weekday  | 575,597 | 1,049,637 | 82.36%   | 1,217,215 | 15.97%   | 1,334,308 | 9.62%    |
| Peak   | 343,783 | 656,724   | 91.03%   | 804,190   | 22.45%   | 856,951   | 6.56%    |
| Off Peak   | 231,814 | 392,913   | 69.49%   | 413,025   | 5.12%    | 477,357   | 15.58%   |
| Weekend  | 145,128 | 282,971   | 94.98%   | 267,037   | -5.63%   | 295,399   | 10.62%   |
| South Bend   | 93,523  | 171,458   | 83.33%   | 165,422   | -3.52%   | 161,601   | -2.31%   |

### Revenue

The number of tickets sold in July was up 15.5% when comparing 2024 to 2023. Ticket revenue was up 15.3% for 2024 compared to 2023. Sales from digital sources represent 82.9% of ticket sales and 87.1% of ticket revenue.

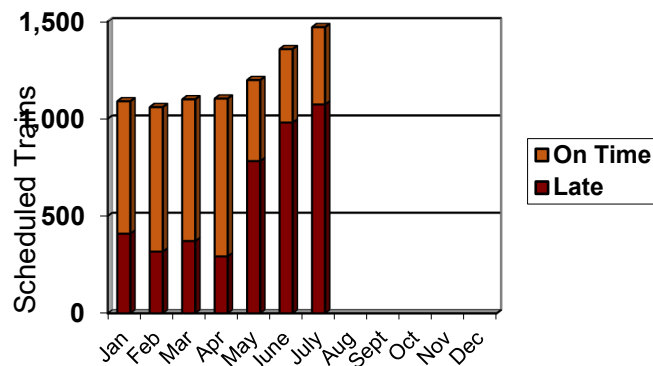
| Total Ticket Sales: July |                |                |              |                  |                  |              |
|--------------------------|----------------|----------------|--------------|------------------|------------------|--------------|
| Method of Sale           | Tickets        |                |              | Revenue          |                  |              |
|                          | 2023           | 2024           | % Change     | 2023             | 2024             | % Change     |
| Ticket Agent             | 31,138         | 13,464         | -56.8%       | 574,053          | 280,923          | -51.1%       |
| Vending Machine          | 109,449        | 130,667        | 19.4%        | 1,293,925        | 1,510,659        | 16.8%        |
| Conductor                | 66,982         | 73,963         | 10.4%        | 473,666          | 527,070          | 11.3%        |
| Mobile App               | 233,689        | 291,699        | 24.8%        | 3,074,547        | 3,928,083        | 27.8%        |
| <b>Total</b>             | <b>441,258</b> | <b>509,793</b> | <b>15.5%</b> | <b>5,416,190</b> | <b>6,246,735</b> | <b>15.3%</b> |

## On Time Performance

**Rush Hour** – Overall, 18.9% of A.M. and P.M. rush hour trains were on time in July 2024 compared to 81.4% 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). 73.4% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 28.4% of westbound morning rush hour service was on time compared to 88.9% in 2023; while eastbound rush hour trains reported an on-time performance of 6.4% compared to 73.0% in 2023. A total of 204 out of 285 westbound rush hour trains were delayed in July. Of those 204, 89 experienced delays greater than 15 minutes. Eastbound rush hour trains had a total of 205 out of 219 trains delayed in July. Of those 205, 85 experienced delays greater than 15 minutes.<sup>1</sup>

| RANGE OF RUSH HOUR DELAYS (in minutes) |     |     |       |         |
|--|-----|-----|-------|---------|
| July                                   |     |     |       |         |
| Range                                  | am  | pm  | total | Percent |
| 6-10                                   | 46  | 62  | 108   | 21.4%   |
| 11-15                                  | 69  | 58  | 127   | 25.2%   |
| 16-20                                  | 46  | 35  | 81    | 16.1%   |
| 21-30                                  | 17  | 27  | 44    | 8.7%    |
| 31-59                                  | 17  | 15  | 32    | 6.3%    |
| 60+                                    | 9   | 8   | 17    | 3.4%    |
| Annulled                               | 1   | 1   | 2     |         |
| On time                                | 81  | 14  | 95    |         |
| Total ran                              | 285 | 219 | 504   |         |

**Overall** – The South Shore Line scheduled 1,478 trains in July and experienced 1,125 delays in excess of 5 minutes (ranging from 6-310) with median delay of 15 minutes. July of 2024 experienced 9 annulled trains. In July 2023, the South Shore Line scheduled 1,080 trains with 328 delays in excess of 5 minutes (ranging from 6-193 minutes) with a median delay of 14 minutes. July of 2023 experienced 13 annulled trains.



<sup>1</sup> Weekday rush-hour trains operate 13 westbound and 10 eastbound per day.

| Cumulative On Time Comparison |              |              |
|-------------------------------|--------------|--------------|
| <i>Thru July</i>              | <b>2023</b>  | <b>2024</b>  |
| Weekday                       | <b>81.0%</b> | <b>57.6%</b> |
| Peak                          | 88.3%        | 62.0%        |
| Off-peak                      | 76.1%        | 54.8%        |
| Weekend                       | <b>62.3%</b> | <b>55.2%</b> |
| Overall                       | <b>77.9%</b> | <b>57.3%</b> |

**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.

Currently a joint construction project between NICTD and Metra is ongoing in an effort to make significant improvements to the service these agencies are able to provide in downtown Chicago. This construction will cause delays from time to time, but the two agencies are working closely together to minimize these delays as much as possible.

July 2024 Ridership Report

| <b>Annulled Trains or Delays in Excess of 59 Minutes</b> |         |          |   |
|--|---------|----------|---|
| 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.                   |
| 2/4/24   | 613     | 90       | Extreme weather and ice on the power lines. |
| 2/10/24  | 610     | 66       | Railcar equipment issues.                   |

July 2024 Ridership Report

| <b>Annulled Trains or Delays in Excess of 59 Minutes</b> |         |          |  |
|--|---------|----------|--|
| Date   | Train # | Minutes  | Reason                                     |
| 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.    |
| 3/15/24  | 20      | 67       | Late turn of equipment/speed restrictions. |
| 3/15/24  | 102     | Annulled | PTC issue delay.                           |
| 3/15/24  | 203     | Annulled | PTC issue delay.                           |
| 3/15/24  | 205     | 61       | Late turn of equipment/speed restrictions. |
| 3/15/24  | 401     | Annulled | Late turn of equipment/speed restrictions. |
| 3/27/24  | 22      | 60       | Delayed by passenger train late to MED.    |
| 4/4/24   | 117     | 81       | PTC issue delay.                           |
| 4/25/24  | 7       | 95       | Catenary wire down in Gary.                |
| 4/25/24  | 11      | Annulled | Catenary wire down in Gary.                |
| 4/25/24  | 14      | 110      | Catenary wire down in Gary.                |
| 4/25/24  | 216     | Annulled | Catenary wire down in Gary.                |
| 4/26/24  | 116     | 79       | PTC issue delay.                           |
| 5/15/24  | 113     | 74       | Railcar equipment issues.                  |
| 5/15/24  | 224     | 74       | Railcar equipment issues.                  |
| 5/22/24  | 7       | 131      | PTC issue delay.                           |
| 5/22/24  | 20      | 92       | PTC issue delay.                           |
| 5/22/24  | 28      | 69       | Late turn of equipment.                    |
| 5/22/24  | 109     | Annulled | PTC outage                                 |
| 5/22/24  | 120     | Annulled | PTC outage                                 |
| 5/22/24  | 207     | 115      | PTC issue delay.                           |
| 5/22/24  | 209     | 135      | PTC issue delay.                           |
| 5/22/24  | 220     | Annulled | PTC outage                                 |
| 5/22/24  | 224     | Annulled | PTC outage                                 |
| 5/23/24  | 28      | 70       | Late turn of equipment.                    |
| 5/23/24  | 31      | 65       | PTC issue delay.                           |
| 5/23/24  | 118     | 71       | Metra police activity delays.              |
| 5/23/24  | 128     | 60       | Passenger medical emergency.               |
| 5/23/24  | 226     | Annulled | PTC issue delay.                           |
| 5/23/24  | 207     | 60       | Metra police activity delays.              |
| 5/31/24  | 133     | 68       | Metra track switch failure.                |
| 6/3/2024   | 133     | 60       | Busing delays                              |

