

MONTHLY RIDERSHIP AND 2020 YEAR-END PERFORMANCE REPORT

December 2020



December, 2020 MONTHLY RIDERSHIP AND YEAR-END PERFORMANCE REPORT

Ridership

Ridership for the month of December 2020 decreased 85.2% when compared to December of 2019. This year 40,536 passengers traveled on the South Shore Line (SSL) while December of 2019 recorded a total of 273,403 passenger trips. The SSL continues to experience reduce ridership as a result of the COVID-19 pandemic. Indiana and Illinois continue to urge people to quarantine and socially distance to their best ability. Indiana continues to be on Chicago's state travel ban listing identifying travel to/from Indiana is strongly discouraged unless it is for work or medical purposes.

Weekday Travel

Average weekday travel was down 85.1% overall for December of 2020 when compared to December of 2019. Peak ridership was down 86.1% and off peak ridership was down 83.2%.

Weekend

Average weekend ridership in December decreased by 87.4% with an average of 628 passengers carried per weekend day in 2020 compared to 4,968 carried in 2019. In response to the pandemic stay at home orders and limited crowd sizes have kept local businesses, recreation spots, and sporting events closed or limiting attendance.

Analysis over last 12 months:

Ridership Over Last 12 Months: January through December							
	2016/17	2017/18	% Change	2018/19	% Change	2019/20	% Change
Total	3,455,963	3,400,196	-1.61%	3,283,603	-3.43%	995,049	-69.70%
Weekday	2,914,139	2,890,120	-0.82%	2,795,474	-3.27%	853,728	-69.46%
Peak	2,103,466	2,106,252	0.13%	2,045,157	-2.90%	611,125	-70.12%
Off Peak	810,673	783,868	-3.31%	750,317	-4.28%	242,603	-67.67%
Weekend	541,824	510,076	-5.86%	488,129	-4.30%	141,321	-71.05%
South Bend	260,794	246,661	-5.42%	236,274	-4.21%	82,616	-65.03%

Revenue

The number of tickets sold for the year has decreased 71.3% through December of 2020 compared to 2019. Ticket revenue is down 71.2% for 2020 compared to 2019. Sales from digital sources represents 65.5% of ticket sales and 69.2% of revenue in 2020. Monthly passes purchased in November were also good for use in December. In

addition all westbound one way weekend rides were free.

Total Ticket Sales: Through December						
Method of Sale	Tickets			Revenue		
	2019	2020	% Change	2019	2020	% Change
Ticket Agent	174,380	51,681	-70.4%	4,965,258	1,383,365	-72.1%
Vending Machine	468,253	109,394	-76.6%	8,030,327	2,051,871	-74.4%
Conductor	281,835	82,270	-70.8%	2,145,970	618,148	-71.2%
Mobile App	430,011	145,361	-66.2%	7,433,871	2,451,288	-67.0%
Total	1,354,479	388,706	-71.3%	22,575,425	6,504,672	-71.2%

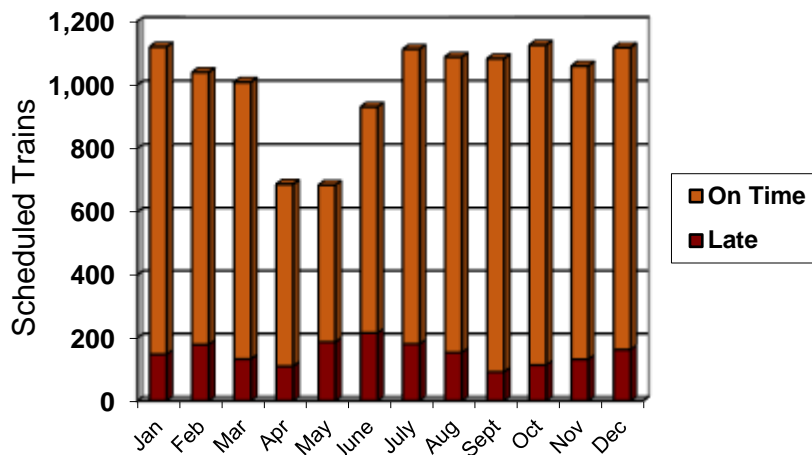
On Time Performance

Rush hour – Overall, 82.9% of A.M. and P.M. rush hour trains were on time in December 2020; compared to 93.0% in December of 2019. 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). 88.8% of all rush hour trains arrived at their terminal station within 10 minutes of the scheduled arrival time. 78.3% of westbound morning rush hour service was on time compared to 93.1% in December 2019; while eastbound rush hour trains reported an on time performance of 88.1% compared to 92.9% in December 2019. A total of 43 out of 198 westbound rush hour trains were delayed in December. Of those 43, seven experienced delays greater than 15 minutes. The eastbound rush hour trains had a total of 21 out of 176 trains delayed in December. Of those 21, four experienced delays greater than 15 minutes.¹

RANGE OF RUSH HOUR DELAYS (in minutes)				
December				
Range	a.m.	p.m.	Total	Percent
6-10	15	7	22	5.9%
11-15	21	10	31	8.3%
16-20	3	0	3	0.8%
21-30	2	2	4	1.1%
31-59	2	2	4	1.1%
60+	0	0	0	0.0%
Annulled	0	0	0	
On Time	155	155	310	82.9%
Total Ran	198	176	374	

¹ Weekday rush-hour trains operate 9 westbound and 8 eastbound per day however on March 23rd a temporary reduced schedule was utilized providing 4 peak trains in each direction per day which was maintained by the April 1st revision.

Overall – The SSL scheduled 1,126 trains in December and experienced 163 delays in excess of 5 minutes (ranging from 6-154 minutes) with a median delay of 12 minutes. December of 2020 experienced eight annulled trains. In December 2019 the South Shore Line scheduled 1,102 trains with 168 delays in excess of 5 minutes (ranging from 6-88 minutes) with a median delay of 10 minutes. December of 2019 experienced one annulled trains.



Cumulative On Time Comparison		
<i>Thru December</i>	2019	2020
Weekday	82.6%	85.7%
Peak	90.7%	88.7%
Off-peak	77.2%	83.7%
Weekend	70.0%	82.0%
Overall	80.4%	85.0%

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 web site in advance of anticipated delays.

