



Monthly Ridership and Performance Report

January 2025



Northern Indiana Commuter Transportation District

2025 Monthly Performance Report

Ridership

Overall - Ridership for the month was up 23.2% when compared to 2024. Passenger trips for the month were 126,918 in 2025 and 103,033 in 2024.

Weekday Travel – Average weekday peak travel was up 6.1% when compared to 2024 while average off peak travel was up 54.4% over 2024 ridership. The combined weekday average in 2025 was 4,889 rides compared to 4,123 in 2024. That is an 18.6% increase for 2025 compared to 2024.

Weekend Travel – Weekend ridership was up 45.9% when compared to 2024. The daily average in 2025 was 2,151 compared to 1,474 in 2024.

Ridership Over Last 12 Months: February through January							
	2021/22	2022/23	% Change	2023/24	% Change	2024/25	% Change
Total	1,052,875	1,445,683	37.31%	1,524,000	5.42%	1,794,417	17.74%
Weekday	819,359	1,166,756	42.40%	1,256,883	7.72%	1,437,597	14.38%
Peak	487,086	757,363	55.49%	830,690	9.68%	873,666	5.17%
Off Peak	332,273	409,393	23.21%	426,193	4.10%	563,931	32.32%
Weekend	233,516	278,927	19.45%	267,117	-4.23%	356,820	33.58%
South Bend	146,249	177,434	21.32%	143,640	-19.05%	207,101	44.18%

Revenue

The number of tickets sold in January was up 37.0% when comparing 2025 to 2024. Ticket revenue was up 34.4% for 2025 compared to 2024. Sales from digital sources represent 87.0% of ticket sales and 92.0% of ticket revenue.

Total Ticket Sales: January						
Method of Sale	Tickets			Revenue		
	2024	2025	% Change	2024	2025	% Change
Ticket Agent	3,069	0	-100.0%	69,231	0	-100.0%
Vending Machine	12,171	17,071	40.3%	177,449	245,706	38.5%
Conductor	7,755	9,560	23.3%	55,422	70,252	26.8%
Mobile App	29,483	44,823	52.0%	487,149	718,775	47.5%
Total	52,478	71,454	36.2%	789,251	1,034,733	31.1%

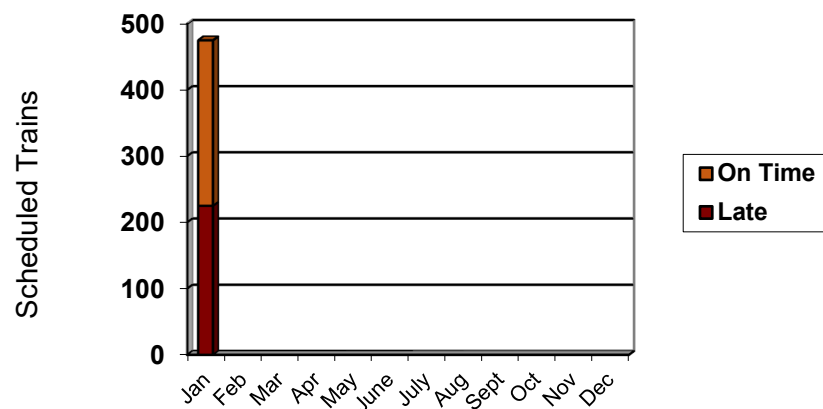
On Time Performance

Rush Hour – Overall, 52.6% of A.M. and P.M. rush hour trains were on time in January 2025 compared to 67.1% in 2024. 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). 78.5% of all

rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 55.3% of westbound morning rush hour service was on time compared to 90.4% in 2024; while eastbound rush hour trains reported an on-time performance of 48.7% compared to 40.0% in 2024. A total of 126 out of 282 westbound rush hour trains were delayed in January. Of those 126, 28 experienced delays greater than 15 minutes. Eastbound rush hour trains had a total of 99 out of 193 trains delayed in January. Of those 99, 19 experienced delays greater than 15 minutes.¹

