



# Monthly Ridership and Performance Report

September 2024



**Northern Indiana Commuter Transportation District**

## September 2024 Monthly Performance Report

### Ridership

**Overall** - Ridership for the month was up 23.3% when compared to 2023. Passenger trips for the month were 157,459 in 2024 and 127,676 in 2023. Cumulative year to date ridership was up 14.0% over 2023.

**Weekday Travel** – Average weekday peak travel was up 8.9% when compared to 2023 while average off peak travel was up 39.4% over 2023 ridership. The combined weekday average in 2024 was 6,087 rides compared to 5,199 in 2023. That is an 18.9% increase for 2024 compared to 2023. Cumulative year to date weekday ridership is up 11.0% over 2023.

**Weekend Travel** – Weekend ridership was up 41.2% when compared to 2023. The daily average in 2024 was 3,572 compared to 3,443 in 2023. Cumulative year to date weekend ridership is up 24.7% compared to 2023.

Ridership Over Last 12 Months: October through September							
	2020/21	2021/22	% Change	2022/23	% Change	2023/24	% Change
Total	827,182	1,379,416	66.76%	1,501,441	8.85%	1,685,680	12.27%
Weekday	652,020	1,099,386	68.61%	1,231,315	12.00%	1,365,065	10.86%
Peak	389,394	695,304	78.56%	814,455	17.14%	856,855	5.21%
Off Peak	262,626	404,082	53.86%	416,860	3.16%	508,210	21.91%
Weekend	175,162	280,030	59.87%	270,126	-3.54%	320,615	18.69%
South Bend	107,535	173,429	61.28%	161,053	-7.14%	175,730	9.11%

### Revenue

The number of tickets sold in September was up 20.5% when comparing 2024 to 2023. Ticket revenue was up 19.7% for 2024 compared to 2023. Sales from digital sources represent 83.8% of ticket sales and 88.1% of ticket revenue.

Total Ticket Sales: September						
Method of Sale	Tickets			Revenue		
	2023	2024	% Change	2023	2024	% Change
Ticket Agent	41,087	13,471	-67.2%	746,300	281,819	-62.2%
Vending Machine	147,193	189,986	29.1%	1,699,238	2,126,396	25.1%
Conductor	90,392	103,006	14.0%	641,502	734,843	14.6%
Mobile App	315,943	410,116	29.8%	4,067,743	5,418,948	33.2%
<b>Total</b>	<b>594,615</b>	<b>716,579</b>	<b>20.5%</b>	<b>7,154,783</b>	<b>8,562,006</b>	<b>19.7%</b>

## **On Time Performance**

**Rush Hour** – Overall, 40.6% of A.M. and P.M. rush hour trains were on time in September 2024 compared to 85.3% 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). 61.0% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 52.5% of westbound morning rush hour service was on time compared to 90.6% in 2023; while eastbound rush hour trains reported an on-time performance of 22.9% compared to 79.4% in 2023. A total of 123 out of 259 westbound rush hour trains were delayed in September. Of those 123, 56 experienced delays greater than 15 minutes. Eastbound rush hour trains had a total of 135 out of 175 trains delayed in September. Of those 135, 28 experienced delays greater than 15 minutes.<sup>1</sup>

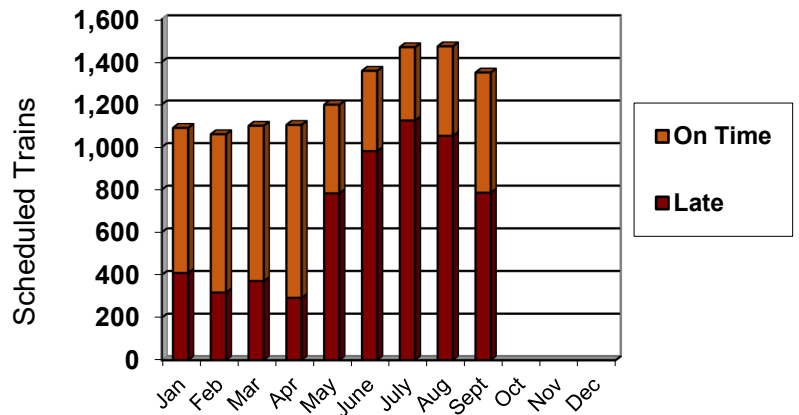
**September 2024 Rush Hour**

	TOTAL			PERCENTAGE		
Range	am	pm	total	am	pm	total
6-10	56	69	125	21.6%	39.4%	28.8%
11-15	40	38	78	15.4%	21.7%	18.0%
16-20	16	17	33	6.2%	9.7%	7.6%
21-30	4	6	10	1.5%	3.4%	2.3%
31-59	5	3	8	1.9%	1.7%	1.8%
60+	2	2	4	0.8%	1.1%	0.9%
Annulled	1	5	6			
Total Late	123	135	258	47.5%	77.1%	59.4%
On time	136	40	176	52.5%	22.9%	40.6%
Total ran	259	175	434	100.0%	100.0%	100.0%

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<sup>1</sup> Weekday rush-hour trains operate 13 westbound and 9 eastbound per day.

**Overall** – The South Shore Line scheduled 1,350 trains in September and experienced 786 delays in excess of 5 minutes (ranging from 6-130) with median delay of 12 minutes. September of 2024 experienced 9 annulled trains. In September 2023, the South Shore Line scheduled 1,040 trains with 246 delays in excess of 5 minutes (ranging from 6-60 minutes) with a median delay of 12 minutes. September of 2023 experienced 1 annulled train.