Year-End Performance

Rush hour – For the calendar year 2020 3,428 out of 3,863, or 88.7%, of rush hour trains were on time compared with 90.7% in 2019. A total of 93.5% of trains arrived within 10 minutes of the scheduled arrival time, and 96.3% arrived within 15 minutes of the scheduled arrival time.

Overall – NICTD operated 12,060 trains in 2020 and 10,251, or 85.0% arrived at their terminal on time compared to 80.4% in 2019. A total of 91.9% and 95.3% arrived within 10 and 15 minutes of the scheduled arrival time respectively.

Maintenance and Capital Improvement Summary

New Starts Projects

- The West Lake Corridor project received \$100,000,000 funding allocation from the Federal Transit Administration (FTA) and a full funding grant agreement was awarded in October of 2020.
- In January of 2020 bids were received from two proposers for the design bid build contract for the West Lake Corridor project. A contract and notice to proceed was awarded to F.H. Paschen Ragnar Benson Joint Venture in October after the grant was awarded.
- The Double Track Northwest Indiana project received two allocations from FTA in 2020 totaling \$100,000,000. A full funding grant agreement was submitted in November of 2020 and awarded in January of 2021.
- As of December of 2020 the Double Track Northwest Indiana project is at 90% design level.

Track

- All mainline and passing siding rails underwent ultrasonic rail testing and geometry testing.
- NICTD completed undercutting on 4 miles of track.
- Brush and weeds were cut back along over 75 miles of track.
- Crews upgraded two miles of curved rail.
- A total of six highway grade crossings were resurfaced
- NICTD completed upgrades to two switches.
- New ties were installed on 9 miles of main line track.

Building & Bridge

- The East Chicago station second head house entrance construction was completed and the new tunnel and stairwell accessing the platform were opened for passenger use.

- The East Chicago station parking lot also underwent upgraded improvements to the parking lot, including moving and entrance and the new addition of a traffic light.
- Gary Metro Station's elevator controller was upgraded.
- Hand sanitizers for improved passenger safety was installed at all enclosed stations.
- Annual inspections of all bridges, culverts, and buildings was completed.

Positive Train Control

- By the end of 2020 NICTD has fully implemented a FRA certified and interoperable PTC system.
- All trains operating on NICTD territory are now running in PTC Revenue Service Operations.
- NICTD is fully interoperable with Metra, CN and NS for all NICTD and CSS PTC train runs.

Signal

- The signal department performed preliminary signal work for phase two of the East Chicago project which is comprised of track and signal improvements.
- Crews installed 20 highway crossing warning systems across Porter, La Porte, and St. Joseph Counties.
- NICTD upgraded six miles of fixed termination catenary for the ongoing Phase III Catenary Project.
- An additional 75 poles were set to prepare for the next catenary replacement to take place in 2021.

Substations

- The design phase for modernizing and improving the Traction Power Substation System (TPSS) continued in 2020.
- Design plans and specifications were developed for existing and new substations based on load flow models.

Mechanical – Rail Cars

- NICTD's end life rehabilitation program is ongoing.
- Phase I of a DVR installation was completed.
- Work began with LTK on the acquisition of 26 additional rail cars to support NICTD's current service once the West Lake Corridor service begins.

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
1/2	102	Anulled	Car caught in wire.	6/8	101	Anulled	Chicago protests
	203	Anulled	Anulled due to 102 issues		401	Anulled	Construction & Maintenance
1/6	104	Anulled	Equipment issues		422	Anulled	Construction & Maintenance
	205	Anulled	Anulled due to 104 issues		424	Anulled	Construction & Maintenance
1/19	701	Anulled	Weather	6/9	401	Anulled	Construction & Maintenance
	703	Anulled	Weather		422	Anulled	Construction & Maintenance
1/23	214	98	Fire alarm at arrival station		424	Anulled	Construction & Maintenance
2/22	600	72	Derailment	6/10	401	Anulled	Construction & Maintenance
3/3	7	82	Equipment issues		422	Anulled	Construction & Maintenance
	107	69	Equipment issues		424	Anulled	Construction & Maintenance
	216	Anulled	Car caught in wire.	6/11	401	Anulled	Construction & Maintenance
3/7	606	104	Metra power outage		422	Anulled	Construction & Maintenance
	613	135	Metra power outage		424	Anulled	Construction & Maintenance
	504	154	Metra power outage	6/12	401	Anulled	Construction & Maintenance
	603	Anulled	Metra power outage	6/21	506	74	Equipment issues
3/10	110	62	Equipment issues	6/29	11	65	Construction & Maintenance
3/21	502	60	Equipment issues		17	103	Construction & Maintenance
4/16	507	60	Train collision w/ car		96	19	Construction & Maintenance
5/29	610	68	Late turn of equipment.		20	122	Construction & Maintenance
6/1	ALL	Anulled	Chicago protests		109	95	Construction & Maintenance
6/2	ALL	Anulled	Chicago protests		111	102	Construction & Maintenance
6/3	510	Anulled	Chicago protests		113	115	Construction & Maintenance
	601	Anulled	Chicago protests		115	98	Construction & Maintenance
	613	Anulled	Chicago protests		117	99	Construction & Maintenance
6/4	510	Anulled	Chicago protests		118	Anulled	Construction & Maintenance
	601	Anulled	Chicago protests		119	85	Construction & Maintenance
	613	Anulled	Chicago protests		217	84	Construction & Maintenance
6/5	510	Anulled	Chicago protests	6/30	11	70	Power Outage
	601	Anulled	Chicago protests		17	107	Power Outage
	613	Anulled	Chicago protests		22	80	Power Outage
6/6	510	Anulled	Chicago protests		116	81	Power Outage
	601	Anulled	Chicago protests		217	Anulled	Power Outage
	613	Anulled	Chicago protests		218	60	Power Outage
6/7	510	Anulled	Chicago protests		222	Anulled	Power Outage
	601	Anulled	Chicago protests		422	85	Power Outage
	613	Anulled	Chicago protests				