January 2025 Rush Hour						
	TOTAL			PERCENTAGE		
Range	am	pm	total	am	pm	total
6-10	61	62	123	21.6%	32.1%	25.9%
11-15	37	18	55	13.1%	9.3%	11.6%
16-20	13	4	17	4.6%	2.1%	3.6%
21-30	10	8	18	3.5%	4.1%	3.8%
31-59	4	4	8	1.4%	2.1%	1.7%
60+	1	3	4	0.4%	1.6%	0.8%
Annulled	4	5	9	1.4%	2.6%	1.9%
Total Late	126	99	225	44.7%	51.3%	47.4%
On time	156	94	250	55.3%	48.7%	52.6%
Total ran	282	193	475			

Overall – The South Shore Line scheduled 1,505 trains in January 2025 and experienced 601 delays in excess of 5 minutes (ranging from 6-243) with median delay of 11 minutes. January of 2025 experienced 31 annulled trains. In January 2024, the South Shore Line scheduled 1,103 trains with 410 delays in excess of 5 minutes (ranging from 6-125 minutes) with a median delay of 20 minutes. January of 2024 experienced 13 annulled trains.



¹ Weekday rush-hour trains operate 13 westbound and 9 eastbound per day.

Cumulative On Time Comparison		
<i>Thru January</i>	2024	2025
Weekday	64.4%	57.1%
Peak	66.9%	52.6%
Off-peak	62.8%	59.9%
Weekend	53.3%	72.0%
Overall	62.4%	59.2%

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.

Annulled Trains or Delays in Excess of 59 Minutes			
Date	Train	Min. Late	Reason
1/8/25	35	73	Catenary Problems People had to be Bussed.
1/9/25	203	A	Train Annulled due to temporary track conditions.
1/10/25	17	62	Red Signal Issues on Metra Line
1/10/25	25	70	Red Signal Issues on Metra Line
1/10/25	35	73	Construction and maintenance issue delay
1/10/25	113	61	Red Signal Issues on Metra Line
1/10/25	115	84	Red Signal Issues on Metra Line
1/10/25	117	61	Red Signal Issues on Metra Line
1/10/25	131	A	Train cancelled due to mechanical errors.
1/10/25	225	A	Red Signal Issues on Metra Line
1/10/25	232	A	Red Signal Issues on Metra Line
1/11/25	511	60	Temporary overnight busing for bridge repair.
1/11/25	513	60	Temporary overnight busing for bridge repair.
1/20/25	103	A	Train was annulled and then combined with Train 105.
1/20/25	114	A	Train annulled due to inclement weather.
1/20/25	405	A	Train annulled due to inclement weather.
1/21/25	127	A	Train annulled due to inclement weather.
1/21/25	128	A	Train annulled and then combined with Train 30.
1/21/25	400	A	Train annulled due to inclement weather.
1/22/25	7	192	Overhead wire damage.
1/22/25	11	A	Overhead wire damage.
1/22/25	22	243	Overhead wire damage.
1/22/25	24	A	Overhead wire damage.
1/22/25	109	A	Overhead wire damage.
1/22/25	111	A	Overhead wire damage.
1/22/25	115	A	Overhead wire damage.
1/22/25	117	A	Overhead wire damage.
1/22/25	121	A	Overhead wire damage.
1/22/25	122	A	Overhead wire damage.
1/22/25	126	A	Overhead wire damage.
1/22/25	127	A	Overhead wire damage.
1/22/25	128	A	Overhead wire damage.
1/22/25	209	A	Overhead wire damage.
1/22/25	222	A	Overhead wire damage.
1/22/25	224	A	Overhead wire damage.
1/22/25	226	A	Overhead wire damage.
1/22/25	430	A	Overhead wire damage.
1/23/25	110	A	Train was combined with train 112 - PTC Issues.
1/24/25	104	60	Train was having mechanical issues.
1/24/25	203	A	Train was combined with train 205 - mechanical issues.
1/24/25	216	A	Train was combined with train 116 - mechanical issues.
1/27/25	11	127	Train was having PTC Issues.