July 2024 Ridership Report

| <b>Annulled Trains or Delays in Excess of 59 Minutes</b> |         |          |   |
|--|---------|----------|---|
| Date   | Train # | Minutes  | Reason                                      |
| 6/5/24   | 30      | 82       | Power outage on Metra.                      |
| 6/5/24   | 133     | 114      | Power outage on Metra.                      |
| 6/8/24   | 703     | Annulled | Passenger train interference.               |
| 6/10/24  | 7       | 73       | Delayed by train/vehicle accident.          |
| 6/10/24  | 14      | Annulled | Collision with a vehicle.                   |
| 6/10/24  | 20      | 60       | Delayed by train/vehicle accident.          |
| 6/10/24  | 103     | 127      | Delayed by train/vehicle accident.          |
| 6/10/24  | 105     | 137      | Delayed by train/vehicle accident.          |
| 6/10/24  | 114     | 139      | Delayed by train/vehicle accident.          |
| 6/10/24  | 118     | 116      | Delayed by train/vehicle accident.          |
| 6/10/24  | 205     | 129      | Delayed by train/vehicle accident.          |
| 6/10/24  | 214     | Annulled | Delayed by train/vehicle accident.          |
| 6/10/24  | 216     | Annulled | Delayed by train/vehicle accident.          |
| 6/11/24  | 135     | 60       | Delay do to bussing and freight train.      |
| 6/13/24  | 121     | 126      | Train car mechanical issues.                |
| 6/14/24  | 30      | 67       | Metra PTC issue delay.                      |
| 6/17/24  | 30      | 60       | Late turn of equipment, speed restrictions. |
| 6/20/24  | 13      | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 17      | 361      | NIPSCO Gas Line Issue                       |
| 6/20/24  | 29      | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 30      | 125      | NIPSCO Gas Line Issue                       |
| 6/20/24  | 31      | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 113     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 117     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 119     | 185      | NIPSCO Gas Line Issue                       |
| 6/20/24  | 121     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 124     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 126     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 127     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 128     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 131     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 224     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 225     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 226     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 228     | Annulled | NIPSCO Gas Line Issue                       |
| 6/20/24  | 428     | Annulled | NIPSCO Gas Line Issue                       |
| 6/25/24  | 20      | Annulled | Trees and powerlines are down.              |
| 6/25/24  | 103     | 87       | Substation power outage.                    |
| 6/25/24  | 105     | 84       | Substation power outage.                    |
| 6/25/24  | 117     | Annulled | Train car mechanical issues.                |
| 6/25/24  | 118     | 64       | Substation power outage.                    |
| 6/25/24  | 216     | 90       | Substation power outage.                    |
| 6/26/24  | 228     | 64       | Metra PTC issue delay.                      |
| 6/30/24  | 506     | 64       | Train car equipment failure.                |

# July 2024 Ridership Report

| Annulled Trains or Delays in Excess of 59 Minutes |       |           |   |
|---|-------|-----------|---|
| Date  | Train | Min. Late | Reason                                      |
| 7/1/24  | 7     | Annulled  | Wires down at Millennium and Van Buren      |
| 7/1/24  | 14    | 162       | Wires down at Millennium and Van Buren      |
| 7/1/24  | 20    | 105       | Wires down at Millennium and Van Buren      |
| 7/1/24  | 105   | 94        | Wires down at Millennium and Van Buren      |
| 7/1/24  | 111   | 94        | Wires down at Millennium and Van Buren      |
| 7/1/24  | 112   | 310       | Wires down at Millennium and Van Buren      |
| 7/1/24  | 114   | 204       | Wires down at Millennium and Van Buren      |
| 7/1/24  | 118   | 201       | Wires down at Millennium and Van Buren      |
| 7/1/24  | 120   | 82        | Wires down at Millennium and Van Buren      |
| 7/1/24  | 207   | Annulled  | Wires down at Millennium and Van Buren      |
| 7/1/24  | 209   | Annulled  | Wires down at Millennium and Van Buren      |
| 7/1/24  | 214   | 253       | Wires down at Millennium and Van Buren      |
| 7/1/24  | 216   | 240       | Wires down at Millennium and Van Buren      |
| 7/1/24  | 222   | Annulled  | Wires down at Millennium and Van Buren      |
| 7/5/24  | 133   | 64        | Train car equipment failure.                |
| 7/7/24  | 600   | 75        | Train car equipment failure.                |
| 7/13/24   | 506   | 60        | METRA signal issue with construction.       |
| 7/15/24   | 28    | 100       | METRA PTC Issue.                            |
| 7/15/24   | 30    | 120       | METRA PTC Issue.                            |
| 7/15/24   | 31    | 75        | METRA power issue.                          |
| 7/15/24   | 127   | Annulled  | METRA Power Outage at Museum Campus         |
| 7/15/24   | 128   | 106       | METRA PTC Issue.                            |
| 7/15/24   | 133   | 247       | Late turn of equipment, weather delay.      |
| 7/15/24   | 228   | 85        | METRA PTC Issue.                            |
| 7/16/24   | 22    | 137       | METRA PTC Issue.                            |
| 7/16/24   | 25    | 97        | METRA PTC Issue.                            |
| 7/16/24   | 29    | 80        | METRA PTC Issue.                            |
| 7/16/24   | 30    | 62        | METRA PTC Issue.                            |
| 7/16/24   | 123   | 80        | METRA PTC Issue.                            |
| 7/16/24   | 126   | 84        | METRA PTC Issue.                            |
| 7/16/24   | 127   | 67        | METRA PTC Issue.                            |
| 7/16/24   | 222   | 65        | METRA PTC Issue.                            |
| 7/16/24   | 225   | 69        | METRA PTC Issue.                            |
| 7/16/24   | 228   | 75        | Late turn of equipment.                     |
| 7/17/24   | 118   | 92        | Police activity at Metra station.           |
| 7/22/24   | 28    | 67        | Late turn of equipment.                     |
| 7/23/24   | 101   | 74        | Train car equipment failure.                |
| 7/25/24   | 29    | 72        | Pedestrian incident on the rail.            |
| 7/25/24   | 131   | Annulled  | Pedestrian incident on the rail.            |
| 7/26/24   | 7     | 118       | Gas Leak passengers bused to Miller.        |
| 7/26/24   | 103   | 134       | Mechanical problems at Carroll Ave Station. |
| 7/26/24   | 118   | 135       | Potential gas leak at Miller Station.       |
| 7/26/24   | 131   | 114       | Overhead Wire damage west of Gary           |
| 7/26/24   | 133   | 201       | Overhead Wire damage west of Gary           |



## Ridership Report

|  | 2022<br>Passengers | Work<br>Days | 2023<br>Passengers | Work<br>Days | 2024<br>Passengers | Work<br>Days | Change<br>23/24 |
|--|--------------------|--------------|--------------------|--------------|--------------------|--------------|-----------------|
| <b>Monthly Ridership</b>                     |                    |              |                    |              |                    |              |                 |
| 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           | 130,771            | 21           | 3.0%            |
| April  | 115,914            | 21           | 117,539            | 20           | 130,179            | 22           | 10.8%           |
| May  | 123,155            | 21           | 129,890            | 22           | 147,524            | 22           | 13.6%           |
| June   | 138,763            | 22           | 139,216            | 22           | 155,377            | 20           | 11.6%           |
| <b>Cumulative Comparison</b>                 |                    |              |                    |              |                    |              |                 |
| 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           | 349,018            | 64           | 3.3%            |
| April  | 373,148            | 85           | 455,363            | 84           | 479,197            | 86           | 5.2%            |
| May  | 496,303            | 106          | 585,253            | 106          | 626,721            | 108          | 7.1%            |
| June   | 635,066            | 128          | 724,469            | 128          | 782,098            | 128          | 8.0%            |
| <b>Average Weekday Ridership</b>             |                    |              |                    |              |                    |              |                 |
| January                                      | 2,539              |              | 4,243              |              | 4,123              |              | -2.8%           |
| February                                     | 3,166              |              | 4,432              |              | 4,729              |              | 6.7%            |
| March  | 4,134              |              | 4,733              |              | 4,950              |              | 4.6%            |
| April  | 4,501              |              | 4,723              |              | 5,049              |              | 6.9%            |
| May  | 4,624              |              | 4,957              |              | 5,532              |              | 11.6%           |
| June   | 5,084              |              | 5,289              |              | 5,980              |              | 13.1%           |
| <b>Average Weekday Peak Period Ridership</b> |                    |              |                    |              |                    |              |                 |
| January                                      | 1,700              |              | 3,101              |              | 2,923              |              | -5.7%           |
| February                                     | 2,121              |              | 3,115              |              | 3,335              |              | 7.1%            |
| March  | 2,742              |              | 3,201              |              | 3,254              |              | 1.7%            |
| April  | 2,943              |              | 3,175              |              | 3,488              |              | 9.9%            |
| May  | 3,056              |              | 3,384              |              | 3,455              |              | 2.1%            |
| June   | 3,208              |              | 3,364              |              | 3,433              |              | 2.1%            |
| <b>Average Weekday Off-Peak Ridership</b>    |                    |              |                    |              |                    |              |                 |
| January                                      | 839                |              | 1,142              |              | 1,158              |              | 1.4%            |
| February                                     | 1,045              |              | 1,317              |              | 1,393              |              | 5.8%            |
| March  | 1,392              |              | 1,532              |              | 1,696              |              | 10.7%           |
| April  | 1,561              |              | 1,549              |              | 1,561              |              | 0.8%            |
| May  | 1,569              |              | 1,573              |              | 2,077              |              | 32.0%           |
| June   | 1,876              |              | 1,925              |              | 2,547              |              | 32.3%           |