ANNULLED TRAINS OR DELAYS IN EXCESS OF 59 MINUTES							
Date	Train #	Minutes	Reason	Date	Train #	Minutes	Reason
7/1	110	62	Power outage.	8/10	11	197	Power outage from storm
	112	60	Power outage.		17	160	Power outage from storm
	114	65	Power outage.		111	183	Power outage from storm
	203	60	Power outage.		113	142	Power outage from storm
	207	70	Power outage.		115	112	Power outage from storm
7/13	401	Anulled	Cat wire replacement		117	175	Power outage from storm
	422	Anulled	Cat wire replacement		119	113	Power outage from storm
	424	Anulled	Cat wire replacement		217	Anulled	Power outage from storm
7/14	401	Anulled	Cat wire replacement		222	Anulled	Power outage from storm
	422	Anulled	Cat wire replacement		401	Anulled	Catenary wire replacement
	424	Anulled	Cat wire replacement		422	Anulled	Catenary wire replacement
7/15	401	Anulled	Cat wire replacement		424	Anulled	Catenary wire replacement
	422	Anulled	Cat wire replacement	8/11	401	Anulled	Catenary wire replacement
	424	Anulled	Cat wire replacement		422	Anulled	Catenary wire replacement
7/16	401	Anulled	Cat wire replacement		424	Anulled	Catenary wire replacement
	422	Anulled	Cat wire replacement	8/12	401	Anulled	Catenary wire replacement
	424	Anulled	Cat wire replacement		422	Anulled	Catenary wire replacement
7/17	401	Anulled	Cat wire replacement		424	Anulled	Catenary wire replacement
	422	Anulled	Cat wire replacement	8/13	401	Anulled	Catenary wire replacement
	424	Anulled	Cat wire replacement		422	Anulled	Catenary wire replacement
7/18	701	Anulled	Cat wire replacement		424	Anulled	Catenary wire replacement
	703	Anulled	Cat wire replacement	8/14	401	Anulled	Catenary wire replacement
7/19	701	Anulled	Cat wire replacement	8/27	109	60	Equipment mechanical issue
	703	Anulled	Cat wire replacement	10/2	123	63	Switch issues on Metra Track
7/20	401	Anulled	Cat wire replacement	10/23	19	66	Car stopped on tracks
	422	Anulled	Cat wire replacement		222	82	Car stopped on tracks
	424	Anulled	Cat wire replacement	10/26	121	73	Power Outage
7/21	401	Anulled	Cat wire replacement	11/2	7	64	Metra signal issues
	422	Anulled	Cat wire replacement	11/10	19	62	Metra fallen wire.
	424	Anulled	Cat wire replacement		119	108	Metra fallen wire.
7/22	401	Anulled	Cat wire replacement	11/30	119	136	Ice on wires.
	422	Anulled	Cat wire replacement	12/8	209	Anulled	Prior train derailment
	424	Anulled	Cat wire replacement		220	Anulled	Prior train derailment
7/23	401	Anulled	Cat wire replacement	12/14	422	Anulled	PTC test train using equip.
	422	Anulled	Cat wire replacement	12/15	422	Anulled	PTC test train using equip.
	424	Anulled	Cat wire replacement	12/16	422	Anulled	PTC test train using equip.
7/24	17	67	Delays on Metras line	12/17	422	Anulled	PTC test train using equip.
	20	80	Delays on Metras line	12/18	422	Anulled	PTC test train using equip.
	401	Anulled	Cat wire replacement	12/21	121	65	Late turn of equipment.
7/27	101	123	Delays on Metras line		222	Anulled	Equipment malfunction
8/3	19	62	Delays on Metra's line	12/25	504	154	Equipment malfunction
8/8	508	159	Trespasser on the rail		507	71	Switch problems on Metra trac
	509	125	Trespasser on the rail				
	511	60	Trespasser on the rail				
	610	70	Trespasser on the rail				

Ridership Report

	2018	Work	2019	Work	2020	Work	Change 19/20
	Passengers	Days	Passengers	Days	Passengers	Days	
Monthly Ridership							
January	251,990	22	226,385	22	254,857	22	12.6%
February	242,120	20	222,250	20	246,095	20	10.7%
March	283,789	22	272,150	21	130,362	22	-52.1%
April	279,888	21	277,549	22	15,714	22	-94.3%
May	288,137	22	282,752	22	19,614	20	-93.1%
June	299,731	21	293,325	20	32,249	22	-89.0%
Cumulative Comparison							
January	251,990	22	226,385	22	254,857	22	12.6%
February	494,110	42	448,635	42	500,952	42	11.7%
March	777,899	64	720,785	63	631,314	64	-12.4%
April	1,057,787	85	998,334	85	647,028	86	-35.2%
May	1,345,924	107	1,281,086	107	666,642	106	-48.0%
June	1,645,655	128	1,574,411	127	698,891	128	-55.6%
Average Weekday Ridership							
January	10,213		9,086		10,336		13.8%
February	10,413		10,121		10,437		3.1%
March	11,043		10,761		5,267		-51.1%
April	11,490		11,182		627		-94.4%
May	11,375		11,167		787		-93.0%
June	12,023		12,101		1,900		-84.3%
Average Weekday Peak Period Ridership							
January	7,982		7,052		8,028		13.8%
February	7,914		7,833		8,057		2.9%
March	8,214		8,116		4,051		-50.1%
April	8,588		8,344		375		-95.5%
May	8,422		8,285		468		-94.4%
June	8,542		8,627		1,084		-87.4%
Average Weekday Off-Peak Ridership							
January	2,231		2,034		2,309		13.5%
February	2,499		2,288		2,381		4.0%
March	2,829		2,645		1,215		4.0%
April	2,902		2,839		252		4.0%
May	2,953		2,881		320		4.0%
June	3,481		3,473		816		4.0%

Ridership Report

	2018	Work Days	2019	Work Days	2020	Work Days	Change 19/20
	Passengers		Passengers		Passengers		
Average Weekend/Holiday Ridership (per day)							
January	3,035		2,943		3,051		3.7%
February	4,233		3,744		4,150		10.8%
March	4,538		4,617		1,611		-65.1%
April	4,288		3,943		239		-93.9%
May	4,210		4,121		352		-91.5%
June	5,249		5,132		997		-80.6%
Monthly South Bend Ridership							
January	15,027		14,125		15,044		6.5%
February	16,778		12,881		15,748		22.3%
March	21,230		20,397		8,640		-57.6%
April	20,509		20,180		1,903		-90.6%
May	19,452		19,127		2,929		-84.7%
June	20,965		20,088		3,854		-80.8%