Ridership Report

	2022	Work	2023	Work	2024	Work	2025	Work	Change
	Passengers	Days	Passengers	Days	Passengers	Days	Passengers	Days	24/25
Monthly Ridership									
January	66,870	21	105,869	21	103,033	22	126,918	22	23.2%
February	76,350	20	105,045	20	115,214	21			
March	114,014	23	126,910	23	130,771	21			
April	115,914	21	117,539	20	130,179	22			
May	123,155	21	129,890	22	147,524	22			
June	138,763	22	139,216	22	155,377	20			
Cumulative Comparison									
January	66,870	21	105,869	21	103,033	22	126,918	22	23.2%
February	143,220	41	210,914	41	218,247	43			
March	257,234	64	337,824	64	349,018	64			
April	373,148	85	455,363	84	479,197	86			
May	496,303	106	585,253	106	626,721	108			
June	635,066	128	724,469	128	782,098	128			
Average Weekday Ridership									
January	2,539		4,243		4,123		4,889		18.6%
February	3,166		4,432		4,729				
March	4,134		4,733		4,950				
April	4,501		4,723		5,049				
May	4,624		4,957		5,532				
June	5,084		5,289		5,980				
Average Weekday Peak Period Ridership									
January	1,700		3,101		2,923		3,102		6.1%
February	2,121		3,115		3,335				
March	2,742		3,201		3,254				
April	2,943		3,175		3,488				
May	3,056		3,384		3,455				
June	3,208		3,364		3,433				
Average Weekday Off-Peak Ridership									
January	839		1,142		1,158		1,788		54.4%
February	1,045		1,317		1,393				
March	1,392		1,532		1,696				
April	1,561		1,549		1,561				
May	1,569		1,573		2,077				
June	1,876		1,925		2,547				