July 2024 Ridership Report

**Ridership Report**

|  | <b>2022<br/>Passengers</b> | <b>Work<br/>Days</b> | <b>2023<br/>Passengers</b> | <b>Work<br/>Days</b> | <b>2024<br/>Passengers</b> | <b>Work<br/>Days</b> | <b>Change<br/>23/24</b> |
|--|----------------------------|----------------------|----------------------------|----------------------|----------------------------|----------------------|-------------------------|
| <b>Average Weekend/Holiday Ridership (per day)</b> |                            |                      |                            |                      |                            |                      |                         |
| January  | 1,355                      |                      | 1,864                      |                      | 1,474                      |                      | -20.9%                  |
| February   | 1,629                      |                      | 2,052                      |                      | 1,989                      |                      | -3.1%                   |
| March  | 2,366                      |                      | 2,256                      |                      | 2,682                      |                      | 18.9%                   |
| April  | 2,376                      |                      | 2,306                      |                      | 1,910                      |                      | -17.2%                  |
| May  | 2,605                      |                      | 2,314                      |                      | 2,868                      |                      | 23.9%                   |
| June   | 3,364                      |                      | 2,858                      |                      | 3,578                      |                      | 25.2%                   |
| <b>Monthly South Bend Ridership</b>                |                            |                      |                            |                      |                            |                      |                         |
| January  | 8,972                      |                      | 9,775                      |                      | 8,213                      |                      | -16.0%                  |
| February   | 8,940                      |                      | 8,829                      |                      | 8,510                      |                      | -3.6%                   |
| March  | 13,530                     |                      | 12,919                     |                      | 13,427                     |                      | 3.9%                    |
| April  | 14,608                     |                      | 13,773                     |                      | 12,596                     |                      | -8.5%                   |
| May  | 15,290                     |                      | 11,791                     |                      | 16,802                     |                      | 42.5%                   |
| June   | 15,014                     |                      | 12,175                     |                      | 17,947                     |                      | 47.4%                   |

# July 2024 Ridership Report

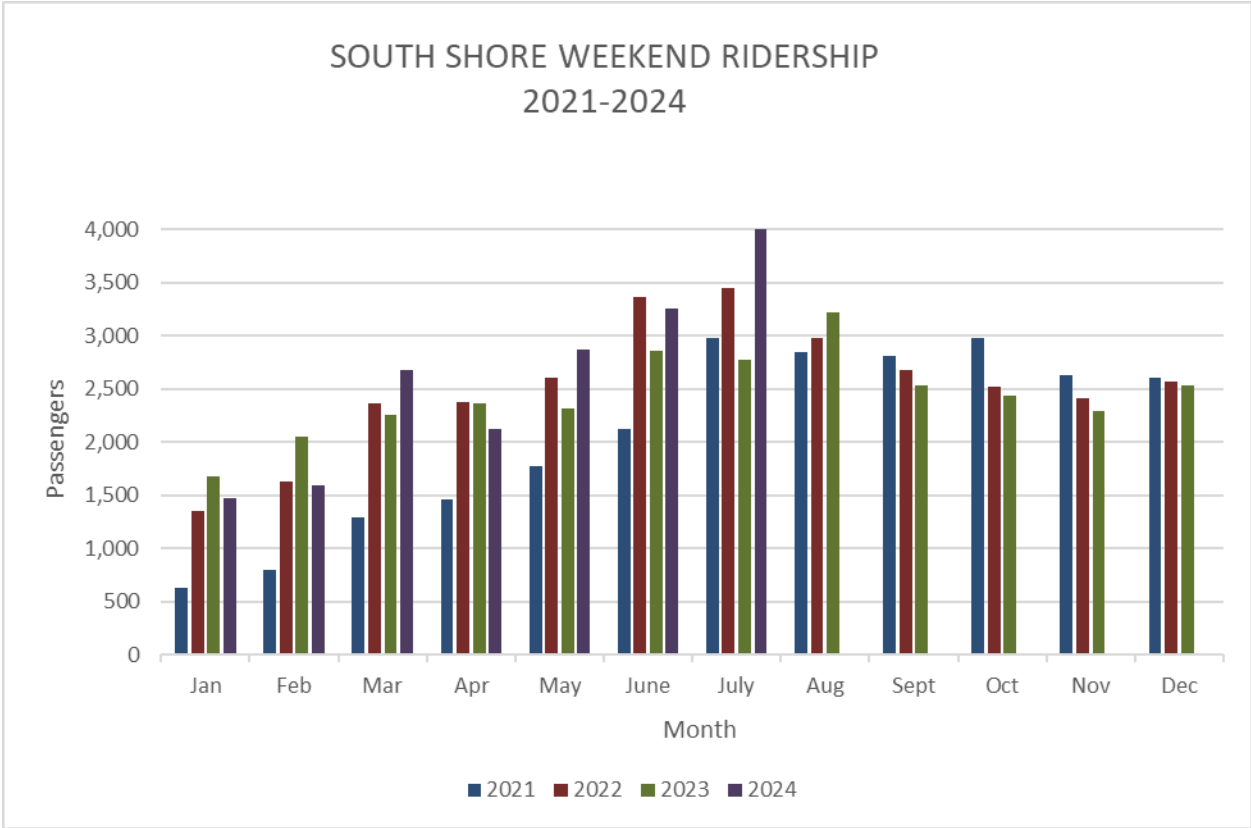
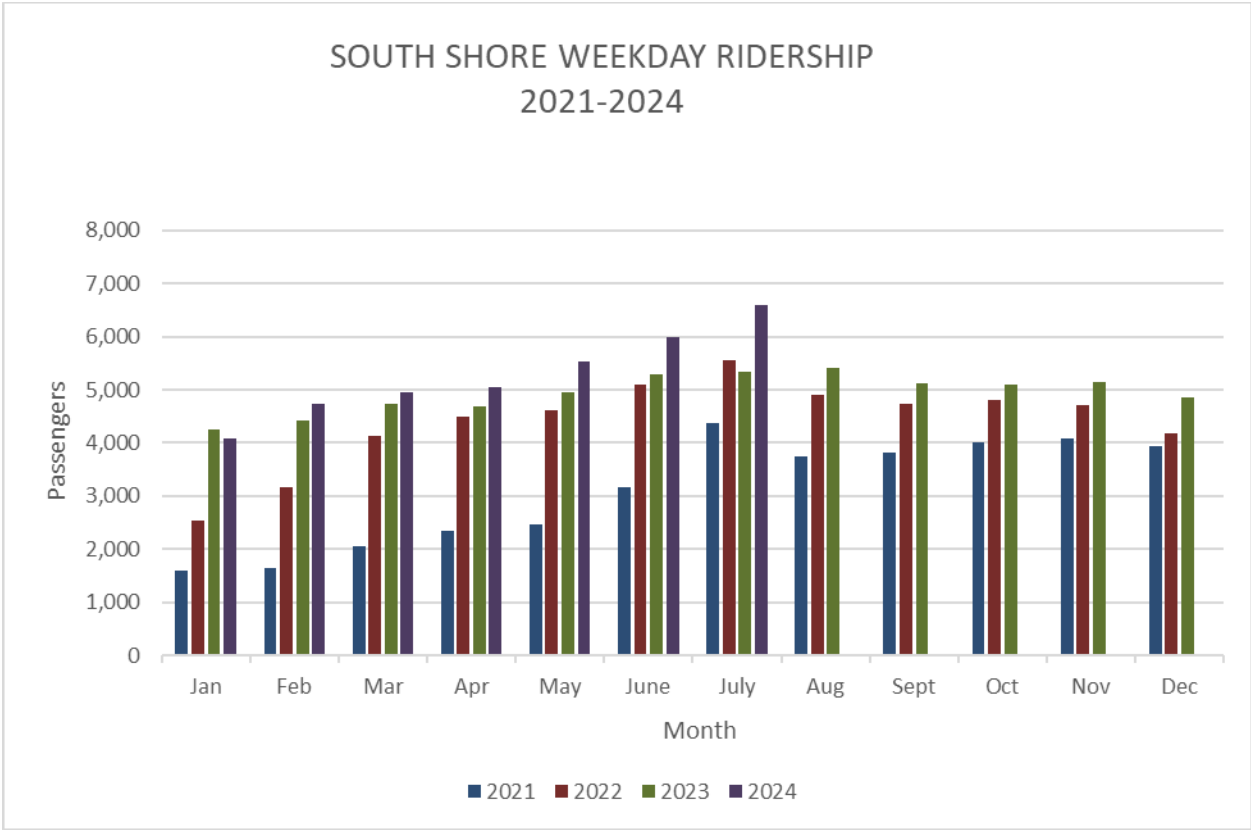
## Ridership Report