Cumulative On Time Comparison		
Thru September	2023	2024
Weekday	80.0%	45.5%
Peak	87.5%	49.6%
Off-peak	75.0%	42.8%
Weekend	62.3%	46.1%
Overall	77.1%	45.6%

**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.

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.

September 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.

September 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.
6/3/24	133	60	Bussing delays.

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<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.

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<b>Annulled Trains or Delays in Excess of 59 Minutes</b>			
<b><u>Date</u></b>	<b><u>Train</u></b>	<b><u>Min. Late</u></b>	<b><u>Reason</u></b>
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



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<b>Annulled Trains or Delays in Excess of 59 Minutes</b>			
<b><u>Date</u></b>	<b><u>Train</u></b>	<b><u>Min. Late</u></b>	<b><u>Reason</u></b>
7/26/24	135	Annulled	Overhead Wire damage west of Gary
7/26/24	214	Annulled	NIPSCO Utility Problem
7/27/24	507	64	Police activity for disruptive passengers.
7/27/24	601	94	Wires down at Millennium and Van Buren
7/29/24	30	62	Late turn of equipment.
7/29/24	118	72	PTC issue delay.
7/30/24	30	67	Late turn of equipment.
7/30/24	115	65	Police activity at Metra station.
7/31/24	29	67	Cable theft at Birchim West.
7/31/24	30	127	Cable theft at Birchim West.
7/31/24	31	104	Cable theft at Birchim West.
7/31/24	135	79	Late turn of equipment.
8/2/24	113	75	PTC Issues on Metra
8/2/24	135	62	Metra restricted speeds compounding delays.
8/5/24	30	62	Late turn of equipment.
8/7/24	114	84	Police Activity causing train to be delayed.
8/7/24	121	66	Railcar equipment delays.
8/8/24	135	69	PTC Issue.
8/8/24	212	61	Possible gas leak in Gary causing the delay.
8/9/24	30	63	Metra Delay
8/9/24	135	72	Medical emergency at Hegewisch.
8/23/24	22	99	PTC issue causing train to wait on another train.
8/25/24	605	73	PTC issue causing train to wait on another train.
8/25/24	608	60	PTC issue causing train to wait on another train.
8/26/24	17	72	Train loss communication at Hegewisch.
8/26/24	25	66	Train loss communication at Birchum.
8/26/24	30	74	Communication loss for train.
8/26/24	121	60	Communication loss for train.
8/26/24	228	79	Communication loss for train.
8/26/24	430	65	Late turn of equipment due to PTC issue.
8/26/24	432	64	Police activity at Grandview Station.
8/27/24	130	130	Metra Delay
8/27/24	216	ANNULLED	Extreme weather.
8/27/24	432	ANNULLED	Extreme weather.
8/28/24	7	64	Gas smell at Gary Metro.
8/28/24	120	108	Gas smell at Gary Metro.
8/28/24	225	ANNULLED	PTC issues.
8/28/24	232	ANNULLED	PTC issues.
8/28/24	400	ANNULLED	Obstruction on the track, passengers bussed.
8/29/24	131	86	Metra Delay
8/29/24	232	68	Metra Delay

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<b>Annulled Trains or Delays in Excess of 59 Minutes</b>			
<b><u>Date</u></b>	<b><u>Train</u></b>	<b><u>Min. Late</u></b>	<b><u>Reason</u></b>
9/5/2024	201	Annulled	Combined trains due to Metra Construction
9/5/2024	216	Annulled	Combined trains due to Metra Construction
9/5/2024	405	80	Railcar mechanical issues.
9/5/2024	22	95	Late turn of equipment.
9/12/2024	35	65	Metra PTC Issues Delay.
9/12/2024	201	Annulled	Metra Construction Annulled Train.
9/14/2024	505	72	Metra PTC Issue Delay.
9/14/2024	506	62	Metra PTC Issue Delay.
9/16/2024	35	71	Metra PTC Issue Delay.
9/19/2024	25	98	Delay due to a Pole Fire in Hegewwisch
9/19/2024	30	90	Delay due to a Pole Fire in Hegewwisch
9/19/2024	32	107	Delay due to a Pole Fire in Hegewwisch
9/19/2024	35	65	Delay due to a Pole Fire in Hegewwisch
9/19/2024	117	130	Delay due to a Pole Fire in Hegewwisch
9/19/2024	121	Annulled	Pole Fire in Hegewwisch.
9/19/2024	123	Annulled	Pole Fire in Hegewwisch.
9/19/2024	127	Annulled	Pole Fire in Hegewwisch.
9/19/2024	129	Annulled	Pole Fire in Hegewwisch.
9/19/2024	225	Annulled	Pole Fire in Hegewwisch.
9/19/2024	232	Annulled	Pole Fire in Hegewwisch.
9/21/2024	504	99	Catenary wire issue with Metra.
9/21/2024	509	60	Delayed by freight train
9/23/2024	16	123	Trespassing between Gary Metro and Miller
9/23/2024	116	81	Trespassing between Gary Metro and Miller
9/25/2024	33	79	Metra PTC Issues and Busing Delay
9/25/2024	35	68	PTC Issues delay
9/26/2024	33	62	Delays due to bussing and freight train delay.