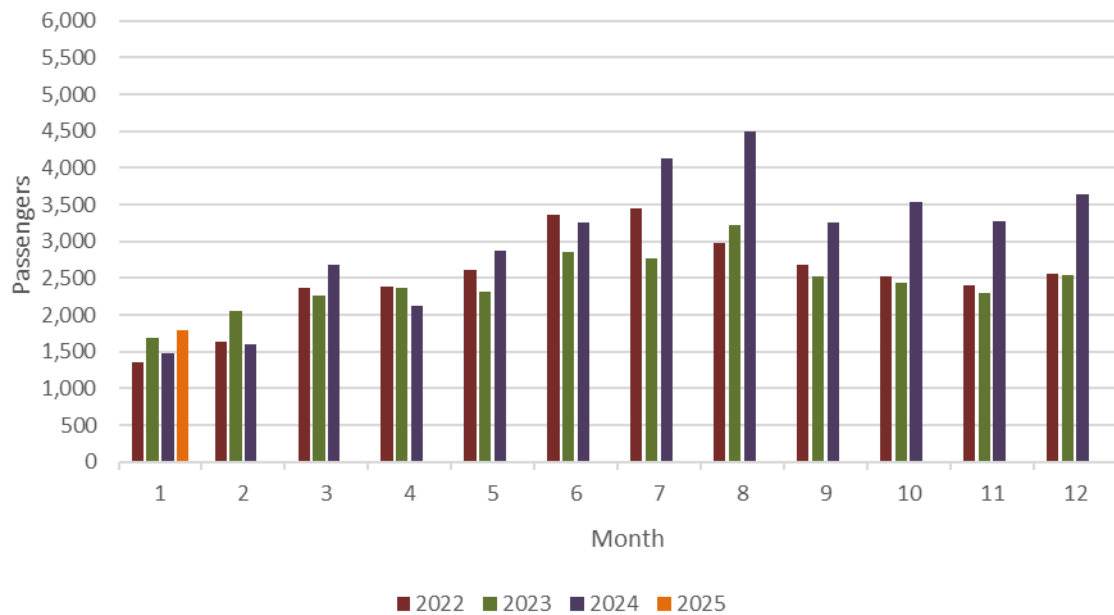
Ridership Report

	2022		2023		2024		2025		Change
	Passengers	Days	Passengers	Days	Passengers	Days	Passengers	Days	24/25
Average Weekend/Holiday Ridership (per day)									
January	1,355		1,864		1,474		2,151		45.9%
February	1,629		2,052		1,989				
March	2,366		2,256		2,682				
April	2,376		2,306		1,910				
May	2,605		2,314		2,868				
June	3,364		2,858		3,578				
Monthly South Bend Ridership									
January	8,972		9,775		8,213		13,816		68.2%
February	8,940		8,829		8,510				
March	13,530		12,919		13,427				
April	14,608		13,773		12,596				
May	15,290		11,791		16,802				
June	15,014		12,175		17,947				