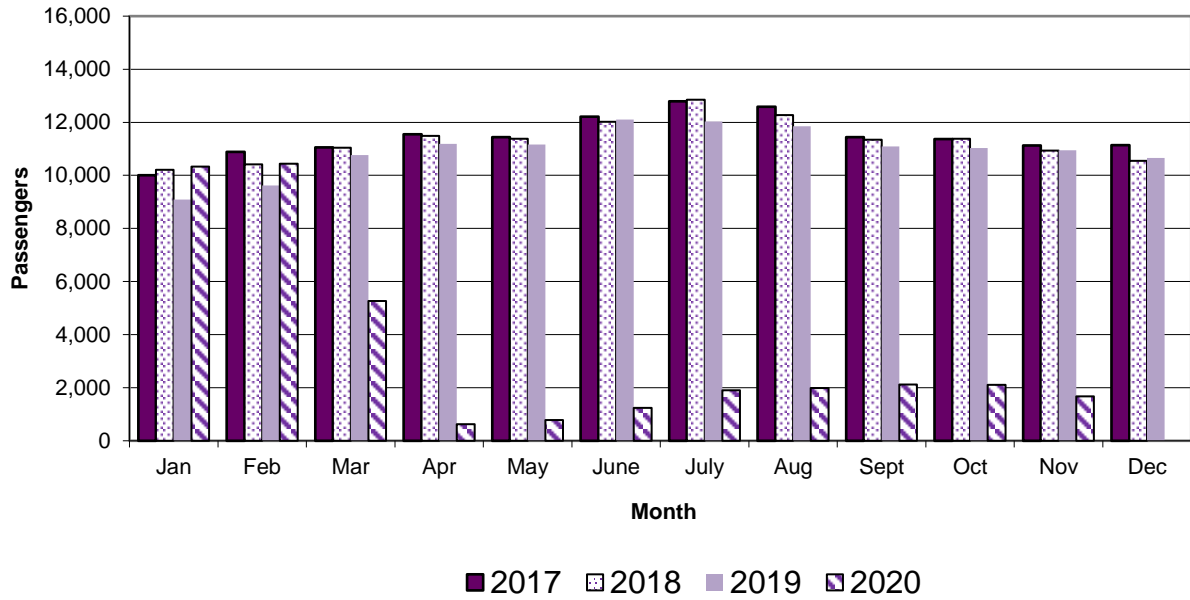
Ridership Report

	2018	Work Days	2019	Work Days	2020	Work Days	Change 19/20
	Passengers		Passengers		Passengers		
Monthly Ridership							
July	326,061	21	311,676	22	51,689	23	-83.4%
August	329,094	23	309,343	22	52,105	21	-83.2%
September	266,558	19	263,338	20	55,018	21	-79.1%
October	294,835	23	288,904	23	56,316	22	-80.5%
November	272,648	21	262,528	20	40,494	20	-84.6%
December	265,346	20	273,403	21	40,536	22	-85.2%
CUMULATIVE COMPARISON							
July	1,971,716	149	1,886,087	149	750,580	151	-60.2%
August	2,300,810	172	2,195,430	171	802,685	172	-63.4%
September	2,567,368	191	2,458,768	191	857,703	193	-65.1%
October	2,862,203	214	2,747,672	214	914,019	215	-66.7%
November	3,134,851	235	3,010,200	234	954,513	235	-68.3%
December	3,400,197	255	3,283,603	255	995,049	257	-69.7%
AVERAGE WEEKDAY RIDERSHIP							
July	12,855		12,026		1,900		-84.2%
August	12,275		11,853		1,986		-83.2%
September	11,342		11,093		2,123		-80.9%
October	11,384		11,030		2,107		-80.9%
November	10,935		10,948		1,678		-84.7%
December	10,549		10,654		1,586		-85.1%
Thru December	11,325	255	11,002	255	3,395	257	-69.1%
AVERAGE WEEKDAY PEAK PERIOD RIDERSHIP							
July	8,601		8,261		1,084		-86.9%
August	8,486		8,259		1,196		-85.5%
September	8,556		8,399		1,340		-84.0%
October	8,563		8,384		1,316		-84.3%
November	7,981		7,908		1,061		-86.6%
December	7,188		7,141		995		-86.1%
Thru December	8,253	255	8,051	255	2,421	257	-69.9%
AVERAGE WEEKDAY OFF-PEAK RIDERSHIP							
July	4,254		3,765		816		-78.3%
August	3,788		3,595		790		-78.0%
September	2,786		2,694		782		-71.0%
October	2,821		2,647		791		-70.1%
November	2,954		3,041		617		-79.7%
December	3,361		3,513		591		-83.2%
Thru December	3,072	255	2,951	255	973	257	-67.0%