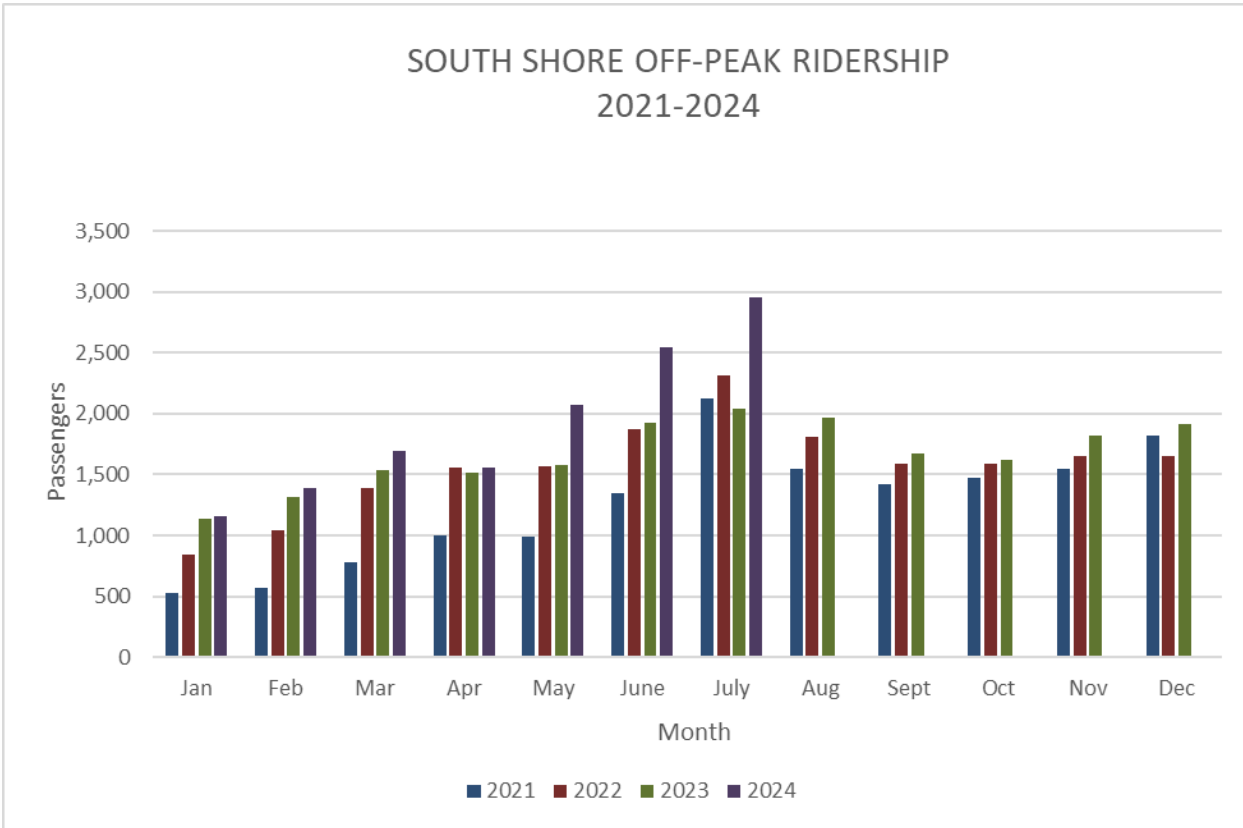
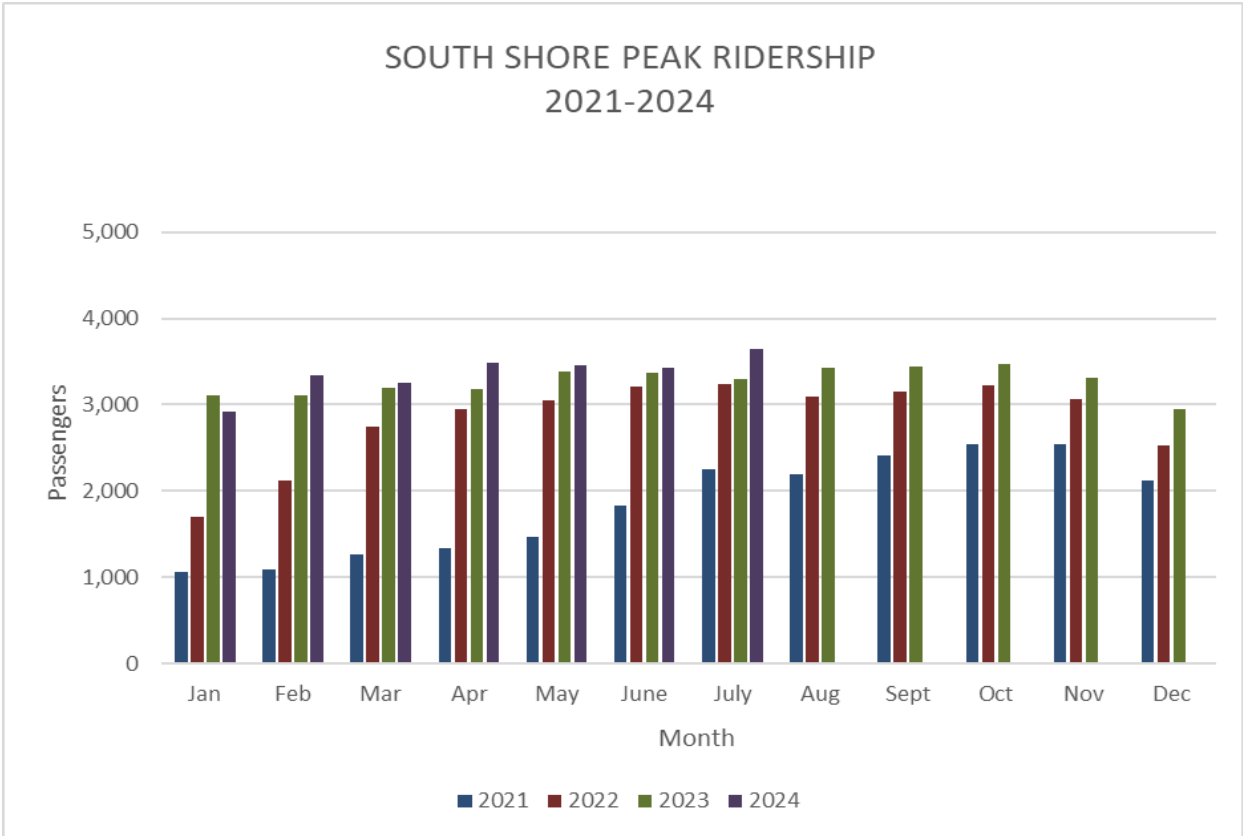
|  | 2022<br>Passengers | Work<br>Days | 2023<br>Passengers | Work<br>Days | 2024<br>Passengers | Work<br>Days | Change<br>23/24 |
|--|--------------------|--------------|--------------------|--------------|--------------------|--------------|-----------------|
| <b>MONTHLY RIDERSHIP</b>                     |                    |              |                    |              |                    |              |                 |
| July   | 149,051            | 20           | 137,216            | 20           | 182,458            | 22           | 33.0%           |
| August                                       | 136,622            | 23           | 149,901            | 23           |                    |              |                 |
| September                                    | 123,766            | 21           | 127,676            | 20           |                    |              |                 |
| October                                      | 126,386            | 21           | 133,937            | 22           |                    |              |                 |
| November                                     | 120,650            | 22           | 128,498            | 22           |                    |              |                 |
| December                                     | 115,143            | 21           | 125,142            | 20           |                    |              |                 |
| <b>CUMULATIVE COMPARISON</b>                 |                    |              |                    |              |                    |              |                 |
| July   | 784,117            | 148          | 861,685            | 148          | 964,563            | 150          | 11.9%           |
| August                                       | 920,739            | 171          | 1,011,586          | 171          |                    |              |                 |
| September                                    | 1,044,505          | 192          | 1,139,262          | 191          |                    |              |                 |
| October                                      | 1,170,891          | 213          | 1,273,199          | 213          |                    |              |                 |
| November                                     | 1,291,541          | 235          | 1,401,697          | 235          |                    |              |                 |
| December                                     | 1,406,684          | 256          | 1,526,839          | 255          |                    |              |                 |
| <b>Average Weekday Ridership</b>             |                    |              |                    |              |                    |              |                 |
| July   | 5,556              |              | 5,336              |              | 6,603              |              | 23.7%           |
| August                                       | 4,904              |              | 5,399              |              |                    |              |                 |
| September                                    | 4,746              |              | 5,119              |              |                    |              |                 |
| October                                      | 4,817              |              | 5,093              |              |                    |              |                 |
| November                                     | 4,713              |              | 4,663              |              |                    |              |                 |
| December                                     | 4,383              |              | 4,861              |              |                    |              |                 |
| Thru December                                | 4,418              | 256          | 4,946              | 255          |                    |              |                 |
| <b>Average Weekday Peak Period Ridership</b> |                    |              |                    |              |                    |              |                 |
| July   | 3,243              |              | 3,293              |              | 3,645              |              | 10.7%           |
| August                                       | 3,095              |              | 3,429              |              |                    |              |                 |
| September                                    | 3,156              |              | 3,443              |              |                    |              |                 |
| October                                      | 3,229              |              | 3,472              |              |                    |              |                 |
| November                                     | 3,064              |              | 3,167              |              |                    |              |                 |
| December                                     | 2,654              |              | 2,945              |              |                    |              |                 |
| Thru December                                | 2,844              | 256          | 3,274              | 255          |                    |              |                 |
| <b>Average Weekday Off-Peak Ridership</b>    |                    |              |                    |              |                    |              |                 |
| July   | 2,314              |              | 2,043              |              | 2,957              |              | 44.7%           |
| August                                       | 1,809              |              | 1,970              |              |                    |              |                 |
| September                                    | 1,590              |              | 1,676              |              |                    |              |                 |
| October                                      | 1,588              |              | 1,621              |              |                    |              |                 |
| November                                     | 1,649              |              | 1,733              |              |                    |              |                 |
| December                                     | 1,729              |              | 1,916              |              |                    |              |                 |
| Thru December                                | 1,574              | 256          | 1,672              | 255          |                    |              |                 |