SOUTH SHORE WEEKDAY RIDERSHIP 2022-2025



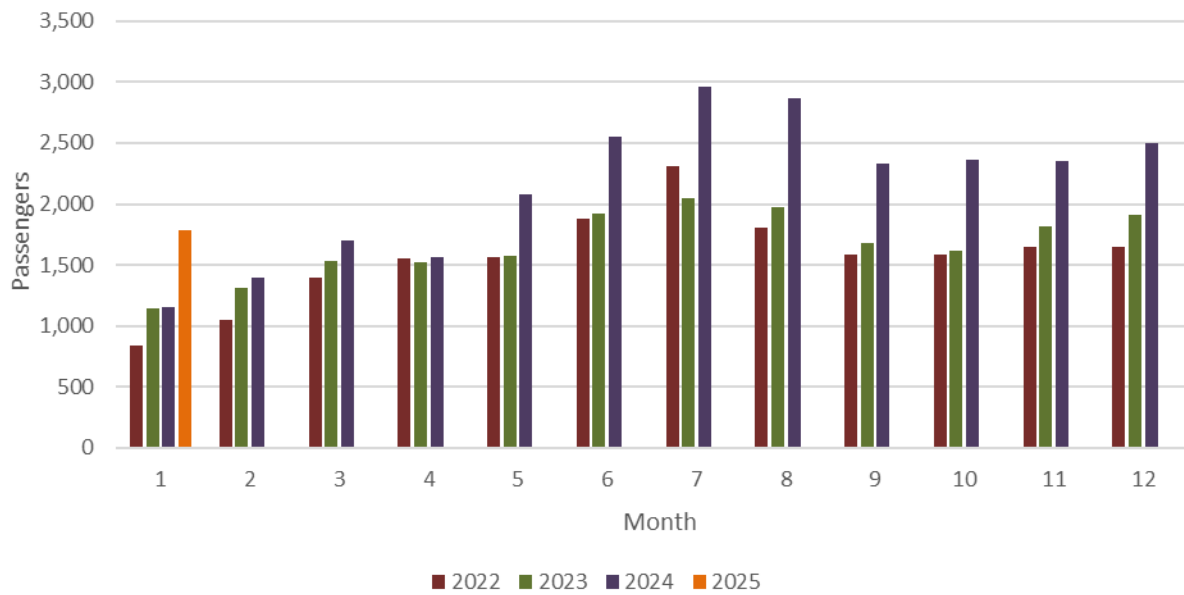
SOUTH SHORE WEEKEND RIDERSHIP 2022-2025



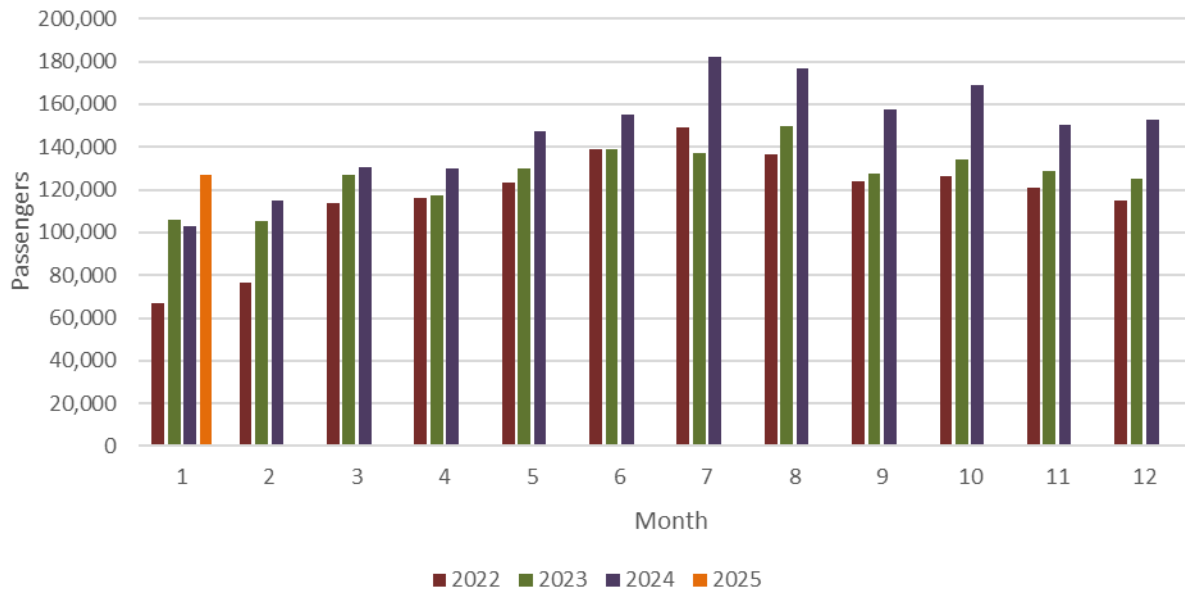
SOUTH SHORE PEAK RIDERSHIP 2022-2025



SOUTH SHORE OFF-PEAK RIDERSHIP 2022-2025



SOUTH SHORE MONTHLY RIDERSHIP 2022-2025



Percent on Time: January, 2025

Peak		
Train	Days Late	% on Time
400	1	95.24%
102	7	68.18%
104	11	50.00%
106	7	68.18%
8	6	72.73%
108	21	4.55%
110	14	33.33%
112	7	68.18%
114	11	47.62%
16	2	90.91%
116	21	4.55%
216	13	38.10%
218	5	77.27%
17	0	100.00%
117	7	68.18%
119	9	57.14%
121	8	63.64%
123	11	47.62%
25	14	36.36%
225	13	40.91%
127	16	23.81%
129	8	60.00%
Total	212	55.37%
Westbound	126	58.55%
Eastbound	86	49.7%

Off-Peak		
Train	Days Late	% on Time
120	11	50.0%
22	19	13.6%
122	8	61.9%
222	4	81.0%
24	4	81.0%
224	3	85.7%
126	8	61.9%
226	4	81.0%
128	11	45.0%
228	8	63.6%
30	19	13.6%
130	14	36.4%
430	5	76.2%
232	3	85.7%
32	12	45.5%
432	0	100.0%
401	0	100.0%
403	0	100.0%
201	6	72.7%
203	12	40.0%
205	4	81.8%
405	4	81.0%
103	8	61.9%
105	18	18.2%
7	15	31.8%
207	5	77.3%
109	11	47.6%
209	5	76.2%
11	20	4.8%
111	9	57.1%
113	11	47.6%
115	9	57.1%
131	10	52.4%
33	15	31.8%
133	6	72.7%
35	10	54.5%
101	7	68.2%
Total	246	59.1%
Westbound	67	69.1%
Eastbound	179	53.5%

Weekend/Holiday		
Train	Days Late	% on Time
952	0	100.0%
600	1	88.9%
502	4	55.6%
504	2	77.8%
606	4	55.6%
506	3	66.7%
608	3	66.7%
508	1	88.9%
610	0	100.0%
954	0	100.0%
510	4	55.6%
956	0	100.0%
701	1	88.9%
703	1	88.9%
503	2	77.8%
603	5	44.4%
505	7	22.2%
605	0	100.0%
507	1	88.9%
509	8	11.1%
511	3	66.7%
513	4	55.6%
601	4	55.6%
Total	58	72.0%
Westbound	22	79.6%
Eastbound	36	63.6%