# September 2024 Ridership Report

## Ridership Report

	2022 Passengers	Work Days	2023 Passengers	Work Days	2024 Passengers	Work Days	Change 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%

## September 2024 Ridership Report

Ridership Report							
	2022 Passengers	Days	2023 Passengers	Days	2024 Passengers	Days	Change 23/24
<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%

# September 2024 Ridership Report

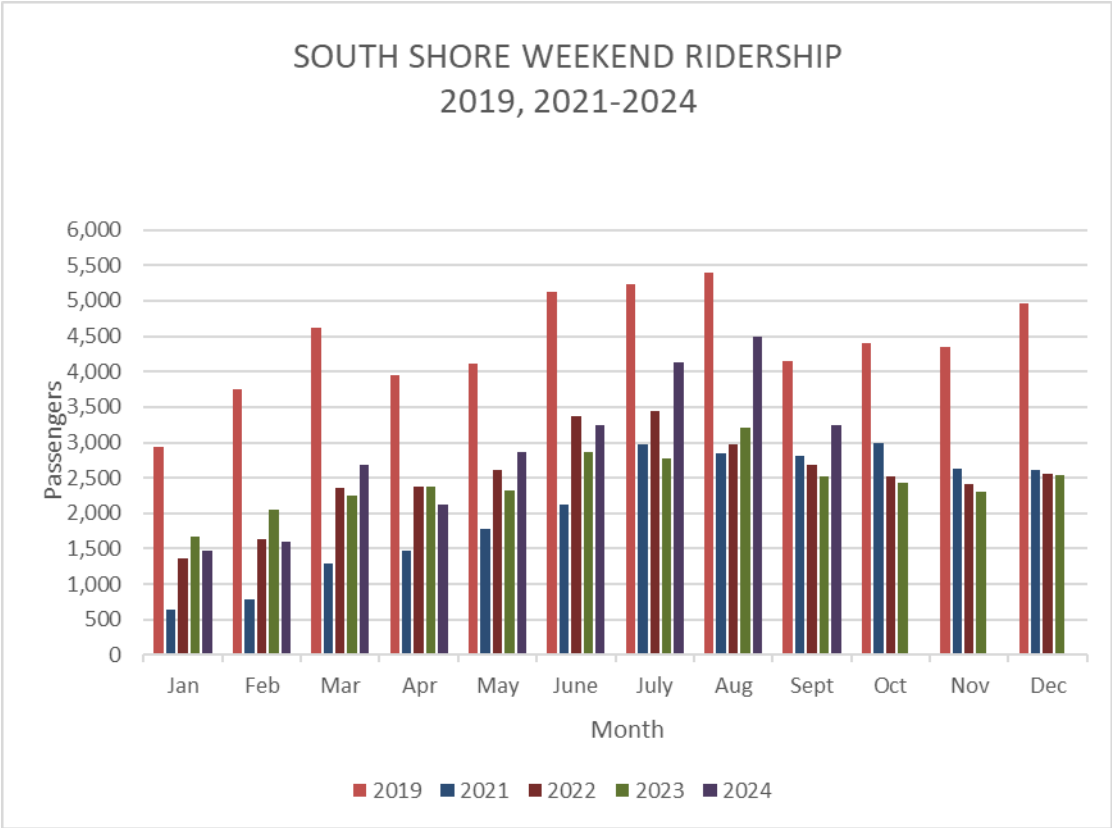
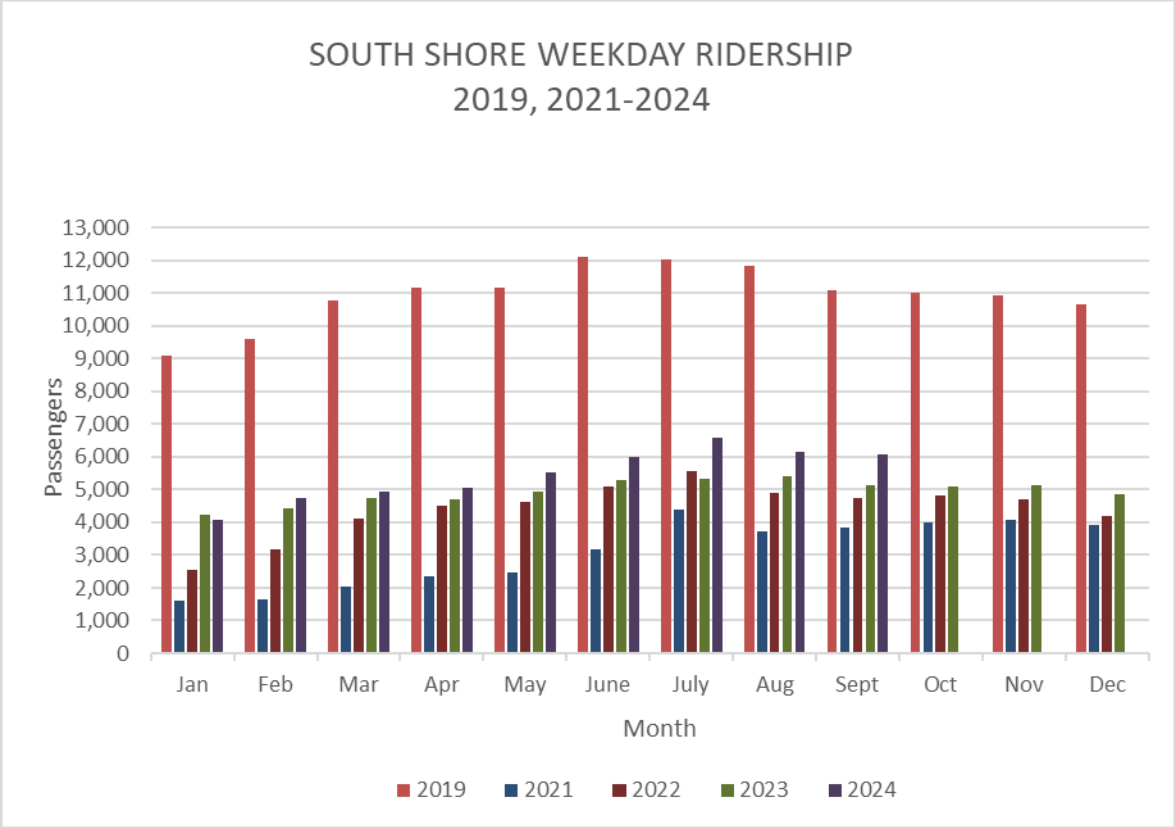
## Ridership Report