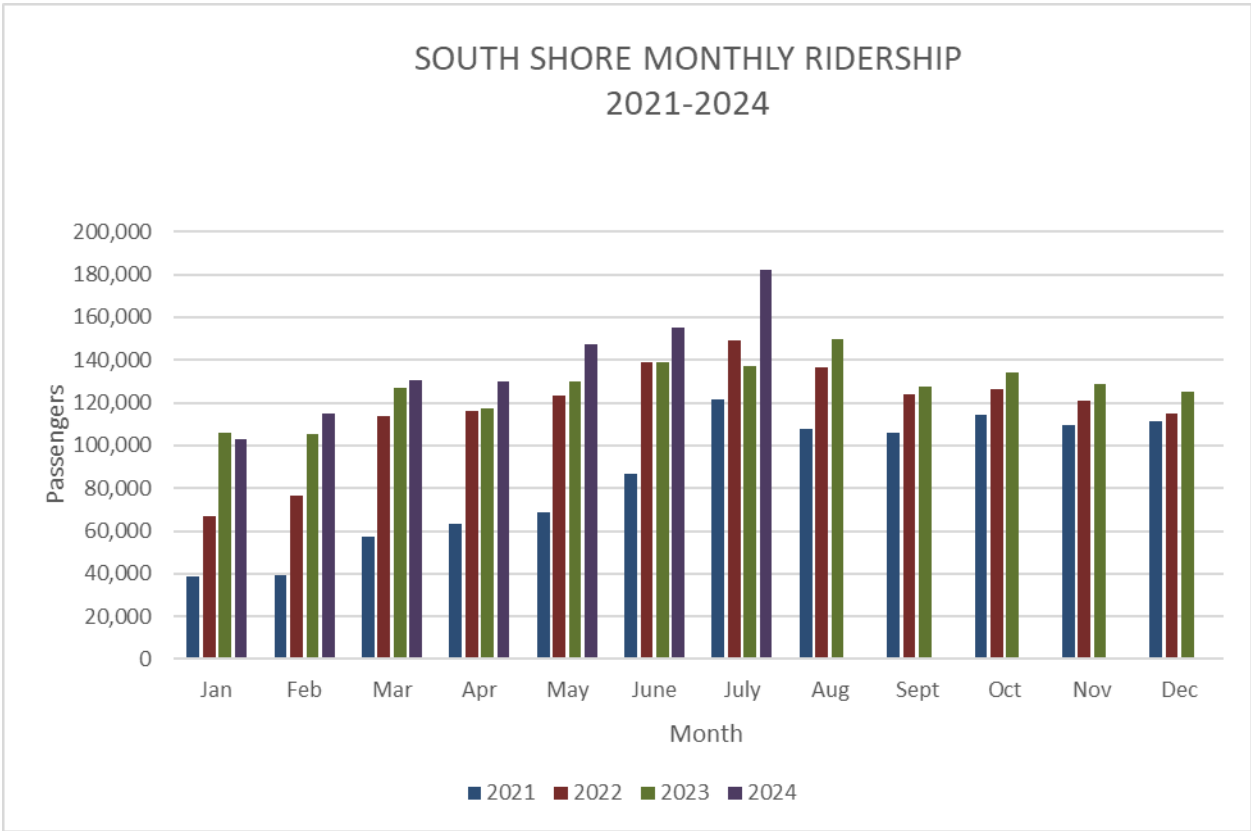
# July 2024 Ridership Report

## Ridership Report

|  | 2022<br>Passengers | Wkend<br>Days | 2023<br>Passengers | Wkend<br>Days | 2024<br>Passengers | Wkend<br>Days | Change<br>23/24 |
|--|--------------------|---------------|--------------------|---------------|--------------------|---------------|-----------------|
| <b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b> |                    |               |                    |               |                    |               |                 |
| July   | 3,348              |               | 2,772              |               | 4,133              |               | 49.1%           |
| August   | 2,979              |               | 3,214              |               |                    |               |                 |
| September  | 2,678              |               | 2,530              |               |                    |               |                 |
| October  | 2,523              |               | 2,433              |               |                    |               |                 |
| November   | 2,409              |               | 2,297              |               |                    |               |                 |
| December   | 2,309              |               | 2,538              |               |                    |               |                 |
| Thru December                                      | 2,529              | 109           | 2,438              | 110           |                    |               |                 |
| <b>MONTHLY SOUTH BEND RIDERSHIP</b>                |                    |               |                    |               |                    |               |                 |
| July   | 18,102             |               | 13,964             |               | 22,167             |               | 58.7%           |
| August   | 12,335             |               | 12,291             |               |                    |               |                 |
| September  | 13,613             |               | 11,767             |               |                    |               |                 |
| October  | 16,039             |               | 12,390             |               |                    |               |                 |
| November   | 14,639             |               | 12,190             |               |                    |               |                 |
| December   | 13,374             |               | 13,338             |               |                    |               |                 |







**Percent on Time: July, 2024**

| Peak      |           |           |
|-----------|-----------|-----------|
| Train     | Days Late | % on Time |
| 102       | 21        | 4.5%      |
| 104       | 6         | 72.7%     |
| 106       | 8         | 63.6%     |
| 8         | 9         | 59.1%     |
| 108       | 21        | 4.5%      |
| 110       | 14        | 36.4%     |
| 112       | 21        | 4.5%      |
| 212       | 10        | 56.5%     |
| 14        | 16        | 30.4%     |
| 114       | 22        | 0.0%      |
| 214       | 16        | 30.4%     |
| 216       | 7         | 68.2%     |
| 118       | 17        | 0.0%      |
| 115       | 22        | 0.0%      |
| 17        | 15        | 31.8%     |
| 117       | 22        | 0.0%      |
| 119       | 22        | 0.0%      |
| 121       | 22        | 0.0%      |
| 123       | 21        | 4.5%      |
| 25        | 22        | 0.0%      |
| 225       | 22        | 0.0%      |
| 127       | 16        | 23.8%     |
| 29        | 17        | 26.1%     |
| Total     | 389       | 23.7%     |
| Westbound | 188       | 35.2%     |
| Eastbound | 201       | 8.6%      |

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

| Off-Peak  |           |           |
|-----------|-----------|-----------|
| Train     | Days Late | % on Time |
| 220       | 19        | 17.4%     |
| 20        | 20        | 13.0%     |
| 222       | 21        | 0.0%      |
| 22        | 22        | 0.0%      |
| 120       | 21        | 4.5%      |
| 124       | 19        | 17.4%     |
| 224       | 21        | 4.5%      |
| 126       | 21        | 4.5%      |
| 226       | 10        | 54.5%     |
| 28        | 21        | 8.7%      |
| 128       | 21        | 4.5%      |
| 428       | 7         | 68.2%     |
| 228       | 13        | 40.9%     |
| 30        | 21        | 4.5%      |
| 430       | 2         | 90.9%     |
| 432       | 0         | 100.0%    |
| 401       | 1         | 95.5%     |
| 203       | 8         | 63.6%     |
| 403       | 1         | 95.5%     |
| 205       | 4         | 81.8%     |
| 207       | 12        | 42.9%     |
| 7         | 20        | 4.8%      |
| 109       | 21        | 4.5%      |
| 209       | 20        | 4.8%      |
| 201       | 22        | 0.0%      |
| 405       | 1         | 95.5%     |
| 103       | 16        | 27.3%     |
| 105       | 21        | 4.5%      |
| 111       | 18        | 18.2%     |
| 13        | 22        | 4.3%      |
| 113       | 22        | 0.0%      |
| 31        | 21        | 8.7%      |
| 131       | 20        | 4.8%      |
| 133       | 22        | 0.0%      |
| 135       | 20        | 9.1%      |
| 101       | 21        | 4.5%      |
| Total     | 572       | 27.9%     |
| Westbound | 259       | 27.0%     |
| Eastbound | 313       | 28.5%     |

| Weekend/Holiday |           |           |
|-----------------|-----------|-----------|
| Train           | Days Late | % on Time |
| 600             | 7         | 22.2%     |
| 502             | 9         | 0.0%      |
| 504             | 8         | 11.1%     |
| 606             | 9         | 0.0%      |
| 506             | 9         | 0.0%      |
| 608             | 7         | 22.2%     |
| 508             | 8         | 11.1%     |
| 610             | 7         | 22.2%     |
| 510             | 6         | 33.3%     |
| 503             | 9         | 0.0%      |
| 603             | 9         | 0.0%      |
| 605             | 8         | 11.1%     |
| 505             | 8         | 11.1%     |
| 507             | 8         | 11.1%     |
| 509             | 8         | 11.1%     |
| 511             | 8         | 11.1%     |
| 613             | 8         | 11.1%     |
| 601             | 6         | 33.3%     |
| 701             | 0         | 100.0%    |
| 703             | 1         | 88.9%     |
| Total           | 143       | 20.6%     |
| Westbound       | 70        | 13.6%     |
| Eastbound       | 73        | 26.3%     |