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

REASONS (weekday)		
AMT	3	0.6%
CAR	44	8.1%
CAT	5	0.9%
DBS	0	0.0%
DDS	0	0.0%
DMW	11	2.0%
DSR	12	2.2%
DSS	30	5.5%
FRR	0	0.0%
FTI	6	1.1%
HLD	2	0.4%
LMU	10	1.8%
MET	158	29.1%
OET	0	0.0%
OPR	23	4.2%
OTH	27	5.0%
PAS	121	22.3%
POL	2	0.4%
PTC	0	0.0%
PTI	41	7.6%
SUB	1	0.2%
SVS	1	0.2%
TOD	0	0.0%
TRK	29	5.3%
TRS	3	0.6%
UTL	0	0.0%
VAN	0	0.0%
WTR	14	2.6%
TOTAL	543	100.0%

REASONS (weekend)		
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VAN	0	0.0%
WTR	0	0.0%
TOTAL	58	100%

AMT-Amtrak delay
 CAR-Car or equipment failure
 DBS-Delays due to busing.
 DDS-Debris strike
 DMW-Maintenance of Way work
 DSR-Speed Restriction
 DSS-Reduced speed due to restrictive signal
 FRR-Freight train interference from crossing
 FTI-Freight train interference on NICTD track
 HLD-Station delay related to passenger boarding.
 LMU-Late make up (includes turn of equipment)
 MET-Metra delays

OET-Operational efficiency testing
 OPR-Operational delay
 OTH-Other delays
 PAS-Passenger boarding
 PTC-Positive train control delays
 PTI-Passenger train interference
 SUB-Substation
 SVS-Servicing (adding/removing equipment)
 TOD-Train order delay
 TRK-Track/wayside malfunction
 UTL-Utility power outage
 WTR-Weather

NICTD follows the industry standard in defining a train as on time if it arrives at its terminal within 5 minutes and 59 seconds.

Cumulative Percent on Time Thru January, 2025

Peak		
Train	Days Late	% on Time
400	1	95.2%
102	7	68.2%
104	11	50.0%
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RUSH HOUR* TRAIN DELAYS - January 2025 (minutes late)

		Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Days	Days	%
Train	Arrive	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	27	28	29	30	31	Late	Ran	On Time
400	2:30a														A			7						1	21	95.2%
102	5:40a			18				18	10	11	9						11		10					7	22	68.2%
104	6:12:00a	6	6		7	21	11		8		10		6	6	7			60						11	22	50.0%
106	6:38:00a			8		7	8						8		10			10					9	7	22	68.2%
8	6:58a				11		6			11				14				20					10	6	22	72.7%
108	7:35	7	7	6	10	13	17	6		13	11	35	8	21	11	10	7	12	20	11	7	7	9	21	22	4.5%
110	7:51		10		15	8	14		10	7	12	30		41	7		A	17	22		12	11		14	21	33.3%
112	8:08		19		7						22	9	16	32			21	A						7	21	66.7%
114	8:21a		17		11				11		23	10	14	A	13	10	26	34			10			11	21	47.6%
16	8:18a										7			18										2	22	90.9%
116	8:23a	12	11	9	11	11	8	8	15	24	15	8		17	11	11	10	10	15	10	7	10	9	21	22	4.5%
216	8:38a	14					14		15	20	9	8	6	18	14	9	12	A	8		8			13	22	40.9%
218	8:58a						12			14				27				22					6	5	22	77.3%
Train	Depart																									
17	4:05p		15	18	11	6		62		7						21								7	22	68.2%
117	4:28p					13		61		18					7	A	6			10	6	7	7	9	21	57.1%
119	4:42p	8	7		11		6	58								26					8	10		8	22	63.6%
121	4:57p	30		7	6			44		6	9	6		9		A				6		29	10	11	21	47.6%
123	5:05p	23			8	8	7	36	7	16	7				18	11			10	7	7	8		14	22	36.4%
25	5:25p	15	9	10	15		7	70	12	12				21	24	10						15	10	13	22	40.9%
225	5:47p	6	6			8	7	A	7		8	10		8	11	6	6	8		7	6	6	8	16	21	23.8%
127	6:01p			6			6	26		11	14	12	7		A	A		6						8	20	60.0%
129	6:25p	7		10	9		12	31	9	8	10			8	10		9		11		15			13	22	40.9%
High temp		33	31	26	30	26	26	26	25	20	20	34	43	12	10	22	30	21	38	42	45	46	45			
Low temp		24	19	20	20	16	9	15	4	4	-1	19	19	-3	-4	-6	10	4	14	23	26	22	32			