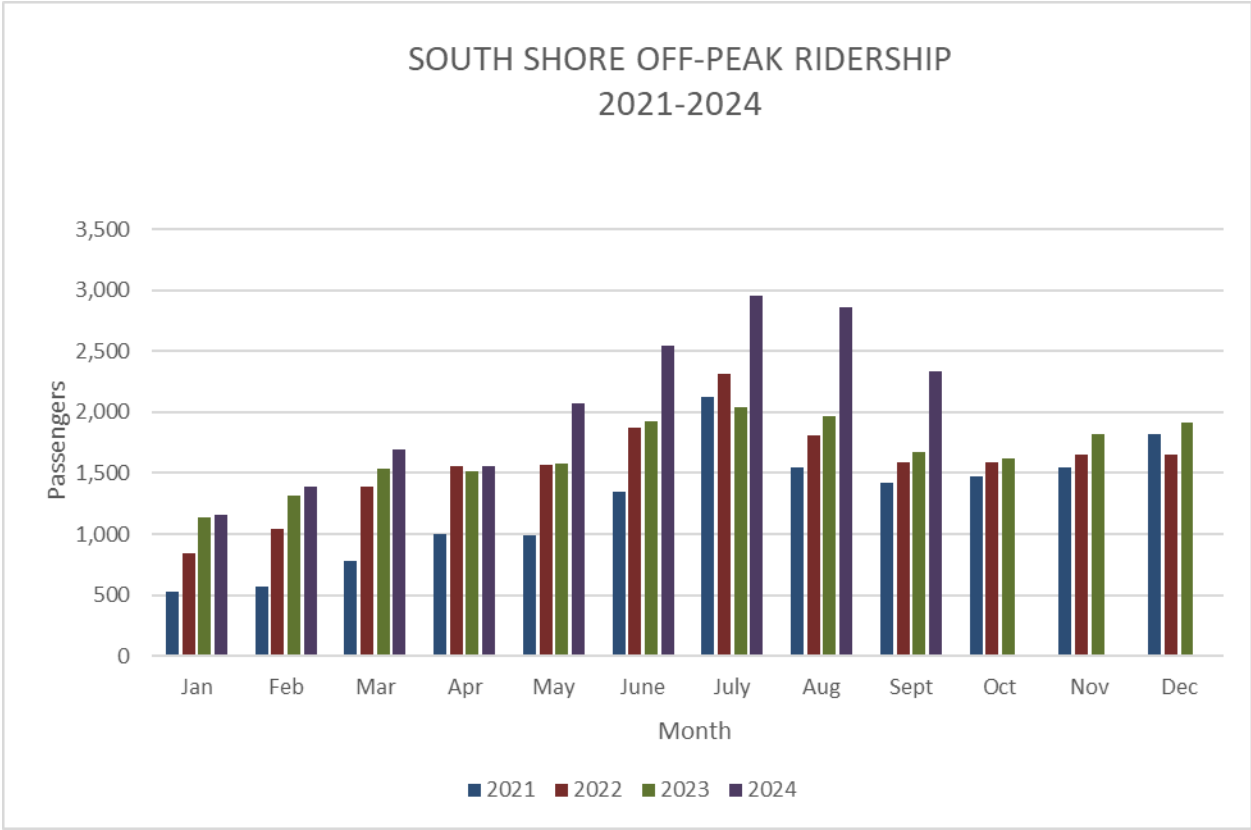
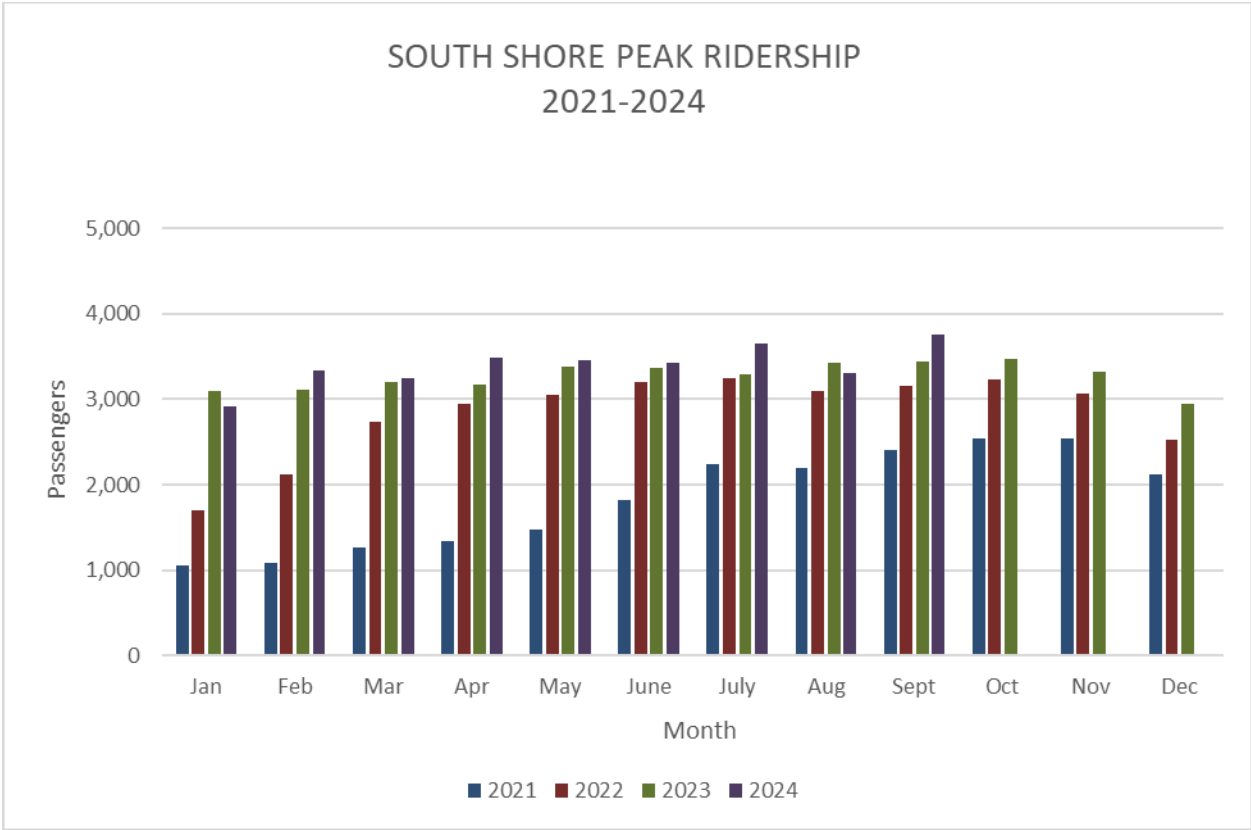
	2022 Passengers	Work Days	2023 Passengers	Work Days	2024 Passengers	Work Days	Change 23/24
<b>MONTHLY RIDERSHIP</b>							
July	149,051	20	137,216	20	182,458	22	33.0%
August	136,622	23	149,901	23	177,065	22	18.1%
September	123,766	21	127,676	20	157,459	20	23.3%
October	126,386	21	133,937	22			
November	120,650	22	128,498	22			
December	115,143	21	125,142	20			
<b>CUMULATIVE COMPARISON</b>							
July	784,117	148	861,685	148	964,556	150	11.9%
August	920,739	171	1,011,586	171	1,141,621	172	12.9%
September	1,044,505	192	1,139,262	191	1,299,080	192	14.0%
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		6,163		14.2%
September	4,746		5,119		6,087		18.9%
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		3,301		-3.7%
September	3,156		3,443		3,751		8.9%
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		2,953		44.5%
August	1,809		1,970		2,862		45.3%
September	1,590		1,676		2,336		39.4%
October	1,588		1,621				
November	1,649		1,733				
December	1,729		1,916				
Thru December	1,574	256	1,672	255			