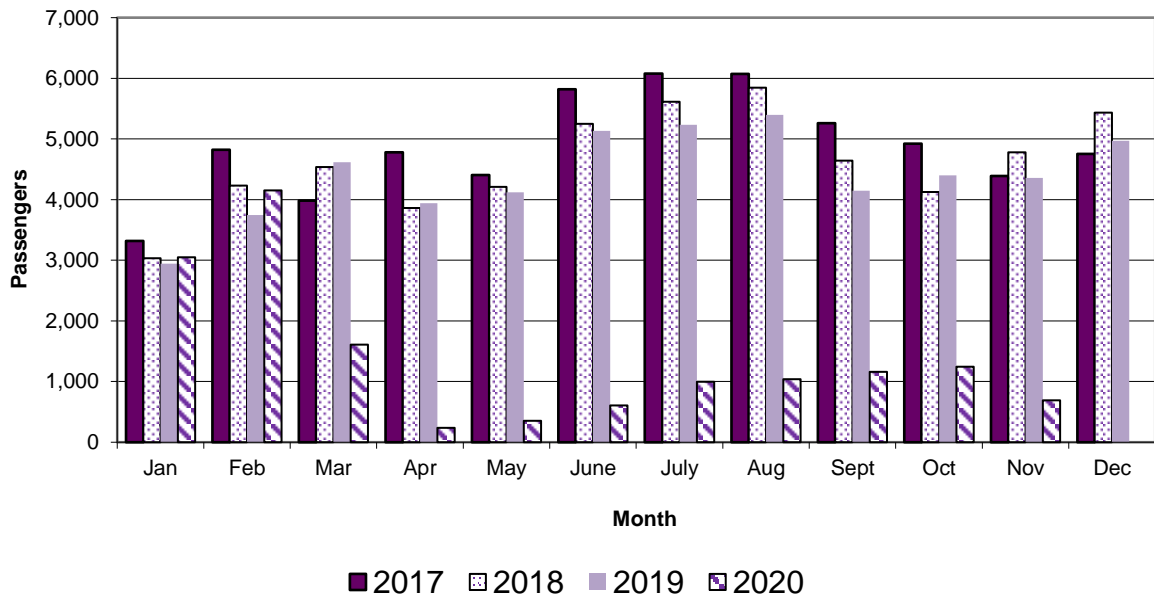
Ridership Report

	2018	Work Days	2019	Work Days	2020	Work Days	Change 19/20
	Passengers		Passengers		Passengers		
Average Weekend/Holiday Ridership (per day)							
July	5,612		5,233		997		-80.9%
August	5,847		5,397		1,040		-80.7%
September	4,641		4,147		1,160		-72.0%
October	4,126		4,401		1,108		-74.8%
November	4,779		4,357		694		-84.1%
December	4,942		4,968		628		-87.4%
Thru December	4,625	111	4,417	110	1,136	108	-69.8%
MONTHLY SOUTH BEND RIDERSHIP							
July	25,692		23,571		5,847		-75.2%
August	22,070		20,433		6,293		-69.2%
September	20,944		19,530		6,151		-68.5%
October	18,422		20,997		6,760		-67.8%
November	22,997		22,150		4,924		-77.8%
December	22,575		22,795		4,523		-80.2%

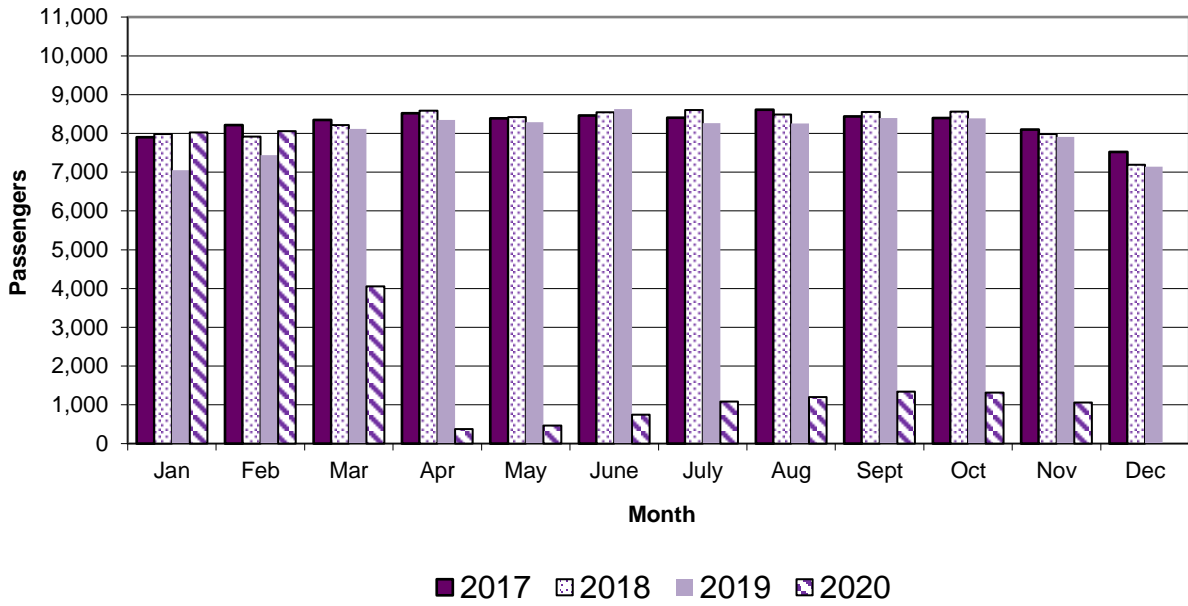
SOUTH SHORE WEEKDAY RIDERSHIP 2017-2020



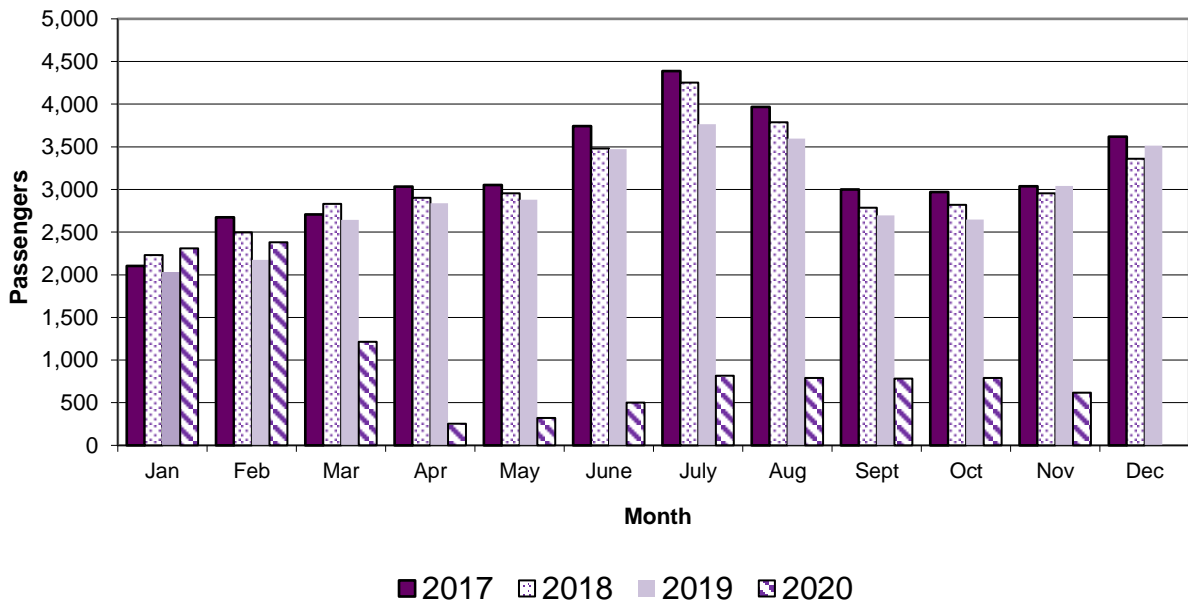
SOUTH SHORE WEEKEND/HOLIDAY RIDERSHIP: 2017-2020