## July 2024 Ridership Report

| REASONS (weekday) |     |        |
|-------------------|-----|--------|
| AMT               | 7   | 0.8%   |
| CAR               | 19  | 2.0%   |
| CAT               | 2   | 0.2%   |
| DBS               | 1   | 0.1%   |
| DDS               | 0   | 0.0%   |
| DMW               | 7   | 0.8%   |
| DSR               | 28  | 3.0%   |
| DSS               | 16  | 1.7%   |
| FRR               | 6   | 0.6%   |
| FTI               | 5   | 0.5%   |
| HLD               | 3   | 0.3%   |
| LMU               | 48  | 5.2%   |
| MET               | 429 | 46.1%  |
| OET               | 0   | 0.0%   |
| OPR               | 14  | 1.5%   |
| OTH               | 40  | 4.3%   |
| PAS               | 223 | 24.0%  |
| POL               | 7   | 0.8%   |
| PTC               | 1   | 0.1%   |
| PTI               | 60  | 6.4%   |
| SUB               | 0   | 0.0%   |
| SVS               | 1   | 0.1%   |
| TOD               | 0   | 0.0%   |
| TRK               | 4   | 0.4%   |
| TRS               | 1   | 0.1%   |
| UTL               | 0   | 0.0%   |
| VAN               | 3   | 0.3%   |
| WTR               | 6   | 0.6%   |
| TOTAL             | 931 | 100.0% |

| REASONS (weekend) |     |       |
|-------------------|-----|-------|
| AMT               | 0   | 0.0%  |
| CAR               | 0   | 0.0%  |
| CAT               | 0   | 0.0%  |
| DBS               | 0   | 0.0%  |
| DDS               | 0   | 0.0%  |
| DMW               | 0   | 0.0%  |
| DSR               | 4   | 2.8%  |
| DSS               | 3   | 2.1%  |
| FRR               | 1   | 0.7%  |
| FTI               | 1   | 0.7%  |
| HLD               | 0   | 0.0%  |
| LMU               | 0   | 0.0%  |
| MET               | 56  | 39.2% |
| OET               | 0   | 0.0%  |
| OPR               | 1   | 0.7%  |
| OTH               | 1   | 0.7%  |
| PAS               | 70  | 49.0% |
| POL               | 0   | 0.0%  |
| PTC               | 0   | 0.0%  |
| PTI               | 3   | 2.1%  |
| SUB               | 0   | 0.0%  |
| SVS               | 0   | 0.0%  |
| TOD               | 0   | 0.0%  |
| TRK               | 2   | 1.4%  |
| TRS               | 0   | 0.0%  |
| UTL               | 0   | 0.0%  |
| VAN               | 0   | 0.0%  |
| WTR               | 1   | 0.7%  |
| TOTAL             | 143 | 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.

# July 2024 Ridership Report

## Cumulative Percent on Time Thru July, 2024

| Peak      |           |           |
|-----------|-----------|-----------|
| Train     | Days Late | % on Time |
| 102       | 40        | 73.0%     |
| 104       | 15        | 89.9%     |
| 6         | 11        | 88.3%     |
| 106       | 28        | 81.2%     |
| 8         | 14        | 74.5%     |
| 108       | 60        | 59.7%     |
| 110       | 47        | 68.2%     |
| 112       | 59        | 60.4%     |
| 212       | 28        | 50.0%     |
| 14        | 44        | 20.0%     |
| 114       | 60        | 59.7%     |
| 214       | 54        | 63.8%     |
| 216       | 19        | 64.8%     |
| 118       | 50        | 10.7%     |
| 11        | 31        | 66.7%     |
| 111       | 64        | 31.2%     |
| 113       | 28        | 70.2%     |
| 115       | 74        | 50.3%     |
| 17        | 103       | 30.4%     |
| 117       | 106       | 27.9%     |
| 217       | 9         | 90.2%     |
| 119       | 92        | 37.8%     |
| 121       | 54        | 0.0%      |
| 123       | 53        | 3.6%      |
| 25        | 53        | 3.6%      |
| 225       | 54        | 0.0%      |
| 127       | 45        | 15.1%     |
| 29        | 46        | 16.4%     |
| Total     | 1,341     | 52.9%     |
| Westbound | 529       | 66.1%     |
| Eastbound | 812       | 37.1%     |

| Off-Peak  |           |           |
|-----------|-----------|-----------|
| Train     | Days Late | % on Time |
| 14        | 40        | 57.4%     |
| 216       | 22        | 76.1%     |
| 116       | 25        | 73.4%     |
| 218       | 25        | 73.1%     |
| 18        | 81        | 13.8%     |
| 118       | 36        | 61.7%     |
| 220       | 64        | 56.8%     |
| 20        | 117       | 21.5%     |
| 222       | 80        | 45.2%     |
| 22        | 132       | 11.4%     |
| 422       | 13        | 86.0%     |
| 424       | 2         | 97.9%     |
| 120       | 53        | 3.6%      |
| 124       | 42        | 23.6%     |
| 224       | 52        | 3.7%      |
| 126       | 53        | 1.9%      |
| 226       | 26        | 51.9%     |
| 28        | 50        | 10.7%     |
| 128       | 52        | 3.7%      |
| 428       | 13        | 75.9%     |
| 228       | 28        | 48.1%     |
| 30        | 53        | 3.6%      |
| 430       | 3         | 94.5%     |
| 432       | 10        | 92.8%     |
| 401       | 8         | 94.6%     |
| 203       | 66        | 55.4%     |
| 403       | 14        | 90.6%     |
| 205       | 43        | 71.1%     |
| 207       | 63        | 57.4%     |
| 7         | 116       | 21.6%     |
| 107       | 24        | 74.5%     |
| 9         | 73        | 22.3%     |
| 109       | 89        | 39.9%     |
| 209       | 92        | 37.4%     |
| 19        | 18        | 80.9%     |
| 121       | 18        | 80.9%     |
| 123       | 26        | 72.3%     |
| 201       | 52        | 5.5%      |
| 405       | 1         | 98.2%     |
| 103       | 33        | 40.0%     |
| 105       | 45        | 18.2%     |
| 111       | 50        | 9.1%      |
| 13        | 53        | 3.6%      |
| 113       | 54        | 0.0%      |
| 31        | 53        | 3.6%      |
| 131       | 52        | 1.9%      |
| 133       | 55        | 0.0%      |
| 135       | 51        | 7.3%      |
| 101       | 65        | 56.4%     |
| Total     | 2,286     | 49.0%     |
| Westbound | 1072      | 48.4%     |
| Eastbound | 1206      | 46.6%     |

| Weekend/Holiday |           |           |
|-----------------|-----------|-----------|
| Train           | Days Late | % on Time |
| 600             | 16        | 72.9%     |
| 502             | 31        | 47.5%     |
| 504             | 43        | 27.1%     |
| 606             | 31        | 47.5%     |
| 506             | 39        | 32.8%     |
| 608             | 16        | 72.9%     |
| 508             | 28        | 52.5%     |
| 610             | 28        | 52.5%     |
| 510             | 23        | 61.0%     |
| 503             | 45        | 23.7%     |
| 603             | 37        | 37.3%     |
| 605             | 36        | 37.9%     |
| 505             | 39        | 33.9%     |
| 507             | 51        | 12.1%     |
| 509             | 41        | 30.5%     |
| 511             | 31        | 47.5%     |
| 613             | 32        | 45.8%     |
| 601             | 19        | 67.8%     |
| 701             | 0         | 100.0%    |
| 703             | 3         | 94.8%     |
| Total           | 589       | 49.9%     |
| Westbound       | 255       | 51.9%     |
| Eastbound       | 334       | 48.3%     |