MONTHLY SUMMARY OF RUSH HOUR ON TIME PERFORMANCE

[illegible]

Cumulative

Arrive	Train #	Days Late	Days Ran	% On Time
2:30a	400	1	21	95.2%
5:32a	102	7	22	68.2%
6:12a	104	11	22	50.0%
6:27a	106	7	22	68.2%
6:53a	8	6	22	72.7%
7:05	108	21	22	4.5%
7:13a	110	14	21	33.3%
7:36a	112	7	21	66.7%
7:51a	114	11	21	47.6%
8:18a	16	2	22	90.9%
8:23a	116	21	22	4.5%
8:38a	216	13	22	40.9%
8:58a	218	5	22	77.3%
Depart	Train			
4:02p	17	7	22	68.2%
4:28p	117	9	21	57.1%
4:57p	119	8	22	63.6%
5:10p	121	11	21	47.6%
5:28p	123	14	22	36.4%
5:32p	25	13	22	40.9%
5:58p	225	16	21	23.8%
7:15p	127	8	20	60.0%
6:25p	129	13	22	40.9%

Cumulative Rush Hour Thru January

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	61	62	123	21.6%	32.1%	25.9%
11-15	37	18	55	13.1%	9.3%	11.6%
16-20	13	4	17	4.6%	2.1%	3.6%
21-30	10	8	18	3.5%	4.1%	3.8%
31-59	4	4	8	1.4%	2.1%	1.7%
60+	1	3	4	0.4%	1.6%	0.8%
Annulled	4	5	9			
Total Late	126	99	225	44.7%	51.3%	47.4%
On time	156	94	250	55.3%	48.7%	52.6%
Total ran	282	193	475			

January 2025 Rush Hour

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	61	62	123	21.6%	32.1%	25.9%
11-15	37	18	55	13.1%	9.3%	11.6%
16-20	13	4	17	4.6%	2.1%	3.6%
21-30	10	8	18	3.5%	4.1%	3.8%
31-59	4	4	8	1.4%	2.1%	1.7%
60+	1	3	4	0.4%	1.6%	0.8%
Annulled	4	5	9	1.4%	2.6%	1.9%
Total Late	126	99	225	44.7%	51.3%	47.4%
On time	156	94	250	55.3%	48.7%	52.6%
Total ran	282	193	475			

Grand Total All Trains Thru January, 2025

Range	Peak		Off	Wkend	Total	%
	WB	EB				
6-10	61	62	137	22	282	19.1%
11-15	37	18	68	18	141	9.6%
16-20	13	4	42	7	66	4.5%
21-30	10	8	27	5	50	3.4%
31-59	4	4	35	4	47	3.2%
60+	1	3	9	2	15	1.0%
Annulled	4	5	22	0	31	
Total	126	99	318	58	601	40.8%
On Time	156	94	474	149	873	59.2%
Total ran	282	193	792	207	1474	100.0%
%On Time	55.3%	48.7%	59.8%	72.0%	59.2%	

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	126	282	55.3%
EB Rush	99	193	48.7%
Total Rush	225	475	52.6%