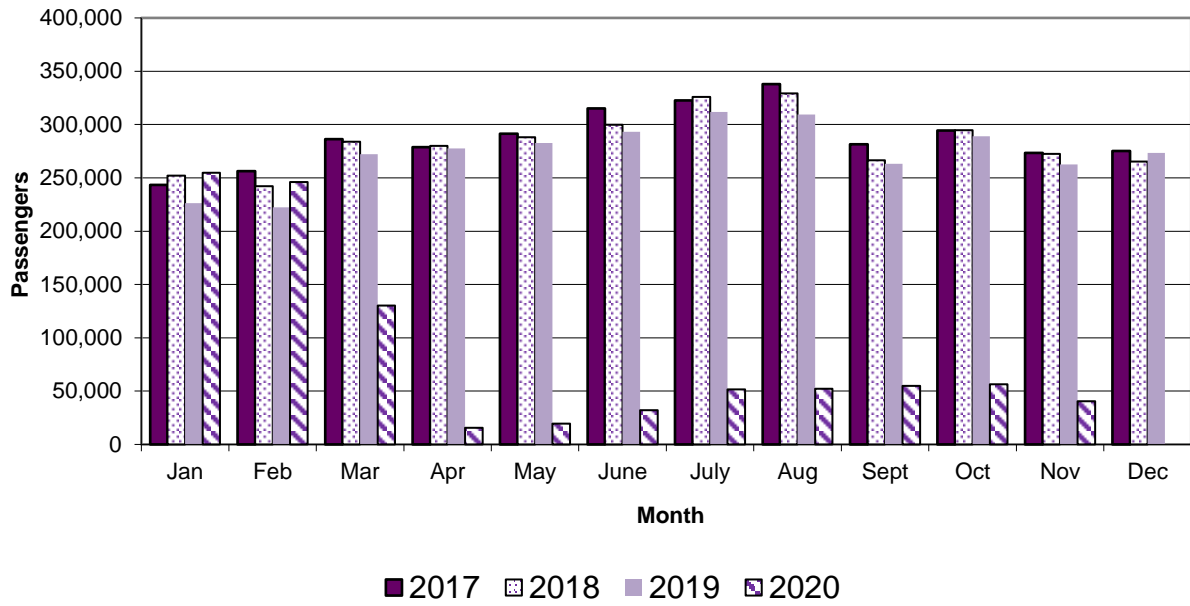
SOUTH SHORE PEAK RIDERSHIP 2017-2020



SOUTH SHORE OFF-PEAK RIDERSHIP 2017-2020



SOUTH SHORE MONTHLY RIDERSHIP 2017-2020



Percent on Time: December 2020

Peak		
Train	Days Late	% on Time
102	5	77.3%
104	1	95.5%
6	21	4.5%
106	7	68.2%
108	4	81.8%
110	1	95.5%
112	0	100.0%
114	1	95.5%
214	3	86.4%
11	8	63.6%
111	2	90.9%
113	2	90.9%
115	0	100.0%
17	2	90.9%
117	1	95.5%
217	3	86.4%
119	3	86.4%
Total	64	82.9%
Westbound	43	78.3%
Eastbound	21	88.1%

Off-Peak		
Train	Days Late	% on Time
14	0	100.0%
216	2	90.9%
116	4	81.8%
218	3	86.4%
18	5	77.3%
118	7	68.2%
220	3	85.7%
20	10	54.5%
222	1	95.2%
420	5	70.6%
22	8	63.6%
424	1	95.5%
401	0	100.0%
203	5	77.3%
403	0	100.0%
205	0	100.0%
207	1	95.5%
7	11	50.0%
107	2	90.9%
9	1	95.5%
109	2	90.9%
209	2	90.5%
19	8	63.6%
121	2	90.9%
123	3	86.4%
101	5	77.3%
Total	91	83.9%
Westbound	49	80.9%
Eastbound	42	86.3%

Weekend/Holiday		
Train	Days Late	% on Time
600	2	77.8%
502	0	100.0%
504	1	88.9%
606	1	88.9%
506	0	100.0%
608	1	88.9%
508	1	88.9%
610	0	100.0%
510	1	88.9%
710	Deadhead Move	
503	2	77.8%
603	0	100.0%
605	0	100.0%
505	1	88.9%
507	2	77.8%
509	3	66.7%
511	0	100.0%
613	0	100.0%
601	0	100.0%
701	0	100.0%
703	1	88.9%
Total	16	91.1%
Westbound	7	91.4%
Eastbound	9	90.9%

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

Reason for Delay: December

Reasons (weekday)		
AMT	0	0.0%
CAR	1	0.7%
CAT	0	0.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	0	0.0%
DSR	4	2.7%
DSS	3	2.0%
FRR	6	4.1%
FTI	7	4.8%
HLD	2	1.4%
LMU	4	2.7%
MET	25	17.0%
OET	0	0.0%
OPR	57	38.8%
OTH	8	5.4%
PAS	3	2.0%
POL	6	4.1%
PTC	1	0.7%
PTI	12	8.2%
SUB	0	0.0%
SVS	3	2.0%
TOD	0	0.0%
TRK	3	2.0%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	2	1.4%
TOTAL	147	100.0%

Reasons (weekend)		
AMT	0	0.0%
CAR	3	18.8%
CAT	0	0.0%
DBS	0	0.0%
DDS	0	0.0%
DMW	0	0.0%
DSR	0	0.0%
DSS	3	18.8%
FRR	0	0.0%
FTI	0	0.0%
HLD	0	0.0%
LMU	0	0.0%
MET	5	31.3%
OET	0	0.0%
OPR	0	0.0%
OTH	1	6.3%
PAS	0	0.0%
POL	0	0.0%
PTC	0	0.0%
PTI	1	6.3%
SUB	0	0.0%
SVS	1	6.3%
TOD	0	0.0%
TRK	1	6.3%
TRS	0	0.0%
UTL	0	0.0%
VAN	0	0.0%
WTR	1	6.3%
TOTAL	16	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
 TRS-Trespasser on incident.
 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 December, 2020

Peak		
Train	Days Late	% on Time
102	11	94.6%
104	5	97.5%
6	32	84.2%
106	21	89.7%
108	15	92.6%
110	11	94.6%
112	8	96.1%
114	10	95.1%
214	12	94.1%
502	15	69.4%
600	5	89.8%
802	7	85.7%
804	12	75.5%
11	83	59.1%
111	6	97.0%
113	18	91.1%
115	10	95.1%
17	39	80.8%
117	30	85.2%
217	15	92.5%
119	16	92.1%
507	6	87.8%
509	10	79.6%
801	18	63.3%
803	17	65.3%
Total	432	88.7%
Westbound	164	91.9%
Eastbound	268	85.3%