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

## July 2024 Ridership Report

### Cumulative Reasons for Delays Thru July, 2024

| REASONS (weekday) |       |        | REASONS (weekend) |     |        | TOTAL |       |        |
|-------------------|-------|--------|-------------------|-----|--------|-------|-------|--------|
| AMT               | 33    | 0.9%   | AMT               | 6   | 0.9%   | AMT   | 39    | 0.9%   |
| CAR               | 84    | 2.3%   | CAR               | 19  | 2.9%   | CAR   | 103   | 2.4%   |
| CAT               | 7     | 0.2%   | CAT               | 5   | 0.8%   | CAT   | 12    | 0.3%   |
| DBS               | 4     | 0.1%   | DBS               | 0   | 0.0%   | DBS   | 4     | 0.1%   |
| DDS               | 1     | 0.0%   | DDS               | 1   | 0.2%   | DDS   | 2     | 0.0%   |
| DMW               | 365   | 10.2%  | DMW               | 96  | 14.7%  | DMW   | 461   | 10.9%  |
| DSR               | 220   | 6.2%   | DSR               | 52  | 8.0%   | DSR   | 272   | 6.4%   |
| DSS               | 91    | 2.5%   | DSS               | 21  | 3.2%   | DSS   | 112   | 2.6%   |
| FRR               | 15    | 0.4%   | FRR               | 6   | 0.9%   | FRR   | 21    | 0.5%   |
| FTI               | 22    | 0.6%   | FTI               | 5   | 0.8%   | FTI   | 27    | 0.6%   |
| HLD               | 17    | 0.5%   | HLD               | 6   | 0.9%   | HLD   | 23    | 0.5%   |
| LMU               | 163   | 4.6%   | LMU               | 14  | 2.1%   | LMU   | 177   | 4.2%   |
| MET               | 1132  | 31.7%  | MET               | 143 | 21.9%  | MET   | 1275  | 30.2%  |
| OET               | 3     | 0.1%   | OET               | 0   | 0.0%   | OET   | 3     | 0.1%   |
| OPR               | 83    | 2.3%   | OPR               | 11  | 1.7%   | OPR   | 94    | 2.2%   |
| OTH               | 170   | 4.8%   | OTH               | 27  | 4.1%   | OTH   | 197   | 4.7%   |
| PAS               | 611   | 17.1%  | PAS               | 177 | 27.1%  | PAS   | 788   | 18.6%  |
| POL               | 15    | 0.4%   | POL               | 1   | 0.2%   | POL   | 16    | 0.4%   |
| PTC               | 5     | 0.1%   | PTC               | 0   | 0.0%   | PTC   | 5     | 0.1%   |
| PTI               | 331   | 9.3%   | PTI               | 37  | 5.7%   | PTI   | 368   | 8.7%   |
| SUB               | 5     | 0.1%   | SUB               | 0   | 0.0%   | SUB   | 5     | 0.1%   |
| SVS               | 12    | 0.3%   | SVS               | 6   | 0.9%   | SVS   | 18    | 0.4%   |
| TOD               | 0     | 0.0%   | TOD               | 0   | 0.0%   | TOD   | 0     | 0.0%   |
| TRK               | 137   | 3.8%   | TRK               | 9   | 1.4%   | TRK   | 146   | 3.5%   |
| TRS               | 21    | 0.6%   | TRS               | 1   | 0.2%   | TRS   | 22    | 0.5%   |
| UTL               | 4     | 0.1%   | UTL               | 0   | 0.0%   | UTL   | 4     | 0.1%   |
| VAN               | 6     | 0.2%   | VAN               | 0   | 0.0%   | VAN   | 6     | 0.1%   |
| WTR               | 18    | 0.5%   | WTR               | 10  | 1.5%   | WTR   | 28    | 0.7%   |
| TOTAL             | 3,575 | 100.0% | TOTAL             | 653 | 100.0% | TOTAL | 4,228 | 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.

## July 2024 Ridership Report

### **RUSH HOUR\* TRAIN DELAYS - July 2024 (minutes late)**

|           |          | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Days | Days | %       |
|-----------|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|---------|
| Train     | Arrive   | 1   | 2   | 3   | 4   | 5   | 8   | 9   | 10  | 11  | 12  | 15  | 16  | 17  | 18  | 19  | 22  | 23  | 24  | 25  | 26  | 29  | 30  | 31  | Late | Ran  | On Time |
| 102       | 5:40a    | 21  | 13  | 12  |     | 11  |     | 8   | 8   | 12  | 13  | 7   | 57  | 11  | 10  | 10  | 12  | 74  | 13  | 23  | 22  | 14  | 17  | 6   | 21   | 22   | 4.5%    |
| 104       | 6:12:00a | 9   |     | 20  |     |     |     |     |     |     |     |     | 13  | 22  |     |     | 20  |     |     | 10  |     |     |     |     | 6    | 22   | 72.7%   |
| 106       | 6:38:00a | 12  |     | 14  |     |     | 12  | 14  |     |     |     | 20  | 20  |     |     |     | 13  |     |     |     |     | 14  |     |     | 8    | 22   | 63.6%   |
|           | 8:6:58a  | 15  |     | 6   |     |     |     |     |     |     | 8   | 7   |     |     | 10  | 7   |     |     | 50  | 13  |     | 7   |     |     | 9    | 22   | 59.1%   |
| 108       | 7:35     | 22  | 12  | 33  |     | 9   | 17  | 10  | 9   | 10  | 12  | 11  | 10  | 17  | 21  | 16  | 10  | 10  | 17  |     | 15  | 14  | 20  | 11  | 21   | 22   | 4.5%    |
| 110       | 7:51     | 46  |     | 22  |     | 12  | 12  | 13  | 13  | 12  |     |     | 14  | 7   |     | 16  |     |     | 11  | 19  |     | 14  | 16  |     | 14   | 22   | 36.4%   |
| 112       | 8:08     | 310 | 10  | 17  |     | 11  | 10  | 9   | 10  | 11  | 16  | 10  | 23  | 13  | 12  | 19  | 12  |     | 20  | 12  | 12  | 30  | 15  | 14  | 21   | 22   | 4.5%    |
| 212       | 7:51a    | 15  |     | 12  |     |     | 12  |     | 11  |     | 20  |     | 18  | 9   |     | 8   | 12  |     | 14  | 9   |     | 22  | 15  |     | 13   | 22   | 40.9%   |
| 14        | 8:17a    | 162 | 16  | 13  |     | 9   | 17  | 20  | 20  | 19  |     | 19  | 35  | 20  | 13  | 35  | 11  | 11  | 14  | 10  | 9   | 19  | 11  |     | 20   | 22   | 9.1%    |
| 114       | 8:21a    | 204 | 14  | 19  |     | 17  | 15  | 17  | 17  | 17  | 13  | 16  | 40  | 31  | 44  | 38  | 12  | 14  | 14  | 14  | 21  | 20  | 12  | 12  | 22   | 22   | 0.0%    |
| 214       | 8:38a    | 253 | 7   | 14  |     | 7   | 11  | 6   | 22  | 15  |     | 17  | 29  | 16  | 17  | 30  | 18  | 15  | 16  | 9   | A   | 16  | 17  | 15  | 20   | 21   | 4.8%    |
| 216       | 8:58a    | 240 |     |     |     |     |     |     |     |     |     |     | 18  | 14  | 20  | 14  |     |     |     |     |     | 10  |     | 9   | 7    | 22   | 68.2%   |
| 116       | 9:41a    | 201 | 23  | 14  |     | 10  | 41  | 42  | 17  | 23  | 20  | 33  | 39  | 92  | 29  | 26  | 18  | 15  | 41  | 15  | 135 | 72  | 40  | 42  | 22   | 22   | 0.0%    |
| Train     | Depart   |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |      |      |         |
| 115       | 3:28p    | 24  | 35  | 14  |     | 27  | 15  | 18  | 16  | 16  | 17  | 25  | 46  | 36  | 22  | 18  | 17  | 14  | 14  | 14  | 14  | 17  | 65  | 19  | 22   | 22   | 0.0%    |
| 17        | 4:05p    | 10  | 10  |     |     | 7   | 8   | 38  |     |     |     | 17  | 39  | 17  | 30  | 18  | 10  | 7   | 7   |     |     | 19  | 40  |     | 15   | 22   | 31.8%   |
| 117       | 4:28p    | 13  | 7   | 12  |     | 7   | 17  | 19  | 13  | 12  | 10  | 14  | 44  | 12  | 29  | 14  | 13  | 9   | 14  | 14  | 16  | 18  | 31  | 13  | 22   | 22   | 0.0%    |
| 119       | 4:42p    | 8   | 12  | 10  |     | 16  | 10  | 12  | 19  | 12  | 20  | 9   | 56  | 13  | 24  | 22  | 13  | 14  | 18  | 14  | 10  | 11  | 34  | 12  | 22   | 22   | 0.0%    |
| 121       | 4:57p    | 8   | 7   | 11  |     | 11  | 12  | 16  | 11  | 12  | 10  | 16  | 50  | 10  | 18  | 17  | 7   | 7   | 19  | 10  | 10  | 25  | 25  | 14  | 22   | 22   | 0.0%    |
| 123       | 5:05p    | 13  | 9   | 10  |     | 8   | 9   | 15  | 7   | 9   |     | 16  | 80  | 11  | 17  | 14  | 8   | 14  | 28  | 10  | 9   | 28  | 22  | 20  | 21   | 22   | 4.5%    |
| 25        | 5:25p    | 20  | 28  | 15  |     | 15  | 19  | 22  | 10  | 9   | 9   | 30  | 97  | 15  | 8   | 8   | 17  | 22  | 13  | 21  | 11  | 33  | 47  | 15  | 22   | 22   | 0.0%    |
| 225       | 5:47p    | 9   | 9   | 9   |     | 8   | 12  | 12  | 9   | 11  | 9   | 22  | 69  | 10  | 9   | 9   | 12  | 10  | 13  | 8   | 9   | 9   | 22  | 11  | 22   | 22   | 0.0%    |
| 127       | 6:01p    | 7   |     | 10  |     |     | 10  | 16  | 11  | 14  | 11  | A   | 67  | 13  | 7   | 6   |     |     | 9   |     | 19  | 24  | 26  | 22  | 16   | 21   | 23.8%   |
| 29        | 6:25p    | 10  | 22  | 10  |     | 8   | 27  | 16  | 11  | 9   | 12  | 54  | 80  | 15  | 30  | 20  | 13  | 19  | 10  | 72  |     | 26  | 39  | 67  | 21   | 22   | 4.5%    |
| High temp |          | 76  | 82  | 86  | 82  | 83  | 88  | 81  | 77  | 84  | 86  | 87  | 85  | 81  | 74  | 79  | 83  | 86  | 78  | 79  | 82  | 87  | 88  | 89  |      |      |         |
| Low temp  |          | 48  | 61  | 69  | 65  | 63  | 67  | 68  | 62  | 60  | 65  | 68  | 68  | 61  | 56  | 52  | 63  | 61  | 63  | 56  | 53  | 71  | 67  | 71  |      |      |         |