## September 2024 Ridership Report

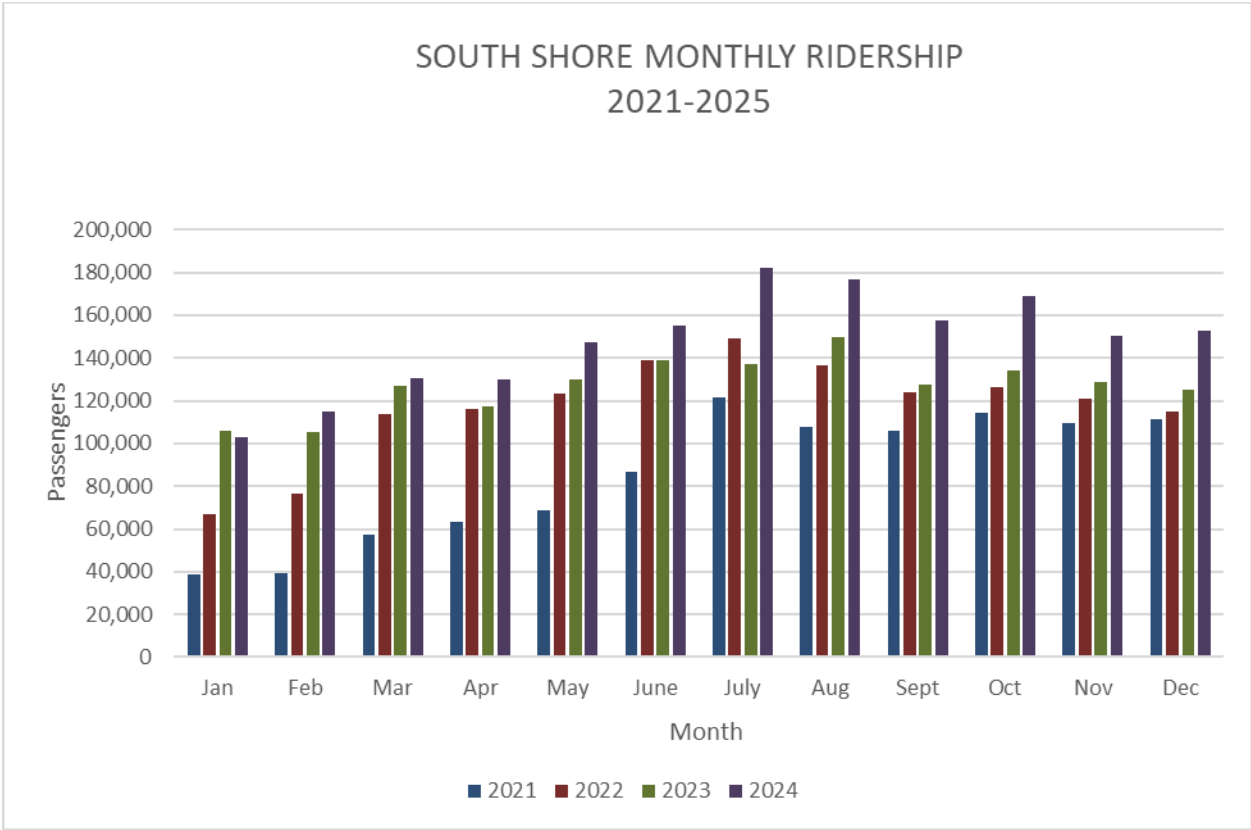
### Ridership Report

	2022		2023		2024		Change
	Passengers	Days	Passengers	Days	Passengers	Days	23/24
<b>AVERAGE WEEKEND/HOLIDAY RIDERSHIP (per day)</b>							
July	3,348		2,772		4,133		49.1%
August	2,979		3,214		4,501		40.0%
September	2,678		2,530		3,572		41.2%
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		19,623		59.7%
September	13,613		11,767		18,564		57.8%
October	16,039		12,390				
November	14,639		12,190				
December	13,374		13,338				









# September 2024 Ridership Report

## Percent on Time:September,2024

Peak		
Train	Days Late	% on Time
400	1	95.0%
102	6	70.0%
104	11	45.0%
106	9	55.0%
8	3	85.0%
108	16	20.0%
110	7	65.0%
112	4	80.0%
114	13	35.0%
16	20	40.0%
116	20	0.0%
216	12	36.8%
218	9	55.00%
17	15	25.00%
117	14	30.00%
119	17	15.00%
121	15	21.05%
123	12	36.84%
25	18	10.00%
225	18	5.26%
127	14	26.32%
129	12	36.84%
Total	258	59.4%
Westbound	123	47.5%
Eastbound	135	77.1%

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

Off-Peak		
Train	Days Late	% on Time
120	13	35.0%
22	10	50.0%
122	9	55.0%
222	8	60.0%
24	14	30.0%
224	8	60.0%
126	11	45.0%
226	6	70.0%
128	6	70.0%
228	6	70.0%
30	18	10.0%
130	19	5.0%
430	0	100.0%
232	12	36.8%
32	19	5.0%
432	0	100.0%
401	1	95.0%
403	1	95.0%
201	1	94.4%
203	11	45.0%
205	5	75.0%
405	2	90.0%
103	9	55.0%
105	18	10.0%
7	16	20.0%
207	5	75.0%
109	9	55.0%
209	3	85.0%
11	20	0.0%
111	18	10.0%
113	16	20.0%
115	18	10.0%
131	7	65.0%
33	17	15.0%
133	19	5.0%
35	20	0.0%
101	17	15.0%
Total	431	45.7%
Westbound	159	50.2%
Eastbound	272	42.7%

Weekend/Holiday		
Train	Days Late	% on Time
952	0	100.0%
600	6	40.0%
502	9	10.0%
504	8	20.0%
606	9	10.0%
506	10	0.0%
608	5	50.0%
508	8	20.0%
610	2	80.0%
954	0	100.0%
510	8	20.0%
956	0	100.0%
503	7	30.0%
603	7	30.0%
605	8	20.0%
505	10	0.0%
507	8	20.0%
509	8	20.0%
511	5	50.0%
513	4	60.0%
601	4	60.0%
701	0	100.0%
703	3	70.0%
Total	129	43.9%
Westbound	65	45.8%
Eastbound	64	41.8%

# September 2024 Ridership Report

REASONS (weekday)		
AMT	5	0.8%
CAR	9	1.4%
CAT	0	0.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	25	3.8%
DSR	30	4.6%
DSS	54	8.2%
FRR	1	0.2%
FTI	2	0.3%
HLD	4	0.6%
LMU	14	2.1%
MET	265	40.3%
OET	0	0.0%
OPR	33	5.0%
OTH	31	4.7%
PAS	127	19.3%
POL	1	0.2%
PTC	0	0.0%
PTI	40	6.1%
SUB	0	0.0%
SVS	1	0.2%
TOD	0	0.0%
TRK	8	1.2%
TRS	8	1.2%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	658	100.0%

REASONS (weekend)		
AMT	0	0.0%
CAR	3	2.3%
CAT	0	0.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	0	0.0%
DSR	7	5.4%
DSS	3	2.3%
FRR	2	1.6%
FTI	1	0.8%
HLD	1	0.8%
LMU	2	1.6%
MET	38	29.5%
OET	0	0.0%
OPR	5	3.9%
OTH	4	3.1%
PAS	60	46.5%
POL	1	0.8%
PTC	0	0.0%
PTI	1	0.8%
SUB	0	0.0%
SVS	0	0.0%
TOD	0	0.0%
TRK	1	0.8%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	0	0.0%
TOTAL	129	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.