Off-Peak		
Train	Days Late	% on Time
14	13	93.6%
216	23	88.6%
116	51	74.9%
216	22	89.2%
18	76	62.6%
118	47	76.7%
218	15	92.6%
20	57	71.9%
220	18	91.0%
420	13	92.8%
22	43	78.8%
422	7	96.2%
504	14	71.4%
506	20	59.2%
508	10	79.6%
510	9	81.6%
606	15	69.4%
608	7	85.7%
610	20	59.2%
401	9	95.1%
203	10	95.0%
403	15	92.6%
205	0	100.0%
207	21	89.7%
7	83	59.1%
107	72	64.5%
9	65	68.0%
109	38	81.3%
209	16	92.1%
19	44	78.3%
121	17	91.6%
123	25	87.7%
101	23	88.6%
503	11	59.3%
505	16	67.3%
511	4	91.8%
601	6	87.8%
603	16	67.3%
605	20	59.2%
613	3	93.9%
701	1	97.7%
703	5	88.6%
Total	1,000	83.2%
Westbound	480	82.4%
Eastbound	520	83.9%

Weekend/Holiday		
Train	Days Late	% on Time
600	18	82.2%
502	19	81.2%
504	30	70.3%
606	20	80.2%
506	26	74.3%
608	15	85.0%
508	23	77.0%
610	11	89.0%
510	16	84.0%
710	Deadhead move	
503	21	79.2%
603	6	94.0%
605	34	66.3%
505	17	83.2%
507	17	83.0%
509	35	65.0%
511	19	81.0%
613	6	94.0%
601	9	91.0%
701	6	93.9%
703	11	88.8%
Total	359	82.1%
Westbound	178	80.3%
Eastbound	181	83.5%

Cumulative Reasons for Delays Thru December, 2020

REASONS (weekday)		
AMT	17	1.2%
CAR	58	4.1%
CAT	1	0.1%
DBS	0	0.0%
DDS	1	0.1%
DMW	130	9.1%
DSR	35	2.4%
DSS	17	1.2%
FRR	30	2.1%
FTI	63	4.4%
HLD	25	1.7%
LMU	32	2.2%
MET	319	22.3%
OET	8	0.6%
OPR	215	15.0%
OTH	48	3.4%
PAS	33	2.3%
POL	18	1.3%
PTC	9	0.6%
PTI	169	11.8%
SUB	2	0.1%
SVS	20	1.4%
TOD	7	0.5%
TRK	27	1.9%
TRS	11	0.8%
UTL	31	2.2%
VAN	3	0.2%
WTR	102	7.1%
TOTAL	1,431	100.0%

REASONS (weekend)		
AMT	5	1.3%
CAR	31	8.2%
CAT	0	0.0%
DBS	1	0.3%
DDS	0	0.0%
DMW	9	2.4%
DSR	7	1.9%
DSS	10	2.7%
FRR	8	2.1%
FTI	21	5.6%
HLD	6	1.6%
LMU	8	2.1%
MET	92	24.4%
OET	0	0.0%
OPR	36	9.5%
OTH	10	2.7%
PAS	28	7.4%
POL	2	0.5%
PTC	0	0.0%
PTI	49	13.0%
SUB	0	0.0%
SVS	18	4.8%
TOD	0	0.0%
TRK	7	1.9%
TRS	6	1.6%
UTL	2	0.5%
VAN	1	0.3%
WTR	20	5.3%
TOTAL	377	100.0%

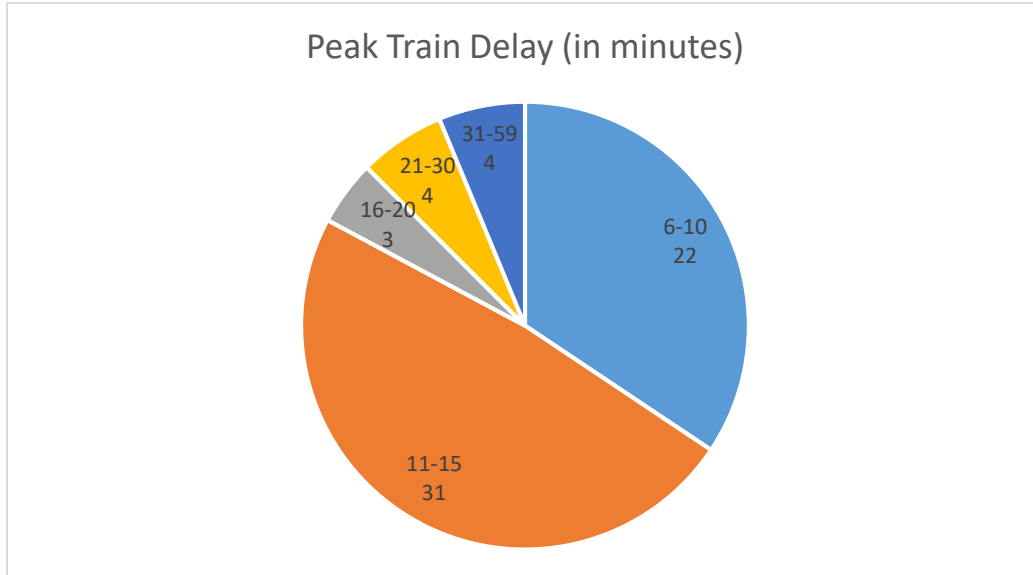
TOTAL		
AMT	22	1.2%
CAR	89	4.9%
CAT	1	0.1%
DBS	1	0.1%
DDS	1	0.1%
DMW	139	7.7%
DSR	42	2.3%
DSS	27	1.5%
FRR	38	2.1%
FTI	84	4.6%
HLD	31	1.7%
LMU	40	2.2%
MET	411	22.7%
OET	8	0.4%
OPR	251	13.9%
OTH	58	3.2%
PAS	61	3.4%
POL	20	1.1%
PTC	9	0.5%
PTI	218	12.1%
SUB	2	0.1%
SVS	38	2.1%
TOD	7	0.4%
TRK	34	1.9%
TRS	17	0.9%
UTL	33	1.8%
VAN	4	0.2%
WTR	122	6.7%
TOTAL	1,808	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
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 OTH-Other delays
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 PTI-Passenger train interference
 SUB-Substation
 SVS-Servicing (adding/removing equipment)
 TOD-Train order delay
 TRK-Track/wayside malfunction
 TRS-Trespasser on incident.
 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.