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

### Temperatures from South Bend

 On time

A = Annulled

### MONTHLY SUMMARY OF RUSH HOUR ON TIME PERFORMANCE

|            |  | MONTHLY SUMMARY: RUSH, RUSH ON TIME, RUSH RATE |      |          |          |      |          |       |      |          |       |      |          |       |      |          |       |      |          |
|------------|--|--|------|----------|----------|------|----------|-------|------|----------|-------|------|----------|-------|------|----------|-------|------|----------|
|            |  | 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%    | 6        | 189  | 96.8%    | 9     | 188  | 95.2%    | 12    | 198  | 93.9%    | 132   | 250  | 47.2%    | 156   | 257  | 39.3%    |
| EB Rush    |  | 99   | 168  | 41.1%    | 83       | 166  | 50.0%    | 72    | 168  | 57.1%    | 35    | 175  | 80.0%    | 132   | 202  | 34.7%    | 185   | 194  | 4.6%     |
| Total Rush |  | 117  | 356  | 67.1%    | 89       | 355  | 74.9%    | 81    | 356  | 77.2%    | 47    | 373  | 87.4%    | 264   | 452  | 41.6%    | 341   | 451  | 24.4%    |

|            |  | July |     |       | August |  |  | September |  |  | October |  |  | November |  |  | December |  |  |
|------------|--|------|-----|-------|--------|--|--|-----------|--|--|---------|--|--|----------|--|--|----------|--|--|
| WB Rush    |  | 204  | 285 | 28.4% |        |  |  |           |  |  |         |  |  |          |  |  |          |  |  |
| EB Rush    |  | 205  | 219 | 6.4%  |        |  |  |           |  |  |         |  |  |          |  |  |          |  |  |
| Total Rush |  | 409  | 504 | 18.4% |        |  |  |           |  |  |         |  |  |          |  |  |          |  |  |

## July 2024 Ridership Report

| Cumulative |         |           |          |           |
|------------|---------|-----------|----------|-----------|
| Arrive     | Train # | Days Late | Days Ran | % On Time |
| 5:48a      | 102     | 39        | 149      | 73.8%     |
| 6:31       | 104     | 15        | 149      | 89.9%     |
| 6:55       | 6       | 11        | 94       | 88.3%     |
| 6:38       | 106     | 28        | 149      | 81.2%     |
| 6:58       | 8       | 14        | 55       | 74.5%     |
| 7:35       | 108     | 59        | 149      | 60.4%     |
| 7:51a      | 110     | 46        | 147      | 68.7%     |
| 7:35a      | 112     | 59        | 149      | 60.4%     |
| 7:51a      | 212     | 31        | 55       | 43.6%     |
| 8:17a      | 14      | 47        | 54       | 13.0%     |
| 8:31a      | 114     | 59        | 149      | 60.4%     |
| 8:52a      | 214     | 56        | 147      | 61.9%     |
| 10:28a     | 216     | 18        | 54       | 66.7%     |
| 9:41a      | 118     | 55        | 55       | 0.0%      |
| Depart     |         |           |          |           |
| 3:28p      | 115     | 74        | 147      | 49.7%     |
| 3:57p      | 11      | 30        | 94       | 68.1%     |
| 4:02p      | 111     | 64        | 94       | 31.9%     |
| 4:28p      | 113     | 28        | 94       | 70.2%     |
| 5:32p      | 217     | 8         | 94       | 91.5%     |
| 4:02p      | 17      | 103       | 148      | 30.4%     |
| 4:28p      | 117     | 106       | 147      | 27.9%     |
| 4:57p      | 119     | 91        | 149      | 38.9%     |
| 5:10p      | 121     | 54        | 54       | 0.0%      |
| 5:28p      | 123     | 53        | 55       | 3.6%      |
| 5:32p      | 25      | 53        | 55       | 3.6%      |
| 5:58p      | 225     | 54        | 54       | 0.0%      |
| 7:15p      | 127     | 44        | 53       | 17.0%     |
| 6:25p      | 29      | 49        | 54       | 9.3%      |

| Cumulative Rush Hour Thru July |       |      |       |            |       |       |
|--------------------------------|-------|------|-------|------------|-------|-------|
| Range                          | TOTAL |      |       | PERCENTAGE |       |       |
|                                | am    | pm   | total | am         | pm    | total |
| 6-10                           | 135   | 249  | 384   | 7.3%       | 16.4% | 11.4% |
| 11-15                          | 180   | 221  | 401   | 9.7%       | 14.6% | 11.9% |
| 16-20                          | 83    | 143  | 226   | 4.5%       | 9.4%  | 6.7%  |
| 21-30                          | 25    | 120  | 145   | 1.4%       | 7.9%  | 4.3%  |
| 31-59                          | 33    | 61   | 94    | 1.8%       | 4.0%  | 2.8%  |
| 60+                            | 13    | 17   | 30    | 0.7%       | 1.1%  | 0.9%  |
| Annulled                       | 4     | 13   | 17    |            |       |       |
| Total Late                     | 469   | 811  | 1280  | 25.3%      | 53.5% | 38.0% |
| On time                        | 1382  | 705  | 2087  | 74.7%      | 46.5% | 62.0% |
| Total ran                      | 1851  | 1516 | 3367  |            |       |       |

| Grand Total All Trains Thru July, 2024 |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|
| Range                                  | Peak  |       |       |       |       |       |
|  | WB    | EB    | Off   | Wkend | Total | %     |
| 6-10                                   | 135   | 249   | 574   | 181   | 1139  | 11.4% |
| 11-15                                  | 180   | 221   | 588   | 162   | 1151  | 11.5% |
| 16-20                                  | 83    | 143   | 389   | 121   | 736   | 7.3%  |
| 21-30                                  | 25    | 120   | 356   | 110   | 611   | 6.1%  |
| 31-59                                  | 33    | 61    | 357   | 63    | 514   | 5.1%  |
| 60+                                    | 13    | 17    | 85    | 16    | 131   | 1.3%  |
| Annulled                               | 4     | 13    | 36    | 4     | 57    |       |
| Total                                  | 469   | 811   | 2349  | 653   | 4282  | 42.7% |
| On Time                                | 1382  | 705   | 2850  | 803   | 5740  | 57.3% |
| Total ran                              | 1851  | 1516  | 5199  | 1456  | 10022 |       |
| %On Time                               | 74.7% | 46.5% | 54.8% | 55.2% | 57.3% |       |

| July 2024 Rush Hour |       |     |       |            |        |        |
|---------------------|-------|-----|-------|------------|--------|--------|
| Range               | TOTAL |     |       | PERCENTAGE |        |        |
|                     | am    | pm  | total | am         | pm     | total  |
| 6-10                | 46    | 62  | 108   | 16.1%      | 28.3%  | 21.4%  |
| 11-15               | 69    | 58  | 127   | 24.2%      | 26.5%  | 25.2%  |
| 16-20               | 46    | 35  | 81    | 16.1%      | 16.0%  | 16.1%  |
| 21-30               | 17    | 27  | 44    | 6.0%       | 12.3%  | 8.7%   |
| 31-59               | 17    | 15  | 32    | 6.0%       | 6.8%   | 6.3%   |
| 60+                 | 9     | 8   | 17    | 3.2%       | 3.7%   | 3.4%   |
| Annulled            | 1     | 1   | 2     |            |        |        |
| Total Late          | 204   | 205 | 409   | 71.6%      | 93.6%  | 81.2%  |
| On time             | 81    | 14  | 95    | 28.4%      | 6.4%   | 18.8%  |
| Total ran           | 285   | 219 | 504   | 100.0%     | 100.0% | 100.0% |

| Year-to-date cumulative |       |       |          |
|-------------------------|-------|-------|----------|
|                         | #Late | #Ran  | %On time |
| WB Rush                 | 537   | 1555  | 65.5%    |
| EB Rush                 | 811   | 1292  | 37.2%    |
| Total Rush              | 1348  | 2,847 | 52.7%    |