# September 2024 Ridership Report

## Cumulative Percent on Time Thru September, 2024

Peak		
Train	Days Late	% on Time
102	62	67.4%
104	29	84.8%
6	11	88.3%
106	41	78.5%
8	22	77.3%
108	97	49.2%
110	66	65.3%
112	81	57.6%
212	41	39.7%
14	56	16.4%
114	94	50.8%
214	71	55.6%
216	45	52.6%
118	68	0.0%
11	31	66.7%
111	64	31.2%
113	28	70.2%
115	86	46.9%
17	130	31.6%
117	140	25.9%
217	9	90.2%
119	131	31.1%
121	90	5.3%
123	83	13.5%
25	92	5.2%
225	91	3.2%
127	80	14.9%
29	61	9.0%
Total	1,959	47.3%
Westbound	843	59.3%
Eastbound	1,116	32.2%

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	75	53.1%
20	130	19.3%
222	106	43.6%
22	161	15.7%
422	13	86.0%
424	2	97.9%
120	84	13.4%
124	49	26.9%
224	80	16.7%
126	83	13.5%
226	51	46.9%
28	63	7.4%
128	76	20.8%
428	16	76.1%
228	45	53.1%
30	92	5.2%
430	5	94.8%
432	12	93.3%
401	9	95.3%
203	87	54.2%
403	15	92.1%
205	54	71.7%
207	86	54.7%
7	154	18.9%
107	24	74.5%
9	73	22.3%
109	117	38.4%
209	115	39.2%
19	18	80.9%
121	33	70.8%
123	38	66.4%
201	69	27.4%
405	3	96.9%
103	57	41.2%
105	79	18.6%
111	89	8.2%
13	66	1.5%
113	88	8.3%
31	66	1.5%
131	79	16.8%
133	95	2.1%
135	64	4.5%
101	98	48.7%
Total	2,617	49.4%
Westbound	898	61.0%
Eastbound	1719	40.2%

Weekend/Holiday		
Train	Days Late	% on Time
952	0	100.0%
600	25	63.2%
502	47	30.9%
504	58	14.7%
606	48	29.4%
506	57	14.9%
608	27	60.3%
508	43	36.8%
610	39	42.6%
954	0	100.0%
510	37	45.6%
956	0	100.0%
503	61	10.3%
603	53	22.1%
605	53	20.9%
505	58	14.7%
507	68	-1.5%
509	58	14.7%
511	45	33.8%
513	7	46.2%
613	40	40.3%
601	27	60.3%
701	0	100.0%
703	6	91.0%
Total	857	37.6%
Westbound	381	38.2%
Eastbound	476	37.1%

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

## September 2024 Ridership Report

REASONS (weekday)		
AMT	43	0.9%
CAR	91	2.0%
CAT	6	0.1%
DBS	4	0.1%
DDS	1	0.0%
DMW	376	8.2%
DSR	290	6.3%
DSS	164	3.6%
FRR	19	0.4%
FTI	32	0.7%
HLD	22	0.5%
LMU	164	3.6%
MET	1518	33.1%
OET	3	0.1%
OPR	131	2.9%
OTH	198	4.3%
PAS	892	19.5%
POL	20	0.4%
PTC	4	0.1%
PTI	394	8.6%
SUB	4	0.1%
SVS	11	0.2%
TOD	0	0.0%
TRK	143	3.1%
TRS	26	0.6%
UTL	4	0.1%
VAN	6	0.1%
WTR	16	0.3%
TOTAL	4,582	100.0%

REASONS (weekend)		
AMT	8	0.9%
CAR	24	2.6%
CAT	5	0.5%
DBS	0	0.0%
DDS	1	0.1%
DMW	99	10.8%
DSR	66	7.2%
DSS	26	2.8%
FRR	9	1.0%
FTI	7	0.8%
HLD	8	0.9%
LMU	17	1.8%
MET	198	21.5%
OET	0	0.0%
OPR	19	2.1%
OTH	32	3.5%
PAS	325	35.4%
POL	3	0.3%
PTC	2	0.2%
PTI	42	4.6%
SUB	0	0.0%
SVS	6	0.7%
TOD	0	0.0%
TRK	11	1.2%
TRS	1	0.1%
UTL	0	0.0%
VAN	0	0.0%
WTR	10	1.1%
TOTAL	919	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.