Decembers weekday peak trains were on time 82.9% of the time. The remaining 17.1% are made up of 64 trains reporting delays beyond 5 minutes and 59 seconds. Those delays are represented in the below chart depicting the various length of the delay reported.



RUSH HOUR* TRAIN DELAYS - DECEMBER 2020 (minutes late)

Train	Arrive	Tues 1	Wed 2	Thu 3	Fri 4	Mon 7	Tues 8	Wed 9	Thu 10	Fri 11	Mon 14	Tues 15	Wed 16	Thu 17	Fri 18	Mon 21	Tues 22	Wed 23	Thu 24	Mon 28	Tues 29	Wed 30	Thu 31	Days Late	Days Ran	% On Time			
102	5:48a			12			40	7					12						7						5	22	77.3%		
104	6:31			59																					1	22	95.5%		
6	6:55	8	10	29	12	11	13	17	12	11	12	14	7	15	18	11	8	11	17	10			10	13	21	22	4.5%		
106	7:13			26			20	14				11		14							12				7	22	68.2%		
108	7:35			7			9		9					11											4	22	81.8%		
110	7:51																							7	1	22	95.5%		
112	8:08																								0	22	100.0%		
114	8:31					7																			1	22	95.5%		
214	8:52			12												8			12						3	22	86.4%		
14	10:28																								0	22	100.0%		
Train	Depart																												
11	3:57			10		15	31	10								15		10						13		15	8	22	63.6%
111	4:02						12	7																	2	22	90.9%		
113	4:28			22			12																		2	22	90.9%		
115	4:57																								0	22	100.0%		
117	5:10																		14						1	22	95.5%		
17	5:28							15																	2	22	90.9%		
217	5:32			7										7											3	22	86.4%		
119	5:58			13			11																		3	22	86.4%		
19	7:10		10	10				7						10					13		8	9		22	8	22	63.6%		
High temp		36	45	44	46	35	37	50	55	51	34	31	31	31	37	45	41	53	43	37	31	38	31						
Low temp		30	23	25	31	30	32	28	25	28	21	18	25	28	24	30	36	37	13	21	16	28	19						

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

Temperatures from South Bend

MONTHLY SUMMARY OF RUSH HOUR ON TIME PERFORMANCE

On time
 A = Annulled

	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	16	196	92%	11	180	93.9%	8	163	95.1%	14	88	84.1%	21	80	73.8%	8	165	95.2%
EB Rush	7	176	96%	26	160	83.8%	14	148	90.5%	21	88	76.1%	23	80	71.3%	39	147	73.5%
Total Rush	23	372	94%	37	340	89.1%	22	311	92.9%	35	176	80.1%	44	160	72.5%	47	312	84.9%

	July			August			September			October			November			December		
	#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	13	207	94%	8	189	95.8%	8	189	95.8%	6	198	97.0%	5	180	97.2%	43	198	78.3%
EB Rush	34	184	82%	28	167	83.2%	18	168	89.3%	14	176	92.0%	24	160	85.0%	21	176	88.1%
Total Rush	47	391	88%	36	356	89.9%	26	357	92.7%	20	374	94.7%	29	340	91.5%	64	374	82.9%

Cumulative Standard Schedule

Arrive	Train #	Days Late	Days Ran	% On Time
5:48a	102	10	170	94.1%
6:31	104	4	170	97.6%
6:55	6	28	171	83.6%
7:13	106	19	171	88.9%
7:35	108	14	171	91.8%
7:51	110	9	171	94.7%
8:08	112	6	171	96.5%
8:31	114	9	171	94.7%
8:52	214	11	171	93.6%
10:28	14	10	171	94.2%
Depart				
3:57	11	68	171	60.2%
4:02p	111	4	171	97.7%
4:28	113	12	171	93.0%
4:57	115	8	171	95.3%
5:10	117	28	171	83.6%
5:28	17	28	171	83.6%
5:32	217	11	170	93.5%
5:58	119	13	171	92.4%
7:15	19	37	171	78.4%

Year-to-date cumulative

	#Late	#Ran	%On time
WB Rush	161	2033	92.1%
EB Rush	269	1830	85.3%
Total Rush	430	3,863	88.9%

Cumulative Rush Hour Through December

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	66	116	182	3.2%	6.3%	4.7%
11-15	49	61	110	2.4%	3.3%	2.8%
16-20	19	22	41	0.9%	1.2%	1.1%
21-30	17	28	45	0.8%	1.5%	1.2%
31-59	9	22	31	0.4%	1.2%	0.8%
60+	5	21	26	0.2%	1.1%	0.7%
Annulled	10	10	20			
Total Late	165	270	435	8.1%	14.8%	11.3%
On time	1868	1560	3428	91.9%	85.2%	88.7%
Total ran	2033	1830	3863			

December Rush Hour Trains

Range	TOTAL			PERCENTAGE		
	am	pm	total	am	pm	total
6-10	15	7	22	7.6%	4.0%	5.9%
11-15	21	10	31	10.6%	5.7%	8.3%
16-20	3	0	3	1.5%	0.0%	0.8%
21-30	2	2	4	1.0%	1.1%	1.1%
31-59	2	2	4	1.0%	1.1%	1.1%
60+	0	0	0	0.0%	0.0%	0.0%
Annulled	0	0	0			
Total Late	43	21	64	21.7%	11.9%	17.1%
On time	155	155	310	78.3%	88.1%	82.9%
Total ran	198	176	374			

Grand Total All Trains Through December

Range	Peak				Total	%
	WB	EB	Off	Wkend		
6-10	66	116	462	187	831	6.9%
11-15	49	61	226	75	411	3.4%
16-20	19	22	120	45	206	1.7%
21-30	17	28	86	37	168	1.4%
31-59	9	22	69	32	132	1.1%
60+	5	21	23	12	61	0.5%
Annulled	10	10	120	26	166	
Total	165	270	986	388	1809	15.0%
On Time	1868	1560	5053	1770	10251	85.0%
Total ran	2033	1830	6039	2158	12060	
%On Time	91.9%	85.2%	83.7%	82.0%	85.0%	