## September 2024 Ridership Report

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

		Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Days	Days	%	
Train	Arrive	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	Late	Ran	On Time	
400	2:30a																	42					1	20	95.0%	
102	5:40a				43		10			22	15									10		9	6	20	70.0%	
104	6:12:00a				10	6	15		7		9		11		6	6		11	9			8	11	20	45.0%	
106	6:38:00a					10	7		6		6		9				10	8	9		10		9	20	55.0%	
8	6:58a									7	11							8					3	20	85.0%	
108	7:35		9	8	12			8		9	17	9	8	8	9	10	12	20	13	13	8		16	20	20.0%	
110	7:51									7	15						7	20	13	10		12	7	20	65.0%	
112	8:08										7		20	7				19					4	20	80.0%	
114	8:21a		10		13	14	11		11			7	11	11			6	20	11	10		6	13	20	35.0%	
16	8:18a		6						6	18	9		18		10		123	11	8	11	21	8	12	20	40.0%	
116	8:23a		12	11	8	11	9	14	23	15	12	13	16	7	12	11	81	15	12	11	26	12	20	20	0.0%	
216	8:58a		14		A			17	26	20		15	18				50	18	18	17	18	15	12	19	36.8%	
218							12		11	10						10	50	7	15	6		8	9	20	55.0%	
Train	Depart																									
117	4:05p		13	10	10	7	14	10	17	13	34						22	8	10	11		9	8	15	20	25.0%
119	4:28p						6	10	12	17	20	8	7	6	130		16	11	9	13		8	14	20	30.0%	
119	4:42p		11	13	12	16	6	6	12	16	11		8	8		7	14	12	6	14	12		17	20	15.0%	
121	4:57p		16				10	7	7	10	6	6	7	6	A	18		55	8	6	6	6	9	15	19	21.1%
123	5:05p		11					8	14	8	7			7	A	8	12	51	6	11	8		12	19	36.8%	
225	5:25p		21	9	14		16	11	8	11	13	11	11	16	98	16	22	21	8		7	10	18	20	10.0%	
225	5:47p		9		8	7	12	11	7	7	17	9	8	7	A	7	14	9	8	7	15	6	18	19	5.3%	
127	6:01p			25	7	18		16	9	11	19		14	13	15	A		15	7	12	8		14	19	26.3%	
29																							0	0	0.0%	
129	6:25p		10	7			29		15	10				16	A	8	17	13	10	10	8		12	19	36.8%	
High temp		76	77	83	86	73	81	82	87	89	87	90	86	88	89	87	67	71	75	79	73	74				
Low temp		48	49	52	61	53	49	54	52	57	61	59	53	53	57	61	59	63	55	52	61	58				

\* 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

	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	188	96.8%	9	189	95.2%	12	198	93.9%	233	277	15.9%	156	257	39.3%
EB Rush	99	168	41.1%	83	168	50.6%	72	168	57.1%	35	198	82.3%	140	175	20.0%	185	194	4.6%
Total Rush	117	356	67.1%	89	356	75.0%	81	357	77.3%	47	396	88.1%	373	452	17.5%	341	451	24.4%

[illegible]

## September 2024 Ridership Report

Cumulative				
Arrive	Train #	Days Late	Days Ran	% On Time
2:08a	400	1	28	96.4%
5:32a	102	61	191	68.1%
6:31	104	33	191	82.7%
6:55	6	14	116	87.9%
6:38	106	41	191	78.5%
6:58	8	22	97	77.3%
7:35	108	97	191	49.2%
7:51a	110	65	189	65.6%
7:35a	112	81	191	57.6%
7:51a	212	41	69	40.6%
8:17a	14	55	68	19.1%
8:31a	114	94	191	50.8%
8:52a	214	70	160	56.3%
10:28a	216	83	188	55.9%
9:41a	118	70	77	9.1%
Depart				
3:28p	115	67	68	1.5%
3:57p	11	30	93	67.7%
4:02p	17	138	191	27.7%
4:28p	117	112	189	40.7%
4:57p	119	119	191	37.7%
5:10p	121	151	189	20.1%
5:28p	123	142	190	25.3%
5:32p	25	100	182	45.1%
5:58p	225	121	179	32.4%
7:15p	127	97	179	45.8%
6:25p	29	60	67	10.4%
6:25p	129	12	19	36.8%

Cumulative Rush Hour Thru September						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	256	363	619	12.3%	21.8%	16.5%
11-15	277	309	586	13.3%	18.5%	15.6%
16-20	125	196	321	6.0%	11.8%	8.6%
21-30	34	162	196	1.6%	9.7%	5.2%
31-59	45	81	126	2.2%	4.9%	3.4%
60+	15	26	41	0.7%	1.6%	1.1%
Annulled	8	19	27			
Total Late	752	1137	1889	36.2%	68.2%	50.4%
On time	1328	529	1857	63.8%	31.8%	49.6%
Total ran	2080	1666	3746	100.0%	100.0%	100.0%

September 2024 Rush Hour						
Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	56	69	125	21.6%	39.4%	28.8%
11-15	40	38	78	15.4%	21.7%	18.0%
16-20	16	17	33	6.2%	9.7%	7.6%
21-30	4	6	10	1.5%	3.4%	2.3%
31-59	5	3	8	1.9%	1.7%	1.8%
60+	2	2	4	0.8%	1.1%	0.9%
Annulled	1	5	6			
Total Late	123	135	258	47.5%	77.1%	59.4%
On time	136	40	176	52.5%	22.9%	40.6%
Total ran	259	175	434	100.0%	100.0%	100.0%

Grand Total All Trains Thru September, 2024						
Range	Peak		Off	Wkend	Total	%
	WB	EB				
6-10	256	363	844	269	1732	15.4%
11-15	277	309	825	234	1645	14.6%
16-20	125	196	555	163	1039	9.2%
21-30	34	162	519	153	868	7.7%
31-59	45	81	463	78	667	5.9%
60+	15	26	111	22	174	1.5%
Annulled	8	19	39	4	70	
Total	752	1137	3317	919	6125	54.4%
On Time	1328	529	2485	786	5128	45.6%
Total ran	2080	1666	5802	1705	11253	100.0%
%On Time	63.8%	31.8%	42.8%	46.1%	45.6%	

Year-to-date cumulative			
	#Late	#Ran	%On time
WB Rush	903	2072	56.4%
EB Rush	1100	1632	32.6%
Total Rush	2003	3,704	45.9%